Operations Training Program
Status Report 1/28/99
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Following is a description of the various aspects of the Operations Group Training program. While most of the program is presently in use, there will be full implementation in June 2000.

1. Mentor/Mentee Program
   Each new operator is assigned a mentor who is classified as an Operator II. The mentor is responsible for providing on-the-job training in accelerator specific topics. The mentor will also be able to certify the mentee in particular areas of accelerator operation once our web-based training software is online. The mentor/mentee program has been in existence for three years.

2. Documentation Project
   In order to standardize the available teaching materials for the training program, we have developed an operations User's Guide template. Technical writers and system owners use this template to develop standardized documentation to be used as training material. We have three members of the operations group, specifically tasked with developing documentation, who work with system experts to ensure that this gets done. This is a huge undertaking and will never be 100% complete due to the frequent addition of new systems and techniques for running the machine. We do expect to have existing items documented by June 2000.

3. Web-based training program
   In order to inform operations staff of their job-specific and lab-specific training requirements a web-based lab-wide database has been implemented. The operations group is serving as the model for all other groups to follow. This system provides staff with a list of Knowledge, Skills, and Abilities (KSA), which define their job classification, and enables them to find potential sources to acquire these KSAs as well as the means to become certified in these areas. The program is installed on the system but requires an upgrade to version 2.0 before fully implemented. The KSA tree has been developed and we are waiting for the software upgrade to be installed. Expect full implementation in June 1999.

4. Crew Chief Training
   A proficient operator II is assigned the designation of Crew Chief in Training and begins to stamp in under the watchful eye of the shift's normal Crew Chief. The prospective Crew Chief will then take an exam to demonstrate their understanding of the material in order to become certified. The process takes ~6 months and has been in use for 5 years.

5. Video Library
   We maintain a library of 75 videotapes that are used as reference materials in the training program. We add to this library twice a year during accelerator shutdown periods with in-depth classroom training.

6. One-on-one training opportunities
   Every three weeks the Operations Deputy Group Leader spends three owl shifts with the control room staff to provide hands on training. We have been doing this for one two and will continue this program.

7. Weekly training sessions
   The operations group holds weekly meetings on Wednesday's. The Operations Deputy Group Leader takes this opportunity to provide short presentations on topics requested by meeting attendees. We have started this recently and will continue to do so.

8. Accelerator School
   Twice a year we send 2-3 members of our group to the United States Particle Accelerator School. This is a two week accredited program with various accelerator physics courses available. We have been doing this for 5 years and will continue to do so.