General Training Requirements

Contractor shall implement an effective program to provide orientation training and education to a broad range of Customer/End-Users. This training is integral to Customer awareness, satisfaction, and efficient use of contracted services.

1. Training Team
   - Engineering Team = Technical Training
   - Customer Success Team = Technical SLA Training
   - IS Team = Admin (ordering, website, TTRT, basic reports, etc.)
   - Billing Team = Billing and invoicing, advanced reports)

2. Educating and training Customers/End-Users – Customer Training Course Catalog:

   - Course curriculum (Customer Tools and Services)
     - Ordering Process (How does a Customer acquire a Quote and Order the product)
     - Billing & Invoicing & Invoicing (How does a Customer leverage this tool)
     - Website (How does a Customer use the Website)
     - TTRT – Trouble Tickets (How does a Customer use the Trouble Tickets)
     - SLA – Service Level Agreements Technical Training for Contracted Services

   - Methods of delivery for each course
     - Video on Demand (through the Public Website)
     - Live / Scheduled Training
     - Electronic documentation
   - Proposed locations for each course (where applicable)
     - Video conference preferred