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LABOR RELATIONS



October 29, 2021

Mr. Ivan Butts  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Mr. Butts:

As a matter of general interest, the Postal Service intends to revise Management Instruction (MI) EL-740-2017-5, *Training Development Request Process*.

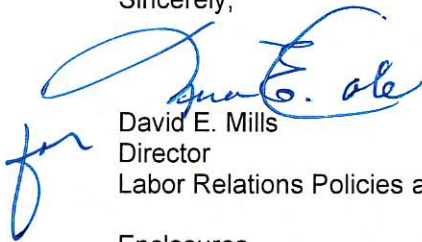
Revisions to this Management Instruction includes updates to organizational titles and areas of responsibilities to align with the *National Training* platform (HERO), which was implemented in 2018. Additional changes have been made to correct grammatical and structural errors.

These revisions make MI number EL-740-2017-5 obsolete. The new updated MI number will be EL-740-2021-1.

We have enclosed a final draft of the revised MI EL-740-2017-5, *Training Development Request Process* with and without changes.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills". To the left of the signature is a large, stylized blue "for" written vertically.

David E. Mills  
Director  
Labor Relations Policies and Programs

Enclosures

# Management Instruction

## Training Development Request Process

### Purpose

The Postal Service's National Training group is the official source for formal, enterprise-wide training. National Training is responsible for delivering quality training that does the following:

- Improves the employee experience.
- Meets the needs of the organization.
- Safeguards Postal Service resources.

All official Postal Service training products and services must do the following:

- Adhere to quality standards.
- Support our corporate strategic plan and our mission.

Protecting and maximizing Postal Service resources by following a lean operational model that supports the Postmaster General's corporate strategy is our shared responsibility.

This Management Instruction (MI) describes Training Development's training request processes and standard operating procedures.

### Policy

Our formal Intake Review Governance Board (IRGB) must approve all Postal Service National Training projects. This safeguards Postal Service assets and ensures we bring the greatest value to the organization.

For projects that require a dedication of resources beyond two weeks, the PCES sponsor and client business lead may be required to agree to, and sign, a Service Level Agreement (SLA) before course development begins. The SLA outlines the project's scope, resources, timeline, responsibilities, and costs. Clients may need to fund training requests by providing a finance number. A vice president (VP) sponsor must authorize and fund the project.

When the client identifies a need for training, the client submits a Training Request Form (ideally three to six months before the desired project release date). **If the proposed project impacts field operations, the client must have the approval of the responsible VP.**

Date	October 21, 2021
Effective	Immediately
Number	EL-740-2021-1
Obsoletes	EL-740-2017-5
Unit	National Training



*Doug A. Tulino*  
Deputy Postmaster General and  
Chief Human Resources Officer

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In addition, any project that includes a target audience of bargaining unit employees must anticipate an additional two-month

review and vetting process by Labor Relations. National Training will make every effort to support timely and seamless reviews by engaging Labor Relations and General Counsel early in the process.

## Intake Process

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The following steps cover the intake process for training development requests:

1. The client completes a Training Request Form, found on the Employee Development page on Blue at <https://blue.usps.gov/hr/training-development/forms-worksheets.htm#td-fw-eas>. When the client clicks **Submit Form**, the system generates an email addressed to both [edlearningadmin@usps.gov](mailto:edlearningadmin@usps.gov) and the submitter containing the completed form as an attachment.
2. **Training Development notifies the client within 24 business hours that the Postal Service received the submission.**
3. Training Development contacts the client within five business days to schedule a requirement's meeting.
4. Training Development completes the required documentation and partners with the client to submit the proposal for consideration to the IRGB.
5. Training Development notifies the client of a decision following the IRGB's review.
6. If the IRGB approved the training request, Training Development schedules a project kickoff meeting and finalizes the SLA, if one was required, with the client.



# Management Instruction

## Training Development Request Process

### Purpose

The Postal Service's ~~Learning and Development~~National Training group is the official source for formal, enterprise-wide training. ~~Learning and Development~~National Training is responsible for delivering quality training that does the following:

- Improves the employee experience.
- Meets the needs of the organization.
- Safeguards Postal Service resources.

All official Postal Service training products and services must do the following:

- Adhere to quality standards.
- Support our corporate strategic plan and our mission.

Protecting and maximizing Postal Service resources by following a lean operational model that supports the Postmaster General's corporate strategy is our shared responsibility.

This Management Instruction (MI) describes Training ~~Development~~Development's training request processes and standard operating procedures.

### Policy

Our formal Intake Review Governance Board (IRGB) must approve all Postal Service ~~Learning and Development~~National Training projects. This safeguards Postal Service assets and ensures we bring the greatest value to the organization.

For projects that require a dedication of resources beyond two weeks, the PCES sponsor and client business lead ~~must~~may be required to agree to, and sign, a Service Level Agreement (SLA) before course development begins. The SLA outlines the project's scope, resources, timeline, responsibilities, and costs. Clients may need to fund training requests by providing a finance number. A vice president (VP) sponsor must authorize and fund the project.

When the client identifies a need for training, the client submits a Training Request Form (ideally three to six months before the desired project release date). ~~Clients fund training requests. The client must provide a finance number and a vice president (VP) sponsor to authorize and fund the project. If the proposed project impacts field operations, the client must have the approval of the responsible VP, and the chief operating officer (COO).~~

Management Instruction EL-740-2017-5

Date December 1, 2017

October 21, 2021 Effective

Immediately

Number EL-740-2017-5

Obsoletes EL-740-2017-5 N/A

Unit Learning and DevelopmentNational Training

Jeffrey Williamson Doug A Tulino  
Deputy Postmaster General and Chief  
Human Resources OfficerChief Human  
Resources Officer  
—and Executive Vice President

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