Technology Training

Description:
This service develops training content and manages training activities needed to operate, support or use an IT service or IT supported business service successfully.

Features:
- Design, develop, and create training content and materials to support the helpdesk service of business applications. The scope of this content is limited to common issues or tasks performed by the end user.
- Identify requirements and coordinate activities to provide required technologies used to deliver training.
- Coordinate activities with 3rd party training providers when appropriate.

Service Administrator (owner):
Helpdesk Manager

Availability:
8:00am -4:00pm M-F except for holidays and shutdowns. Potentially reduced hours for summer.

How to Request Service:
IT Help Desk - 518.327.6465, itteam@paulsmiths.edu, or ticket entered into helpdesk.paulsmiths.edu.

Initiated:
Approved work requests
Departmental requests for business software training
Strategic Initiatives

Charges:
3rd party vendor training paid for by individual departments that request the training. Setup and other services provided at no cost to customers.

Deliver Channels:
- Completed work requests
- Classroom sessions
- Training presentations
- Online training sessions
- Published training content
- Consulting support
- Subscription services
- One-on-one sessions with customer

Prerequisites:

- Supporting infrastructure for online delivery channels
- Request within the scope of IT/campus goals
- Area-specific expertise for special and proprietary applications
- Funding for materials, subscriptions, streaming resources
- Participation/use by customers

Key Service Targets:
Survey feedback 90%+ positive.

Estimated FTE:

Risks\Clarifications:
The IT department currently provides limited user training for existing business applications unless otherwise specified in another service. Where possible the IT department will refer customers to 3rd party vendors for training opportunities and will help support the fulfillment of that training. Instructional materials are developed primarily for in-house purposes to reduce incidents and aid end-users with common difficulties.