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| Revised By: | Joshua Graves | Review Cycle/Date: | Annual |
| Reviewed By: | Fonda Logston | Reviewing Unit: | Enterprise Programs |
| Title: | Requesting Online Training SOP | | |
| Description: | This document is the operating standard for requesting online training. | | |

Requesting Online Training Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to identify the process for OMES IS employees to request online training.
2. Scope
 - 2.1. This document applies to online training provided by www.Lynda.com, www.pluralsight.com, www.skillsetonline.com and www.skillsoft.com.
3. Discipline
 - 3.1. Administrative Standards
4. Instructions
 - 4.1. Training needs are identified as part of the annual budgeting process. However, as things change, additional training needs may be identified throughout the year.
 - 4.2. An OMES IS employee or supervisor can request online training for one or more employees via CRM Case. The CRM Case should include the following information:
 - 4.2.1. Employee name(s) requesting training
 - 4.2.2. Classes desired
 - 4.2.3. Preferred start and end dates
 - 4.3. The CRM Case is sent to the IS-HCM team and assigned to the Training Coordinator. The Training Coordinator determines if there are any available training licenses by researching the license agreements in the online portal or by contacting the training site's point of contact.
 - 4.4. The Training Coordinator has each employee fill out and return an **Online Learning Agreement**. This agreement must be signed and dated by both the employee and their supervisor.
 - 4.4.1. If there are no available licenses, the Training Coordinator determines if any unused licenses can be reallocated or if additional licenses can be purchased.
 - 4.4.2. When necessary, the Training Coordinator will maintain a waiting list to ensure employees receive requested training.
 - 4.5. When the Training Coordinator receives the completed and signed Online Learning Agreement, they send the employee(s) an introduction email. Upon receiving the introduction email, the employee will create their login account.
 - 4.6. OMES IS only has a limited number of licenses for each online training site. Licenses will be reassigned to another user upon any of the following situations:

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- 4.6.1. The user completes their training.
 - 4.6.2. The user's end date expires.
 - 4.6.3. The license has not had activity for more than 60 days.
5. Roles and Responsibilities
- 5.1. Employee
 - 5.1.1. Submits CRM Case to request online training.
 - 5.1.2. Signs and submits the Online Learning Agreement.
 - 5.2. Supervisor
 - 5.2.1. Submits CRM Case to request online training for one or more employees.
 - 5.2.2. Signs Online Learning Agreement.
 - 5.3. Training Coordinator
 - 5.3.1. Determines if there are any available training licenses.
 - 5.3.2. Has employee fill out and return **Online Learning Agreement**.
 - 5.3.3. Sends an introduction email to employee taking training.
 - 5.3.4. Reassigns training licenses as specified in this document.
 - 5.3.5. Procures additional licenses when needed.
6. Limitation or Implementation Notes
- 6.1. OMES IS only has a small number of licenses for each online training site. Unused licenses will be reassigned.
7. References
- 7.1. 02.6.2a Online Learning Agreement
 - 7.2. License Provisioning in Pluralsight User Guide
 - 7.3. License Provisioning in Lynda User Guide
 - 7.4. www.Lynda.com
 - 7.5. www.pluralsite.com
 - 7.6. www.skillsetonline.com
 - 7.7. www.skillssoft.com