



DELIVERY OPERATIONS  
INFORMATION SYSTEM

United States Postal Service

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## **Delivery Operations Information System (DOIS) Deployment Toolkit**

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### **DOIS Training Management Guide**

June 29, 2001

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## **Table of Contents**

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# **DOIS Training Management Guide**

## **Section 1** Introduction

The Delivery Operations Information System (DOIS) Training Management Guide provides United States Postal Service (USPS) personnel with specific instructions and guidelines for organizing and managing (DOIS) training activities. This guide was developed for the DOIS Training Lead and DOIS Facilitators. The guide includes instructions for conducting training, using the training database, maintaining course materials, and evaluating training.

## **Section 1.1** DOIS Training Approach

DOIS Deployment Team members attend DOIS training courses based on their roles and when they join the DOIS Deployment Team. DOIS training, set in a classroom, provides users an opportunity to gain hands on experience with DOIS, exchange ideas with other DOIS Deployment Team members, and ask DOIS experts questions.

DOIS Deployment Team members take a combination of DOIS courses during the different training course conducts. There are three components of DOIS Deployment Team training:

- DOIS National Deployment Training;
- DOIS Deployment Team Training Phase 1;
- DOIS Deployment Team Training Phase 2.

Each of these training sessions is outlined below.

DOIS National Deployment Training occurs during the Deployment Organization and Preparation Phase. Members of the DOIS Program Management Office (PMO) facilitate this training for the DOIS Area Coordinator, DOIS District Coordinator, and the DOIS Training Lead. This training consists of the following courses:

- DOIS for End Users;
- DOIS for Managers;
- DOIS for Site Activators;
- DOIS for Facilitators.

In addition, these participants attend the Deployment Planning Workshop, which provides guidance on the DOIS Deployment process.

**Section 1.2**  
Training Readiness  
Checklists

DOIS Deployment Team Training Phase 1 occurs during the Readiness Phase. The DOIS Training Lead facilitates this training provided to the DOIS Activation Lead, DOIS Facilitators, and the DUC Coordinator. During this training, the DOIS Training Lead facilitates the following courses:

- DOIS for End Users;
- DOIS for Managers;
- DOIS for Site Activators;
- DOIS for Facilitators.

DOIS Deployment Team Training Phase 2 occurs during the Training and Deployment Execution Phase. A DOIS Facilitator provides this training to the DOIS Site Activators and the DOIS Pilot Site Supervisor and Manager. The courses taught during this training include the following:

- DOIS for End Users;
- DOIS for Managers;
- DOIS for Site Activators.

The DOIS Training Management Guide (DTMG) includes several training readiness checklists, used to verify that all necessary tasks have been completed.

These checklists summarize the tasks that are discussed in each of the following sections:

- Preparing to Teach (Section 2);
- Teaching the Class (Section 3);
- Using the Training Database (TDB) (Section 4);
- Classroom Materials (Section 5);
- Evaluating Training (Section 6).

It is important to read through the guide and understand all tasks before beginning to use the checklists. A Training Readiness Contact List template is also provided at the end of this guide. This list should be filled out as personnel are assigned training roles on the DOIS District Deployment Team. The DOIS Training Lead should keep this list easily accessible.

**Section 1.3**  
**DOIS District**  
**Deployment Team**

As described in the DOIS Deployment Management Guide, each district is responsible for establishing a DOIS District Deployment Team. The DOIS District Deployment Team members work together to execute the deployment at the district level. The following list provides roles and key responsibilities for DOIS District Deployment Team members.

- **DOIS District Champion** — The DOIS District Champion serves as a liaison between the DOIS District Coordinator and key DOIS contacts within the district. The DOIS District Champion also generates and maintains support for DOIS deployment efforts, as well as leading district sponsorship and reporting sessions. In addition, the DOIS District Champion ensures commitment for training attendance.
- **DOIS District Coordinator** — The DOIS District Coordinator plans and manages the execution of district level deployment efforts, defines district standards (training attendance), and creates the district organization structure.
- **DOIS Activation Lead** — The DOIS Activation Lead coordinates site activations and post-activation support within the district, in addition to the DOIS Site Activator responsibilities described below.
- **DOIS Site Activator** — The DOIS Site Activator executes delivery unit site activation tasks such as data preparation, software installation, and post-activation site support.
- **DOIS Training Lead** — The DOIS Training Lead schedules and notifies participants for DOIS District Deployment Team training, prepares training facilities, facilitates all training courses, tracks district training results, creates user profiles, and manages the E1357 process.
- **DOIS Facilitators** — The DOIS Facilitators conduct training courses, provide feedback to participants, and document users' proficiency with DOIS.
- **DUC Coordinator** — The DUC Coordinator serves as a District Administrator after activation (creating/changing user profiles and maintaining the district organization structure). The DUC Coordinator also provides support to users in reference to DOIS issues.

**Section 1.4**  
**DOIS Project**  
**Support Roles and**  
**Responsibilities**

The Support Specialists at the DOIS National Deployment Support Desk (NDS) provide deployment support, including support for training issues and questions. The DOIS NDS Support Specialists also log the details of all calls and provide assistance in the resolution of the issue.

**Section 2**  
Preparing to Teach

In this section, DOIS Training Leads and DOIS Facilitators receive tips on how to prepare for DOIS training courses (DOIS for End Users, DOIS for Managers, DOIS for Site Activators). This includes becoming familiar with the materials, preparing the day before training, and completing the training checklists. At the end of this section, DOIS Facilitators should:

- Complete the DOIS Computer-Based Training (CBT), as necessary.
- Obtain keys to the training room (see DOIS Training Lead).
- Assign training modules to multiple DOIS Facilitators (if necessary).
- Add participants to the Training Database (see section 4.5 of the DTMG for more information).
- Complete the training preparation checklist.

**Section 2.1**  
Training  
Prerequisites

All DOIS Facilitators attend the following courses to prepare them to facilitate DOIS courses.

- DOIS for End Users;
- DOIS for Managers;
- DOIS for Site Activators;
- DOIS for Facilitators.

Although DOIS Facilitators can learn all necessary information from the courses above, they are advised to complete the DOIS for End Users CBT for additional support and information. DOIS Facilitators should practice facilitating the courses using the training database. More specific information about the training database is found in Section 4.

**Section 2.2**  
Training  
Preparation

The DOIS training materials will be sent to the training room. If they are missing, contact the DOIS Training Lead.

Mouse pads and CBTs will also be sent to the training room for distribution to the field. Site activators should take the mouse pads/CBTs to the sites they are responsible for activating on data verification day. These mouse pads and CBTs are sent along with the classroom materials. The DOIS Training Lead separates these mouse pads and CBTs from the classroom materials for collection and distribution to the delivery units.

<b>DOIS Training Materials</b>	√
• Participant guides	
• Facilitator guides	
• DOIS for End Users CBT CDs	
• All necessary quick reference guides	
• Introducing DOIS video (two)	
• Evaluation forms (20) and event form (1) per end user and manager course	
<p>Before each training session, ensure that the Instructor Toolkit and Supply List contain all of the necessary materials. DOIS Facilitators are responsible for getting the Instructor Toolkit materials from the DOIS Training Lead.</p>	
<b>Instructor Toolkit</b>	√
• One set of eight markers (multi-colored) for rip-chart	
• One roll of masking tape	
• 24 pens	
• 24 no. 2 pencils	
• Three colored non-permanent markers for the erase board	
• Post-it notes	
• Post-it flags	
• Two notepads or extra loose-leaf paper	
• DOIS name tents for desk	
• Placard for the door, <i>DOIS Training In Progress</i>	
• One to three bottles of water	
• Nerf ball (necessary for DOIS for Facilitators, but good for emergency use in other activities)	
• Extra bulb for the overhead projector	
• Obtain sign-in sheets from the District Postal Employee Development Center (PEDC)	

As part of training preparation, facilitators should make sure they complete a number of items ahead of time. DOIS Facilitators should use the following checklist to prepare the day before training.

Day Before Training	Comments	√
1. Obtain list of training schedule and DOIS Facilitators contact numbers (if applicable).		
2. Delegate duties on this checklist, if there is more than one facilitator.		
3. Set up meeting with DOIS District Deployment team members to assign responsibilities.		
4. Obtain keys to training room from DOIS Training Lead.		
5. Obtain list of confirmed participants and their logon ID.		
6. Determine where rest rooms, break areas, emergency procedures, and any other important areas of the training site are located.		
7. Check training resources, including: <ul style="list-style-type: none"> <li>• LCD projection working</li> <li>• TV/VCR hooked up and working</li> <li>• Printer works</li> <li>• Phone works and training room phone number or nearest possible phone is posted</li> <li>• Chairs for all participants and observers</li> <li>• Three rip-charts</li> </ul>		
8. Make note of any technical assistance phone numbers that may be needed during the course.		
9. Prepare rip-charts.		
10. Check Instructor Toolkit for all materials.		
11. Ask the District Champion to come say a few words about DOIS to kick-off training.		

**Section 2.3**  
**Day of Training**

A number of items need to be confirmed prior to training to ensure a successful conduct of DOIS courses.

DOIS Facilitators should arrive one hour prior to the training start time. During this hour, they complete the following preparatory activities:

<b>Day of Training</b>	√
<ul style="list-style-type: none"> <li>• Ensure Instructor Toolkit is in room.</li> </ul>	
<ul style="list-style-type: none"> <li>• Verify set up duties from day before have been completed.</li> </ul>	
<ul style="list-style-type: none"> <li>• Make sure VCR is set up and Introducing DOIS video is rewind.</li> </ul>	
<ul style="list-style-type: none"> <li>• Set out sign-in sheet.</li> </ul>	
<ul style="list-style-type: none"> <li>• Turn on all PCs and logon to Windows.</li> </ul>	
<ul style="list-style-type: none"> <li>• Place one participant guide, one DOIS for End Users CBT CD, and quick reference guide (if applicable) at each seat.</li> </ul>	
<ul style="list-style-type: none"> <li>• Logon to DOIS on one PC. Call the National Deployment Support Desk immediately if any problems arise.</li> </ul>	
<ul style="list-style-type: none"> <li>• Make name tents.</li> </ul>	
<ul style="list-style-type: none"> <li>• Verify all scheduled participants have logon IDs.</li> </ul>	
<ul style="list-style-type: none"> <li>• Create rip-charts.</li> </ul>	
<ul style="list-style-type: none"> <li>• Open PowerPoint presentation on facilitator PC.</li> </ul>	
<ul style="list-style-type: none"> <li>• Introduce yourself and welcome participants as they arrive to DOIS training.</li> </ul>	
<ul style="list-style-type: none"> <li>• Have participants introduce themselves.</li> </ul>	
<ul style="list-style-type: none"> <li>• Have participants test their logon ID by logging into DOIS as they arrive in the training room. (They may have to change their password if it is the first time they use DOIS. Click OK, Click New Password)</li> </ul>	

**Section 3**  
Teaching the Class

In this section, DOIS Facilitators are reminded of presentation, facilitation, and coaching skills that may be helpful. This is included as an optional aid for DOIS Facilitators.

The following techniques are all taught in the DOIS for Facilitators course.

**Section 3.1**  
Presentation Skills

Strong presentation skills encourage participants to focus on the information being provided to them.

Effective presentations include:

- Eye contact;
- Arm movement;
- Stationary feet;
- Vocal projection;
- Constructive use of visual aids.

**Section 3.2**  
Facilitation and  
Coaching Skills

Successful facilitators create an environment that encourages individuals to participate and feel ownership in working toward the course objectives. The following facilitation and coaching skills help facilitators create a risk-free environment and guide participants through a DOIS training course.

Effective facilitation includes:

- Managing participants;
  - Use the accept/legitimize/deal with or defer technique;
  - Do not be defensive;
  - Protect others from personal attacks;
  - Conflict management;
- Leading discussions and debriefs;
  - Ask open-ended questions (“What questions do you have...”);
  - Use a parking lot rip-chart;
  - Use body language;
  - Maintain/regain focus/try to keep class centered.

**Section 3.3**  
Technical Problems

Effective coaching includes:

- Active listening;
- Guiding the learning process;
- Managing participants' frustrations;
- Providing feedback.

When a technical problem occurs, the primary goal is to keep the class going. Stay calm and minimize the disruption to the flow of the class. Minimize discussion about the error, to keep on track with the training content. Consider the following options to work around the problem:

If participants receive data errors, use the following technical troubleshooting techniques:

- Select another carrier, unit, etc. and proceed with the scenario.
- Have participants share PCs.
- Reboot and logon again.
- Focus on the navigation and learning objectives, rather than specific data.

If the problem persists and the participants can not continue with training activities, use the following techniques:

- Ask DOIS Training Lead to reassign the participant to a new delivery unit in order for them to start with fresh data (when applicable).
- If necessary, take a break (or lunch if near lunchtime) to release participants and allow DOIS Facilitators to focus on the problem.

If a participant has difficulty with a scenario or has fallen behind, have one facilitator resolve the problem while another facilitator continues teaching.

If while using the Training Database, all participants are unable to continue have participants use the DOIS for End Users CBT. The CBT curriculum is included in the Appendix of the DOIS for End Users course.

**Section 3.3.1**  
Reporting  
Technical Problems

If an error arises during the training session, the DOIS Facilitator should complete the following:

- Indicate the severity (fatal error, reboot and go on, work around) and extent of the problem (how many participants are affected).
- Report severe errors as soon as possible. Report errors that you have worked around at a break. Keep a record of all problems that occurred during training. Write down the action the participant took

that caused the error; create a screen print of the error message. Keep a record with the date and time of the error and report it to the National Deployment Support Desk. In order to create a screen print:

1. Hold down the Ctrl key and then press the print screen key on the keyboard.
2. Open Microsoft Word.
3. Create a new document.
4. Hold down the Ctrl key and then press the V key to paste the screen print into a word document.
5. Save the document as the name of the window and the date the error occurred (e.g. workloadstatus.doc).
6. Print the document for the National Deployment Support Desk if necessary.

### **Section 3.3.2** Cancellation and Early Dismissal

DOIS training will not be cancelled except under the most extreme circumstances. No DOIS training class will be cancelled without confirmation from the DOIS Training Lead and the DOIS District Coordinator.

In accordance with USPS policies, there is no early dismissal during DOIS training. If a course ends early, participants should complete sections of the DOIS for End Users CBT, ask additional questions, or complete additional DOIS activities.

### **Section 3.3.3** Logon Problems

If a participant logs into DOIS, and DOIS does not open, the ID has not been set up in the training region. This will occur if unscheduled participants arrive in class.

In order to get the user set up immediately, the DOIS Training Lead should enter the user name and password into DOIS as they did for the other participants. This process takes about ten minutes per ID. To prevent this problem, the DOIS Training Lead should update the ids in the training region as soon as any changes occur.

Note: If the class is not full, we recommend there be one classroom PC set aside for these types of emergencies, so that the DOIS Training Lead can log on a PC other than the facilitator's or participants' PCs in the classroom. If that is not possible, the DOIS Training Lead can use the participant's PC.

Refer to the Training Database section for more specific instructions on setting up users in the TDB.

**Section 3.3.4**  
Data Collection  
Device (DCD)  
Problems

When uploading data from the DCD, DOIS may time-out if the connection is not established.

DCDs are used in the DOIS for End Users and DOIS for Route Inspectors courses, if issues arise, try the following:

- Check the cable connections. Most DCD problems are resolved if you tighten the cable connection and try again.
- When transferring mail volumes, the DCD must be ready (press T and wait for prompt). Wait for a few seconds, and then click the transfer data button in DOIS.
- If DCD locks up, press Shift-L and On/Off. This is a soft boot that does not erase all data.
- To hard boot the DCD, press F1-F4-Enter On/Off. This will clear all data (the DCD must be burned-in before it can be reused).
- Use the Capture Mail Volume – Manual window to manually enter data into DOIS.

**Section 3.3.5**  
Data Questions

If participants question the quality of the data, consider the following responses:

- Explain the data is fictitious and solely for training purposes.
- Note the question on the parking lot rip-chart. After class, send the question to the DOIS PMO for research.
- Emphasize the importance of ensuring accurate data is loaded during data preparation.

If a participant sees a data error message, make sure they have followed the correct steps. Have the participants repeat the steps. If errors occur again, have participants return to Section 3.3, Technical Problems.

## **Section 4** Using the Training Database (TDB)

### **Section 4.1** Explaining the Training Database

In order to practice using DOIS, a Training Database has been created. The TDB is a safe working copy of DOIS that allows participants to practice using DOIS without causing risk to the real system data. There are some limitations to the TDB. For example, users are not working with data from their units. Names and route numbers have been created for the purpose of this training only. Remember the purpose of the TDB is to provide the look and feel of the DOIS environment.

The following section includes background information on the TDB.

- Training data was built to support the training scenarios and demonstrate functionality. It contains fictitious, but realistic, sample data for the purpose of training only.
- The TDB does not interface with other USPS applications. The interface data necessary to demonstrate DOIS functionality has been manually added to the TDB.
- Use the following training dates (time of day does not matter):
  - End User Day 1 – 5/9/2000
  - End User Day 2 – 5/10/2000
  - Manager – 5/9/2000
  - Site Activation – 5/10/2000
  - Route Inspector – 5/12/2000
- Each participant has his or her own set of data. As participants complete activities, the data changes in the courses. As participants make changes to their data, it may not match the DOIS Facilitator data. The participants need to complete one activity fully and correctly or it may impact subsequent activities.

The TDB provides participants with data to complete practice activities, giving them a hands-on experience with DOIS. When participants use the training database, they are actually using DOIS and working with a simulated set of data. This allows participants to practice using DOIS in a classroom environment. Any changes to the TDB do not affect the actual data in the district.

The TDB contains data to support 75 participants in DOIS for End User, DOIS for Managers or DOIS for Route Inspectors. This allows for three training classes of 17 users, with 25 extra delivery units in case there are issues during training. In addition, the training database supports 75 participants in DOIS for Site Activators. There are two types of facilities in the Training Database. First, there is Facility which is used for DOIS for End Users, DOIS for Managers, and DOIS for Route Inspectors training. The delivery unit name for this facility starts with the word, user. The second facility is only used

for DOIS for Site Activators and is called Site Act. The delivery unit under Site Act starts with the word Site. Ensure you are using the proper facility for the DOIS training courses.

Participants are assigned their own delivery unit. Each delivery unit contains identical information about employees and routes. However, there are a few pieces of data that are required to be unique in each delivery unit: the zone, facility, finance number, the Social Security Number (SSN) for each fictional employee, and the delivery unit name. Course participants may notice these differences in the following ways:

- DOIS uses five-digit route numbers. The route number is comprised of the last two numbers of the zone and a three-digit route.
- During the DOIS for Site Activators course, each participant will be provided with a unique SSN by the DOIS Facilitator to use in one of the scenario activities.
- A participant's logon ID is assigned to a unique delivery unit, facility, and ZIP Code.

## **Section 4.2**

### **Data Refresh Procedures**

The DOIS Training Database is refreshed automatically every weekend, which means all training data will be reset to its original form. If any questions arise regarding data refresh contact the NDSD.

Note: In the case where a training class spans the weekend, any changes to the base data are deleted on Sunday. For example, if you facilitate the DOIS for End Users course on Friday (Day 1) and Monday (Day 2), the data is refreshed between Day 1 and Day 2 of training. Therefore, training for DOIS for End Users and DOIS for Site Activators should not span a weekend.

Note on Facilitator Course: DOIS for Facilitators should be taught at the beginning of the week because data will be refreshed over the weekend. The course contains teachback activities that require participants to go through some of the activities in the DOIS for End Users and DOIS for Managers courses. If the course is taught mid-week, then the data for those courses will not match the data in the Facilitator guides that is needed for the teachback activities in the Facilitator course.

Note on Manager Course: The data for the Manager course does not have to be refreshed after the End User course is taught. Participants can complete the Manager course with used data from the End User course because participants in the Manager course have read-only access to DOIS. The manager course should be conducted using the date, 5/10/2000.

**Section 4.3**  
Social Security  
Numbers in the  
Training Database

In order to assign a carrier to the delivery unit in the DOIS for Site Activators course, participants must enter the employee's social security number. The social security numbers to be entered are unique for each participant. The social security numbers appear in the DSEMP.dbf data table in the form of xx2yy2234.

The xx relate to the Site Act number each participant chose. This number is unique for each participant.

The 2 is standard for every participant in every class.

The yy relate to the class number. This number is the same for each participant in the class. The facilitator should write this number on a rip-chart for the entire class.

In order to determine the yy, complete the following steps in DOIS.

- NAVIGATE to the Maintain Carrier Information window on the Route and Unit Maintenance tab of the Supervisor Workbench.
- SELECT any employee on the left side of the window.
- CLICK the Edit button.
- VIEW the fourth and fifth digit of the employee ID on the top right corner of the window.

This is your yy number and will be the same for each participant in this training room.

The final four numbers are printed in the DSEMP.dbf data table in the Participant section of the DSAG. Clarkson D M, the social security number is listed as xx2yy2234. If a participant chose Site Act 01 when they logged onto DOIS, and the class is 03, the participant would enter **012032234** in the EmpID field.

The break down is as follows:

- 01 – Unique to each participant;
- 2 – Same for all participants in all classes;
- 03 – Same for each participant in the class, unique for each class;
- 2234 – Same for all participants in all classes and printed in the DSEMP.dbf data table.

## **Section 4.4** **Changing the System Date**

Each day, training participants use the DOIS Date/Time Override to change the system date in order to access the data for the scenarios. If a participant logs on to DOIS and no routes appear on the Workload Status window, they have not changed the date.

To change the system date, complete the following steps:

1. Select Start.
2. Select DUC Applications.
3. Select DOIS Date/Time Override.
4. Select Change System Date.
5. Enter the user ID and password.
6. Verify that the correct data source displays in the Data Source text box.
7. Type the date in mm/dd/yyyy format in the Date text box.  
Use the following training dates:
  - End User Day 1 – 05/09/2000
  - End User Day 2 – 05/10/2000
  - Manager – 05/10/2000
  - Site Activator – 05/09/2000
  - Route Inspector – 05/12/2000

Note: You must enter four digits for the year.
8. Enter the time in the Time text box (time of day does not matter – use 10:10:10).  

Note: You must use two digits each for the hours, minutes, and seconds.
9. Click OK.

If a participant gets a type mismatch error, they did not complete all the fields in the window or did not use the appropriate format for the date and time. Have the participants repeat the steps.

## **Section 4.5** **Adding participants to the Training Database**

Prior to the beginning of each training course, the DOIS Training Lead should add participants to the training database. The DOIS Training Lead should have system administrator access to the TDB.

Each training course has a specific user profile associated with the course. For the Deployment Team training, where each member of the team goes through multiple training courses, it is important to change their user profile before each training course begins. Each participant's user profile should be changed between each training course during the District Team Training.

The user profiles for each training course are listed below:

DOIS for End Users – Delivery Unit Supervisor  
DOIS for Managers – Manager Level  
DOIS for Site Activators – Deployment Management  
DOIS for Route Inspectors – Route Inspector

Only a system administrator for the Training Database can add participants and change user profiles. In order to add a participant, follow the steps listed below.

- NAVIGATE to the Maintain User Profile window on the System Administrator Workbench.
- CLICK the New button.
- TYPE the User ID for the participant.
- PRESS Tab.
- TYPE the User Name.
- PRESS Tab.
- CLICK Save.

The Primary Profile Item area appears.

- CLICK the down arrow in the Primary Profile Item drop-down list box.
- SELECT the appropriate Profile Item.

See the profile items above to determine which item is appropriate for the training class.

If the profile item is Delivery Unit Supervisor, the Primary Delivery Unit drop-down list box appears.

**NOTE:** It is important to assign each participant to a different primary delivery unit. If you do not assign participants to a different unit, every update one participant makes to their data will affect the other participant's data.

In order to assign a Delivery Unit Supervisor to a primary delivery unit, complete the following step.

- CLICK the down arrow in the Primary Delivery Unit drop-down list box.
- SELECT the delivery unit number.

If the same participant is attending more than one DOIS training course, you should change their user profile prior to the start of the next training course.

For example, if you have already added in a user for DOIS for End Users and they are now attending DOIS for Site Activators, you should change their user profile from Delivery Unit Supervisor to Deployment Management.

Only the system administrator for the training database can change user profiles.

In order to change a participant's user profile, complete the following steps:

- NAVIGATE to the Maintain User Profile window on the System Administrator Workbench.
- CLICK the Edit button.
- SELECT Deployment Management (or the appropriate user profile) from the Primary Profile Item drop-down list box.

**NOTE:** Only the DOIS for End User course (user profile – Delivery Unit Supervisor) has a primary delivery unit number associated with it. None of the other courses include this step. However, when participants log onto DOIS, they need to choose different User numbers and Site Act numbers to ensure they are not accessing the same set of data.

If participants use the same user number or site act number then they will both be updating the same data that may cause error messages in the Training Database.

If you receive an error that states, Multiple rows were found for fetch, there may be more than one user in the same set of data.

**Section 5**  
 Classroom  
 Materials

The following sections outline the materials necessary for each of the DOIS training courses. Be aware that in some courses the participants keep their participant guide, while in other courses, the participant guide should be reused. When participants arrive at the training room, the material for the appropriate course should be setup at each training computer.

**Section 5.1**  
 DOIS for End Users

Participant Guide-DOIS for End Users	<ul style="list-style-type: none"> <li>• DOIS Deployment Team members will keep the End User Participant Guides</li> <li>• Used during the course to help reference information specific to training activities</li> <li>• These guides will be reused, participants are asked not to take notes in their participant guide</li> </ul>
Quick Reference Guide	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• Can be used to reference commonly used information on DOIS</li> <li>• Participants may use this to take notes</li> </ul>
DOIS for End Users CBT	<ul style="list-style-type: none"> <li>• Remains in the classroom</li> </ul>

**Section 5.2**  
 DOIS for Managers

Participant Guide	<ul style="list-style-type: none"> <li>• DOIS Deployment Team members will keep the Manager Participant Guides</li> <li>• Used during the course to help reference information specific to training activities</li> <li>• These guides will be reused, participants are asked not to take notes in their participant guide</li> </ul>
Quick Reference Guide	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• Can be used to reference commonly used information on DOIS</li> </ul>
Training Program Evaluation Form	<ul style="list-style-type: none"> <li>• Completed at the conclusion of the course and returned to facilitator.</li> </ul>

**Section 5.3**  
 DOIS for Site  
 Activators

Participant Guide DOIS Site Activation Guide (DSAG)	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• Used during the course to help reference information specific to site activation activities</li> <li>• Used after training, in order to complete site activations (includes step-by-step instructions on how to complete a site activation)</li> <li>• DSAG Supporting Documents include information on activities specific to DOIS for Site Activators training</li> </ul>
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**Section 5.4**  
**DOIS for  
 Facilitators**

Participant Guide DOIS Training Management Guide (DTMG)	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• Used during the course to help reference information specific to training management activities</li> <li>• Used after training, in order to complete site activation training</li> <li>• DTMG Supporting Documents include information on activities specific to the DOIS for Facilitators training course.</li> </ul>
DOIS for End Users Facilitator Guide	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• Participants use for in-class activities</li> </ul>
DOIS for Managers Facilitator Guide	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• Participants use for in-class activities</li> </ul>
DOIS for Site Activators Facilitator Guide	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• Participants use for in-class activities</li> </ul>
DOIS for Facilitators Guide	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• Participants use for in-class activities</li> <li>• Only distributed at National Deployment Team Training and DOIS Deployment Team Training Phase 1</li> </ul>

**Section 5.5**  
**DOIS for Route**  
**Inspectors**

A member of the DOIS PMO will teach this course at the end of deployment.

DOIS for Route Inspectors Participant Guide	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• Used during the course to help reference information specific to route activities</li> <li>• Used after training as a refresher guide on route inspections and adjustments in DOIS</li> </ul>
DOIS for End Users CBT	<ul style="list-style-type: none"> <li>• Participants take this with them</li> <li>• DOIS for End Users CBT is used as refresher training or as future training for new route inspectors or other members of the route inspection team</li> </ul>

## **Section 6** Evaluating Training

This procedure defines the training evaluation reporting system for DOIS. Training evaluation allows the attendees of DOIS training courses to provide feedback. This feedback is valuable in determining the effectiveness of DOIS training. Training evaluation is conducted at the end of each DOIS for End Users and DOIS for Managers training sessions.

### **Section 6.1** Training Evaluation Forms

A vendor has been identified to assist in the training evaluation reporting process. The process consists of the use of two types of forms that are filled out and returned to the vendor at the conclusion of each training conduct. Each attendee completes one form, the Training Program Evaluation Form. This form allows the attendees to provide feedback on the course and the instructor. Only the facilitator completes the second form, the Training Event Identification Form. This form identifies the course and the date of the conduct.

The DOIS Facilitator completes the blue Training Event Identification Form. The following fields on the Training Event Identification Form should be completed:

- Field 2 – The course number located on the front of the DOIS course facilitator guides;
- Field 3 – Date of DOIS course completion;
- Field 4 – ZIP Code of the training room location;
- Field 7 – The printed name of the facilitator;
- Field 8 – The signature of the facilitator.

All other fields, including Fields 1, 5, and 6, should be left blank.

Each of the DOIS participants should complete the red Training Program Evaluation Forms. The following fields on the Training Program Evaluation Form should be completed:

- Training Site ZIP Code field – ZIP Code of the training room location;
- Date of Course field – Date of DOIS course completion;
- Course Number field – The course number located on the front of the DOIS course facilitator guides (the DOIS Facilitator can provide this information to participants);
- Expectations and Relevance field – Participants should answer all questions as completely as possible;
- Instructors field – Participants should evaluate the instructors by answering all questions as completely as possible;

- Course Design and Resources field – Participants should answer all questions as completely as possible;
- Learning and Course Objectives field – These questions refer to the course objectives presented by the DOIS Facilitator at the beginning of each DOIS course. The DOIS Facilitator can provide this information to participants. All questions should be answered as completely as possible;
- Overall Evaluation field – Participants should answer all questions as completely as possible;
- Training Participant Information field – Participants should answer these three questions by choosing the selection that best describes your position, assignment, and location.

The DOIS Facilitator should gather all forms from the participants, including the Training Event Identification Form. Following the course, the DOIS Facilitator should mail the forms in a large USPS G10 envelope to the following address:

Macro International Inc.  
USPS DOIS Scanning Center  
11785 Beltsville Drive  
Calverton, MD 20705-3119

**Section 6.2**  
 Training Evaluation  
 Reporting Process

The following table provides a summary of the activities required to distribute and process the training evaluation forms for the DOIS for End Users and DOIS for Managers training courses.

<b>Responsibility</b>	<b>Activity</b>	<b>Completed During</b>	√
DOIS District Coordinator	Provide DOIS PMO with the number of sessions of DOIS End Users and DOIS for Managers that will be conducted in the district.	"x-8" weeks	
DOIS PMO	Mail required number of training evaluation forms to the district training rooms. Forms sent with training materials.	"x-3" weeks	
DOIS Training Lead	Confirm receipt of training evaluation forms.	"x-2" weeks	
DOIS Facilitator	Distribute Training Program Evaluation Forms to attendees of DOIS for End Users and DOIS for Managers training sessions.	"x-1" to "x+8" weeks	
Training course attendees	At the end of each conduct, complete the Training Program Evaluation Form following the instructions on the form.	"x-1" to "x+8" weeks	

Responsibility	Activity	Completed During	√
Training Course attendees	At the end of each conduct, complete the Training Program Evaluation Form following the instructions on the form.	"x-1" to "x+8" weeks	
DOIS Facilitator	At the end of each conduct, complete the Training Event Identification Form following the instruction on the back of the form.	"x-1" to "x+8" weeks	
DOIS Facilitator	At the end of each conduct, collect all completed forms, place in a large USPS G10 envelope and mail to evaluation form vendor. The address is on the back of the Training Event Identification Form.	"x-1" to "x+8" weeks	
Vendor	Receives training evaluation forms, processes forms, and reports training evaluation feedback on a secure web site.	"x-1" to "x+11" weeks	

<b>Responsibility</b>	<b>Activity</b>	<b>Completed During</b>	√
DOIS PMO	Accesses secure web site to view training evaluation feedback report.	"x-1" to "x+11" weeks	

**Section 7**  
Preparing the  
Training  
Environment for  
Data Verification

Data verification is a process of checking the accuracy of the data entered into DOIS in preparation for activation. After data is collected, translated, and entered, a supervisor from each unit will view the data in DOIS to confirm its accuracy.

Data verification day is scheduled each week in the training room, to allow delivery unit supervisors to verify their data. DOIS Site Activators coordinate the day and assist supervisors in reviewing data and creating pivot plans.

The DOIS Facilitator should inform participants to bring the following materials to data verification day:

- Annual budget (optional);
- Pivot plans (PS Forms 3999x distributed during readiness assessments);
- Weekly schedule – for week of activation.

**Section 7.1**  
Switching PCs for  
Data Verification

DOIS Facilitators must make sure that the training PCs are accessing the correct DOIS environment in order to complete data verification. The training database accesses data in the training region. For data verification, users access their district's production data.

A utility is installed on the training PC that allows people to quickly switch between the training and production environments.

**Section 7.1.1**  
Switching from the  
Training  
Environment to the  
Production  
Environment

Follow these directions for setting up the environment for data verification.

1. Access the Start Menu.
2. Select Programs.
3. Select Accessories.
4. Select DOIS Training.
5. Select Remove DOIS.
6. Access the Start Menu.
7. Select Programs.
8. Select Accessories.
9. Select DOIS Training.
10. Select Setup for Data Verification.
11. Restart the computer.

**Section 7.1.2**

Switching from the  
Production  
Environment to the  
Training  
Environment

Follow these directions for switching back to the training environment when data verification is complete.

1. Access the Start Menu.
2. Select Programs.
3. Select Accessories.
4. Select DOIS Training.
5. Select Remove DOIS.
6. Access the Start Menu.
7. Select Programs.
8. Select Accessories.
9. Select DOIS Training.
10. Select Setup for End User Training.
11. Restart the computer.