



# **Ombudsman Case Tracking System 2.0 (OCTS 2.0)**

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*OCTS 2.0 (Siebel) Training Report*



**I. Summary**

The OCTS 2.0 (Siebel) Training Report outlines the training and support program that was delivered to all OCTS 2.0 users before, during, and after implementation of the system. The training and support program consisted of pre-read materials, instructor-led training, hands-on practice exercises, a user reference guide, job aids, on-the-job coaching support, and ongoing technical support.

**II. Training and Support Program Objectives**

The OCTS 2.0 training and support program has enabled the OCTS 2.0 users to do the following:

- Understand the reasons behind the implementation of OCTS 2.0
- Use OCTS 2.0 terminology correctly in their work
- Navigate successfully through OCTS 2.0
- Perform all Ombudsman procedures using OCTS 2.0.

**III. OCTS 2.0 Users and Locations Trained**

<b>Location</b>	<b>User Group</b>	<b>Number of Users</b>
Iowa City, Iowa Trainer: Holly Hyland AC Support: Jennifer Leib	Intake Specialists	9
	Team Leads	2
	Ombudsman Specialists	6
	<b>Iowa City Total</b>	<b>17</b>
Lawrence, Kansas Trainer: Joyce DeMoss AC Support: Katie Brown	Intake Specialists	9
	Team Leads	2
	Ombudsman Specialists	4
	Auditors	2
	<b>Lawrence Total</b>	<b>17</b>
Chicago, Illinois Trainer: Yolanda Blackman AC Support: Amy Woodson	Ombudsman Specialists	5
	Team Leads	2
	<b>Chicago Total</b>	<b>7</b>
Washington, D.C. Trainer: Melissa Lewis AC Support: Olivia Trussell	<b>D.C. Total (includes trainers &amp; C. Joy from Utica)</b>	<b>17</b>
	<b>TOTAL OCTS 2.0 USERS TRAINED:</b>	<b>58</b>



**IV. Training Program Outline**

The training program consisted of the following training components and was delivered to all OCTS 2.0 users:

1. Pre-read materials
2. Instructor-led training
  - User Reference Guide (used as a guide during and after training)
  - Practice exercises
3. Job Aids.

**V. Training Calendar (see next page)**

**VI. Post Implementation Support**

Following the training, all technical and functional questions will be directed to the Team Leads. The Team Leads will then contact Joyce DeMoss if further assistance is needed, and Joyce will contact the OCTS 2.0 Team. The Team Leads also have the pager address of Amy Woodson.

# October

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
<b>8</b>	<b>9</b> Government Holiday  Set up ROB-3 Training Lab 9am	<b>10</b> Prepare Joyce DeMoss for Demo  1pm-5pm	<b>11</b> <b>OCTS 2.0 Demo for Debra Wiley</b> ROB-3 Lab 10am-2pm	<b>12</b> <b>User Acceptance Training (UAT)</b> ROB-3 Lab 8:30am-12:30pm	<b>13</b> <b>UAT</b> ROB-3 Lab Debrief 8:30-9:30am Training 9:30am-12:30pm Debrief 12:30pm-1pm	<b>14</b>
<b>15</b>	<b>16</b>	<b>17</b> <b>Training Discussion</b> 2-4pm ROB-3  <b>Debrief Session</b> Aerospace 149B 4-5pm	<b>18</b>	<b>19</b> <b>Training Practice for Trainers</b> Aerospace 149B 11:30am-4pm  <b>Debrief Session</b> 4-5pm	<b>20</b> <b>Training Practice for Trainers</b> Aerospace 149B 11:30am-4pm	<b>21</b>
<b>22</b> Travel to sites to set up training & production PCs (This week)	<b>23</b>	<b>24</b> <b>Training Practice for Trainers</b> FB06 Morning	<b>25</b> <b>Training Practice for Trainers</b> FB06 All Day	<b>26</b> Ship all training materials	<b>27</b>	<b>28</b>
<b>29</b> Travel to sites	<b>30</b> <b>GO LIVE</b> <i>TRAIN</i> in Kansas , Iowa, Chicago & D.C. AC Resources on site for support	<b>31</b> Daily conference call with team	Daily conference call with team	Ombudsman staff conference call		