



Department of Job and Family Services

OIS Service Level Agreement
FY 2012-2013
Version 6.0

SLA.09 Training: Functional and Office Automation

ODJFS recognizes that training is a local activity and primarily the responsibility of County Agencies. This chapter pertains to training for ODJFS provided applications and training for IT staff regarding the ODJFS technical environment.

9.1 General Information

| 9.1.01 Office Automation Training | | | | |
|---|----|----|----|----|
| Description | L1 | L2 | L3 | LN |
| Provide training to <i>TPOCs</i> or users on <i>office automation</i> suite | C | C | C | C |

Limited CBT's and WBT's are available on the ODJFS Innerweb. ODJFS will make a best effort to offer guidance and resources on *Office Automation* tools.
The County Agency is expected to utilize products to train its own TPOC and users in the use of ODJFS provided *office automation* tools.

| 9.1.02 Familiarization Training of ODJFS Specifics | | | | |
|--|----|----|----|----|
| Description | L1 | L2 | L3 | LN |
| Provide familiarization about <i>ODJFS standards, processes, procedures, and the SLA</i> to the <i>County Agency TPOC, Network Administrator and LSC</i> | S | S | S | S |

Upon Request, ODJFS OIS provides familiarization training to the County Agency TPOC, network administrator and LSC. The familiarization training provides specific information about the ODJFS network, hardware and software, as well as the SLA and other policies and procedures. Upon request, this training is supplied in the form of documentation, a walk-through of the documentation, or on-site discussions with the Client Partner. Familiarization

training should be requested whenever there is a change in the County Agency TPOC, network administrator or LSC. The objective of familiarization training is to provide ODJFS specific information and not to provide general technical training.

| 9.1.03 Knowledge of ODJFS Specifics | | | | |
|---|----|----|----|----|
| Description | L1 | L2 | L3 | LN |
| <i>TPOC, network administrator or network engineer and LSC to become familiar with ODJFS policies, processes, standards, procedures and the SLA.</i> | C | C | C | C |

The TPOC, network administrator or network engineer and LSC shall be familiar and comply with ODJFS standards, policies, processes, procedures, and the SLA to ensure consistent service to end-users.

| 9.1.04 Training on IT Vendor Products | | | | |
|---|----|----|----|----|
| Description | L1 | L2 | L3 | LN |
| <i>Obtain training on IT vendor products and releases in advance of rollouts of software in order to be prepared to support rollouts</i> | C | C | C | C |

Technical training on vendor products is not supplied by ODJFS OIS to County Agency staff. It is the responsibility of either the individual County Agency employee or the County Agency to keep employees appropriately trained to perform their job functions.

| 9.1.06 SLA Information Sessions | | | | |
|---|----|----|----|----|
| Description | L1 | L2 | L3 | LN |
| <i>Attend ODJFS OIS - County Agency SLA information sessions</i> | CO | C | CO | CO |

In the event that ODJFS holds information sessions, the TPOC, network administrator and/or LSC should attend the sessions. The general purpose of these sessions is to share and transfer information, gather feedback, and build relationships to improve service to end-users. **TPOCs from County Agencies that elect an SLA level 2 who do not have current CNA 6.0 certification or equivalent must attend the TPOC Information Sessions in order to maintain the rights granted to a TPOC at SLA Level 2.**