DOH LMS
Administrator Requirements
June 2017

Building a Learning Organization

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

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Section 1 – Executive Summary

Pursuant to the **DOH LMS Internal Operating Procedures (IOP)**, TRAIN Florida Administrators are appointed by the Division Director, County Health Department Director or Administrator, Office Director or delegated authority, and are assigned based on local level and program area training needs within a division, CHD, CMS, or DOH program area. Unless otherwise specified by their assigned system permissions, DOH LMS Administrators are responsible for local level and/or program area administration of the DOH Learning Management System (DOH LMS) TRAIN Florida site.

Section 1a – Building a Learning Organization – A Department Initiative

A **learning organization** is a company that facilitates the learning of its members and continuously transforms itself.[1] Learning organizations develop due to pressures facing modern organizations and enable them to remain competitive in the business environment.[2] A learning organization has five main features; systems thinking, personal mastery, mental models, shared vision and team learning.[3] The learning organization concept encourages organizations to shift to a more interconnected way of thinking. Organizations should become more like communities that employees can feel a commitment to.[5] Employees will work harder for an organization they are committed to.

A learning organization combines the essential elements of strategy development and personal development. It creates a space for people to achieve tremendous business and personal results. It values the scientific method of hypothesis development, testing and validation, as well as the personal development pathway found in the concepts of **personal mastery**. Connecting humans to organizations in a vital, mutually beneficial way is why learning organizations are worth creating.

The accumulation of individual learning constitutes **team or shared learning**.[2] The benefit of team or shared learning is that staff grows more quickly [2] and the problem solving capacity of the organization is improved through better access to knowledge and expertise.[9] **Learning organizations** have structures that **facilitate team learning** with features such as business boundary crossing and openness.[7] Team learning requires individuals to engage in dialogue and discussion,[2] therefore team members must develop open communication, shared meaning and shared understanding.[2] Learning organizations typically have excellent knowledge management structures, allowing creation, acquisition, dissemination and implementation of this knowledge in the organization.[8]

> **Benefits:**
>
> - Maintaining levels of innovation and remaining competitive[9]
> - Improving quality of outputs at all levels[1]
> - Increasing the pace of change within the organization[1]

The Department is focused on building capacity.

Working towards this focus, the DOH LMS Support Team has transitioned many TRAIN Florida administrative functions, to the DOH LMS Administrators.

Section 2 – The DOH LMS Administrator Role in Building a Learning Organization

Our Department has a revitalized mission, and clear vision for public health in Florida. Excellence in public health reflects the talent of our workforce over time. Providing quality training is critical to developing the workforce. Training should remain linked to business results, so that it is easier for employees to connect the training with everyday issues.

The Florida Department of Health is committed to ensuring our employees, and our Public Health System Partners, strengthen their Public Health Core Competencies. TRAIN Florida helps to empower the workforce, through a vibrant learning management system, to support the mission and vision of the Department.

The DOH LMS Administrator plays a critical role in training our workforce and building a learning organization.

Section 2a – What are the Administrative Roles and Permissions in TRAIN Florida?

TRAIN Florida has **three** basic administrative roles:

1. Site Administrator – The DOH LMS Support Team
2. Local Administrator – Division/CMS/CHD staff
   - Lead Administrator
   - Support Administrator
   - Course Administrator
3. Course Providers – DOH staff assigned to create and manage course content

Section 2b – Understanding the TRAIN Florida Roles and Permissions

TRAIN Florida provides a variety of custom and automated content, and administrative functions. It includes a full range of end user features, in a learner-centered, user-friendly, intuitive learning environment. It has a multi-tier architecture, a flexible infrastructure, and provides customizations that synchronize at each level of the database.

For a DOH LMS Administrator it is important to know and understand where the learner is looking for information in the DOH LMS, how the DOH LMS is used for professional and career development, as well as how the DOH LMS serves the needs of all users, both learners and administrators.

Department leaders assign designated staff to the DOH LMS Administrator and Course Provider roles. **This helps the Department with:**

- **Improving** workforce productivity by providing direct support for learners, as well as a learning experience with content, activities and resources targeted for specific and general user communities

- **Managing** competency, compliance and audit readiness by tracking, executing and reporting on required learning activities and certifications across the organization

- **Engaging** the workforce and improving readiness by providing integrated learning and development plans that support employee growth

- **Assisting** with increasing standardization and streamlining of the learning management system processes

The following sections discuss the role of the DOH LMS Administrator, and the requirements for success in that role.

Section 3 – DOH LMS Administrator Expectations

The DOH LMS Administrators are expected to:

1. Complete assigned TRAIN Florida Administrator Training
2. Understand and manage the TRAIN Florida system features
3. Provide Tier 1 support for all local level users
4. Manage learner accounts and assignment of learners to correct TRAIN Florida Group(s)
5. Attend the DOH LMS Administrator Forums and Support calls, when able
6. Manage local level or program area courses and course rosters
7. Apply the Core Competencies to manage the TRAIN Florida system
8. Test all DOH courses and scheduled sessions in the TRAIN Florida Sandbox, before uploading to the TRAIN Florida Production Site
9. Immediately report any serious system failures or errors to the DOH LMS TRAIN Florida Site Administrators
10. Comply with established TRAIN and Department policies and procedures

Section 4 – DOH LMS Administrator – Knowledge of TRAIN Florida Functions

The DOH LMS Lead, Support and Course Administrators will need to demonstrate competencies in the 12 core administrative functions (See Table 1):

1	TRAIN Florida Site Features	7	Announcements
2	TRAIN Florida Communication Features	8	Reports
3	TRAIN Florida Group Structure	9	Discussion Boards
4	TRAIN Florida Roles/Permissions	10	Resources
5	User Accounts	11	Non-TRAIN Events
6	Training Plans	12	TRAIN Florida Course Administration

Table 1

NOTE: See the **Appendix** of this document for the **Administrative Functions Matrix**. This chart details the administrative functions, and estimated time associated with specific administrative tasks. This tool will aid Department leadership in assessing administrator assignments, and defining the TRAIN Florida Administrator roles and permissions.

1. TRAIN Florida Site Features
   • Working knowledge of the TRAIN Florida site
   • Locate and review Resources and Library items
   • Knowledge of local hiring processes
   • Provide Tier 1 support for local learners
   • Manage assigned learner and course data integrity

2. TRAIN Florida Communication Features
   • Educate learners about TRAIN Florida
   • Educate learners about the TRAIN Florida Knowledge Center
   • Use of the TRAIN Florida E-Mail Utility feature

3. TRAIN Florida Group Structure
   • Verify existing group structure
   • Submit request to add/edit/delete group structures
   • Manage learner group assignments

4. TRAIN Florida Roles/Permissions
   • Understand administrator roles/permissions
   • Manage local level roles/permissions assignments

5. User Accounts
   • Create new learner accounts using the FDOH Learner Registration Template form
   • Maintain accurate existing learner accounts
   • Validate learner accounts and re-group upon learner separations

6. Training Plans
   • Working knowledge of training plans
   • Create new/existing training plans per DOH LMS TRAIN Florida Master Training Plan Guide
   • Monitor existing training plans

7. Announcements
   • Working knowledge of announcements in TRAIN Florida
   • Create/edit/manage announcements within TRAIN Florida

8. Reports
   • Locate, run and export reports from the Report Console
   • Locate, run and export the Course Roster report
   • Locate, run and export Ad-hoc reports

9. Discussion Boards
   • Monitor Discussion Boards

10. Resources
   • Monitor and approve Resources

11. Non-TRAIN Events
  - Monitor and verify Non-TRAIN Courses

12. TRAIN Florida Course Administration
  - Working knowledge of the DOH LMS Training Content Standards
  - Working knowledge of the DOH Naming Conventions
  - Approve local level trainings
  - Manage training locations and scheduled sessions
  - Batch registration of learners

Section 5 – DOH LMS Administrator Requirements

TRAIN Florida catalogues training courses, registers students, provides access to online courses, gathers and tracks employee training information, and assists managers and supervisors in assessing training needs. The DOH LMS Administrators support and assist DOH training by building and/or delivering online training materials, generating reports, improving trainings, and determining training needs.

The Department provides TRAIN Florida users with the tools, information, and resources to manage the application. The DOH LMS Administrator is tasked with providing Tier 1, local level support to DOH learners.

The goal is to provide a user-friendly enterprise to aid the Department in **Developing and Sustaining a Competent and Qualified Public Health Workforce**.

This section outlines the requirements to help DOH LMS Administrators get their **Ticket to Success in TRAIN Florida**.

The basic DOH LMS Administrator requirements are as follows:

- Complete assigned TRAIN Florida Administrator Training

- Understand and manage the TRAIN Florida system features

- Provide Tier 1, local level system support and manage learners

- Have a working knowledge of the **DOH LMS TRAIN Florida Master Training Plan Guide** and facilitate local level training plans

- Have a working knowledge of the **TRAIN Florida Naming Conventions** used within the TRAIN Florida site

- Have a working knowledge of available TRAIN Florida LMS Support Documents and resources

- Maintain communications about TRAIN Florida with Course Providers and learners

- Work in coordination with other administrators, to maximize the use and benefit of the TRAIN Florida site, and participate in DOH LMS support meetings, forums and calls

Section 5a – DOH LMS Support Documents

DOH LMS Administrators should have a working knowledge of the following DOH LMS Support documents and should be able to use them to help manage the TRAIN Florida site:

- **DOH LMS Internal Operating Procedures**
  The **DOH LMS IOP** supports the DOH Training Policy, and provides standardized procedures to ensure all DOH LMS users have the knowledge, skills and abilities to effectively utilize the Department's learning management system.

- **DOH Training Development Content Standards**
  The **FDOH Training Content Standards** document helps to ensure trainings produced through the Department of Health are of high quality and fit the strategic objectives of the system. The standards provide an explanation of each component, and work in conjunction with training development.

- **TRAIN Florida Support & Communication**
  The **TRAIN Florida Support & Communication** document is the TRAIN Florida process for technical support and communication. The TRAIN Florida learning management system is a tiered approach, with initial Tier 1 support provided at the local level and Tier 2 support provided at the next level up.

Section 5b – DOH LMS Administrator – Additional Resources

DOH LMS Administrators have created the **TRAIN Florida Knowledge Center for Administrators** website, which provides instructions, tutorials and guides to help DOH LMS Administrators manage learners and courses in TRAIN Florida.

Key TRAIN Florida Administrator Resources:

- The **Administrator Questions and Answers** webpage provides documents and tutorials to help DOH LMS Administrators learn about TRAIN Florida and how to:

  - Manage Learners and Learner Accounts
  - Manage Courses and Course Guidance
  - Manage Rosters and Reports

- The **Training Review Rubric** is a quality assurance document to help DOH LMS Administrators review course information to ensure that courses meet all DOH and TRAIN Florida requirements

- The **DOH LMS TRAIN Florida Master Training Plan Guide** helps administrators create and manage Training Plans in TRAIN Florida

- The **TRAIN Florida Naming Conventions** standardizes DOH LMS naming conventions for training courses, learner accounts, resources, discussion boards, announcements and TRAIN emails

- The **TRAIN Florida Training Content to External Server** is a <u>document</u> that sets the guidelines, standards and processes for the upload of DOH LMS trainings and resources to the DOH External Server

- The **TRAIN Florida Grouping Structure** is an <u>Excel spreadsheet</u> that details the TRAIN Florida Group Structure, to aid DOH LMS Administrators in managing group assignments

Section 5c – Managing Learners

Knowing how to manage learners is a critical requirement. The Excel spreadsheet templates and instructions provided here will assist DOH LMS Administrators. These templates help add new learners to TRAIN Florida using the Upload Users process and completing groups of learners in courses using the User Completion Upload process:

- **FDOH Learner Registration Template** - **Instructions**
- **Learner Completion Template** - **Instructions**

Section 5d – Managing Group Assignments

One of the keys to managing TRAIN Florida is understanding the simple group structure that controls membership. Every learner enrolled in TRAIN Florida will be assigned to at least one group, by a DOH LMS Administrator. Group assignment gives access to a variety of system resources which can be tailored for specific groups. These include training courses, announcements, discussion boards, and resources. The following help documents are designed to assist DOH LMS Administrators with managing group assignments:

- **What is the TRAIN Florida Grouping Structure?**
- **How Do I Find and Edit a Learner Account?**

Section 5e – DOH LMS Administrator Tier 1 Support

The process for providing technical support and communication regarding TRAIN Florida is a tiered approach, with primary, and initial, Tier 1 support being provided at the local level, and additional support provided at the next level up, Tier 2, when needed.

Tier 1 support is meant to communicate needed information, answer questions, and resolve problems on the local level. This process ensures a quicker and more efficient distribution and provision of support to TRAIN Florida users.

<u>**To effectively provide Tier 1 support**</u> a DOH LMS Administrator is **required** to have working knowledge of the following DOH and TRAIN Florida resources:

- **TRAIN Florida – Tier 2 Help Desk**
    If a DOH LMS Administrator is unable to resolve any Tier 1 issues, problems or requests for information, they may telephone or e-mail the DOH LMS Site Administrators, for Tier 2 support

- **DOH Outlook Email**
    Use of the DOH Outlook email feature to address any Tier 1 issue, problem or request for information

- **DOH hosted TRAIN Florida websites**
    Use of the DOH TRAIN Florida Knowledge Center websites to help address any Tier 1 issue, problem or request for information

- **TRAIN Florida Email Utility**
    The TRAIN Florida Email Utility feature allows administrators to email learners using the TRAIN Florida application

- **TRAIN Florida Discussion Boards**
    The TRAIN Florida Discussion Board feature allows administrators to address questions, or problems posted to discussion threads by learners

- **TRAIN Florida Announcements**
    The TRAIN Florida Announcement feature allows administrators to communicate with learners by posting and monitoring announcements for all users, both local level and statewide

- **TRAIN Florida Surveys**
    The TRAIN Florida Survey feature allows administrators to build a survey and retrieve data regarding courses, topics of interest, etc. to effectively support TRAIN Florida features

Section 5f – TRAIN Florida Maintenance Requirements

Section VI (B) (3) of the **DOH LMS IOP** outlines **Audit and Maintenance** for TRAIN Florida:

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

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. They will provide guidance, reminders and training to improve the quality, and maintain the timeliness, of data on the TRAIN Florida site.

The DOH LMS Lead Administrators or delegates will perform the following TRAIN Florida **weekly** maintenance:

1. Monitor and update items in the discussion boards, announcements and resources

2. Manage TRAIN Florida learner accounts

The DOH LMS Lead Administrators or delegates will perform the following TRAIN Florida **quarterly** maintenance:

1. Verify assigned TRAIN Florida learner accounts

2. Verify assigned TRAIN Florida roles and permissions for administrative assignments

3. Verify that all assigned sponsor/offerer courses meet the DOH Training Content Standards

4. Verify that all assigned sponsor/offerer courses have assigned Core Competencies

5. Monitor assigned Scheduled Sessions for expiration dates

6. Monitor compliance of the DOH Minimum Required Trainings, as listed in the DOH Training Policy, for assigned areas

7. Identify, and report, to the DOH LMS Site Administrator any unique training reporting needs and requirements

Section 6 - DOH LMS Reporting

Good informatics will build DOH information capabilities. By providing easy access to data, and using the data effectively, the Department can 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.

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

Section 6a – TRAIN Florida Report Console

The TRAIN Florida Reports feature, via the Report Console, provides DOH LMS Administrators, with the Report Manager role, access to create canned reports regarding learners and courses, as well as download TRAIN Florida data reports and exports. DOH LMS Administrators also have permissions to export/download unfiltered reporting data from the site in Microsoft Excel format for customization outside of the TRAIN system.

The process of Ad-hoc reporting allows administrators to create and save custom reports for use at any time. DOH LMS Administrators can define the data elements that are displayed in the report, add conditions/parameters to the report to more clearly define the set of data requested, and choose the formatting of the reports.

Section 6b – TRAIN Florida Google Analytics Portal

DOH LMS Administrators, with authorized permission, will have access to the TRAIN Florida Google Analytics portal. The Google Analytics portal provides metrics on various data throughout the TRAIN Florida portal, to include Real-time reporting.

Section 6c – TRAIN Florida Special Reports

The DOH LMS Support Team can generate and distribute large and/or complex training reports.

We have created a **TRAIN Florida Report Request Form** and **instructions** to help support your special reporting needs. This form and the instructions are also located on the **TRAIN Florida Administrators Knowledge Center**.

Section 7 – The TRAIN Florida Information Sharing Process

TRAIN Florida Information Sharing Process

The DOH LMS Support Team also hosts webinar trainings and updates for DOH LMS Administrators and Course Providers. These forums may run for at least an hour. Participants may ask questions, request demonstrations of a TRAIN Florida feature, or express concerns regarding the DOH LMS directly with DOH LMS Site Administrators.

If DOH LMS Administrators have questions or concerns regarding TRAIN Florida, need help with a learner issue, course issue or competencies during the DOH business week, they can contact the DOH LMS Site Administrators via email, **DOHLMSSupport@flhealth.gov** or by phone at **850-245-4008**. The DOH LMS Support Team has procedures in place to respond to support requests in a timely manner.

We also encourage administrators to actively use the TRAIN Florida Discussion Board feature or submit their question to DOH LMS Site Administrators, by using the **TRAIN Florida Questions Form**.

Section 8 – Report Summary

Learning organizations typically have excellent knowledge management structures. This allows for effective creation, acquisition, dissemination and implementation of knowledge in the organization. **Team or shared learning** benefits staff quickly, and the organization's problem solving capacity is improved through better access to knowledge and expertise.

Who benefits from team or shared learning?

- The DOH Workforce – via sustained knowledge and expertise
- DOH Leaders – via a qualified and competent workforce
- Public Health System Partners – via shared trainings and resources
- DOH Clients and Customers – via access to quality public health service

The Department is focused on **building capacity**. Working towards this focus, the DOH LMS Support Team has transitioned many TRAIN Florida administrative functions, to our DOH LMS Administrators.

DOH LMS Administrators are responsible for local level administration of the TRAIN Florida site. They should demonstrate competencies in the twelve (12) core administrative functions (Table 1) and efficiently manage work hours to ensure quality support of the TRAIN Florida system.

The **Administrative Functions Matrix** (**Appendix**) details the administrative functions and estimated time associated with specific tasks required of DOH LMS Administrators. It is recommended that Department leadership use this tool to assess administrator assignments, and defining the TRAIN Florida Administrator roles and permissions. This will help to ensure a commitment to **team or shared learning**.

The Matrix shows the estimated hours, per task, needed for an administrator to effectively manage the TRAIN Florida site.

Table 2 shows the estimated total hours needed for each category of DOH LMS Administrator management tasks.

Daily Task Hours	3.25	Monthly Task Hours	2.25
Weekly Task Hours	4.25	Quarterly Task Hours	4.55
As Needed Task Hours	9.0		

Table 2

Good informatics will build DOH information capabilities. 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. The assignment of the DOH LMS Administrator and the allocated time to complete Administrative Functions becomes vital.

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 can effectively strengthen their Public Health Core Competencies to provide quality public health services to the state of Florida.

If you have questions or concerns regarding the DOH LMS Administrator Requirements, please contact the DOH LMS Support Team:

Email: DOHLMSSupport@flhealth.gov
Phone: 850-245-4008

APPENDIX

Task Number	Task	Frequency	Estimated Time
	Manage the TRAIN Florida Site		
1	**Announcements**		
	Create Announcements	As Needed	0.2
	Edit Announcements	As Needed	0.1
	Archive Announcements	As Needed	0.1
2	**Discussion Boards**		
	Monitor Discussion Boards	Daily	0.2
	Reply to Threads	Daily	0.5
3	**Resources**		
	Add Resources	As Needed	0.1
	Approve Resources	As Needed	0.1
4	**Course Administration**		
	Approve Course	As Needed	1.0
	Manage Classroom Sessions	As Needed	0.2
	Manage Session Locations	As Needed	0.5
	Batch Register Learners	As Needed	1.0
	Audit Assigned Courses (per course)	Monthly	1.00
	Manage Non-TRAIN Events	As Needed	0.5
5	**Training Plans**		
	Building Training Plans	As Needed	1.0
	Assigning New Hires to Training Plans	As Needed	0.2
	Assigning Employees to Training Plans	As Needed	0.2
	Monitor Training Plans	Weekly	1.0
	Run and Export Training Plan Reports	Weekly	0.2
6	**User Accounts**		
	Create New Learner Accounts	As Needed	0.5
	Audit Existing Learner Accounts	Monthly	1.0
	Merge Duplicate Learner Accounts (per account)	As Needed	0.1
	Manage Learner Group Assignments (per account)	Weekly	1.25
	Approve Non-TRAIN Courses	As Needed	0.2
	Archive Learner Accounts	As Needed	0.1
7	**Group Structure**		
	Verify Group Structures	Monthly	0.2

APPENDIX

Task Number	Task	Frequency	Estimated Time
	Manage the TRAIN Florida Site		
8	**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
9	**TRAIN Florida Group Structure**		
	Monitor Local Level Organization Structure	As Needed	0.25
	Submit Group Changes (if applicable)	As Needed	0.25
10	**TRAIN Florida Roles/Permissions**		
	Manage Local Level Roles & Permissions Assignments	As Needed	0.25
	Submit Group Changes (if applicable)	As Needed	0.25
	Attend DOH LMS Support Calls & Forums	As Needed	1.00
11	**Run, Export, Verify & Distribute TRAIN Florida Reports**		
	FDOH Incomplete Trainings	Weekly	0.25
	FDOH TRAIN Florida Course Registration	Weekly	0.25
	FDOH Info. Security FY13-14 Completion Report	Weekly	0.25
	FDOH TRAIN Florida Course Completion Status	Weekly	0.25
	FDOH TRAIN Florida Enrollments	Weekly	0.25
	FDOH Learner Accounts	Weekly	0.25
	FDOH Learner Accounts - Non-FTEs	Weekly	0.25
	FDOH TRAIN Florida Transcript Report	As Needed	0.25

Total Required Hours Required - based on 1 Local Administrator for 25 FTEs: **18.35**

Task Number	Task	Frequency	Estimated Time
12	**TRAIN Florida Quarterly Maintenance**		
	Verify Assigned TRAIN Florida Learner Accounts (per account)	Quarterly	0.05
	Verify Roles & Permissions and Administrative Assignments	Quarterly	0.50
	Verify Assigned Sponsor/Offerer Courses	Quarterly	1.0
	Verify Assigned Sponsor/Offerer Courses - Core Competencies	Quarterly	1.0
	Monitor Scheduled Sessions for Expiration Dates	Quarterly	1.0
	DOH Minimum Required Trainings Compliance	Quarterly	1.0

Total Required Hours Required- based on 1 Local Administrator for 25 FTEs: **4.55**