

Training Needs Analysis

Enterprise Contract Lifecycle Management • Platform Release • Audience & Gap Analysis

PURPOSE & APPROACH

The Training Needs Analysis (TNA) is the critical first phase of the ADDIE instructional design process. This TNA was conducted to identify target audiences, performance gaps, knowledge requirements, and optimal training approaches for each stakeholder group affected by the enterprise platform release. Findings directly informed the curriculum architecture, delivery format selection, and evaluation strategy documented in the companion Training Curriculum Plan and SAT Evaluation & Measurement Plan.

ANALYSIS INPUTS

Project Scope & Process Documentation

System specifications, release notes, and workflow documentation reviewed to understand the full scope of changes and their downstream impact on daily user tasks.

Stakeholder Interviews

Structured sessions conducted with Legal, Supply, and Business Partner representatives to surface current-state pain points, readiness concerns, and role-specific workflow nuances.

DIF Analysis (Difficulty, Importance, Frequency)

Applied to prioritize training investment — tasks rated high on difficulty and importance with moderate-to-high frequency were designated as priority training targets.

Gap Analysis

Current-state competencies compared against required future-state performance standards to identify specific knowledge and skill gaps by audience group.

SME Collaboration

Subject matter experts from Legal, Supply, and OCM functions validated all analysis findings and confirmed role-specific accuracy before curriculum design began.

AUDIENCE & TRAINING NEEDS MATRIX

Change Scenario	Audience	Impact	Knowledge Gap	Recommended Approach	Format
Manual intake replaced by platform-initiated contracts	Legal Teams	HIGH	End-to-end system workflow; approval routing; contract status tracking	Role-based VILT with live system walkthrough and scenario practice	VILT + Job Aid
Supplier onboarding moved to platform portal	Supply Teams	HIGH	Supplier registration; contract execution; supplier communication via platform	VILT with supplier-facing scenario; ClickLearn step-by-step guide	VILT + ClickLearn
Internal request submission process changed	Business Partners	MEDIUM	Where and how to submit requests; status visibility; escalation path	Mini lesson + LMS announcement + FAQ repository	LMS + Mini Lesson
External supplier access to contracts	Third-Party Firms	MEDIUM	Platform login; document access; submission process	Quick reference guide; vendor-facing job aid	Job Aid
Change to approval hierarchy and routing	Legal/Supply	HIGH	New approval levels; escalation triggers; compliance requirements	Integrated into VILT Module 2; reinforced via office hours	VILT + Office Hours
New reporting and visibility features	All Audiences	LOW	How to locate reports; interpret dashboards; export data	LMS announcement with 2-minute demo video	LMS Announcement
Go-live support and post-training reinforcement	All Audiences	HIGH	Where to go for help; how to escalate; performance support tools	Office hours (30 days); FAQ repository; change champion network	Office Hours + Champions

DIF ANALYSIS SUMMARY — PRIORITY TRAINING TASKS

Task	Difficulty	Importance	Frequency	DIF Priority	Training Recommendation
Initiating a new contract in the platform	HIGH	CRITICAL	DAILY	PRIORITY 1	Full VILT walkthrough + practice scenario
Routing a contract for multi-level approval	HIGH	CRITICAL	WEEKLY	PRIORITY 1	VILT Module 2 + knowledge check
Submitting a supplier registration request	MEDIUM	HIGH	WEEKLY	PRIORITY 2	ClickLearn job aid + VILT

Locating and interpreting contract status	MEDIUM	HIGH	DAILY	PRIORITY 2	ClickLearn step guide + mini lesson
Escalating a contract error or exception	HIGH	HIGH	OCCASIONAL	PRIORITY 2	Office hours + FAQ reference
Exporting reports and dashboards	LOW	MEDIUM	MONTHLY	PRIORITY 3	LMS announcement + demo video