Training Curriculum for Transitioning Employees

PURPOSE

ITS is committed to ensuring that IT employees who join ITS have the training resources to be successful in their new roles. While many employees joining ITS may have extensive technical and practical experience in desktop, network, storage, server administration, security, or service desk roles, training will be provided to all transitioning employees so that they are familiar with the new services being deployed and have consistent training across the teams.

ITS ORGANIZATION & POLICIES ORIENTATION

Every transitioning employee will receive the following as they join the ITS:

- **ITS Orientation** (1.5 hours) - is an in-person training session that provides standard ITS orientation materials for all new employees, including ITS policies, procedures, and human resources information.
- **Managerial Mentoring** (ongoing) - each new employee will be working with their manager and/or supervisor to learn their new role and work through the transition.

TRAINING FOR ALL TRANSITIONING EMPLOYEES

Every transitioning employee will receive the following as their unit transitions to the new ITS Shared Services:

- **Welcome to Shared IT Services and Partnering as a Shared Service Provider** (2 hours) - is an in-person training session that provides information on how the ITS Service Desk, Neighborhood IT staff, other MiWorkspace teams, and ITS technical engineering teams that will partner to resolve customer requests and emergent issues.
- **Customer Service** (2 hours) - is an in-person training session designed to build a common understanding of the ITS customer service philosophy and the steps to giving great customer service.
- **Access & Compliance** (30 minutes) - is an e-learning self study course which provides the information and resources that all institutional data users need to know to adhere to U-M data access and compliance guidelines. It defines your role and responsibilities, as well as regulations (federal and state) and university policies for accessing, handling, and protecting sensitive institutional data.
- **HIPAA (Health Insurance Portability and Accountability Act)** (1 hour) - is an e-learning self study course designed to provide all ITS employees information about working with and protecting sensitive health data.
- **Conflict of Interest** (30 minutes) - is an e-learning self study course which introduces Conflict of Interest (COI) disclosure, review, and management guidelines.
- **ServiceLink Basics** (30 minutes) - is an e-learning self study course which provides an overview for navigating and using ServiceLink.
- **ServiceLink Knowledge Management** (30 minutes) - is an e-learning self study course which provides an overview of the Knowledge Management process.
- **ServiceLink Problem Management** (30 minutes) - is an e-learning self study course which provides an overview of the Problem Management process.
- **Service Link Change Management** (30 minutes) - is an e-learning self study course which provides an overview of the Change Management process.
NEIGHBORHOOD IT TRAINING

Employees joining Neighborhood IT will receive the following technical training:

- **Windows & Macintosh Training** (6 hours) - includes in-person mentoring designed to familiarize Neighborhood IT with the Windows and Mac platforms, as well as related software provisioning. Topics include basic troubleshooting, user state migrations, application delivery, storage permissions, security, and workstation refresh.
- **Printing** (1-2 hours) - includes in-person mentoring designed to introduce Neighborhood IT staff to the MPrint features for student, faculty and staff in addition to general printer care and support.
- **Network** (1-2 hours) - includes self study e-learning and in-person mentoring designed to introduce Neighborhood IT staff to Networking troubleshooting, cabling standards, and use of Networking tools.
- **Storage/Server** (1-2 hours) - includes in-person mentoring designed to familiarize Neighborhood IT with unit drive structure, provisioning, permissions, and MiServer/MiDatabase.
- **Security** (1-2 hours) - includes an e-learning self study course designed to provide information on basic security troubleshooting and in-person mentoring designed to familiarize Neighborhood IT with common security incidents and requests.
- **Bomgar Remote Access Training** (1-2 hours) - is an eLearning self study course designed to provide information on using the remote access tool to assist faculty and staff with desktop support issues.
- **M+Box, CrashPlan, DirectAccess, & BitLocker** (1-2 hours) - includes basic in-person mentoring on some of the additional tools MiWorkspace uses to backup, share, access, and secure university data.
- **Transition Week Experience** (4 hours) - includes shadowing opportunities for Neighborhood IT staff to learn about the migration preparation process, day one orientation activities, and print day one activities prior to the point their unit migrates to the new MiWorkspace technology.

INFORMATION AND INFRASTRUCTURE ASSURANCE TRAINING

Most, if not all, employees joining the IIA team will have extensive prior training in IT security. These employees will likely have:

- Completed prior **IIA Security Training**, or
- Attended the **EECS389 IT Security Course**, or
- Possess external **CISSP** or **GIAC** certifications

Additional mentoring from the IIA team for these new employees for their specific role will be provided, as well as orientation to those U-M units for which they may provide security support over time.
NETWORK TRAINING
Most, if not all, employees joining the Network team will have extensive experience with local area network administration. Additionally, these employees are likely to already be:

- Partnering with ITS networking professionals today around the university backbone, unit local area network, and/or unit Wi-Fi network delivery which should assist in assimilation to the networking team.
- Using Cisco hardware and technology (industry best practices) today, which should make the technology training easier.
- Holding networking certifications (e.g., CCIE certifications or equivalent).

Employees will likely transition to the ITS network team to either assist in supporting the unit they support today, or support other units using similar networking technology or configurations. Beyond team orientation, and training for ITS internal tools and systems, the networking team will evaluate what each networking employee may need for training and development, and supplement their existing skills with online, external or courses from the Merit Network as needed.

SERVER ADMINISTRATION TRAINING
Most, if not all, employees joining the Server Administration teams will have extensive experience with server, database, or storage administration. Based on individual employees experience, skills, and interests, they may be assigned to one of the following ITS teams:

- System Support (Unix Server Administration Team)
- Windows Infrastructure (Windows Server Administration Team)
- Database Administration Team
- Storage Team
- Virtual Server Infrastructure

Each team has a custom onboarding process, but new employees will receive orientation to the server environment, documentation, and standard operating procedures for that team. Beyond team orientation, and training for ITS internal tools and systems, the server teams will evaluate what each employee may need for training and development, and supplement their existing skills with additional internal or vendor training as needed.

SERVICE DESK TRAINING
Employees joining the Transition/Service Desk teams will initially join the ITS Transition Desk around the time of their unit implementation, assisting in the support of their customers as MiWorkspace and other services go live. Technical training for Transition Desk staff includes: web tools such as MyLINC, MCommunity, Access & Accounts, Access & Compliance, phone/headsets/equipment, passwords, and other topics. Employees also receive specialized Bomgar and ServiceLink training to reflect their specific roles. Finally, they will receive training for all questions that tier one employees would be expected to answer for MiWorkspace, MiServer/MiDatabase, and Security Services, and information on how to triage specialized questions to tier 2 and 3 professionals when required.

Employees will likely move to the ITS Service Desk when their MiWorkspace unit support transitions. At this time, additional in depth training on access, administrative systems, CTools, general computing, and technology ITS supports would be provided.