

PROCEDURE 1410.04
Issued January 1, 1994

SUBJECT: Telecommunications training.

APPLICATION: Executive Branch Departments and Sub-units.

PURPOSE: To provide guidance in requesting site/agency coordinator training, voice mail training, and telephone features training.

CONTACT AGENCY: Department of Information Technology (DIT)
Infrastructure Services
Telecommunications & Network Management

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SUMMARY: Agencies may obtain user training including voice mail and the use of sets and features. Site Coordinator training demonstrates the proper completion of all DIT Telecommunications & Network Management forms and identifies all hardware (e.g., sets and adjuncts) and software (e.g., System 85 and Voice Mail) systems administered/supported by Telecommunications Services.

APPLICABLE FORMS: None.

PROCEDURES:

Agency:

- Site/Agency Coordinator Training:
 - Before designating an individual as site or agency coordinator, he/she must complete Telephone Features Training and Voice Mail Training. Contact Telecommunications Services Training Unit to schedule training.
- User Training:
 - Site coordinator identifies training needs for telephone and voice mail users, and contacts Telecommunications Services Training Unit to schedule training.

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