# SYSTEM TRAINING

## SYSTEM TRAINING

1. **INTRODUCTION**

Contractor shall provide Technical and End User training as set forth herein at the County of Los Angeles Treasurer and Tax Collector (TTC) site, The training must include all the modules that the TTC needs to attain the functionality stated in the Statement of Work (SOW), Appendix B. System training may be conducted virtually using a video conferencing method agreed upon by the TTC or at the TTC’s Training Room.

Contractor shall provide all needed training sessions, as determined by the TTC. Training shall incorporate traditional training methods including, but not limited to, hands-on classroom training and materials (i.e., training manual, reference guides, desk aids, etc.) and knowledge transfer strategy, mutually agreed upon by the TTC and contractor, to prepare the TTC staff to utilize the system after it is placed into production. Contractor shall customize each training session to accommodate Technical and End User staff, covering areas that pertain to the specific business requirements of each training group.

## SCOPE OF TRAINING

* 1. **TECHNICAL TRAINING**

Contractor shall provide Technical Training for the TTC’s technical staff designated by the TTC in accordance with the course outline set forth below.

## Introduction

The role and responsibility of the Contractor and the TTC staff on the usage of the application with all its modules.

* + 1. **Features of the System** (includes features unique to the County)
       1. System Administration
       2. Interface of the new System with the TTC’s in-house application.
       3. Interface of the new System with the TTC’s Custodial Bank.
       4. Interface of the new System with the credit rating agencies.

## Software of Workstations

* + - 1. Client workstations installation and support
      2. Third Party Software
      3. User Setup and Audit Controls
    1. **Processes** (includes hands on practice)
       1. Reports’ Retrieval, customization, and Generation
       2. Menu Hierarchy and Navigation
       3. Interface of the new System with the TTC’s in-house application.
       4. Interface of the new System with the TTC’s Custodial Bank.
       5. Interface of the new System with the credit rating agencies.
       6. How to setup, run, and export files into different file formats as specified by the TTC.

## Reports – The Management Tool

* + - 1. Staff Training to utilize the integrated report writing tool to modify or develop new custom reports.

## Modifications to the System

* + - 1. On-site, post-implementation support (e.g., one month of on-site support after go-live, on-site support during initial implementation, optional “as-needed” support 7 days a week).
      2. Delivery method of upgrades and product enhancements, including historical frequency of upgrades by module.
      3. Help Desk, problem reporting, and resolution procedures, including customer service organizational chart and internal escalation procedures with defined support levels.
    1. **Question and Answer Session**
    2. **Evaluation**

* 1. **END USER TRAINING**

Contractor shall provide System training for End User staff, designated by the TTC, in accordance with the course outline set forth below.

Contractor shall design each training session to cover subjects geared toward the business function of each training group, as indicated in Section I (Introduction) above. Not all Work Flow and Processes subjects/topics may be covered at each individual training session.

## Introduction

* + 1. **Features of the System**
    2. **Software of all Workstations**
       1. How to access the new System using the Client software.
       2. How to use all the modules included in the new System.
    3. **Work Flow and Processes** (includes hands on practice)
       1. Report Retrieval and Generation
       2. Menu Hierarchy and Navigation
       3. Inquiry Response
       4. Account Setup and Changes
       5. Investment Accounting Transactions
       6. Investment Approval process and Workflow Monitoring
       7. Market Pricing Process
       8. Interest Allocation
       9. Investment Compliance Monitoring
       10. Banking Data Retrieval and Manipulation
       11. Table Maintenance
       12. Forecasting Models Setup and Variations
       13. Specialized Screens
       14. Support

## Reports – The Management Tool

## Staff Training to utilize the integrated report writing tool to modify or develop new custom reports.

* + 1. **Question and Answer Session**
    2. **Evaluation**