ASRC Remote Support Training Curriculum

Draft as of August 18 2016

Red indicates where relevant information is in the current workflow document

1. Basics

1.1.   Will learn to access the emails, files, and drives that are used in RS.

    1.1.1.   Set up personal gmail account (Patty's doc)

    1.1.2.   Sign into the myasrc.org account

    1.1.3.   Review documents in the ASRC Google drive (Ben's doc)

    1.1.4.   Share files in the ASRC drive (Ben's doc)

    1.1.5.   View shared files (Ben's doc)

    1.1.6.   Send attachments

    1.1.7.   Operate Google Hangouts

    1.1.8.   Operate dropbox, online version (Patty doing this)

    1.1.9.   RSU member Skype account (Ben doing this)

1.2.   Will learn how to create file types (2.2)

    1.2.1.   Create PDF's (Rebecca's video)

    1.2.2.   Create Jpeg (Rebecca's video)

1.3.   Will learn to use hardware

    1.3.1.   Add printer to computer with cable (Ben's document - mostly done)

    1.3.2.   Add printer to computer wirelessly (Ben's document - mostly done)

    1.3.3.   Connect to network (Ben's document - mostly done)

    1.3.4.   Connect a computer to the internet using commonly available hardware

2. Notification

2.1.   Will learn to request RS (2.3&4)

    2.1.1.   Access and fill out <u>Remote Support Request Form</u>

2.1.2.   Email remote-support@myasrc.org

2.1.3.   Alternative contact of RS

2.1.4.   Information needed before a RS request can be sent

2.2.   Will learn what RS can offer (2. 4)

2.2.1.   Identify possible products

2.3.   Will learn to activate RS Team Members (2.5)

2.3.1.   Notification email to remote- support@myasrc.org

3.   Mobilization

3.1.   Will learn how to alert RSU members

3.1.1.   Alternative methods to alert team members

3.2.   Will learn what the role of RSL is

3.3.   Who is the Remote Support Leader (3.1.1)

3.4.   Start mission template (3.1.1)

3.5.   Naming mission numbers

3.6.   Access Remote Support Status Worksheet

3.7.   Fill out availability

3.8.   Determine staffing needs (3.1.2)

3.9.   Track assignments in the OpPeriod task log

3.10.   Communicate with OSL (On Site Liasion) (3.1.3)

3.10.1.   i. When to contact

3.10.2.   ii. How to contact

3.11.   Confirm the creation of appropriate mission folders on the remote support account in Google Drive

3.12.   Send an email with a link

3.13.   Archiving and compress fodders in drive for SM

3.14.   File moved to searches folder

3.15.   Will learn what the role of the OSL is

3.15.1.   Set up communication channels for data and voice (3.2.1)

3.15.2. Set up secondary communication channels if internet or cell access is (or become) unavailable

3.15.3. When to communicate with RS

3.16. Will learn how to respond with availability (3.3.1)

3.16.1. Sign in procedure

4. Operations

4.1. Will know how to assign and complete tasks (4.3)

4.1.1. How to assign tasks

4.1.2. Find RS assignments

4.1.3. How to accept a task

4.1.4. Notification of a completed task

4.2. Will learn how to communicate within the RSU (4.4&5)

4.2.1. Fill out Operational Period Summary

4.2.2. Considerations for all hands meeting

4.3. Will learn sign out responsibilities (4.6)

5. Demobilization

5.1. Will learn to demobilize (5)

5.1.1. How to clean the work space

5.1.2. How to archive mission

5.1.3. How to sign out