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
   - 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 & 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
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   - Course content
     - Above course data with:
       - ➤ Process details and flow charts of process.
       - ➤ Use Cases for above services.
   - E-rate Seminar
   - NWN DNCS IFB C4DNCS19
   - 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 So. Cal. in addition, periodically