



TRAIN Florida Audit / Maintenance Guidelines

June 2017

Successfully Managing TRAIN Florida

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

It's a New Day in Public Health



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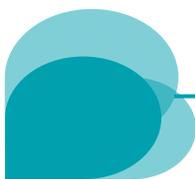




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Section 1 – TRAIN Florida Audit / Maintenance Guidelines

Good informatics will build DOH information capabilities and TRAIN Florida is one of the key data sources that will help drive the DOH Talent Management System. This makes TRAIN Florida data integrity critical. By providing access to, and using data from TRAIN Florida, the Department will have a focus on interoperability and information integration. Getting the right information, to the right person, at the right time to support a need, is critical in **building a learning organization**.

To ensure the best return on investment towards success, it is recommended that DOH LMS Administrators use these guidelines to help support TRAIN Florida's data integrity.

The administrative task of managing learners and courses is a vital part of the DOH LMS Administrator's requirements. This helps to ensure a commitment to team, and shared, learning.

Through a vibrant learning management system, managed by administrators who have the necessary competencies, the Florida Department of Health can become a **learning organization** where employees and public health system partners strengthen their Public Health Core Competencies.

Section 2 - TRAIN Florida Audit / Maintenance Requirements

DOH LMS Administrators should have technical skill sets in data retrieval and data manipulation.

The **DOH LMS Site Administrators** will ensure data integrity in TRAIN Florida. All DOH employees who are assigned to TRAIN Florida administrative roles shall adhere to the TRAIN Florida Audit and Maintenance process.

Section III (B) (3) of the [DOH LMS IOP](#) outlines the Audit / Maintenance process for TRAIN Florida:

The DOH LMS Site Administrators and the DOH LMS Lead Administrators, or delegates, will perform quarterly quality assurance reviews of courses and learners in the DOH LMS TRAIN Florida. They will provide guidance, reminders, and training to improve quality, and maintain the timeliness of data on the DOH LMS TRAIN Florida site.

The Lead Administrators, or delegates, will perform the following TRAIN Florida weekly maintenance:

1. Monitor, update and/or archive items in the discussion boards, announcements, and resources
2. Manage [TRAIN Florida learner accounts](#)
3. Manage Course Administration: [TRAIN Florida Non-TRAIN Events](#)

The Lead Administrators, or delegates, will perform the following TRAIN Florida quarterly audits:

1. Verify [Local Level Group Structure](#)
2. Verify assigned [TRAIN Florida learner accounts](#)
3. Verify assigned [TRAIN Florida roles and permissions](#) for administrative assignments
4. Verify that all assigned local level sponsor/offerer courses meet the [DOH Training Content Standards](#)
5. Verify that all assigned sponsor/offerer courses have assigned Core Competencies
6. Verify assigned Scheduled Sessions for expiration dates
7. Verify the DOH Minimum Required Trainings compliance for assigned areas
8. Identify, and report, to the DOH LMS Site Administrator any unique training [reporting needs and requirements](#) needed, using the [TRAIN Florida Report Request form](#)

Section 3 – TRAIN Florida Audit / Maintenance Schedule and Reports

The LMS Lead Administrators or delegates will perform scheduled quality assurance reviews in the DOH LMS TRAIN Florida.

The TRAIN Florida Audit / Maintenance Schedule ([Appendix I](#)) and [TRAIN Florida Reports Chart](#) will provide guidance, reminders and TRAIN Florida reports to improve the quality, and maintain the timeliness, of data on the TRAIN Florida site.

NOTE: All DOH LMS Administrators must have the appropriate assigned system permissions to perform specific tasks.

If you have any questions, concerns, or if you find you need a permission you do not have, please contact the DOH LMS Support Team:

Email: DOHLMSSupport@flhealth.gov

Phone: 850-245-4008

Appendix I

TRAIN Florida Audit / Maintenance Guidelines

Task	Weekly Maintenance Tasks	Frequency	TRAIN Florida Feature / Report Console	Est. Time/ Hours
1	Announcements		Manage/Announcements	
	Create Announcements	As Needed		0.25
	Edit Announcements	As Needed		0.10
	Archive Announcements	As Needed		0.10
	Help	As Needed		
2	Discussion Boards		Discussion Board	
	Monitor Discussion Boards	Daily		0.25
	Reply to Threads	Daily		0.50
	Help	As Needed		
3	Resources		Resources	
	Add Resources	As Needed		0.25
	Approve Resources	As Needed		0.10
	Help	As Needed		
4	Learner Accounts		Manage/Users	
	Batch Upload New Learner Accounts	As Needed		0.50
	Merge Duplicate Learner Accounts (per account)	As Needed		0.10
	Manage Learner Group Assignments (per account)	Weekly		1.25
5	Provide Tier 1 Support for Local Learners			
	Receive and Process E-mail (per e-mail)	Daily		1.25
	Receive and Process Telephone Calls (per call)	Daily		1.25
6	Course Administration			
	Approve local level Course(s)	As Needed		1.00
	Manage Classroom Sessions	As Needed		0.25
	Manage Session Locations	As Needed	Locations	0.50
	Batch Register Learners	As Needed		1.00
	Manage Non-TRAIN Events	Weekly	Non-Train Course	0.50
7	Training Plans			
	Building Training Plans	As Needed		1.00
	Assigning New Hires to Training Plans	As Needed		0.25
	Assigning Employees to Training Plans	As Needed		0.25
	Monitor Training Plans	Weekly		1.00



Appendix I

TRAIN Florida Audit / Maintenance Guidelines

Task	Monthly/Quarterly Audit Tasks	Frequency	TRAIN Florida Report	Report Location	Est. Time/Hours
1	Verify Local Level Group Structure				
	Verify local level Organization Structure FDOH TRAIN Florida Groups	As Needed		Administrator Knowledge Center	0.25
	Submit Group changes via email to DOH LMS Support (if applicable)	As Needed			0.25
2	Verify assigned TRAIN Florida learner accounts				
	Audit active Learner Accounts	Monthly	FDOH Learner Accounts	Reports\Ad Hoc	1.00
	Audit active Learner group assignments	Monthly	User-Group Assignments	Report Console	1.00
3	Verify administrative assignments of TRAIN Florida roles and permissions				
	Run and Export Local Administrator Report	Monthly	Local Administrators	Report Console	0.25
4	Verify all assigned local level sponsor/offerer courses meet DOH Training Content Standards				
	Run and Export Course Report	Quarterly		Report Console	1.00
5	Verify all assigned sponsor/offerer courses have assigned Core Competencies				
	Run and Export Course Report	Quarterly		Report Console	1.00
6	Monitor assigned Scheduled Sessions for expiration dates				
	Run and Export Course Report	Monthly		Report Console	1.00
7	Verify the DOH Minimum Required Trainings compliance for assigned areas				
	Run and Export Training Plan Reports	Monthly		Training Plans Tools	0.25

