

Training Plan Design and Implementation

Global Satellite Network Operator

About e2E

e2E provides communications systems engineering, technical support and expertise to clients in the satellite communications industry, in both defence-related and commercial domains. Our services are provided across the full system lifecycle.

The Challenge

Our client's Satellite Operations Division (SATOPs) had a wide array of training modules with a vast number of subjects but no formalised and effective way of tracking progression, identifying training gaps and tracking issues with relevant training content. There was also minimal interactivity with the Company's Learning Management System (LMS) and no live exercises were readily available to test skills learned on a simulated environment.

The Solution

To meet our Client challenge, we have designed and developed a new Training Plan and Environment that is bespoke to the training needs identified from interaction with all members of the SATOPs team. Our solution now enables tracking of their key Core Competencies down to individual lessons, the pass rates and completion attempts at these skills and the progress overall in training curriculum specific to single role. Due to the granular assessment of each area of training, this novel approach also allows the tracking and analysis of metadata gained from individual lessons, which once captured are utilised off-line to evaluate performance and lessons learned. This is a particularly valuable feature given that the

system and the training content are in constant evolution. It also removes all subjectivity from the evaluator in the accreditation process, making all results objective and standard across all subjects. For our client, we have also created a brand new, interactive, SCORM (Shareable Content Object Reference Model) compliant training programme fully integrated into its LMS, to replace the existing PowerPoint and PDF style training. This will ensure the complete run through of procedures in a digital environment with an in-built assessment, recordable in the trainee's reports.

Customer Benefits

- ✓ Fully deployed, constantly progressing and adaptable training environment
- ✓ Training gap identification and fulfilment, allowing the capture of deficient skills prior to live anomaly response
- ✓ Satellite Network Operators skills fully up to date with current procedures
- ✓ Rapid reaction to real-time and mission critical events, enabling service restoration and faster de-risking procedures
- ✓ Business continuity implemented with maximum speed