ABOUT QSSI

- Founded in 1997

- Headquartered in Columbia, MD

- CMMI® Maturity Level 3 Firm

- GSA Approved for HSPD-12 Services, SIN 132-62

- Security Technologies Showcase in Herndon, VA and Baltimore, MD

- Key Industry Partners: Oracle, CA, Microsoft, Teradata, IBM, Red Hat, MicroStrategy, and Equifax/Anakam

QSSI PRACTICE AREAS

- Security & Privacy

- Software Engineering

- Health IT

- Test & Release Management

- Critical IT Infrastructure

- Managed Business Solutions

MEDIA CONTACT

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The Challenge – Training

The Transportation Electronic Award Management (TEAM) Application is a web based grants management system within the Department of Transportation's Federal Transit Administration. The Federal Transit Administration primary mission is to provide Federal financial assistance to State and local governments for the maintenance and development of mass transit. However, FTA needed a cost-effective way to deliver effective training to the users, and they needed to make sure they accommodated all users that span multiple time zones across the United States.

QSSI's Solution

An integral part of the program is providing application usage training to the 6500 plus users of the system. The QSSI/TEAM staff conducts two types of training for the FTA. These are the Distance Learning sessions, held every two weeks and the Train the Trainer event held annually. The Distance Learning sessions are conducted via the web and conference call to accommodate users who span several time zones, all 50 states and US territories. The Train the Trainer event is a two day event that brings together the system's administrators and regional trainers. At this event, the QSSI/TEAM staff trains the power users the enhanced features of TEAM.

QSSI delivers the greatest value to FTA by providing the training and Business Integrated Services. We prepare, and conduct bi-weekly distance learning training sessions, coordinate logistics, including: all interaction, registration and communication with attendees for each training session. We provide hotline services for general queries and change requests for the TEAM system, manage IT and Network Business Integrated Services such as managing the training database and collect feedback from training sessions, conducting post-training reviews and continuously updating and improving training content and delivery.

Next-level Results

QSSI subject matter expertise in grants management systems, continuous improvements based on the client's request and user feedback and attention to detail has resulted in high ratings for the TEAM-Web training program. 97% of attendees have rated their satisfaction with the training courses as Very High or High. The entire end-user manual is available online and is used by the majority of system users as a reference as well as the first line of support. The QSSI team has championed the "Train the Trainer" program which brings together FTA Regional personnel on an annual basis. This forum provides not just a learning opportunity about enhancements to the TEAM system, but also builds a strong and loyal user

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community. Users actively participate in defining and previewing new and planned three features for upcoming releases ensuring broader acceptance and reduced re-work needed in the future. The "Train the Trainer" manual is also available online and has allowed easier content updates as well as faster response times for creating customized material for upcoming training courses.

The technical set-up of network, hardware, database, and communications configuration for TEAM-Web has been codified into process documents. This has reduced the dependence on specific individuals to be always available for set-up and tear-down as these functions can be performed by any trained IT administrator. The associated travel costs have also gone down resulting in further savings for the government.