

General Training Requirements

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

Communication Plan

NWN will interact and communicate with CALNET 3 CMO to ensure effective CALNET 3 Contract education and technical training is being provided to the State on an on-going basis.

1. Training Team

- Marketing Team= Delivery of Content & Branding of Data
- NCloud Team = Technical Training
- NCare Team = Technical SLA Training
- ISS Team = Admin (ordering, billing, website, TTRT, reports, etc.)

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 (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
 - Category 1.2 Services MPLS, VPN and Converged VoIP :
 - MPLS/SIP Services
 - Converged VoIP Handset Service Package
 - Converged VoIP Services Features
 - Converged VoIP Toll-Free and International Calling
 - Converged VoIP Voice Mail and Audio Services
 - Extended Demarcation Wiring Services
 - Detail Technical Training for Services that require “specialized expertise”
- Course content
 - Above course data with:
 - Process details and flow charts of process
 - Use Cases for above services

- E-rate Seminar
 - NWN CalNet3 IFB STPD 12-001-A
 - Methods of delivery for each course
 - Webinar via video on website (through the Public Website)
 - Live Training
 - .pdf documentation
 - Videos of phone equipment
 - Proposed locations for each course (where applicable)
 - Website and Sacramento
 - Fresno, Bay Area, and S. Cal. in addition periodically
2. New Service Offering Training will be provided whenever new services and/or tools are added or changes are made via
- Email notification of new NWN Converged VoIP Services
 - Webinars focusing on new NWN Converged VoIP Services
3. Education and training CMO Staff
- All training provided to the Customer/End-Users as noted in Section A.2.6.1.1 (Customer/End-User Training) shall also be provided to the CALNET 3 CMO;
- Introduction to the Private Oversight Website (Section A.9.2);,
 - Initial and ad-hoc training for oversight tools, reports, and invoicing processes; and,
 - The method of delivery and location for the training shall be at the discretion of the CALNET 3 CMO.
4. Detailed Technical Training
- NWN shall provide detailed Technical Training for proposed, new, or replacement services to the State's CALNET 3 CMO technical staff throughout the Contract Term.