

Everything You Need to Know About iGovServices Training



We know training, understanding, and how to troubleshoot are the key to long term success of any solution. That is why our comprehensive training options support organizations from implementation to post "Go-Live".

- Consultative Training
- Onsite Training/Setup /Support Option
- Remote Training/ Setup/Support
- Self-Paced Training Portal
- Option for Unlimited Training (ongoing)
- Training with your Data

BLENDING TRAINING & CONSULTING In Short Durations to Maximize Retention & Success



iGOVSERVICES – TRAINING FOR HOW YOU LEARN

VISUAL



AUDITORY



KINESTHETIC



Training Philosophy

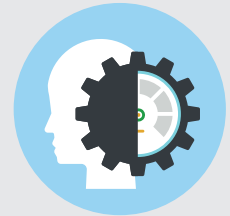


Our training is based on proficiency, not a timer, or achieving a check mark of completion. We train and document until you are proficient and self-sufficient. We do this because we understand that it increases success, minimizes the need for support tickets, and provides an excellent user experience. Our training is not based on a per person training fee, so you can include the entire team in training- regardless of if it is online or in person training. Training will be performed using the customer's own database. Using a customer's data during training has proven to enhance the overall training experience for the customer, as well as aids in the retention of the concepts being taught. Proficient and happy users make happy references which is our goal!

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Consultative Training

During the setup phase Consultative Training is how we approach the training/setup. What does that mean? It means we listen, we document, we confirm understanding, and we then translate it back to how the task would be accomplished in iGovServices. This is a critical part of the training and implementation. It is a lot of process discussions, workflow flow discussions, reviewing the output files of reports and forms, ensuring a clear understanding things that need to be improved, things that are slowing down the process, where the bottlenecks are and then we discuss improvements and how iGovServices can improve overall moral and efficiency. Based upon the findings we develop the training plan and agenda for each of the future training sessions.



Remote Training/Setup/Implementation



Training begins with a series of online meetings and video conferencing sessions that are approximately one hour in duration. We limit the duration because we understand that the team cannot commit multiple hours to the project at one time as they still have their regular job to do. We also limit it because we understand that information overload is a real thing and that learning capacity diminishes during longer training sessions. To maximize retention, we focus on short topic-driven training sessions. These one-hour training sessions will be led by your dedicated implementation consultants who will be familiar with your organization's structure and business needs. Each session will focus on a specific iGovServices function/process. Each session is recorded and made available to the team in their own private portal for future reference. This provides a customized library of training that is perfect for new hires and when roles change within the organization.

Onsite Training/Setup/Implementation/"Go-Live" Support

Nothing replaces in-person interactions. That is why we continue to offer onsite training, implementation, go live support, and post go live on site options. The prerequisite training is still a part of the process, but instead of learning in one-hour increments, we spend a minimum of 2 days onsite working together to make huge progress in a short period of time. From setup, to training, a wide variety of items are covered to move you towards "Go-Live". Many of our clients/customers like this for "Go-Live Support". Having the assurance of someone available onsite for quick questions, discussions around workflow, or how-to Q&As. Onsite Training is not required, but it has been added as part of this project. There is still a formal agenda to ensure that we accomplish the goals for the onsite training/setup/implementation/"Go-Live" support.



Our goal at iGovServices is to “*Make it obvious.*”

- Tom Vance (Co-Founder, iGovServices)

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24/7 Access to the iGovServices+ On-Demand Video Training Portal



We have developed a series of videos that get users familiar with the iGovServices and establish a baseline of understanding. These videos range from how to set up revenue types, to how to process billing, to how to process payments and much more. With over 10 hours of videos, you will have a great understanding of iGovServices. This also provides a great resource for new employees or refreshers on once-a-year processes that you may run. iGovServices+ continues to be built out as new topics, challenges and enhancements to the solution are added.

How Do You Test?

Testing is critical to not only learning iGovServices, but also to ensure that data is mapped correctly, and forms and reports are running correctly in preparation of "Go-Live". Once the customer's dataset has been created, a sample of the customer's data will be imported, and the customer will have several rounds of training, the customer will then perform User Acceptance Testing (UAT) with their data in iGovServices. In most cases, customers have not previously performed or had much exposure to any type of acceptance testing. The Implementation Consultant will provide help and guidance, which could include key content to look for in the data, key reports to run, and how to document the UAT process. Should the customer identify data elements that are not correct, the customer is to document these items in a User Acceptance Testing Modification Form, which will be provided. The Implementation Consultant will then review the form to determine if the item is a change or addition to the original data entered into the Data Templates. If there was a problem with the migration process, the Implementation Consultant will go back to make the appropriate corrections before the final conversion of data.



MICROLEARNING

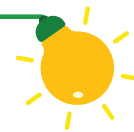
improves **FOCUS**

& LONG-TERM

RETENTION

by up to

80%



**DID
YOU
KNOW?**