



General Training Requirements

Contractor shall implement an effective program to provide orientation training and education to a broad range of Customer/End-Users. This training is integral to Customer awareness, satisfaction and efficient use of contracted services.

Communication Plan

NWN will interact and communicate with CALNET DNCS CMO to ensure effective Contract Education and technical training is being provided to the State on an on-going basis.

1. Training Team

- Marketing Team = Delivery of Content & Branding of Data
- Engineering Team = Technical Training
- Customer Success Team = Technical SLA Training
- ISS Team = Admin (ordering, billing, website, TTRT, reports, etc.)

2. Educating and training Customers/End-Users – Customer Training Course Catalog:

- Course curriculum (Customer Tools and Services)
 - Ordering Process (How does a Customer acquire a Quote and Order the product)
 - Billing & Invoicing & Invoicing (How does a Customer leverage this tool)
 - Website (How does a Customer use the Website)
 - TTRT – Trouble Tickets (How does a Customer use the Trouble Tickets)
 - SLA – Service Level Agreements
 - Category 1.2 Services MPLS, VPN and Converged VoIP:
 - MPLS/SIP Services
 - Converged VoIP Handset Service Package
 - Converged VoIP Services Features
 - Converged VoIP Toll-Free and International Calling
 - Converged VoIP Voice Mail and Audio Services
 - Extended Demarcation Wiring Services
 - Detail Technical Training for Services that require “specialized expertise”
- Course content
 - Above course data with:
 - Process details and flow charts of process
 - Use Cases for above services
- E-rate Seminar
- NWN DNCS IFB C4DNCS19
- Methods of delivery for each course
 - Webinar via video on website (through the Public Website)
 - Live Training
 - .pdf documentation



- Videos of phone equipment
- Proposed locations for each course (where applicable)
 - Website and Sacramento
 - Fresno, Bay Area and So. Cal. in addition, periodically

3. New Services Offering Training will be provided whenever new services and/or tools are added or changes are made via:

- Email notification of new NWN Converged VoIP Services
- Webinars focusing on new NWN Converged VoIP Services

4. Education and training CMO Staff

- Introduction to the Private Oversight Website;
- Initial and ad-hoc training for oversight tools, reports, and invoicing processes; and,
- The method of delivery and location for the training shall be at the discretion of the the CALNET DNCS CMO.

5. Detailed Technical Training

- NWN shall provide detailed Technical Training for proposed, new, or replacement services to the State's CALNET DNCS CMO technical staff throughout the Contract Term.