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 | INFORMATIONAL LETTER |
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TRANSMITTAL: 96 INF-20

TO: Commissioners of
 Social Services
 Executive Directors of
 Voluntary Agencies

DIVISION: Services and
 Community
 Development

DATE: May 31, 1996

SUBJECT: CONNECTIONS Training - Component 1

SUGGESTED DISTRIBUTION: Directors of Services
 SACWIS Liaisons
 Administrative Directors
 Systems Coordinators
 Staff Development Coordinators
 Child Welfare Staff

CONTACT PERSON: Any questions concerning this release should be directed
 to Igor Koroluk at 518-474-1179

ATTACHMENTS: Attachments 1 and 2
 Course Registration Information

FILING REFERENCES

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
96 INF-15					94 LCM-114
96 INF-7					
95 INF-42					
95 INF-21					
94 INF-25					
94 INF-20					

As the Department moves forward aggressively to deliver a comprehensive CONNECTIONS system, the importance of appropriate training for users to efficiently interact with the new technology can not be underestimated. The following details the training program being put together so that each local district or agency can do informed planning. There is also a separate letter being issued to all Terminal Security Coordinators to inform them of the plans to establish User IDs for CONNECTIONS.

The training program for Component One will begin in June as the installation of CONNECTIONS sites accelerates. There are six basic components of this plan:

- to provide "Orientation to Computer Based Training" (CBT) and an overview for selected district and agency representatives;
- to deliver CBT courses directly through the computer;
- to provide a handbook for all LAN Administrators;
- to provide "LAN Administration" training for two representatives from each site which has Connections Server equipment installed;
- to provide on-site technical assistance; and
- to provide an 800 number Helpline.

The original plan called for two days of classroom training for each CONNECTIONS participant, but it became readily apparent that two days would be woefully inadequate. In addition, because of the constricted schedule, it would be nearly impossible to deliver the training in the time remaining. To deal with these real constraints, the CONNECTIONS contractors proposed to use Computer Based Training which had been highly successful in the Texas CAPS project as the primary training vehicle.

What is CBT?

CBT is a means of providing training through a personal computer and a software program. The software presents information to the trainee on the computer screen and also allows the trainee to interact with the software.

Why CBT?

CBT was selected as the modality to deliver training to the workers for several important reasons. Foremost is the level of flexibility that CBT provides that cannot be achieved with traditional classroom training. The CBT can be used at the convenience of trainees, so important in their fast paced, often crisis driven days. Discrete modules allow workers to break up the training in manageable pieces and practice at their discretion prior to going to the next topic. Workers will not have to absorb the entire curriculum in a concentrated number of classroom days.

Moreover, by its very nature the CBT is self-paced, allowing workers to be trained on what they need, on what they may need to repeat, and what they may be able to move through rapidly. The CBT will ensure that all workers get the same information in the same manner, eliminating variations that naturally occur in classroom settings. The CBT will be there for reinforcement, reference or refresher training whenever needed or necessary.

In addition, CBT is a valuable tool that can help deal with ongoing turnover by ensuring training for each new worker that is as comprehensive as that received when first offered.

Orientation Plans

Providing support to the workers as they go through the CBT process is of paramount importance. To meet this need the Department is planning an orientation for selected representatives. This orientation will include an overview of the CBT. In addition, those selected representatives who attend this orientation will be asked to act as training coordinators in your local district or agency. This role would include among others the following responsibilities: assisting workers with "getting on" the computer through "signon"; assisting workers with use of the CBT; and first level troubleshooting. Each of these areas will be covered in the orientation in greater detail, in order to ensure the representatives' sufficient knowledge to perform this role.

Please note that an 800 number Helpline will be available for problems that occur that are beyond the scope of the training coordinator. On site technical assistance will also be provided subsequent to the period during which CBT training takes place.

It is important to give thoughtful consideration as to who from your district or agency attends the orientation and assumes the training coordinator role. It would be helpful to nominate those persons who have the following skills and abilities:

- some Windows-based PC familiarity
- patient and helpful attitude
- experience in training
- enthusiasm for technology
- good organization skills

It is suggested that training coordinators have a presence at each site. In order to meet your needs for the Orientation training, we suggest the following numbers of nominees per site as a guideline:

- _ If your site will have up to 10 PCs, send 1 person;
- _ If your site will have from 11 to 25 PCs, send 2 persons;
- _ If your site will have from 26 to 50 PCs, send 3 persons;
- _ If your site will have over 50 PCs, send up to 5 persons.

This is a one day (6 hour) course and will be held regionally. Please refer to Attachment 1 to this letter for the details regarding sites, dates and times as well as the registration procedures.

LAN Administration

A five day LAN Administration course (running from noon Monday to noon Friday) is being prepared for LAN Administrators at CONNECTIONS sites with Server equipment. A LAN Administrator and backup (and possibly a third individual, if space is available, at sites with multiple servers) should be appointed at each of these sites and sent to one of the classes being held from the period June 24 through August 9, 1996. Sites are currently being determined. LAN Administrators are expected to be conversant with and interested in PC technology and, at a minimum, be familiar with MS Windows. Besides the LAN Administration course, these individuals should themselves go through the CBTs at a personal computer to be familiar with the material other users will experience.

Please provide the information requested in Attachment 2 for LAN Administrator nominees by June 10, 1996.

/S/
Larrey E. Nickles
Director,
Information Systems Management
Division of System Support
and Information Services

/S/
Rose M. Pandozy
Deputy Commissioner
Division of Services and
Community Development

ATTACHMENT 1

COURSE REGISTRATION INFORMATION
ORIENTATION FOR CONNECTIONS TRAINING COORDINATORS

Specific information on the time and location will be provided upon calling in your registration. Please select one convenient date from those offered in your region. Provide all your nominees to your SACWIS Liaison who should place a single call for your district or agency to 518-474-9425 no later than June 7, 1996 to register.

NEW YORK CITY AREA

Meeting to be held at (To Be Announced)*
New York City, New York

on the following dates: June 10, June 11, June 13, June 17, June 18

If you are located in the following counties:

All New York City Counties and Westchester, Nassau and Suffolk

ALBANY AREA

Meeting to be held at (To Be Announced)*
Albany, New York

on the following dates: June 10, June 11, June 13, June 14, June 17,
June 18

If you are located in the following counties:

Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington, Putnam, Rockland, Sullivan, Orange, Ulster, Dutchess, St. Regis

SYRACUSE AREA

Meeting to be held at John M. Mulroy Civic Center, Room 421
Syracuse, New York

on the following dates: June 17, June 18, June 19, June 20

If you are located in the following counties:

Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga, Tompkins

ROCHESTER AREA

Meeting to be held at (To Be Announced)*
Rochester, New York

on the following dates: June 19, June 20, June 21

If you are located in the following counties:

Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne,
Yates

BUFFALO AREA

Meeting to be held at (To Be Announced)*
Buffalo, New York

on the following dates: June 19, June 20, June 21

If you are located in the following counties:

Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, Wyoming

* You will be informed either at the time of registration or through a general announcement of the location and time of the Orientation for the TBA sites. Dates are subject to change based on classroom availability.

ATTACHMENT 2

COURSE REGISTRATION INFORMATION
LAN ADMINISTRATION TRAINING

Two staff* from each SACWIS/Connections Server Sites should be selected to attend this 5 day (noon Monday to noon Friday) course. Please complete the information below for these individuals and either e-mail the form back to SACWIS Training Registration at OA ID 00AR10 or phone in the information to 518-474-9425 no later than June 10, 1996.

Site Information

Agency/District:

Site Address:

LAN Administrator Information

Name	Phone #	Available Week of (Y or N)					
		6/24	7/8	7/15	7/22	7/29	8/5
1)							
2)							
3)*							

* A third individual for sites with multiple servers will be considered on the basis of class availability.

You will be notified of dates and locations as soon as they are determined.