



## **Customized Course Development and Delivery**

### **The challenge**

A large government-military contractor engaged Chesapeake NetCraftsmen to provide technology transfer, course development and “train the trainer” services. Their objective was to provide the initial Army and Army National Guard training as well as to enable the contractor’s trainers to deliver concentrated courses to Army and Army National Guard Signal Corps units at remote military bases, including locations in Alaska and Hawaii.

### **The Chesapeake NetCraftsmen solution**

Chesapeake NetCraftsmen developed and refined course materials, including a review of Cisco router fundamentals, HP OpenView, specific CiscoWorks components and network troubleshooting. At the same time, Chesapeake NetCraftsmen extended the 5-day course to a 7-day course, adding two additional days of coverage on networking and Cisco basics.

The Chesapeake NetCraftsmen course material was based on the Commercial Off-The-Shelf (COTS) component of signal equipment this government contractor was providing and using to train Signal personnel.

Chesapeake NetCraftsmen trained contractor and Army personnel in the preparation and delivery of these courses. In addition to raising the skill set of contractor personnel to that of Subject Matter Expert, Chesapeake NetCraftsmen also trained contractor personnel in proper educational practices and delivery.

Chesapeake NetCraftsmen built multiple sets of lab gear and handled all logistics for course delivery (shipment of labs, reproduction and shipping of student handouts, instructor selection and instructor arrangements), exclusive of training room coordination. Everything was prepared in order to make it possible to deliver “out of the box” the training courses.

### **The results**

After a year of working with the contractor to prepare their staff for delivery of the training, they were able to successfully take over the task. The army was able to successfully deploy their personnel and, ultimately, as a result of the Chesapeake NetCraftsmen Solution, the contractor was asked to increase the volume of training and its internal staffing headcount.