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HHS UNIVERSITY (HHSU) STANDARD OPERATING PROCEDURE (SOP)

Learning Management System Course Rollout Procedure

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I. PURPOSE

This SOP outlines the necessary steps for the Department of Health and Human Services University (HHSU) to launch new courses and other initiatives requested by customers within the HHS Learning Portal, hereafter referred to as the Learning Management System (LMS). This SOP incorporates all relevant documents pertaining to the "Course Rollout" in accordance with HHSU protocols. In addition, outlined is the information that HHSU requires from the customer to "roll-out" a Department-wide course. The quality assurance, user acceptance testing process, rollout timeline and other applicable information are also addressed.

II. BACKGROUND

A "Rollout" is an opportunity that arises because an organization is attempting to introduce a new course. In this case, HHSU will rollout courses and other initiatives at the request of customers.

Customers may request certain courses be deployed for various departmental reasons. For example, there may be a need for a certain type of online training class to be launched to meet the needs of a specific audience within HHS. A need may also arise that involves the launch of a new mandatory training for all HHS employees. They can take this training and fulfill an element of their professional development.

Whatever the case may be for the "Rollout," HHSU assumes the responsibility to properly handle all rollout requests from customers. An assigned program manager will maintain a close collaborative partnership with the customer to ensure the details of the rollout requests are clarified and all elements of the project are completed for a seamless implementation of the course.

III. REFERENCES

Ref#	Document Name	Description	Documents (double click on icon)
1	Quality Assurance and User Acceptance Testing	A workflow developed by HHSU that details the step-by-step process of course testing	 QA&UAT
2	Project Timeline	A timeline developed by HHSU that details an expected timeline for each project event from inception to conclusion	 PIDtoROTimeline.pps
3	Rollout Workflow	A workflow developed by HHSU that details the step-by-step process of the course deployment	 Rollout
4	Rollout Request for Helpdesk Support	A request form developed by HHSU that elicits specific data concerning the rollout of the course and other pertinent background information	 Rollout Request for Helpdesk Support.doc
5	LMS Online Course Test	A document developed by HHSU that tests the functionality of all aspects of the course, ensuring that any sections with errors are properly noted and appropriate measures are taken to resolve the problems	 LMS Online Course Test Template.xls
6	Enterprise Human Resource Integration (EHRI)	A document developed by HHSU that elicits essential human resources training data to meet OPM's requirements	 PID EHRI Form 2011 1.pdf

IV. REQUIREMENTS

- A. Project review meetings are conducted with the Business Owner to ensure the rollout is appropriately executed.
- B. The HHSU program manager maintains contact with the customer to facilitate a successful rollout.
- C. The course developer, program manager, LMS administrator and 508 compliance experts must each perform their own duties to ensure the workflow articulated within this SOP is honored. Each role is integral to the entire process and it is essential each member carry out their respective function(s) from the project's initial phase to completion.
- D. The HHS LMS Helpdesk is properly and timely advised of the rollout and is adequately prepared to assist customers with the new course.

V. RESPONSIBILITIES

- A. Quality Assurance and User Acceptance Testing – Course Developer
 - 1. Provide completed content to HHSU.
 - 2. Revise content that does not pass 508 compliance or interoperability testing.
- B. Quality Assurance and User Acceptance Testing – HHSU Online Program Manager
 - 1. Inform stakeholders of outcome of 508 compliance testing.
 - 2. Acquire waiver from Chief Learning Officer (CLO) if Assistant Secretary for Public Affairs (ASPA) 508 compliance testing is delayed.
- C. Quality Assurance and User Acceptance Testing – HHSU Online Section 508 Compliance Testing Experts and ASPA
 - 1. Perform initial testing of course to ensure it meets the HHS requirements for individuals with disabilities.
 - 2. Perform final testing of course to ensure it meets the HHS requirements for individuals with disabilities.
- D. Quality Assurance and User Acceptance Testing – HHSU Online LMS Administrator
 - 1. Upload course content provided by course developer into LMS staging environment.
 - 2. Commence interoperability testing once 508 compliance testing has been successful and all stakeholders have been informed.
 - 3. Move course content to LMS production environment once all facets of the course have been approved and passed testing.
- E. Rollout - Customer
 - 1. Customer completes all portions of Rollout Form to the best of their ability and submit completed document to HHSU.
 - 2. Communicate to their targeted audience that the course has launched and learners may take the training.
- F. Rollout – HHSU Online Program Manager
 - 1. Schedule initial rollout meeting between HHSU and Business Owner.
 - 2. Verify if the course is mandatory or optional.
 - 3. Confirm with course developer that if course is deemed optional, then learners will have to register themselves for course.
- G. Rollout – HHSU Online LMS Administrators
 - 1. Use Prescriptive Rule¹ if course is deemed mandatory.
 - 2. Make course available for everyone if course has been deemed optional.

VI. PROCEDURES

As noted below in the *Quality Assurance and User Acceptance Testing* section, the HHSU online 508 compliance experts perform steps 1 and 3. The HHSU online LMS administrator performs steps 2, 4, and 6. The program manager performs steps 3a, 3b, 4a, 4b, 5a, 5b, 5c, and 7. ASPA performs step 5.

¹ Prescriptive Rules are the most common method used to assign training to students. Training Administrators can assign either a course or multiple courses to an individual or a like group of students based on specified criteria. Courses can be required or recommended with due dates attached to individual courses.

As noted below in the *Rollout Process* section, the customer performs steps 1 and 4. The project lead/program manager performs steps 2, 2a, and 2b. The HHSU online LMS administrator performs step 3.

A. Quality Assurance and User Acceptance Testing Process

Step	Action	Person/ Organization Responsible	Notes
1	Certify completed course for section 508 compliance. Completed/updated content files are provided.	HHSU 508 Compliance Experts	Content files are distributed to HHSU via the appropriate media.
2	Finished content is uploaded to the LMS staging environment.	HHSU Online LMS Administrator	HHSU online LMS administrator creates appropriate course/offering and proceeds to register HHSU online section 508 compliance experts for the initial compliance test. (Proceed to step 3)
3	Initial 508 Compliance testing is performed.	HHSU Online 508 Compliance Experts	Experts should provide the program Manager with the results of the testing and provide necessary documentation.
3a	If course passes initial 508 testing, stakeholders are informed.	Program Manager	(Proceed to step 4)
3b	If course does not pass initial 508 testing, stakeholders are informed.	Program Manager	All documentation noting the errors are provided and a summary of errors is provided to the course developer for amendment. (Return to step 1)
4	Begin interoperability testing.	HHSU Online LMS Administrators	<ul style="list-style-type: none"> ▪ HHSU online LMS administrators will use the interoperability testing form to determine if the course content is acceptable and ready for use. ▪ LMS administrators should provide the program manager with results and appropriate documentation.
4a	If course passes interoperability testing, stakeholders are informed.	Program Manager	(Proceed to step 5)
4b	If course does not pass interoperability testing, stakeholders are informed.	Program Manager	All documentation noting errors are provided and the course is returned to the developer for amendment. (Return to step 1)
5	Begin final section 508 compliance testing.	ASPA	HHSU online LMS administrator will register ASPA personnel for final section 508 testing.
5a	If course passes ASPA testing, stakeholders are informed.	Program Manager	(Proceed to step 6)
5b	If course does not pass ASPA testing, stakeholders are informed.	Program Manager	All documentation noting errors are provided and the course is returned to the developer for amendment. (Return to step 1)

5c	If ASPA testing is delayed, a waiver should be acquired from Chief Learning Officer and appropriate stakeholders.	Program Manager	<ul style="list-style-type: none"> If the waiver has been approved, proceed to step 6. If the waiver has been rejected, wait for testing results before continuing. (Stalls at step 5)
6	Promote course content in LMS production environment.	HHSU Online LMS Administrator	<ul style="list-style-type: none"> The administrator should select "Display for Call Center" only. If within requirements, proceed to step 7.
7	Begin Rollout Procedures.	Program Manager	Distribute Rollout Form and begin Rollout Process.

B. Rollout Process

Step	Action	Person/ Organization Responsible	Notes
1	Complete Rollout Form .	Customer	Provide HHSU project lead/program manager with completed Rollout Form . (Proceed to step 2)
2	Schedule/commence rollout meeting.	Project Lead/Program Manager	A rollout meeting with the customer and AMS/LMS helpdesk personnel is initiated; the goal of the meeting is to ascertain the following criteria for the course: <ul style="list-style-type: none"> Audience Course type (mandatory or optional) Implementation type (phased or complete)
2 (a)	If course is mandatory...	Project Lead/Program Manager	Option to use prescriptive rule on registration, (Proceed to step 3)
2 (b)	If course is optional...	Project Lead/Program Manager	Registration is optional for all. (Proceed to step 3)
3	Make course available.	HHSU LMS Administrators	<ul style="list-style-type: none"> The course is now formally in the production environment. The administrator should set the course parameters to be displayed for all. (Proceed to step 4)
4	Send Communication to targeted audience.	Customer	

Questions regarding this SOP should be directed to the HHS University staff.



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