

SUBJECT: District NRRS POC Attendance at Park Office Software Train-the-Trainer Course

1. It has come to our attention that the guidance provided in the 24 August 98 CECW-ON memorandum, subject "Field Level Training for Participants in the National Reservation Service™" did not adequately address our intent for Phase I and Phase II District NRRS POC's to attend the Park Office Software Train-the-Trainer Course. This course will give specifics of field-level NRRS implementation and software usage, which will be critical knowledge for those individuals providing technical support for this program at the District level. The NRRS™ Field Level Training Diagram has been revised to include the following statement which was inadvertently omitted from the "Target Audience" designation for the *Operator Training for Trainers of Personnel using Park Office* section: " **Also for District NRRS POC's who will provide technical support.**"

2. District NRRS POC's should be included on Enclosure 2 to the 24 August 98 memorandum, which was the spreadsheet for information needed to schedule "Operator Training for Trainers of Personnel using Park Office." The training date columns for those individuals should be completed based on the dates of the earliest CGA training course anticipated in their District. The submission deadline for this information via E-mail to Ms. Bonnie F. Bryson is still by 11 September 1998. If you have specific questions about this matter, Ms. Bryson at (502) 582-5274.

NRRS™ FIELD LEVEL TRAINING

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FIELD LEVEL TRAINING

The Contractor shall utilize a train-the-trainer approach to train Agency/concessionaire personnel so that they can go back to their organizations and train other personnel. This training shall include innovative techniques to provide hands-on experience for students.

Training for *Trainers of Personnel* using Fax Communications

Provided by: Contractor

Description: Training focused on NRRS policies and procedures as they are implemented through fax communications between the Contractor and the Field Location; information on how to use the Help desk; detailed descriptions on how to access the various management and financial reports; and a general overview of all other reservation services provided by the Contractor, including the Field Reservation Program (FRP); and instruction on effective training methods.

Target Audience: Field level personnel who will be training others to use fax communication to implement NRRS. Must become a subject matter expert through this training experience, and have communication and presentation skills to teach others.

Class Size: No specific limit

Course Length: 2 Days

Training Location: At a minimum of four geographically dispersed, major metropolitan areas each year.

Operator Training for *Trainers of Personnel* using Park Office (Park Office Software = Field Reservation Program or FRP)

Provided by: Contractor

Description: Uses primarily a "hands on" approach with each student having access to a computer that is fully outfitted with all of the FRP software. Training will focus on: NRRS policies and procedures as they are implemented through the FRP; communications procedures between the Contractor and the Field Location; how to use the Help desk; setting up the computer hardware, telecommunications and software to support the FRP; troubleshooting the initial installation; extensive training on the operation and use of all aspects of the FRP; detailed descriptions on how to access the various management and financial reports; a general overview of all other reservation services provided by the Contractor; and instruction on effective training methods.

Target Audience: Selected personnel who will teach others how to use the FRP. Must become a subject-matter expert through this intensive and in-depth training experience, and have communication and presentation skills to teach others. Also for District NRRS POC's who will provide technical support.

Class Size: Class size will be limited to 12 (6-students/1 instructor).

Course Length: 5 Days

Training Locations: The training will be held at one of the Contractor's work areas, using existing, networked computer training stations: Ballston Spa, New York and Rancho Cordova, California.

Self Directed Training (Computer Based Training)

Provided by: Contractor

Description: Self-training materials (i.e., CD-ROM) developed for use by personnel at field locations to supplement Park Office (FRP) operator training. (Note: This is not intended as a substitute for either the Operator Train-the-Trainer course or the Operator course).

Availability: Contractor will provide one set of materials for each Field Location.

Training for Personnel using Fax Communications

Provided by: Agency, conducted by personnel who have completed the fax communication train-the-trainer course.

Description: Focused on NRRS policies and procedures as they are implemented through fax communications between the Contractor and the Field Location; information on how to use the Help desk; and a general overview of other reservation services provided by the Contractor.

Target Audience: Field users of NRRS fax communications

Class Size: No specific limit

Course Length: ½ day

Training Locations: Determined locally by Agency

Operator Training for Users of Park Office Software

Provided by: Agency, conducted by personnel who have completed the operator train-the-trainer course

Description: Shall use primarily a "hands on" approach with each student having access to a computer that is fully outfitted with all of the FRP software. Training will focus on NRRS policies and procedures as they are implemented through the FRP: communications procedures between the Contractor and the Field Location; how to use the Help desk; troubleshooting; extensive training on the operation and use of certain aspects of the FRP.

Target Audience: Contract gate attendants

Class Size: Recommended class size limit is 12 (6-students/1 instructor).

Course Length: 2-½ days

Training Locations: Determined locally by each Agency District or Operations Management Area.