



Training Program Policy and Guidance For Broadsword Version 3.1

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1. Introduction

1.1 Purpose

The purpose of this document is to provide additional details on the Broadsword training program. This Training Program Policy document outlines the responsibilities for identifying, coordinating, conducting and following up on all training efforts for Broadsword 3.1. The primary goal of the policy is to ensure that training needs are being properly addressed as an integral part of the Broadsword development, implementation, and feedback 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

The focus of this document will be in conducting on-site training or classroom training.

1.2 Overview

The AFRL/IFEB Broadsword Program Office offers various types and levels of training with each Broadsword 3.1 install or upgrade. Training available is as follows:

- **Broadsword User Training :**
During this course you will learn to configure query and results pages, perform queries, retrieve and share results, and perform cataloging functions. This includes:
 - Search for information among various data sources, including:
 - Air Force Weather (WX)
 - Automated Message Handling System (AMHS)
 - Air Operations Database (AODB)
 - Demand Driven Direct Digital Dissemination (5D)
 - Electronic Intelligence (ELINT)
 - Facilities, Infrastructure, Engineering Systems (FIRES)
 - Imagery Exploitation Support System (IESS)
 - Imagery Product Library (IPL 1.0, 2.1, 2.5, 2.5.1, 3.0)
 - Intelink (Hydra, MetaSearch)
 - Military Equipment Parametric and Engineering Database (MEPED)
 - Military Integrated Data Base (MIDB)
 - Moving Target Indicator Exploitation (MTIX)
 - 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

- **Broadsword System Administration:**

During this course you will learn to perform those functions required for a systems administrator install, configure, run, and maintain the Broadsword Gatekeeper Server. Some of these functions include:

- Installation of the Broadsword Gatekeeper Server
 - Solaris OS
 - Solaris patches and utilities
 - Sybase Adaptive Server
 - Air Force DoDIIS Infrastructure (AFDI)
 - Broadsword 3.1
- Broadsword configuration
 - Backside sources
 - User and group privileges
 - Registering with Broadsword Keymaster
- Broadsword server maintenance
 - Gatekeeper usage statistics
 - Source usage statistics
 - Query, source and user maintenance
- Unix administration as it pertains to Broadsword
 - Broadsword file and command structure
 - Backup and Restoration
 - Starting and stopping the server
 - Process management
- AFDI administration as it pertains to Broadsword
 - User, and group maintenance
 - Host maintenance

- **Broadsword ISSO:**

During this course you will learn to perform those functions required for an ISSO to configure, run, maintain, review and backup audit logs and reports. This includes:

- Setting C2 audit flags used by Solaris and AFDI
- Setting keyword flags in Broadsword Audit logs
- Reviewing Unix audit logs
- Reviewing AFDI audit logs
- Reviewing Broadsword audit logs
- Archiving audit logs
- Restoring audit logs

Training can be performed one-on-one, train-the-trainer, or set up for a classroom of users.

1.3 Training Tools Used

To assist in coordinating, conducting, and following up on training, the following tools are employed in conjunction with this document and the **Broadsword 3.1 Training Management Plan** and listed in the order they should be employed:

- [Broadsword 3.1 Training Checklist](#)
- [Broadsword 3.1 Installation Schedule](#)
- [Broadsword 3.1 Pre-Training Survey](#)
- [Broadsword 3.1 Installation Verification Test](#)
- [Trainer's Cheat Sheet](#)
- [Student Sign-in Sheet](#)
- [Broadsword 3.1 User Student Training Guide](#)
- [Broadsword 3.1 Administrator Student Training Guide](#)
- [Broadsword 3.1 ISSO Student Training Guide](#)
- [Broadsword 3.1 Train-the-Trainer Course](#)
- [Broadsword 3.1 Training Questionnaire](#)
- [Trip Report](#)
- [Broadsword 3.1 Post Training Questionnaire](#)
- [Broadsword 3.1 Post Training Survey](#)

1.4 Supporting Documents

Supporting documents available include:

- **Broadsword 3.1 System Installation Guide**
- **Broadsword 3.1 Interface Control Document (ICD)**
- **Broadsword 3.1 Information Navigation Keys (INK)**
- **Broadsword 3.1 System Security Authorization Agreement (SSAA)**
- **Broadsword 3.1 Trusted Facility Manual (TFM)**
- **Broadsword 3.1 Computer Based Training (CBT)**

1.5 Contact Information

For access to Broadsword Documentation use one of the following methods:

- Broadsword Home Pages:
 - NIPRNet: <http://extranet.if.afrl.af.mil/bsword/index.html>
 - SIPRNet: <http://sierra.rl.af.smil.mil/bsword>
 - JWICS: <http://web1.rome.ic.gov/bsword>
- AFRL Configuration Management Office: DSN 587-4209 or Comm: 315/330-4209.
- IDHS Consolidated Help Desk: DSN 587-4347 or Comm: 315/330-4347.

2. Broadsword 3.1 Training Process

The tasks to be performed in the Training Process are very tedious, however several tools are offered to assist the trainer in the training process. The Broadsword 3.1 Training Checklist is the primary tool and guides the use of all other tools employed in the training process. The first step in the training process is making first contact. Tools and references for this section include:

- **Broadsword 3.1 Training Management Plan**
- **Broadsword 3.1 Training Program Policy Guidance**
- [Broadsword 3.1 Training Checklist](#)

2.1 Receiving Broadsword 3.1 Training Requirements

The requirement to conduct training will come from a few of different venues. These include, but are not limited to:

- [Broadsword 3.1 Installation Schedule](#) maintained by the AFRL/IFEB Broadsword Installation Schedule Coordinator.
- The Broadsword Defense Executive Agent (DExA), Maj Von Milla from the Air Force Command and Control Intelligence, Surveillance and Reconnaissance Center (AFC2ISRC) / A-26 on Langley AFB,
- The Broadsword Program Management Office (PMO), Capt Anderson from Air Force Research Lab (AFRL) Rome Research Site (RRS) / IFEB, in Rome, New York.
- The Consolidated Help Desk at AFRL-RRS.

Upon notification of a training request, execute the **Broadsword 3.1 Training Checklist**.

2.2 Using the Broadsword 3.1 Training Checklist

[Appendix 1 - Broadsword 3.1 Training Checklist](#) should be used to assist the trainer in tracking the progress of the coordination, conduct, and follow-up of the Broadsword 3.1 Training Effort for each individual site. The **Broadsword 3.1 Training Checklist** is broken into four sections:

- The first section is the **Pre-Training Checklist**
This section is executed when there is a prospect that Broadsword 3.1 training may be required. In this section, the trainer is guided through all tasks required to:
 - Determine which sites require training.
 - How to determine what their Broadsword 3.1 training requirements are.
 - Scheduling the training evolution.
- The second section is the **On-Site Checklist**
This section is executed on the day the trainer arrives on site. The trainer should arrive site at least one day prior to the training evolution. In this section, the trainer is guided through all tasks required to:
 - Validate the training requirements.
 - Coordinate systems and accounts with the Systems Administrator.
 - Ensure systems and sources are functioning properly.
 - Create a training cheat sheet
- The third section is the **Training Day Checklist**

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This section is executed on training day. In this section, the trainer is guided through all tasks required to:

- Conduct final check systems and accounts with the Systems Administrator.
 - Ensure systems and sources are still functioning properly.
 - Re-validate training cheat sheet
 - Perform course critique upon conclusion of training.
- The last section is the **Post-Training Checklist**
This section is executed on training day. In this section, the trainer is guided through all tasks required to:
 - Submit a trip report.
 - Follow-up on the health of the Broadsword 3.1 Program at the site.

The remainder of this document will expound upon each of the four sections of the **Broadsword 3.1 Training Checklist**.

3. Pre-Training Process

The tasks to be performed during the Pre-Training Process are very straightforward. There are two primary tools that will assist you in this process. The first tool is the **Broadsword 3.1 Installation Schedule** provided and maintained by the AFRL/IFEB Broadsword Installation Schedule Coordinator. Second is the **Broadsword 3.1 Pre-Training Survey**. With these two tools in hand you are ready to begin coordinating your on-site training effort. Tools and references for this section include:

- **Broadsword 3.1 Training Management Plan**
- **Broadsword 3.1 Training Program Policy Guidance**
- [Broadsword 3.1 Training Checklist \(Pre-Training Checklist\)](#)
- [Broadsword 3.1 Installation Schedule](#)
- [Broadsword 3.1 Pre-Training Survey](#)

3.1 Using the Broadsword 3.1 Installation Schedule

As previously mentioned, the requirements for Broadsword 3.1 training can come from several sources. However, it's [Appendix 2 - Broadsword 3.1 Installation Schedule](#) that will produce the majority of training requirements. This is because training should always follow on the heels of a new Broadsword installation. So your first task is to obtain a copy of the **Broadsword 3.1 Installation Schedule**. You can get this from the AFRL/IFEB Broadsword Installation Schedule Coordinator. For every site listed, you need to contact the POC listed for the installation and find out who the training POC's would be.

Once you know whom the training POC is for a site, you need to call that individual and find out whether or not they will require Broadsword 3.1 training. If they say yes, find out whom to send the **Broadsword 3.1 Pre-Training Survey** to, then send it to them.

3.2 Using the Broadsword 3.1 Pre-Training Survey

Once you have determined a site desires Broadsword training, and you have made the initial contact, its time to use [Appendix 3 - Broadsword 3.1 Pre-Training Survey](#). The **Broadsword 3.1 Pre-Training Survey** asks the unit to provide information on their mission, AOR, type of users and what functions and roles they fill, what database and sources they access both local and remote, what type of training the site will require, the number of users and workstations available for training, etc. This will help determine the best training scenarios for the unit.

Once you have received the completed **Broadsword 3.1 Pre-Training Survey**, you need to tailor your training curriculum to the requirements listed in it. You may be required to tailor one or more of the following guides:

- [Appendix 7 - Broadsword 3.1 User Student Training Guide](#)
- [Appendix 8 - Broadsword 3.1 Administrator Student Training Guide](#)
- [Appendix 9 - Broadsword 3.1 ISSO Student Training Guide](#)
- [Appendix 10 - Train-the-Trainer Course](#)

Once completed, send a copy of the course material to the site for review prior to training day. Follow-up with the site within 5 working days of arriving on-site to verify the training dates are still good and the course material is adequate. Don't forget to send the training guides and other deliverables via UPS or FedEx a few days in advance of training day.

4. On-Site Process

It is best to arrive one day prior to training to give you the chance to verify the Broadsword server and the data sources are functioning properly. This section will cover just that. Tools and references for this section include:

- **Broadsword 3.1 Training Management Plan**
- **Broadsword 3.1 Training Program Policy Guidance**
- [Broadsword 3.1 Training Checklist \(On-Site Checklist\)](#)
- [Broadsword 3.1 Installation Verification Test](#)
- [Trainer's Cheat Sheet](#)

4.1 Final Coordination and Organization

This is your prep period. Your time to ensure everything you need to conduct training is available and functional. ASSUME NOTHING!

4.1.1 Meeting with the Training POC

When you arrive on site, the first order of business is meeting with the training POC. Hand them any deliverables you have brought with you for the site. This may include CBT's and other software or documentation. Go over the Pre-Training Survey again to insure their training needs have not changed. Discuss the training objectives to verify they are still on track with their expectations and answer any last minute questions they may have. If you sent the Student Guides in advance via UPS, FedEx or other means, ensure they have arrived. If they have, make sure you see them and physically move them to the classroom or other safe location until you are ready to conduct the training.

4.1.2 Meeting with the Broadsword System Administrator / Installer

Next you want to meet with the Broadsword system administrator and Broadsword installer if he/she is still on site. The purpose of this meeting is to inform them of your intention to run the [Broadsword 3.1 Installation Verification Test \(IVT\)](#). The purpose of the IVT is to verify all user processes are functioning properly and to gather information on sources and queries to aide in the flow of the class. In addition, you want to request any accounts required for the training course to include and instructor account and a student account for each student. Specify any roles that may need to be assigned to these accounts such as Producer or Managed Producer. Once you have received the logins and passwords, verify each of them to ensure they work. Also, you will need to obtain the Broadsword server IP Address, hostname, URL, and path to the user home directories. You will need this information throughout the course. See section [4.3 Using the Trainer's Cheat Sheet](#) for information on recording this information.

4.1.3 Checking the Classroom

If possible, ask to view the classroom at this time. Be certain to bring the training materials with you and drop them off in the classroom so you know where to find them on training day. While in the classroom, ensure the room is in good order and has all the required items you need to conduct an adequate training course. Make sure the room is clean, that you have enough space to work and that there are sufficient systems available for each of the students. Make sure you can login to the workstations. If you cannot, request accounts and passwords for access to them. Once in the workstations, ensure they have the required web browsers and that you are indeed able to access the Broadsword server from each of the systems. Check each of the browsers to ensure the cache checks every time, not once per session or once per visit. Then verify you can login to Broadsword with each of the accounts provided for training. Perform queries with each account and be sure to test the FTP function from each of the workstations to the Broadsword server to ensure those services are accessible. Problems with any of these should be reported and resolved as quickly as possible. Now you're ready to conduct the IVT.

4.2 Using the Installation Verification Test

Once you have completed your final coordination and organization you want to use [Appendix 4 - Broadsword 3.1 Installation Verification Test \(IVT\)](#). The purpose of this tool is to provide a set of procedures to run on a Broadsword Gatekeeper Server to test all the functions that will be covered during the actual training session. You want to leave yourself at least one full day prior to training to run through this test. If any problems are encountered you have sufficient time left to resolve the problem and continue the IVT.

4.3 Using the Trainer's Cheat Sheet

[Appendix 5 - Trainer's Cheat Sheet](#) is designed to gather information such as geo-coordinates, country codes, BE numbers and other search attribute values that will be used to perform queries during the training courses. Once you start entering information on the **Trainer's Cheat Sheet** the sheet will be classified, so be careful not to walk out of the building with it at the end of the day. For safety purposes, inform the site POC that you will be creating a classified document for use during training. They should in turn handle and store the document as per their site's policies. Make sure the site can store and dispose of the document(s) when finished.

One important note to make when selecting your sources and query values is to find those combinations that:

- Make use of local sources rather than remote sources. This will speed the queries along.
- If forced to use remote sources, try finding queries on sources that will run quickly. Again, this will speed the queries and you have to do little stalling.
- Use query attributes that make sense together for the target audience.
- Test all values and recording them a second to be certain the function according to plan.

Again, this should be accomplished a day in advance to ensure adequate time to find, record and validate the values you will be using during the course.

5. Training Day Process

This is the most crucial part of the training process and has the most work involved.

- **Broadword 3.1 Training Management Plan**
- **Broadword 3.1 Training Program Policy Guidance**
- [Broadword 3.1 Training Checklist \(Training Day Checklist\)](#)
- [Trainer's Cheat Sheet](#)
- [Student Sign-in Sheet](#)
- **One of the following:**
 - [Broadword 3.1 User Student Training Guide](#)
 - [Broadword 3.1 Administrator's Student Training Guide](#)
 - [Broadword 3.1 ISSO Student Training Guide](#)
 - [Broadword 3.1 Train-the-Trainer Course](#)
- [Broadword 3.1 Training Questionnaire](#)

5.1 Training Day Procedures

Assume the worst and hope for the best on Training Day. If possible, it's best to show up as early as possible. By arriving early you can check the following:

- Verify the Broadword Server is still up and running.
- Ensure you can still login with all accounts that will be used during the course.
- Ensure the sources you plan on using are still available
- Distribute the Student Guides.

The next thing you want to do is have all the students sign [Appendix 6 - Student Sign-in Sheet](#). You can either have them sign it as they are coming in or pass it around once everyone has arrived. The sign-in sheet needs to be returned to the head of Broadword's Support Group, Terry Egan, after your trip is completed. After that you're presenting the information contained within one of the 4 training Guides available to you:

- **Appendix 7 - Broadword 3.1 User Student Training Guide**
- **Appendix 8 - Broadword 3.1 Administrator Student Training Guide**
- **Appendix 9 - Broadword 3.1 ISSO Student Training Guide**
- **Appendix 10 - Broadword 3.1 Train-the-Trainer Course**

If during the course of your instructions you note any problems with any of the training materials, please be sure to make note of it and submit the problems for resolution when you return home.

Finally, have all students fill out [Appendix 11 - Broadword 3.1 Training Questionnaire](#), which can be found at the end of each of the training guides, and return them to you prior to leaving. Once the forms are filled in, consolidate them into a single document and forward to Terry Egan along with a copy of the individual forms. This information will be used to refine the training program and/or the Broadword application as necessary.

6. Post-Training Process

Completion of training day does not mean completion of your duties. Once training is completed you are required to follow-up with the students three times. Tools and references for this section include:

- **Broadsword 3.1 Training Management Plan**
- **Broadsword 3.1 Training Program Policy Guidance**
- [Broadsword 3.1 Training Checklist \(Post-Training Checklist\)](#)
- [Student Sign-in Sheet](#)
- [Broadsword 3.1 Training Questionnaire](#)
- [Trip Report](#)
- [Broadsword 3.1 Post-Training Questionnaire](#)
- [Broadsword 3.1 Post-Training Survey](#)

The purpose of this phase is to gain direct feedback from the customer on the health of the Broadsword Program at their site. As per this policy, the trainer is required to contact the site three times after the training has been conducted. At each increment, prior to contacting the site, it is best to review the **Trip Report** from that site to refresh your memory on any issues or circumstances concerning that site. You will also need to have the **Student Sign-in Sheet** and **Broadsword 3.1 Training Questionnaire** so you know who to contact and whether or not they had any issues with the training that were articulated in the **Broadsword 3.1 Training Questionnaire**.

6.1 Completing and Submitting the Trip Report

IFEB requires copies of [Appendix 12 - Trip Reports](#) for testing, training, and installation efforts pertaining to Broadsword. In the **trip report** be sure to include the who, what, when, where, why and how. In addition, list any problems encountered along with the solution. Finally, at the end of the **trip report**, include any action items, perhaps follow-up training requested or some such request.

When sending your **trip report**, at a minimum you must send it to the following individuals:

- Capt. Gretchen Anderson: gretchen.anderson@rl.af.mil
- Mario Giordano: mario.giordano@rl.af.mil

Once they have been approved, they will be forwarded to the following individuals within IFEB:

- To:
 - John Vona
 - Scott Patrick
 - John Baumler
- CC:
 - Jeanne White
 - Terry Egan
 - Mike Corelli

When submitting your trip report, be sure to include the **Student Sign-in Sheet** and both the consolidated and original **Broadsword 3.1 Training Questionnaire**.

6.2 Using the Broadsword 3.1 Post-Training Questionnaire

[Appendix 13 - Broadsword 3.1 Post-Training Questionnaire](#) is used twice in the Post-Training Process. It is employed the first time thirty days after training was conducted and the second time at ninety days after training was conducted. Each time the trainer will contact each of the students on the **Student Sign-in Sheet** and verbally administer the **Broadsword 3.1 Post-Training Questionnaire**. Use one copy of the **Broadsword 3.1 Post-Training Questionnaire** for each individual on the **Student Sign-in Sheet**.

The questionnaire is broken into two sections. The first section is geared towards those students that were part of a Train-the-Trainer course, which basically means they themselves are trainers. The second section is gear toward the General User Student. Ensure you use the appropriate section for each individual.

Once the forms are filled in, consolidate them into a single document and forward to Terry Egan along with a copy of the individual forms. This information will be used to refine the training program and/or the Broadsword application as necessary.

6.3 Using the Broadsword 3.1 Post-Training Survey

[Appendix 14 - Broadsword 3.1 Post-Training Survey](#) is employed forty-five days after training has been conducted. This one is not conducted of the phone, but rather emailed to each of the students. Again, the purpose of this document to check the health of the Broadsword Program at that site.

Once the forms are filled in, consolidate them into a single document and forward to Terry Egan along with a copy of the individual forms. This information will be used to refine the training program and/or the Broadsword application as necessary.

Appendix 1 - Training Checklist

Site Name: _____

Date of Training _____

Click on link to go to the [Pre-Training Checklist](#)

Click on link to go to the [On-site Checklist](#)

Click on link to go to the [Training Day Checklist](#)

Click on link to go to the [Post-Training Checklist](#)

1.1 Pre-Training Checklist

The following documents are required to complete this checklist:

- [Training Checklist](#) To guide progress and record results.
- [Installation Schedule](#) Determine what sites may require training.
- [Pre-Training Survey](#) Determine number to train and type of training.

- Obtain a copy of the **Broadsword Installation Schedule**.
Contact each site listed on the installation schedule to determine if that site requires Broadsword training. Obtain the following information so you can further coordinate training with the site.

- Broadsword Training POC: _____
 - Phone Number: _____
 - Email Address: _____
- Broadsword System Administrator: _____
 - Phone Number: _____
 - Email Address: _____

- Send a copy of the **Pre-Training Survey** to each of the POC's listed in the step above.

- Date sent: _____
- Date returned: _____

- Consolidate copies of **Pre-Training Survey** into one form and create your training schedule.

- Tailor training curriculum to training needs specified on the **Pre-Training Survey**.

- Contact the site within one week of traveling to the site to verify the training dates are still good.

- Date to call and verify: _____
- Date training days verified: _____

- What date are you traveling to the site? _____

1.2 On-Site Checklist

The following documents are required to complete this checklist:

- [Training Checklist](#) To guide progress and record results.
- [Installation Verification Test](#) Validate Quality of Install.
- [Trainer's Cheat Sheet](#) Quick reference of query examples to be used.

Complete the following tasks one day prior to when training is to be conducted.

- Meet with the training POC.
 - Handoff any deliverables such as CBT's and other documentation.
 - Confirm the Training Schedule.
 - If a **Pre-Training Survey** was not filled out for this site, go over the **Pre-Training Survey** at this time.
 - Discuss site objectives for the training.
 - Discuss any questions or make any necessary clarifications.
 - Make sure you understand what the site wants to get out of Broadsword.
 - What does the site want to get out of Broadsword?

- Meet with the site's Broadsword System Administrator. Include Broadsword Installer if still on site.
 - Request a trainer account and a student account for each student attending class.
 - How many student accounts do you require? _____
 - Are cataloging roles required? _____
 - How many Producer Roles are required? _____
 - How many Managed Producer Roles are required? _____
 - Obtain login and password for the trainer and each student attending class.
 - Request accounts be assigned appropriate cataloging role if Cataloging is be taught.
 - Obtain IP address and URL for accessing the Broadsword Server.
(Don't write any information on this checklist, use the Trainer's Cheat Sheet)
- If you mailed the training materials to the site obtain them now and move them to the training room.
- View the training room and workstations.
 - Ensure the training room is in good order and has sufficient workstations and space to conduct the training.
 - Ensure you can login to each workstation using the student and trainer accounts.
 - Ensure each workstation has the appropriate web browser.
 - With each of the student accounts and with the trainer account attempt to FTP a file from Broadsword to the PC to ensure this function is enabled.

- ❑ Run the **Installation Verification Test**. Coordinate this with the Broadsword System Administrator and Broadsword installer if still on site to be on-hand to correct any problems you may find while running through the IVT.
- ❑ Use **Trainer's Cheat Sheet** to establish attributes to be used during training. This will help ensure the class moves along smoothly.

1.3 Training Day Checklist

The following documents are required to complete this checklist:

- | | |
|--|---|
| • Training Checklist | To guide progress and record results. |
| • Trainer's Cheat Sheet | Quick reference of query examples to be used. |
| • Student Sign-in Sheet | Record of attendees. |
| • Training Questionnaire | End of course critique sheet |
| • Trip Report | Synopsis of Training Effort at that site. |

- Meet with the training POC.
- View the training room and workstations.
 - Ensure the training room is still in good order and still has sufficient workstations and space to conduct the training.
 - Ensure you can still login to each workstation using the student or trainer account.
 - Ensure each workstation still has the appropriate web browser.
 - Ensure you can still login with each of the Broadsword trainer and student accounts.
 - Ensure you can still FTP from the student workstations to the Broadsword server with each of the training accounts.
- If time permits, run through your queries using the information on the **Trainer's Cheat Sheet** to ensure the source are still available and the queries are still valid.
- Place the training materials on your workstation along with the **Student Sign-in Sheet**.
- Have the students Sign-in then take a copy of the Student Training Guide to be used.
- Conduct the Training.
- At the end of training have each of the students fill out the **Training Questionnaire** at the end of the Student Training Guide.
- Collect one **Training Questionnaire** from each of the students.
- Consolidate the **Training Questionnaire's** into a single form and send to Terry Egan along with the originals. These will be used to evaluate the course and determine if any changes are necessary.
- Once you have returned home, submit a **Trip Report** in accordance with the **Broadsword 3.1 Training Program Policy and Guidance** document.

1.4 Post-Training Checklist

The following documents are required to complete this checklist:

- [Trip Report](#) To refresh your memory on the trip.
- [Student Sign-in Sheet](#) So you know who to contact
- [Post-Training Questionnaire](#) For feedback on program health
- [Post-Training Survey](#) For feedback on program health

- Thirty days after the completion of training, call the training POC and all trainers listed on the **Student Sign-in Sheet**. Verbally administer the **Post-Training Questionnaire**. Address all issues and take for action any problems that need it.

- Date Due _____
- Date Completed _____

Consolidate all **Post-Training Questionnaires** into a single for and submit to Terry Egan along with the originals.

- Forty-five days after the completion of training, send each user (including trainers) listed on the **Student Sign-in Sheet** the **Post-Training Survey** requesting a return date one week after sending it. After receiving the Surveys, contact users if necessary to address any issues and/or problems. Take for action anything that was not solved.

- Date Due _____
- Date Sent _____
- Date Received _____
- Date Completed _____

Consolidate all **Post-Training Surveys** into a single for and submit to Terry Egan along with the originals.

- Ninety days after the completion of training, call the training POC one more time and redo the POC **Post-Training Questionnaire**. Address all issues and take for action any problems that need it.

- Date Due _____
- Date Completed _____

Consolidate all **Post-Training Questionnaires** into a single for and submit to Terry Egan along with the originals.

- The above tasks will be done by the original trainer unless unavailable. In the case the original trainer is unavailable, pass this worksheet to the Training Manager for completion.

Appendix 2 – Broadsword 3.1 Installation Schedule

This document is provided by request from the Broadsword Lead Installer Mike Corelli at AFRL-RRS / IFEB. He can be reached at DSN 587-4429 or Comm. 330-315-4429.



Appendix 3 – Broadsword 3.1 Pre-Training Survey

Please provide the following information to AFRL/IFEB Training Department. This information will be used to help the trainer tailor your training according to your mission needs. In providing this information, please do one of the following:

1. Fill form electronically; save as your office symbol; attach as email; email to Terry Egan at egant@rl.af.mil or,
2. Print form; answer questions in ink; fax to AFRL/IFEB, attn. Terry Egan at DSN 587-3913 or Comm: 315/330-3913

Please provide the following information:

Site POC Name:	
Site Address:	
DSN Phone:	
Commercial Phone:	
Fax:	
Unclass E-mail:	
SIPRNet E-mail:	
Documentation Address (if different):	
Visit Request (or SSO) Address:	
SSO Name:	
Commercial Phone:	
Fax:	
Additional Information / Comments:	

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Please Answer the Following Questions

1. What is your unit mission? (Check / Highlight all that apply.)

- Intelligence
- Operations
- Logistics
- Other

Specify:

2. If Intel, what INT are the users associated with? (Check / Highlight all that apply.)

- IMINT
- SIGINT
- COMINT
- HUMINT
- MASINT

3. If IMINT, what functions to the users perform? (Check / Highlight all that apply.)

- Imagery Production
- Imagery Exploitation
- Imagery Analysis
- Other

Specify:

4. Are you an IPL Imagery Production site?

- Yes
- No

5. If Intelligence, what functions do the users perform? (Check / Highlight all that apply.)

- Order of Battle Management
- Intelligence Preparation of the Battlespace (IPB)
- Biographical Analysis
- Threat Analysis
- Indications and Warnings
- Country Studies
- Weather Intelligence Analysis
- General Intelligence Analysis
- Other

Specify:

6. If Operations, what functions do your users fulfill? (Check / Highlight all that apply.)

- Weaponeer
- Targeteer
- Mission Planning
- Weather
- Blue Force Tracking
- Other

Specify:

7. What is your Area of Responsibility (AOR) (list all that apply)

8. What intelligence databases do your users currently use? (Check / Highlight all that apply.)

- Air Force Weather (WX)
- Automated Message Handling System (AMHS)
- Air Order of Battle Database (AODB)

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- Electronic Intelligence (ELINT)
- Facilities Infrastructure Engineering System (FIRES)
- Intelink Hydra (INT)
- Imagery Product Library (IPL) Which version(s): _____
- Imagery Exploitation Support System (IESS)
- Intelink META Search (META)
- Modernized Integrated Database (MIDB)
- Military Equipment Parametric and Engineering Database (MEPED)
- Moving Target Indication (MTI)
- Other

Specify: _____

9. What databases are available to the users locally? (See List on number 7)

10. What databases are available to the users remotely? (See List on number 7)

11. How many users will be taking the training?

12. How many workstations are available for training?

13. What web browser is used on the workstations?

14. How many days are available for training?

15. What type of training is the unit requesting? (Check / Highlight all that apply.)

- General User Training
- Cataloging with Broadsword
- Managed Producer with Broadsword
- Broadsword Administration
- Broadsword ISSO

16. Will training be conducted:

- One-on-one
- As train-the-trainer (as a group in a classroom environment)
- As a group in a classroom environment

17. Does the site have previous experience with Broadsword?

- Yes
- No

18. What dates are best for conducting training for your unit?

Appendix 4 – Broadsword 3.1 Installation Verification Test

STEP	OPERATOR INPUT	EXPECTED RESULTS	COMMENTS	SECTION
1	Log into a workstation. Method will vary by workstation type.	User will be logged into workstation	Do not log into the server, use another workstation. Preferably a training workstation,	Workstation
2	On the workstation, start the browser. Method will vary by workstation type.	The browser will open in a separate window.	For Netscape, check version. If it is less than 4.7, try to determine the standard and let the trainer know.	Browser
3	In the Browser window, in the location area, enter the URL ([host name or IP address]: port number) of the Broadsword system and press "Enter".	A second browser window will appear stating "Initializing Broadsword..." Along with a dialogue box which will state "Close Window"	It might be helpful to check both the hostname and IP address. If the hostname does not work, find out why. Tell the trainer which way to use.	IP and Hostname
4	Click the OK Button.	The Broadsword Login page will be displayed.	On the left-hand side, there is a column of buttons, each of which is a link to Broadsword support or system services.	Login Page
5	Select each of the toggle buttons on the login screen.	Each button should spawn a separate window with the related information.	Let the trainer know of any that still do not work before the first training class.	
6	<i>Quick Start</i>	General Information		
7	<i>User Guide</i>	Links to all the User Guide functionalities.	Select some of the links to ensure they are working.	
8	<i>CBT</i>		Ensure this works properly	
9	<i>Feedback</i>	The Feedback form will be displayed in a separate window. All entries should be blank.	Let the trainer know where this feedback goes. Send a message to ensure it works properly.	
10	<i>Support</i>	The Broadsword Points of Contact page will be displayed in a separate window. All of the entries should be filled with the site POC info.	Ensure the Requirements section has the Site Broadsword PM information, not Keith Mishaw (this is NOT hard coded in as previously thought). Make sure John Gates info is not in the Helpdesk section.	
11	<i>Project Broadsword</i>	Ensure information is displayed.		
12	<i>Intelink Central</i>	Ensure this works properly		

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13	In the Username box, enter a general user account and password, then click on Accept	The default first page will be displayed. Ensure account works.	Make sure only the "Session, Searching, and Help" menus appear on the navigation bar.	Login
14	Click on the Help menu on the navigation bar.	The Help drop down box appears		Help Menu
15	Select each of the menu items and ensure correct data is displayed.		Pay close attention to whether the Demo function works. This and the Help functions are not available outside the application. All others should work the same way they did outside the browser.	
16	After closing all Help windows, select Session on the Menu bar. Select Preferences --> Default First Page	The "Default First Page" preference page will appear. The default page is set to "Search Tools".		Preferences
17	Click on Session on the menu bar; select Preferences --> Search Sources.	The "Where and What to Search" page will be displayed.		Sources
18	Check to make sure the four standard plugins and local plugins are in the list displayed	Four standard are Intelink Hydra, Intelink Meta, MEPED, and Air Force Weather. These should be local to every site.	If they are not there, add them.	
19	Ensure Gatekeeper is registered with a Keymaster	Remote sources should be available.	If not registered, register.	
20	Check all radio buttons and boxes for selectability.	Buttons and boxes show selection changes.		
21	Select all local sources available, to include the four standard. Click on the Apply button.	The page will be re-displayed with the changes.	Make sure to deselect any others that may be pre-selected.	
22	Click on Session on the menu bar; select Preferences --> Search Utilities.	The "Search Utilities" page will be displayed.		Utilities
23	Check all radio buttons for selectability.	Buttons show selection changes.		
24	Select Query and Short form style. Check Apply Synonym Matching. Click on the Apply button	The page will be re-displayed with the changes.	If the Apply button is not enabled, you did not make any changes.	
25	Click on Session on the menu bar; select Preferences --> Results Page.	The "Results Page" will be displayed		Results Page

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26	In the top section, for max hits per source, put 10 or less. Display thumbnails and display results as List.	Changes will show in the section.	More than likely, these will be the default anyway and no changes will have to be made.	
27	In the lower section, select several of the attribute hyperlinks to ensure they work properly.	A second window will be displayed with detailed information concerning just that attribute.		
28	Also in the lower section, check several attribute boxes under Query Fields. Also Toggle All Hits On using the button at the bottom of the screen.	The page will be re-displayed with the changes.		
29	Click on Session on the menu bar; select Preferences --> Source Required Data.	Any sources, local or remote, that require a separate logon should be displayed with blank cells.	IPL and AMHS is the most common.	Source Required Data
30	Click on Searching on the menu bar. Select Search Tools.	The "Search Tools - Query (Short Form)" page will be displayed with blank fields or pull-down menus.	The number of fields will vary with the source selected.	Short Form Query Results - List
31	Click on several of the attribute hyper-links to ensure they are working.	A separate window should appear with detailed information concerning that attribute.		
32	For the Keyword attribute, put russia*, korea*, or iraq* (try to find out what is on their local imagery database) in the value box. Click on the Search button.	A separately launched "Results of Request" page will be displayed with the results of the query. Results should take between 35-55 seconds only.	Longer than a minute means there is something wrong. If the Apply button is not enabled, click in the gray area somewhere outside of the value box.	
33	Check the summary at the bottom of the Results Page	Several items should be found that meet the search criteria on all but Meta and MIDB.	If any of the sources read "Resource Error" it probably has a wrong URL.	
		MIDB will say "Unsupported query element" and Meta will say it only supports "=".	This was just a check to make sure there was connectivity to those sources.	
34	For any imagery hits, click on the thumbnail and Pull as JPEG unless the only option is Pull as Is	Results should take between 35-55 seconds only. If it takes more than a minute, check the browser and/or workstation settings for viewing images.	Images that were saved as a JPEG will not have the option to pull as JPEG. All others will have the option.	
35	Select a least two images and click Add to Cart.	The page will be re-displayed.		

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36	For Intelink items, click on one of the Text Icons. Pull as Is.	A separate window will appear with the associated Intelink hit.	If this does not work, there is something wrong with the connection. Check the URL.	
37	For Weather items, click on one of the Text Icons. Pull as Is	A separate window will appear with the associated weather image.	If this does not work, there is something wrong with the connection. Check the URL.	
38	For MEPED items, select a hyperlink.	A report should come up.		
39	Repeat Step 17 selecting only imagery sources. At least two (all local and one remote preferably).	After clicking on Apply, window will re-display with changes.		Advanced Query Results - Timeline
40	Repeat Step 22 selecting the Query Advanced Form.	After clicking on Apply, window will re-display with changes.		
41	Repeat Step 25 returning hits as a Timeline.	After clicking on Apply, window will re-display with changes.		
42	Click on Searching on the menu bar. Select Search Tools.	The Advanced Query form should appear. There will be six cells with "No Selection".		
43	Change four of the cells to Target Details Country Code.	"No Selection" will change accordingly.		
44	In the value column, type RS, CH, IZ, KN (one CC per cell). Change the DONE to OR for the first three cells, leaving DONE on the fourth. Click on the Search button.	A separately launched "Results of Request" page will be displayed with the results of the query. The results should be in the Timeline format.	Again, this query should only take 35-55 seconds. However, a remote source could make it take longer.	
45	In the Results Timeline window, click Display Details on one of the products returned.	A separately launched window with the metadata for that hit will be displayed.	Write down a Geo Coord to be used in a later step.	
46	In the Timeline Control window, change the Zoom from AUTO to another zoom level (hours, minutes, etc.) and then click Update Display	The Timeline should form new columns according to the zoom level you chose.		
47	Check the remaining functions of the Timeline Control.	All functions should work fine.		
	Pull as JPEG one of the images.	A separately launched window will come up with the image blown up.	This should only take about 35-55 seconds. However, a remote source may be longer, but not longer than 90 seconds.	

48	Repeat Step 17 changing the query method from Simultaneous to Sequential.	In the "Order to Search" area, enter a number "2" in the first source block and a "1" in the second source block.	After clicking on Apply, window will re-display with changes.	Geo Text Query Results - Map
49	Repeat Step 22 changing the query form to Geographic Map.	After clicking on Apply, window will re-display with changes.		
50	Repeat Step 25 returning hits as a Map.	After clicking on Apply, window will re-display with changes.		
51	Click on Searching on the menu bar. Click on Search Tools.	The Geo Text Form will appear in the window with tables in the top half and a list of cells in the bottom half.		
52	In the top half, select at least the Target Details table.	A checkmark will appear next to the table.		
53	In Location Cell put in the Geo Coords from Step 45. In the radius cell, put 20 and change from Meters to Nautical Miles. Click on the Search button.	A separately launched "Results of Request" page will be displayed with the results of the query. The results should be in the Map format, with icons displayed on the map.	This query should take only about 35-55 seconds. However, remote sources may be longer. No more than 90 seconds with a remote source.	
54	Check the bottom of the Results Page to ensure only one of the sources returned hits. Then click on one of the icons displayed on the map.	Hit information will appear in a separate window in the List format.	You may have to manipulate the map to find your hits. Also, you may have to zoom in to see individual icons.	
55	Repeat Step 22 changing the query for to Geo Map.	After clicking on Apply, window will re-display with changes.		Geo Map
56	Click on Searching on the menu bar. Click on Search Tools.	The Geo Map will appear in the window with a map in the upper section and a list of tables below.	If the map does not appear, ensure that maps were loaded. If they were, check to make sure the GNC was put in lower case.	
57	Click on the Find button on the map control bar.	The Geo Find window for finding a Place Name, Airport, or Country will appear in a separately launched window.		

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58	<p>In the Place Name cell, type Pyongyang, Moscow, or Baghdad and select North Korea, Russia, or Iraq respectively for the country. Click on the Search button on the bottom of the Geo Find window.</p>	<p>The Geo Find window will refresh with a number of links to locations that match your request.</p>	<p>Make sure you have the checkbox next to "in country" checked. Also please put the correct country with the Place Name, for instance, you probably won't find Pyongyang in Iraq!</p>	
59	<p>Click on one of the hyperlinks provided.</p>	<p>The map will automatically take you to that location and zoom in.</p>		
60	<p>Zoom to a good level centered on your Place Name. Click on the Bookmark button (next to Find).</p>	<p>A dialog box will open asking you to name your bookmark. Give it a name and click Save. Another dialog box will open saying that the bookmark was successfully saved.</p>		
61	<p>Check the Zoom In, Zoom Out, Area Zoom, Center, and Pan buttons.</p>	<p>Each should function accordingly.</p>		
62	<p>Open Bookmarks by clicking the open folder button next to the Save Bookmark button.</p>	<p>Your Bookmark should be listed. Click on the link and it should pull you to where you were saved on the Bookmark.</p>		
63	<p>Check the Circle Search function by clicking once in the center of your Place Name and again far outside of the center for your radius</p>	<p>A circle should appear around a center point.</p>		
64	<p>Check the Rectangular Search function by first clicking on the Rectangle button. Then click once in the far upper left of your Place Name and again in the lower left.</p>	<p>A rectangular box should appear around your place name.</p>		
65	<p>In the section below the map, select at least the Target Details table.</p>	<p>A check will appear in the box next to the table.</p>		
66	<p>Click the Save Query button at the bottom of the window</p>	<p>A Save dialog box will appear for you to name your query. Save it as User_SAT_Query. Another dialog box will appear confirming the save.</p>	<p>You must use underscore instead of spaces between each word or the Update Profile will not work.</p>	

67	Click on Searching on the menu bar. Click on Saved Queries.	The "Saved Queries" window will appear with the User_SAT_Query listed.		Saved Queries
68	Select your query and click the Edit Batch Profile button at the bottom of the window	The "Edit Batch Profile" window will appear.		
69	Check to make sure the date and time listed is the correct GMT time.		If it is incorrect, check the time of the server.	
70	Change the minutes to plus 4 or 5 minutes from now. Check an imagery source (preferably local) and MIDB. Keep it a Simultaneous search. Click on the Schedule (not OK) button at the bottom of the page.	You will be returned to the "Saved Queries" window. Note the Batch Profile column should have changed from "None" to the date and time of your Batch.		
71	Select your query and click the Edit Update Profile button at the bottom of the window.	The "Edit Update Profile" window will appear.		
72	For Duration, choose One Day; for Update Suppression, choose None; for Status, choose Active. Select one or more sources (preferably local) and click OK.	You will be returned to the "Saved Queries" window. Note the Update Profile column should have changed from "None" to "Active".		
73	Click on Searching on the menu bar. Click on Formatted Reports. Click on MIDB.	The "MIDB Report Generator" screen will be displayed.		Formatted Reports
74	Select the local MIDB if applicable. If not, choose another. Select the FACUEQP report and click Next.	A screen with the first section entitled "Filters" will open.		
75	For the Country, select Iraq. For Category Code, type 82100. Leave the other filters blank.		Leave the Format and Extension sections as they appear.	
76	In the Destination area, enable the first row by checking the box. Fill in the required information and click Request File.	A screen will appear telling you the report has been successfully ordered and to check "Order Status"	You can use the Broadsword home directory for the user account you are testing, or use a /tmp directory on the workstation you are using.	

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77		Now click on Request View	A separately launched window should appear with the report information.	This may take up to about 30-45 seconds.	
78		Click on Searching on the menu bar. Click on Order Status.	The "Order Status Reports" window will appear. Check for your query status here.	If it is pending (yellow) wait a bit and check later. If it is failed (red) check the message line to find out why and make changes accordingly. Repeat Steps 73-76.	Order Status
79		Click on Searching on the menu bar. Click on Shopping Cart.	The "Shopping Cart" window will appear with a list of your items.		Shopping Cart
80		Click on Edit Group Attributes.	The "Edit Group Attributes" window will appear.		
81		Put your Destination information in the first row and Enable it by putting a checkmark in the appropriate box. Change the Compression from As Is to JPEG. Click Apply.	You will be returned to the "Shopping Cart" window and the Format column should read JPEG.		
82		Select one image and click on the Hyperlink.	The "Edit Individual IPL/5D Order Characteristics" window will appear. Check the destination information for accuracy.		
83		For Destination Filename, change it to User_SAT_Shopping_Cart. Click Apply.	You will be returned to the "Shopping Cart" window.		
84		Delete all but the image you saved as User...Then Order All.	You will get a dialog window verifying a successful order and to check Order Status.	This is so we don't have too much coming to the workstation.	
85		Repeat Step 78.		If the status stays yellow for an extended amount of time (more than an hour), there may be something wrong with it. Try it again.	
86		Click on the Delete ALL button at the bottom of the window	The page will re-fresh with all messages gone.	This is for clean up purposes.	

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87	Click on Searching on the menu bar. Click on Profile Notification.	A separately launched "Profile Notification" window will appear. You should have one Batch and at least one or more Update.	The Updates are done on the top and bottom of every hour.	Profile Notification
88	Click on the Batch notification.	The Results Page should be displayed with the hits in the List Format. Check the summary at the bottom for total hits.	Check out any errors for this Batch. Zero hits are okay, just no errors.	
89	Click on an Update notification.	More than likely, a response of "No Hits for this Interval" will be displayed.	If you don't have any updates, check to make sure your saved query did not have any spaces. Spaces will cause the update not to work.	
90	Once successful, click on Multiple Select Mode. Select all items and click on the Delete Selected button.	This will clear out the Profile Notification window.	This is for clean up purposes.	
91	Click on Searching on the menu bar. Click on Saved Queries. Click on Delete ALL at the bottom of the window.	This will clear out all Saved Queries.		Finish Clean Up
92	Go to the Destination you had sent your image and MIDB report.			
93	Pull the report and the image to ensure it worked properly.	The image should come up as a JPEG almost immediately. The MIDB report may have to be opened in WordPad.		
94	Delete both the image and MIDB report from the Destination.	The /tmp directory or Broadsword home directory should no longer show the items.		
95	Click on Session on the menu bar. Click on Exit.	This will log you out of Broadsword and the Browser.		

Appendix 5 – Trainer's Cheat Sheet

Site Name: _____ Date of Training _____

1. **Broadsword Server Information:**

- IP Address: _____
- Hostname: _____
- URL: _____
- Use Home directory path: _____

2. **Trainer Account:**

- Login: _____ Password: _____

3. **Student Accounts:**

- Login: _____ Password: _____

4. **Sources to query:**

Establish list of reliable sources to query both local and remote. Use local sources first.

- Local Imagery: _____
- Remote Imagery: _____
- Local MIDB: _____
- Remote MIDB: _____

5. **BE Numbers:**

Establish a list of good BE Numbers to be used. Look for those that return results the quickest. The site may be able to provide you with a good list that they use.

- i): _____
- ii): _____
- iii): _____

NOTE: If using remote sources only, use the prefixes 0252*, 0380*, 0290* and 0427*

6. **GEO Coords**

From the results of one of the queries below, record geo coords.

- i) _____
- ii) _____

7. Short Form Query

Run a Short Form Query with an MIDB, Imagery source, and Intelink Hydra. Try to find one that gives back the full 10 hits. From the results, copy down two geographic coordinates. Send one or more items to the Shopping Cart. Also, try to pull an image as **JPEG** to ensure that this works.

- Sources
 - i) MIDB _____
 - ii) Imagery _____
 - iii) Intelink Hydra _____
- BE Prefix _____

8. Advanced Form Query

Run an Advanced Query using a country code. CH, BK and RS are usually good.

- Sources
 - i) Imagery _____
- Country Code _____

9. Text Geo Query

Save and run a Text Geo Query using one of the coordinates. Set up an update profile to ensure it works. Set up a batch profile to ensure it works.

- Coords _____
- Radius = 15NM

10. Map Geo Query

Run a Geo Map Query using one of the country codes.

- Country _____
- Table = Facility

11. Combination Query (Geo Map w/ Advanced Form)

Conduct a Combo Geo Map w/ Advanced Form Query using a country code, and two fields for category code with the <OR> link field.

- Country _____
- Table = Facility
- Category Code
 - i) 82100 (OR)
 - ii) 87230

12. Validate the following functions:

- Check Formatted Reports using MIDB FACUEQP. Do a pull to view and send to file.
- Check Formatted Reports using IESS HOC. Do a pull to view and send to file.
- Check the Shopping Cart and ensure destination information works.
- Check Profile Notification to ensure that it works properly.
- Check AMHS if available locally and ensure it works properly.

Appendix 7 – Broadsword 3.1 User Student Training Guide

This document is too large to add into this document and is therefore provided separately.

Appendix 8 – Broadsword 3.1 Administrator Student Training Guide

This document is too large to add into this document and is therefore provided separately and is an attachment to the TFM.

Appendix 9 – Broadsword 3.1 ISSO Student Training Guide

This document is too large to add into this document and is therefore provided separately and is an attachment to the TFM.

Appendix 10 – Broadsword 3.1 Train-the-Trainer Course

This document is too large to add into this document and is therefore provided separately.

Appendix 11 – Broadsword 3.1 Training Questionnaire

This critique form is the last page of each of the Student Training Guides.

Appendix 12 – Trip Report

Created upon conclusion of training. There should be one trip report for each training trip.

Appendix 13 – Post-Training Questionnaire

Site Name : _____
Date Taken: _____

Interviewee: _____
Interviewer: _____

This document is written from the perspective of interviewing trainers from a train-the-trainer course and a regular user student. The first page is for the trainer and the second page is for the students.

13.1 Train-the-Trainer Post-Training Questionnaire

1. Based on user feedback, what is the overall impression of Broadsword usage since we conducted training?

2. Have you or your users run into any problems with the application? If so, what are they?

3. Have you submitted any complaints or problems to the Broadsword Program Office that have not been fully addressed and solved? If so, what are they and when were they submitted?

4. If you have a CMDB account, have you used it to submit Problem or Change Requests (PR,CR's)?

5. Is the documentation that was provided at the time of training sufficient for the needs of your users?

6. Is there additional documentation you need or feel would be beneficial for your training needs?

7. What else can we do to continue supporting Broadsword training at your site?

8. Do you have any questions, comments, and/or action items for us to follow up on at this time?

13.2 Student Post-Training Questionnaire

1. How would you describe your overall usage of Broadsword usage since we conducted training?

2. Have you run into any problems with the application? If so, what are they?

3. Have you submitted any complaints or problems to the Broadsword Program Office that have not been fully addressed and solved? If so, what are they and when were they submitted?

4. If you have a CMDB account, have you used it to submit Problem or Change Requests (PR,CR's)?

5. Is the documentation that was provided at the time of training sufficient for your needs?

6. Is there additional documentation you need or feel would be beneficial to you?

7. What else can we do to continue supporting Broadsword at your site?

8. Do you have any questions, comments, and/or action items for us to follow up on at this time?



Appendix 14 – Post-Training Survey

Please provide the following information to AFRL/IFEB Training Department. This information will be used to help the Broadsword PM to determine Broadsword usage at your site, as well as address any problems with the application. In providing this information, please return the form by doing one of the following:

3. Fill form electronically; save as your office symbol; attach as email; email to Terry Egan at egant@rl.af.mil or,
4. Print form; answer questions in ink; fax to AFRL/IFEB, attn. Terry Egan at DSN 587-3913 or Comm: 315/330-3913

User Name

Unit and Office Symbol

1. Approximately, how long ago was your training on Broadsword?

2. Approximately, how often do you use Broadsword?

- Daily
- 2- 3 Time a week
- Once a week
- Once a month
- Rarely
- Never

Specify:

3. If you are not using Broadsword, why not?

4. If you are using Broadsword, what do you like the best about it?

5. What do you like the least about Broadsword?

6. What problems, if any, have you encountered?

7. What changes, if any, would you like to see in a future version of Broadsword?

8. How would you assess the overall effectiveness of the Broadsword Tool for you in your job?