

ASRC Remote Support Training Curriculum Outline – DRAFT

Date: 2016-08-18

Red indicates where relevant information is in the current workflow document

Basics

1. Will learn to access the emails, files, and drives that are used in RS. (1. Purpose: Essential Technology)
 - a. Set up personal gmail account
 - b. Sign into the myasrc.org account
 - c. Review documents in the ASRC Google drive
 - d. Share files in the ASRC drive
 - e. View shared files
 - f. Send attachments
 - g. Operate Google Hangouts
 - h. Operate dropbox
 - i. RSU member Skype account
2. Will learn how to create file types (2.2)
 - a. Create PDF's
 - b. Create Jpeg
3. Will learn to use hardware
 - a. Add printer to computer with cable
 - b. Add printer to computer wirelessly
 - c. Connect to network
4. Learn to request RS (2.3&4)
 - a. Access and fill out Remote Support Request Form
 - b. Email remote-support@myasrc.org
 - c. Alternative contact of RS
 - d. Information needed before a RS request can be sent
5. Learn what RS can offer (2. 4)
 - a. Identify possible products
6. Learn to activate RS Team Members (2.5)
 - a. Notification email to remote- support@myasrc.org

Mobilization

1. How to alert RSU members
 - a. Alternative methods to alert team members
2. What the role of RSL is

- a. Who is the Remote Support Leader (3.1.1)
 - b. Start mission template (3.1.1)
 - c. Naming mission numbers
 - d. Access Remote Support Status Worksheet
 - e. Fill out availability
 - f. Determine staffing needs (3.1.2)
 - g. Track assignments in the OpPeriod task log
 - h. Communicate with OSL (On Site Liaison) (3.1.3)
 - i. When to contact
 - ii. How to contact
 - i. Confirm the creation of appropriate mission folders on the remote support account in Google Drive (3.1.4)
 - j. Send an email with a link
 - k. Sign out responsibilities (4.6.1)
 - l. Archiving and compress folders in drive for SM
 - m. File moved to searches folder
3. What the role of the OSL is
- a. Set up communication channels for data and voice
 - b. Set up secondary communication channels if internet or cell access is (or become) unavailable (3.2.1)
 - c. When to communicate with RS
4. How to respond with availability (3.3.1)
- a. Sign in procedure
5. How to assign and complete tasks
- a. Find RS assignments (4.3.1)
 - b. How to accept a task (????)
 - c. Notification of a completed task (?????)
6. How to communicate within the RSU
- a. Fill out Operational Period Summary (4.4.1)
 - b. Considerations for all hands meeting
 - c.