



TRAINING MANAGEMENT PLAN
FOR
BROADSWORD VERSION 3.0

Prepared for:

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1.0 EXECUTIVE SUMMARY

The purpose of this document is to provide details of the Broadsword training program. This Training Management Plan (TMP) outlines the responsibilities for defining, developing, and managing a training program for Broadsword version 3.0. The primary goal of the plan is to ensure that training needs are being properly addressed as an integral part of the Broadsword development and implementation effort.

The Broadsword training methodology provides for both on-site training (using train the trainer concept) and on-line products for interactive, personalized training. There are four different types of training delivered with the capability. These are:

- Computer Based Training (CBT)
- On-line training to include demonstration and accompanying video clips
- A robust help function
- Hardcopy slides of Broadsword functionality to be used in conjunction with those training types listed above and a training guide

2.0 REFERENCES

- a. DIA Regulation 24-11, General Intelligence Training System, 10 April 1995
- b. Software Requirements Specification for Project Broadsword, February 1999
- c. Functional Description Document, April 1998
- d. System Security Authorization Agreement for Broadsword v3.0, November 2000
- e. Software User's Guide for Broadsword v3.0 (on-line; delivered with capability)
- f. System Installation and Maintenance Guide for Broadsword v3.0, January 2001

3.0 BACKGROUND

The basic mission of Broadsword is to provide a set of tools and services that allow a user to search and retrieve information from a collection of heterogeneous data sources, interconnected within a networked environment. To achieve this mission, Broadsword provides an automated capability to support the following activities:

- Search for information among various data sources, including:
 - Air Operations Database (AODB)
 - Air Force Weather
 - Automated Message Handling System (AMHS)
 - Commercial Satellite Imagery Library (CSIL)
 - Demand Driven Direct Digital Dissemination (5D)
 - Imagery Exploitation Support System (IESS)
 - Imagery Dissemination Exploitation (IDEX)
 - Imagery Product Archive (IPA)/Library (IPL 1.0, 2.1, 2.5, 2.5.1)
 - Information Extraction Tool (IET)
 - Infosphere Management (ISM)
 - Intelink (Hydra, MetaSearch)
 - Military Equipment Parametric and Engineering Database (MEPED)
 - Military Integrated Data Base (MIDB)
 - Space Data Base
 - WebLink
- Retrieve information from multiple data sources, structured and unstructured, located at local and remote sites.
- Provide a unified ordering process for available information, regardless of the product format and delivery method. Transfer information to client using appropriate delivery method.
- Provide support for ad hoc, scheduled, and update requests.
- Generate Standard Reports

4.0 FACTORS AND ASSUMPTIONS

The following factors and assumptions have an impact on the Broadsword training concept and methodology:

- Broadsword is a joint asset with Air Force, Navy, Army, and Marine users. Additionally, it is used by other government agencies, i.e., NIMA, NSA, DIA etc.
- The Broadsword training program will be developed and implemented within the funding constraints of the development effort
- Formal classroom training at the site uses a train the trainer concept. An on-line and computer based training is provided for those who do not require formal training or have specific question on an area. The number of potential users (over 6,000), the large number of organizations potentially using the capability, worldwide distribution of Broadsword, and anticipated frequent turn-over of assigned users makes it impossible for the Broadsword Program Office be responsible for training each and every user.
- Broadsword is not a difficult technology for users to master. Browsers are an extremely common technology solution in today's computer environment. The underlying difference between Broadsword and other browsers is in its power and adaptability.

5.0 TRAINING/USER ORGANIZATIONS

This section outlines the organizations that are directly involved in the development and implementation of the Broadsword training program.

5.1 Training Planning/Support Organizations

Broadsword training is presently the responsibility of the Broadsword program management office located at AFRL Rome Research Site, Rome, NY. Training requirements and planning are supported by the 497th IOG/IND located at Bolling AFB.

5.1.1 Broadsword Program Office, AFRL/IFED Rome Research Site

The Broadsword PMO has established a Broadsword Help Desk at Rome. This will act as the focal point for the Broadsword user, operator/maintainer, and manager for all levels of assistance. The Help Desk will coordinate assistance and disseminate all relevant problem fixes, updates, etc., for Broadsword users, system managers, and administrators. Other responsibilities include:

- Ensure that on-line and CBT is considered in all development phases and activities
- Prepare and update the Training Management Plan (TMP)

5.1.2 497IOG/IND

The 497th will gather and monitor the training requirements of the Project Broadsword Program. Furthermore, the 497th will provide guidance and assistance in defining, validating, updating Broadsword training requirements, and overseeing training updates as they apply to the development of the software. They will also provide all funding.

5.2 Training Execution Organizations

Those organizations listed in Section 5.1 will provide guidance to the Broadsword program in regard to the development, implementation, and evaluation of CBT and on-line training requirements. Additionally, feedback from the entire Broadsword user community will be used to further enhance the capability as well as its training process.

5.3 User Sites (Trainees)

User organizations are those Service and/or Command organizations that utilize or plan to utilize the Broadsword capability. User organizations share in the responsibility for identifying user-training requirements. Users are those individuals who use the capability to retrieve/populate intelligence products in supporting their respective communities of interest (COIs). It is the requirement of the user Service or Command organization to determine the type of training required and provide this information back to the Broadsword PMO.

Broadsword provides a user with functionality based upon the user's role at the site. The roles supported in Broadsword v3.0 are *General User*, *Producer (IPL)*, *Administrator*,

and *ISSO*. The Broadsword PMO has broken up the training materials into these four functional areas, while understanding that a single user may have one or all of these roles.

Additionally, the *General User* training materials are split-up into three sections:

1. Using the Interface (A Novice User)

- How do I login?
 - CSE-SS Version
 - LDAP Version
 - Registered Server Version
- How do I Search for Information?
 - Query (Short Form)
 - Results of Request
 - How do I pull a product?
- How do I get help in the interface?
- How do I logout?

2. Personalizing the Interface

- How can I tailor my query page?
- How do I query different sources?
- How can I tailor my results page?
- How to view my results?
- Can I perform more advanced queries?
- Can I perform geo-spatial queries?
- How do I find a specific place?
- Can I save map locations for future searches?
- How do I recall my bookmarks?
- How do I zoom in or out?
- How do I pan to a different area?

3. Advanced Features

- What is the Shopping Cart used for?
- How do I modify where I want my products delivered?
- How do I know if my orders were successful?
- Can I save my searches?
- How can I access my saved queries?
- Can Broadsword tell me about new information on a target?
- Can I run queries after hours automatically?
- How do I view the results of queries executed by the system?
- What is the Formatted Reports page used for?
- How do I get reports online?

6.0 TRAINING PROGRAM

This section details the on-line and CBT requirements governing the Broadsword capability. Additionally, it will outline information on the instructional videos and video clips that are implemented to assist the user. These training aids are available in real-time throughout the user interface.

6.1 Requirements

The following training requirements are documented in the *Project Broadsword Functional Requirements Document* and the associated *Requirements Traceability Matrix* (RTM) (Ref b, section 2.0) and are applicable to Broadsword. These were defined during the development of the Broadsword capability in coordination with Service and Command users.

On-line

- The capability will feature an on-line tutorial featuring (state-of-the-art) computer-based training which is available from anywhere within Broadsword
- This on-line tutorial will be segmented by Broadsword functional area
- The on-line tutorial will be compliant with DoD standards, guidelines and regulations

Documentation, Training (hardcopy, softcopy)

- Training and Instructional Documentation will be integrated within the interface whenever possible
- A Training Guide and slides will be provided instructing users and administrators on the capabilities of the program
- The capability will provide easy to understand working aids and "cheat sheets" to assist users
- The aids will be in the form of hardcopy, on-line help, and electronic format suitable for printing

Video Clips

- The capability will provide, throughout the interface, video clips demonstrating key capabilities

CBT

- A Computer Based Training capability will be provided IAW DoD standards

Help Desk

- The PMO will provide a 24-hr accessible help desk (answering machine/voice mail after hours)

6.2 Execution

There will be two types of user sites in the Broadsword community, i.e., new and existing, (or those requiring software updates). In the case of new sites, at the option of the site, the program office during or after the initial Broadsword installation can provide traditional on-site training. Training varies from site to site depending on site requirements and will consist of slides, on-line video clips, on-line help, and CBT. Users will be encouraged to use the interactive on-line video clips, on-line help, and CBT in accordance with the goals of this training approach.

6.2.1 New Site

A new site will have site specific interests, expertise, and subsequent training requirements. When possible, the system manager and the system administrator will be trained before the general users.

On-site training attendance is tailored to specific user duties. The Broadsword program office will employ a “Train the Trainer” concept. The advantage of this method is that instruction is concentrated towards a small group of handpicked personnel, thus increasing the learning and knowledge retention curve. This core of highly trained site personnel will then become the onsite trainers, providing the initial training. The application is designed to be intuitive and user friendly while requiring minimal computer literacy.

6.2.2 Existing Site

The training provided at an upgraded site is essentially unchanged in that emphasis is placed on on-line and CBT. However, at the site request, the inclusion of a slide presentation that would accompany software installation is offered in lieu of the on-site training offered initially. In this case, the user is stepped through the aforementioned Users Manual outline with the aid of slides and the CBT capability offered by the application. For a user familiar with the application, this additional assistance for new functionality will be sufficient.

7.0 RESOURCES

Based upon funding, the Broadsword PMO will provide the resources necessary to continue to update the on-line and CBT aspects of the program to cover training requirements.