

CASE STUDY – 1

Custom Training

SOS worked with a large utility's training department to provide custom training development as it faced challenges meeting deadlines. The SOS Instructional Designers (ID) provided a range of services including analyzing content, writing scripts, developing training modules, and creating assessments to determine training effectiveness.

SOS provided custom training for several different departments, developing both online and instructor-led training. Project timeframes ranged from less than a month to almost two years, depending on complexity. This custom training helped the utility meet its training goals while reducing expenses and its employee workload.

- For one section of the utility, SOS developed 20 hours of instructor-led training designed to make sure mechanics understood the processes and procedures necessary to ensure they completed their assignments safely and efficiently. The utility provided our IDs with PDF materials which were used to create presentation slides and instructor scripts. Prior to development, the IDs worked with the utility's staff to analyze the processes and procedures to turn them into effective training.
- For another division of the utility, SOS worked with the staff on a two-year project to develop a combination of online and instructor-led training. The utility provided the source content and our IDs followed the ADDIE process beginning with analysis of the content and overall training design. Working with the utility SMEs, the IDs developed and implemented the training, producing more than 70 hours designed for newly hired engineers. Once the training was complete, SOS IDs developed assessments for piloting and measuring the training's effectiveness.
- SOS provided basic ID services for other divisions of the utility, including online training for vegetation management best practices. SOS updated existing training modules to reflect current processes and procedures.



SOS continues to provide custom training development to the utility, enhancing its training programs while enabling it to provide effective training without additional resources. By providing custom training on an as-needed basis, SOS helps the utility meet its training needs.



Make your training and compliance programs all they can be with **SOS** solutions

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CASE STUDY – 2

Custom Training

Meeting the NERC CIP Standard training requirements that went into effect on July 1, 2016 was a challenging proposition for an electric utility in the southwest. A review of their procedures indicated a lot of information to cover with personnel – both standard CIP practices and company-specific information. The utility needed a way to develop the material quickly on a limited budget in order to meet the upcoming deadline. With a full slate of training needs, their internal resources were limited.

As the utility evaluated their options, they contacted SOS who helped with their ongoing training needs. They quickly determined that the SOS CIP online semi-custom training was the solution that fit their needs.

Because SOS develops and delivers training, most of the content the utility needed was already developed. The utility provided their processes and procedures which SOS used to enhance the existing content and meet the utility's needs. As the SOS CIP training was divided into four categories, the utility was easily able to match their content with what was in place. While adding custom content to all of the existing modules was an option, the utility only needed to customize three of the four modules to offer their personnel a complete training package.



SOS and the utility worked together to identify the specific policies and procedures personnel needed to comply with to protect company data. SOS SMEs assisted in the evaluation, providing a second review of the utility's methods to ensure compliance. SOS instructional designers then developed the material into training that blended with the existing content.

Throughout the process, SOS focused on training personnel to keep the utility compliant and protect their systems and data.

The completed online CIP training course provided comprehensive training to the utility personnel within the limited budget while reducing the impact on internal resources. The utility now has company-specific training that focuses on improving performance while meeting the NERC CIP Standards.



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