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Technical Training Success Factors

With any technical training project, many things must happen to ensure its success:

- The **system** is complete and operable before training development begins.

- **SME's** (Subject Matter Experts) with ample dedicated time to the project.

- **Users** who can "validate" the training.

- **Facilitators** who are knowledgeable and able to lead a class.

- An **issue resolution process** including users, power users and IT.

- **Coordination** of schedules and reserving space well in advance.

- A **"post-go-live"** support system (sometimes known as Hyper-Care).

- A **long-term support system** designed with input from both users and IT.

- **End users** who are excited and welcoming to the new system.

- A robust **change management** effort in place.