

Training Plan Submitted to SIDES Coordinator by 09/30/2016

Updates in Green done 01/24/2017

Who needs to be trained?:

Adjudicators CLE4s, and CLE5s

Hearings and Appeals

BAM

Program Support

Phone Support CLE2s and CLE3s

Charging Unit

Contributions

Monetary

Switchboard- Benefits and Contributions

Job Service?

EResponse Help Desk (to be determined who that is—training development would be geared towards the specific group)

General Plan

Develop Training Materials ----- three months prior to go live---- January 2017; **January 2017 is User Acceptance Testing; trainer is part of testing group; using test cases to pull information needed for training materials. Have not started specific training materials currently 1.24.17**

- Include different training materials for different units
 - For example Phone support will need different information than Adjudicators
- Develop “live” examples (potentially use test cases)

Determine Training Schedule ---one month prior to go live ----- End of February 2017

- Determine who needs to be in which training-schedule attendees

Finalize Training Materials-----two to three weeks prior to go live ----- During weeks of March 6th through March 24th. Final Training Materials Ready by March 24th.

- Include finalized screen prints of what SIDES will look like in MISTICS and for employers in training

Training will happen one week prior to go live --- During the week of March 27-31, 2017

Items/Documents needed for training:

- Power point w/ finalized screen prints of what MISTICS will look like, of what SIDES will look like for Employers, of what SIDES EResponse will look like for state employers

- Test or Train prepared to show “live” examples
- Handouts w/ Screen prints and step by steps
- SIDES Procedure for adjudicators
- FAQs and Staff Talking Points for Claims Examiners and Charging Examiners on the phone
- Step by Step for Hearings/Appeals to find the information in SIDES to prepare hearings
- Documentation for ERs and TPAs to show them how to sign up/sign on and move around in SIDES
- Information for all staff on who to talk to with SIDES Problems (SIDES Coordinator Information?)
- Information on where to send ERs/TPAs for password resets
- Information about what PR and Public Relation Attempts have gone to ERs
- Information/FAQs to give to Job Service to provide to ERs- with contact information
- Specific Training geared to E-Response Help Desk, troubleshooting for ERs (PINS)

****This training plan does not include marketing/promoting outside customers. This training plan is for internal customers only.