Defense Health Agency
PROCEDURAL INSTRUCTION

E&T

SUBJECT: Health Education and Training Electronic Learning (eLearning) Product
             Development and Sustainment

References: See Enclosure 1

1. <u>PURPOSE</u>. This Defense Health Agency-Procedural Instruction (DHA-PI), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (j), establishes the Defense Health Agency's (DHA) processes and procedures for development and sustainment of health education and training eLearning products for the Military Health System (MHS).

2. <u>APPLICABILITY</u>. This DHA-PI:

   a. Applies to Office of Secretary of Defense, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense (DoD), the Defense Agencies, the DoD Field Activities, and all other organizational entities within the DoD.

   b. Applies to all who utilize the Defense Health Program to develop, sustain, and/or purchase eLearning products.

   c. Applies to federal civilians, contractors (when required by the terms of the applicable contract), and other personnel assigned temporary or permanent duties within the MHS.

   d. Does not apply to the current Learning Management Systems (LMSs) utilized by the Uniformed Services University of the Health Sciences, the Medical Education and Training Campus, or the Army Medical Department Center and School, as their eLearning is in direct support of specific course curriculum. eLearning systems utilized by other military medical academic organizations will not be exempt unless an analysis of their use, similar to the one completed on the LMSs used by the aforementioned organizations, is completed.

3. <u>POLICY IMPLEMENTATION</u>. It is DHA's instruction, pursuant to References (d) through (j), that the MHS adopt one LMS for health education and training and, where possible, that all eLearning products for the MHS be hosted on the approved LMS.

4. <u>RESPONSIBILITIES</u>. See Enclosure 2

5. <u>PROCEDURES</u>. See Enclosure 3

6. <u>RELEASABILITY</u>. **Cleared for public release.** This DHA-PI is available on the Internet from the DHA Website at http://www.health.mil/dhapublications.

7. <u>EFFECTIVE DATE</u>. This DHA-PI:

    a. Is effective upon signature.

    b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with DHA-PI 5025.01 (Reference (c)).

R.C. BONO
VADM, MC, USN
Director

Enclosures
    1. References
    2. Responsibilities
    3. Procedures
Glossary

ENCLOSURE 1

REFERENCES

(a) DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD(HA))," September 30, 2013
(b) DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013
(c) DHA-PI 5025.01, "Publication System," August 21, 2015
(d) DoD Directive 4630.05, "Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)," May 5, 2004, as amended
(e) DoD Directive 8000.01, "Management of the Department of Defense Information Enterprise (DoD IE)," March 17, 2016
(f) DoD Instruction 8500.01, "Cybersecurity," March 14, 2014
(g) DoD Instruction 1322.26, "Development, Management, and Delivery of Distributed Learning," June 16, 2006
(h) Army Medical Command Regulation 350-4, MEDCOM Training and Leader Development, June 16, 2010[1]
(i) ASD(HA) Memorandum, "Retirement of eLearning Systems," December 18, 2014[2]
(j) Director, DHA, Memorandum, "Education and Training Shared Services," August 29, 2014[3]

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[1] This reference is available from http://www.health.mil/Reference-Center/Publications/2010/06/16/MEDCOM-Reg-350-4-MEDCOM-Training-and-Leader-Development.
[2] This reference is available from http://www.health.mil/Policies/2014/12/18/Retirement-of-eLearning-Systems.
[3] This reference is available from http://www.health.mil/Policies/2014/08/29/Education-and-Training-Shared-Services.

ENCLOSURE 2

RESPONSIBILITIES

1. <u>DIRECTOR, DHA</u>. Under the authority, direction, and control of the Under Secretary of Defense for Personnel and Readiness and the Assistant Secretary of Defense for Health Affairs, and in accordance with References (d) through (g), the Director, DHA, will:

   a. Oversee the implementation of this DHA-PI to ensure consistent application across the MHS.

   b. Provide clarifying guidance to the Military Departments on issues related to the development, management, and delivery of eLearning products and services.

2. <u>THE SECRETARIES OF THE MILITARY DEPARTMENTS</u>. The Secretaries of the Military Departments will:

   a. Oversee Service compliance with this DHA-PI through the Surgeons General of the Military Departments and MTF commanders.

   b. When requested, the Service medical departments will provide subject matter experts in support of MHS eLearning requirements as needed.

      (1) Designate and appoint Service LMS System Administrators to manage the assignment of elevated roles (those delegated authority to assign or manage training or training-related data) in the DHA LMS for their respective Service.

      (2) As needed, designate and appoint Training Managers to assist the Service LMS Administrators in modifying organizational structure and student profiles and managing training for personnel, including assigning mandatory training, tracking enrollments and completions for students in their organization, and developing directorate-level training plans. Training Managers will have tailored DHA LMS privileges scoped to the particular organizational sub-tree to which that manager is assigned. Those requesting Training Coordinator or higher level privileges must complete all required system training prior to assuming their role.

3. <u>DIRECTOR, EDUCATION AND TRAINING (E&T) DIRECTORATE/J7, DHA</u>. The Director, E&T Directorate/J7, DHA, will:

   a. Assign a DHA LMS Administrator who will serve as the central point of contact (POC) for the use of the DHA LMS.

b. Serve as the budgeting process champion to ensure adequate funding is requested during the Program Objective Memorandum (POM) process to support the eLearning requirements of the MHS.

c. Coordinate with the DHA Component Acquisition Executive/J4 (CAE) to ensure any agreements between the DHA and external organizations are appropriate and current to support MHS eLearning requirements.

d. Coordinate with the DHA Comptroller to ensure funding is available and sufficient to support MHS eLearning requirements.

e. Collaborate with medical Service education and training and distance learning offices across the MHS.

f. Accept, review, and manage new eLearning functional capability requests for the DHA LMS to improve the user experience from MHS organizations for submission to the DHA LMS program office for consideration.

g. Charter a work group that represents MHS functional education and training experts to:

(1) Serve as an advisory body for the DHA E&T Directorate.

(2) Complete a specific task for the benefit of the MHS.

h. Appoint an individual to serve as the Contracting Officer's Representative for new commercial eLearning contracts for Software as a Service (SaaS) products that support the MHS enterprise.

i. Appoint Training Managers based on the recommendations of the supported DHA organizations. Training Managers are responsible for all aspects of training and education for their respective organizations.

4. DIRECTOR, HEALTH INFORMATION TECHNOLOGY (HIT) DIRECTORATE/J6, DHA. The Director, HIT Directorate/J6, DHA, will:

a. Coordinate with the DHA LMS Administrator and its program office to develop and maintain processes to accept training data from the DHA LMS into Defense Medical Human Resources–internet (DMHRSi) on a regular and mutually agreed upon basis. This data will be stored in DMHRSi.

b. Maintain the necessary bi-directional interfaces and agreements required to transfer selected training completion data from DMHRSi to the Service electronic training records.

5. <u>DHA COMPTROLLER</u>. The DHA Comptroller will coordinate with the DHA E&T Chief of Academic Review and Policy Oversight and the DHA LMS program office to ensure funding is available and sufficient to support MHS eLearning requirements.

6. <u>DHA CAE OFFICE/J4</u>. The DHA CAE Office/J4 will coordinate with the DHA E&T Chief of Academic Review and Policy Oversight to ensure any agreements between the DHA and external organizations are appropriate and current to support MHS eLearning requirements.

7. <u>DHA LMS STUDENTS</u>. The DHA LMS end-users will register for a user account on the DHA LMS and ensure their DHA LMS profile lists the MHS as their primary organization following the organizational tree down to the lowest level listed for their current organization.

ENCLOSURE 3

PROCEDURES

1. NEW eLEARNING CONTENT DEVELOPMENT REQUEST SUBMISSION

a. To ensure optimal playability and user experience, it is recommended that all new web-based eLearning content be developed in coordination with and under the guidance of the DHA LMS courseware management team, which includes the DHA E&T Directorate/J7 and Joint Knowledge Online officials. Proponents will coordinate with the DHA LMS Administrator to:

(1) Ensure all internal development staff obtains privileges and/or user accounts for any dedicated eLearning authoring tools and the designated DHA LMS test server.

(2) Ensure the eLearning request is not duplicative of any existing DoD or MHS eLearning already available for the target learning population.

(3) Determine any costs associated with the request for new eLearning content development, including development and sustainment costs required to support the request.

(4) Ensure funding is available to support the request.

(5) Remedy any outstanding issues related to the request.

(6) Submit all requests to the DHA LMS Administrator at dha.et.lms@mail.mil.

b. DHA LMS Administrator will:

(1) Review all eLearning development or service requests and determine approval requirements. The approval process may include, but is not limited to, a front-end analysis, a needs assessment, and/or a business analysis. Requests to place virtual classroom events in the DHA LMS course catalog do not require approval, but will be submitted to the DHA LMS Administrator for registration purposes.

(2) Determine a priority of effort for each approved new eLearning development request.

(3) Submit all required documents to the DHA LMS Courseware Manager on behalf of the proponent.

(4) Where necessary, coordinate the transfer of funding to support the request.

(5) Monitor and assist in resolving any outstanding issues related to the request.

2. NEW REQUESTS FOR COMMERCIAL SaaS eLEARNING PRODUCTS

    a. To reduce redundancy and increase purchase efficiencies, proponents must submit all SaaS product requests to the DHA E&T Directorate/J7 including, but not limited to, subscriptions for continuing education and continuing medical education.

    b. The DHA E&T Directorate/J7 will evaluate the request and coordinate DHA's approval based on internal business practices.

3. SUSTAINMENT OF eLEARNING COURSES ON THE DHA LMS

    a. Sustainment of eLearning courseware requires proponents to review courses for relevance and accuracy on an annual basis. This review will also include a check to ensure any embedded media and/or links to external systems are functioning properly.

    b. Changes to content may be required when existing content is outdated, there are errors in the content, there is a need for a technical refresh, or the current content does not meet current training requirements. Proponents will coordinate with the DHA LMS Administrator to:

        (1) Ensure funding is available to support the changes to their course.

        (2) Complete the updates to their course.

        (3) Provide the DHA LMS Administrator information when course POCs change, when course POC information changes, and/or when existing courses on the DHA LMS require updates.

4. STANDARDIZATION OF eLEARNING

    a. In consultation with the Services, the DHA E&T Directorate/J7 will identify opportunities and provide recommendations for eLearning requirements and standardization where possible.

    b. This standardization may include, but is not limited to, all eLearning products and services applicable to maintain the readiness posture of the MHS.

5. CUSTOMIZED REPORT REQUEST SUBMISSION

    a. Proponents that identify a reporting requirement which is not met by existing DHA LMS reporting capability may request a customized report. The proponent will coordinate with the DHA LMS Administrator to:

        (1) Clearly identify the reporting requirement(s).

(2) Ensure the data is retrievable from the DHA LMS to create a report to meet the requirement(s).

(3) Work with the DHA LMS Administrator and the technical team to develop a plan to retrieve the required data in a format to meet the identified requirement(s).

(4) Submit a request for service to create a custom report, and submit it to the DHA LMS Administrator at dha.et.lms@mail.mil.

b. The DHA LMS Administrator will:

(1) Review all requests for customized reports.

(2) Determine a priority of effort for each approved new custom report request.

(3) Submit the required forms to the DHA LMS program office on behalf of the proponent.

(4) Monitor and assist in resolving any outstanding issues related to the request.

APPENDIX TO ENCLOSURE 3

SYSTEM PRIVILEGE MATRIX

Title	Capabilities	Eligibility
Student	Access to the LMS.	All MHS staff and other eligible users.
Instructor	Instruct sessions of virtual classroom training (VCT) courses. Customize section level emails, administer homework, manage enrolled students (i.e., drop a student, manage section waitlist, etc.), and manage enrolled student gradebooks.	Assigned by a Course Manager, a Training Coordinator, Service LMS Representative, or DHA LMS Administrator.
Course Manager	Manage courses, create sections, assign instructors for sections, facilitate the enrollment process (i.e., drop students, manage section waitlists, etc.), customize course level emails, and run standard reports.	Assigned by a Training Coordinator, Service LMS Representative, or DHA LMS Administrator.
Community of Interest (COI) Owner	Manage the display and content of their Community page, including VCT course session schedules, files, and links to external sites, etc.	Assignment approved by the DHA LMS Administrator.
Reports Manager	Create standard LMS reports.	Assigned by a Training Coordinator, Service LMS Representative, or DHA LMS Administrator.
Training Manager	Manage students within the organizational sub-tree listed in their user profile and assign and track training and develop training plans for them. May modify their organizational structure and student profiles.	Assigned by Service LMS Representative or DHA LMS Administrator.
Training Coordinator	Concerned with all aspects of training and education for the organization sub-tree listed in their user profile. May create courses, perform all functions of a Reports Manager and a Course Manager, and associate Course Managers and Instructors to courses.	Assigned by DHA LMS Administrator.
Service LMS Representative	Assigned System Administration privileges to manage the organizational structure and assignment of elevated roles for users in their medical Service.	Assigned by Service medical departments.

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

CAE	Component Acquisition Executive
COI	Community of Interest
DHA	Defense Health Agency
DHA-PI	Defense Health Agency-Procedural Instruction
DMHRSi	Defense Medical Human Resources–internet
eLearning	Electronic Learning
E&T	Education and Training Directorate/J7
HIT	Health Information Technology Directorate/J6
LMS	Learning Management System
MHS	Military Health System
POC	point of contact
POM	Program Objective Memorandum
SaaS	Software as a Service

PART II. DEFINITIONS

COI. A group or community of people operating within the DHA LMS for the purpose of sharing knowledge, information, or data.

Educational Technology. The study and ethical practice of facilitating learning and improving performance by creating, using, and managing appropriate technological processes and resources.

LMS. A software application for the administration, documentation, tracking, reporting, and delivery of educational technology performance support resources.

Proponents. Organizations that identify and manage an education and training requirement that would optimally be delivered via eLearning. If there is a consortium of organizations from across the MHS, a lead organization will be identified. The lead organization will work on behalf of the consortium in matters related to the new eLearning training requirement and serve as its proponent.

SaaS. A software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted.