**CIT 2018 – ReggieNet Training Course Configuration and Implementation**

Gary Short

1. Initial setup
2. 1 student (Brendan Wall) & I determined structure
3. Minimal modules
4. Configured to grow & adapt
5. Stored files on the ReggieNet server
6. Better access and flow
7. Doesn’t access files outside server
8. Module setup
9. Overview of SEE
10. Core Competencies
11. Module overview
12. Technician Manual
13. Mod 1: Getting Started
14. Verify login
15. Intro to main apps
16. Mod 2: Endpoint Essentials
17. Primary apps used
18. Mod 3: Endpoint Procedures
19. Basic Team procedures
20. Practical & Exam
21. Build PC for Endpoint Students
22. Pass both to “graduate”
23. If needed – Extended Training
24. Mod 4: Endpoint Intermediate Tech
25. More in-depth procedure explanation
26. Resources
27. 2 students (Melinda Potter & Ryan Kraft) design and entry.
28. Knowledge Base Articles
29. ISU website
30. SEE committee documentation
31. Beta Testing
32. Opened to all Techs and SEE committee members
33. All comments compiled/reviewed/implemented changes which kept in scope & direction of the training course
34. Additional changes
35. Developed internal transfer process
36. 3-day post with Endpoint Support first
37. Standard application process
38. If unsuccessful – external post
39. Asking for volunteers for interview panel pool
40. Involve all teams
41. Evaluate interview process
42. 2 posting cycle term / panelist
43. Successes
44. Training cut from 80 hrs to 40 hrs
45. FY18 students transferred
46. 9 students transferred
47. 5 AT teams
48. FY19 results
49. 2 students already transferred
50. 2 students set to transfer over next few weeks
51. 4 AT Teams
52. Expanded Interest
53. COE has reviewed and implemented
54. Introduction of Liz Gellar