
SSC ENTERPRISE SERVICE DESK AND END USER SERVICE DESK CURRICULUM TRAINING



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DOCUMENT HISTORY

Version #	Approval by	Date of Issue	Name	Comments
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1. EUSD Curriculum

	Days 1	Day 2	Day 3	Day 4	Day 5	Day 6
9:00	<ul style="list-style-type: none"> Walk around tour of the facility Presentation and training of ITSM tool (SM7) 	<ul style="list-style-type: none"> Review SM7 Review questions gathered from the Call shadowing from the day before 	<ul style="list-style-type: none"> Review and testing on concepts learnt so far 	<ul style="list-style-type: none"> call shadowing with Senior Agent 	call shadowing with Senior Agent	call shadowing with Senior Agent
Morning Breaks						
	<ul style="list-style-type: none"> Presentation and training of telephony system (ICE) 	<ul style="list-style-type: none"> Presentation of Active Directory and Novell iManager Presentation of knowledge base (Confluence) 	<ul style="list-style-type: none"> Presentation on different types of accounts and email troubleshooting 	call shadowing with Senior Agent	call shadowing with Senior Agent	call shadowing with Senior Agent
12:00	Lunch					
12:30	<ul style="list-style-type: none"> Practice SM7 training in training environment 	<ul style="list-style-type: none"> Practice concepts learnt in the morning (using Confluence, Active Directory, iManager) 	<ul style="list-style-type: none"> Call shadowing with Senior Agents (listening to calls and taking calls if trainee demonstrates enough ability). 	call shadowing with Senior Agent (Trainee takes the calls and Senior Agent supervises and guides)	call shadowing with Senior Agent (Trainee takes the calls and Senior Agent supervises and guides)	call shadowing with Senior Agent (Trainee takes the calls and Senior Agent supervises and guides)
Afternoon Break						
	<ul style="list-style-type: none"> Call shadowing with Senior Agents (listening to calls). Trainees are required to come up with 5 questions from what they've observed with the agents.) 	<ul style="list-style-type: none"> Call shadowing with Senior Agents (listening to calls). Senior agent will have trainee document a few tickets and question the trainee on concepts learnt that morning based on call types received. 	<ul style="list-style-type: none"> Call shadowing with Senior Agents (listening to calls and taking calls if trainee demonstrates enough ability). 	Coaching on items of difficulty identified throughout the day	Coaching on items of difficulty identified throughout the day	call shadowing with Senior Agent (Trainee takes the calls and Senior Agent supervises and guides)
17:00						Exam

Day 1

9:00 – 12:00

Walk around tour of the facility

Presentation and training of ITSM tool (SM7)

Presentation and training of telephony system (ICE)

12:00 – 12:30 Lunch

12:30 – 17:00

Practice SM7 training in training environment

Call shadowing with Senior Agents (listening to calls). Trainees are required to come up with 5 questions from what they've observed with the agents.

Day 2

9:00 – 12:00

Review SM7

Review questions gathered from the Call shadowing from the day before

Presentation of Active Directory and Novell iManager

Presentation of knowledge base (Confluence)

12:00 – 12:30 Lunch

12:30 – 17:00

Practice concepts learnt in the morning (using Confluence, Active Directory, iManager)

Call shadowing with Senior Agents (listening to calls). Senior agent will have trainee document a few tickets and question the trainee on concepts learnt that morning based on call types received.

Day 3

9:00 – 12:00

Review and testing on concepts learnt so far

Presentation on different types of accounts and email troubleshooting

12:00 – 12:30 Lunch

12:30 – 17:00

Call shadowing with Senior Agents (listening to calls and taking calls if trainee demonstrates enough ability).

Day 4 through 6

9:00 – 15:00

Full days of call shadowing with Senior Agent (Trainee takes the calls and Senior Agent supervises and guides)

15:00 – 17:00

Coaching on items of difficulty identified throughout the day

2. ESD Training Curriculum

	Days 1	Day 2	Day 3	Day 4	Day 5
9:00	<ul style="list-style-type: none"> Walk around tour of the facility Introduction to Console Operations Introduction to HP Management 	<ul style="list-style-type: none"> Telephony System Knowledge Management 	<ul style="list-style-type: none"> ECD Training Training Exercise 	<ul style="list-style-type: none"> Ticket Best Practices 	<ul style="list-style-type: none"> General Legacy Support instructions CWA Application Support
Morning Breaks					
	<ul style="list-style-type: none"> Introduction to SSC Management (Managers & OPS DM) Introduction to your desk Workstation functionality (Outlook, Novell, Shared drives, Adding printer) 	<ul style="list-style-type: none"> Training Exercise 	<ul style="list-style-type: none"> Remedy (SRMIS) Training Exercise 	<ul style="list-style-type: none"> Email Handling Ticket Mirroring 	<ul style="list-style-type: none"> Mainframe Support Training Exercise
12:00	Lunch				
12:30	<ul style="list-style-type: none"> Dress Code Job Description Shift Schedule 	<ul style="list-style-type: none"> Request Definitions (Call Types) Training Exercise 	<ul style="list-style-type: none"> Service Manager 7 (EUSD) Training Service Manager 7 (Transport Canada) 	<ul style="list-style-type: none"> Ticket Escalations Shift Hand-off (Turn-over) 	<ul style="list-style-type: none"> End-state/Enterprise Support instructions BB10 Interim Solution (Not on ETI) Support instructions Mobile Travel Device Support instructions Training Exercise
Afternoon Break					

	<ul style="list-style-type: none"> • Internet Usage Policy, Cell Phone use policy, Personal storage device policy • Time Off Requests • Phone Line for calling in sick • About SSC 	<ul style="list-style-type: none"> • Infoman/InfoWeb training • Training Exercise 	Training Exercise	<ul style="list-style-type: none"> • Event Management Reporting • Training Exercise 	OSSD End-user Support instructions Training Exercise Partner Legacy Migration Support instructions Training Exercise
17:00					Exam

Day 1

9:00 – 12:00

Walk around tour of the facility

Introduction to Console Operations

Introduction to HP Management

Introduction to SSC Management (Managers & OPS DM)

Introduction to your desk

Workstation functionality (Outlook, Novell, Shared drives, adding printer)

12:00 – 12:30 Lunch

12:30 – 17:00

Dress Code

Job Description

Shift Schedule and Expectations (Shifts can change on requirements)

Internet Usage Policy, Cell Phone use policy, Personal storage device policy

Time off Requests

Phone Line for calling in sick

About SSC

- Partners
- Clients
- Services Delivered
- VIP terminology (DG, ADM, DM, Ministers)

Day 2:

9:00 – 12:00

Telephony System

Knowledge Management

Training Exercise

12:00 – 12:30 Lunch

12:30 – 17:00

Request Definitions (Call Types)

Training Exercise

Infoman/InfoWeb training

Training Exercise

Day 3

9:00 – 12:00

ECD Training

Training Exercise

Remedy (SRMIS)

Training Exercise

12:00 – 12:30 Lunch

12:30 – 17:00

Service Manager 7 (EUSD) Training

Service Manager 7 (Transport Canada)

Training Exercise

Day 4

9:00 – 12:00

Ticket Best Practices

Email Handling

Ticket Mirroring

12:00 – 12:30 Lunch

12:30 – 17:00

Ticket Escalations

Shift Hand-off (Turn-over)

Event Management Reporting

Training Exercise

Day 5

9:00 – 12:00

General Legacy Support instructions

CWA Application Support

Mainframe Support

Training Exercise

12:00 – 12:30 Lunch

12:30 – 17:00

End-state/Enterprise Support instructions

BB10 Interim Solution (Not on ETI) Support instructions

Mobile Travel Device Support instructions

Training Exercise

OSSD End-user Support instructions

Training Exercise

Partner Legacy Migration Support instructions

Training Exercise