

**NYDRO Computer-Aided Dispatch Training Materials Prototype:
Unclassified Document #5-5-2014**

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Background

New York City Disaster Recovery Office (NYDRO) originally requested a NYDROCAD storyboard. However, after an initial learners' assessment was conducted with the New York City Emergency Medical Dispatch Department (NYEMD), I discovered that instructor-led training was the preferred training method. Therefore, creating a multimedia storyboard was not relevant. As a result, NYDRO altered the intended description of the word "storyboard". Instead, they desired example prototypes of instructional materials as opposed to a storyboard for a multimedia course prototype. Because NYDROCAD was in the design stages and had not been built, full prototypes were impossible. Therefore, prototypes will be developed iteratively. Included in this document is the first iteration.

1.2 Example Instructional Guide Structure

NYDROCAD System Administration Operational Tasks Student Guide

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VERSION HISTORY

Version	Date	Revision Description	Author:
1.0	Feb 2015	Creation of new Training Guide	S. Johnson
2.0	May 2015	Updated for formatting changes only	S. Johnson

2 NYDROCAD SYSTEM ADMINISTRATION OPERATIONAL TASKS

2.3 Course Description

How to manage the Task life cycle.

2.4 Course Content

Definition of Tasks

Roles and Responsibilities

Notifications

Task Status Definitions

Finding NYDROCAD System Administration (SYSADMIN) Operational Tasks

Acknowledging a Task

Reassigning a Task

Completing a Task

2.5 Course Objectives

At the end of this module you will be able to:

- Define a Task and understand when NYDROCAD System Administration Operational Tasks are used in NYDROCAD.
- Understand the responsibilities of the various roles related to NYDROCAD System Administration Operational Tasks.
- Understand when notifications on NYDROCAD System Administration Operational Tasks are sent.
- Define Task statuses.
- Find NYDROCAD System Administration Operational Tasks assigned to you.
- Acknowledge receipt of a Task.
- Reassign a Task to another team member.
- Complete a Task.

3 DEFINITION

3.3 *Objectives of this Section*

In this section, you will learn:

- What a Task is.
- When NYDROCAD System Administration Operational Tasks are used in NYDROCAD.

3.4 *Definition of a Task*

A Task is a single work item (e.g., active a user role account) that can be used towards delivering a service. NYDROCAD System Administration Operational Tasks can be created on an ad-hoc basis or can be part of a pre-defined workflow, or sequence of NYDROCAD System Administration Operational Tasks, required to deliver a service (e.g., NYDROCAD activation of an i/Ambulance-Location-Mobile-Viewer account).

3.5 *When NYDROCAD System Administration Operational Tasks are Used in NYDROCAD*

NYDROCAD System Administration Operational Tasks are most commonly used in NYDROCAD as part of a defined workflow, where repeatable activities are undertaken to achieve delivery of service or resolution of an issue (e.g., NYEMD data warehouse updates). When the workflow is defined, NYDROCAD System Administration Operational Tasks can be created with pre-requisites to ensure the repeatable activities are completed in an orderly fashion.

3.5.1 *Examples*

A request is submitted to perform all functions related to a new employee joining the NYEMD organization. The Incident record for this request is assigned to one individual, however that individual may not have the rights/permissions/skill set to perform all work related to setting up the new hire in all systems. NYDROCAD System Administration Operational Tasks may be used to assign work related to personnel on an ambulance as follows:

- Create Active Directory account
- Allocate an MDC per ambulance and load with correct image

A Problem Record is submitted relative to a *Critical Priority* Incident. The Problem Manager keeps ownership of the Problem Record and assigns NYDROCAD System Administration Operational Tasks to various individuals to:

- Perform and document Root Cause Analysis
- Propose preventive measures/solutions that could prevent the Problem from recurring
- Implement the preventive solution approved by the Problem Review Board

3.6 *Review*

In this section, you have learned:

- What a Task is.
- When NYDROCAD System Administration Operational Tasks are used in NYDROCAD.

4 ROLES AND RESPONSIBILITIES

4.3 Objectives of this Section

In this section, you will learn:

- The responsibilities of the roles related to NYDROCAD System Administration Operational Tasks.

4.4 Roles and Responsibilities

4.4.1 Assignee of Parent Record

- Creates ad hoc NYDROCAD System Administration Operational Tasks if needed for items outside of the defined workflow.
- Monitors status of NYDROCAD System Administration Operational Tasks and coordinates with the Lead System Administrator to ensure NYDROCAD System Administration Operational Tasks are completed in a timely manner.
- Updates parent record periodically.
- Moves parent record to completion, providing all required documentation, when all NYDROCAD System Administration Operational Tasks are completed.

4.4.2 Assignee of Task

- Provides accurate and thorough documentation of activities undertaken to complete the Task in Work Info entries.
- Completes any NYDROCAD System Administration Operational Tasks assigned to him/her by the Date/Time specified.
- Captures the amount of time expended to complete NYDROCAD System Administration Operational Tasks.

4.4.3 Lead System Administrator

- Monitors Task queue for the SYSADMIN Support Group to:
 - Ensure NYDROCAD System Administration Operational Tasks are assigned to the appropriate Support Technician.
 - Reassign NYDROCAD System Administration Operational Tasks when needed.
 - Ensure Support Technicians are updating and completing NYDROCAD System Administration Operational Tasks in a timely fashion.

4.5 Review

In this section, you have learned:

- The responsibilities of the roles related to NYDROCAD System Administration Operational Tasks.

5 NOTIFICATIONS

5.3 *Objectives of this Section*

In this section, you will learn how:

- NYDROCAD users are notified of NYDROCAD System Administration Operational Tasks assigned to them.

5.4 *Notifications*

If the Task has no pre-requisite NYDROCAD System Administration Operational Tasks to be completed prior to this Task, the Support Group will receive an email notification that the Task is now in *Assigned Status*. If a Task has one or more pre-requisite NYDROCAD System Administration Operational Tasks to be completed prior to this Task, the second notification will be sent to the Assignee of a Task (or the Support Group, if the Task is not yet assigned to an individual) when the Task moves to *Assigned Status*.

5.5 *Review*

In this section you have learned:

- How NYDROCAD users are notified of NYDROCAD System Administration Operational Tasks assigned to them.

6 TASK STATUS DEFINITIONS

6.3 Objectives of this Section

In this section you will learn:

- The definitions of Task statuses.

6.4 Task Status Definitions

The following values are available for the **Status** of a Task:

Status	Description
<i>Staged</i>	This value is used when a Task has pre-requisite NYDROCAD System Administration Operational Tasks that must be completed prior to your team beginning work on this Task.
<i>Assigned</i>	This value is used when a Task has no pre-requisite NYDROCAD System Administration Operational Tasks that must be completed prior to your team beginning work on this Task, or when the pre-requisite NYDROCAD System Administration Operational Tasks have been completed.
<i>Pending</i>	This value is used when work on the Task has been temporarily suspended due to issues not within the support technician's control.
<i>Work in Progress</i>	This value is used when a Support Technician has taken ownership of the Task and is actively working to complete it.
<i>Waiting</i>	This value is used only for automatic NYDROCAD System Administration Operational Tasks, which are not applicable to Incident Management.
<i>Closed</i>	This value is used to indicate the Task has been completed or cancelled. NOTE: a Status Reason is required when a Task moves to <i>Closed Status</i> .

6.5 Review

In this section you have learned:

- The definitions of Task statuses.

1.3 Evaluations (Trainer-centered vs. Learner-centered [Preferred])

Evaluation Category	Trainer-centered	vs.	Learner-centered (Preferred Method)
NYDROCAD and related training objectives	<ul style="list-style-type: none"> The learning objectives were clearly defined. All learning objectives were covered by the instructor. The training material was the right level of complexity for my background. 		<ul style="list-style-type: none"> I understood the learning objectives. I was able to relate each of the learning objectives to the learning I acquired. I was appropriately challenged by the training material.
Training materials	<ul style="list-style-type: none"> The training materials for this course were well organized. The training materials for this course complemented the course content. 		<ul style="list-style-type: none"> I found that the training materials for this course easy to navigate. I felt that the training materials for this course will be essential for my success in using NYDROCAD.
Content relevance	The material was relevant to my needs.		I will be able to immediately apply what I learned.
Facilitator knowledge	<ul style="list-style-type: none"> The facilitator demonstrated a good understanding of the material. The facilitator shared his / her experiences in regards to the content. 		<ul style="list-style-type: none"> My learning was enhanced by the facilitator's knowledge. My learning was enhanced by the experiences shared by the facilitator.
Facilitator delivery	<ul style="list-style-type: none"> The facilitator effectively delivered the program material. The facilitator did a good job of generating participant interaction. The facilitator used a good variety of instructional methods. The pace of the program was good. The duration of the session was good. 		<ul style="list-style-type: none"> I was well engaged during the session. It was easy for me to get actively involved during the session. I was comfortable with the pace of the program. I was comfortable with the duration of the session.
Facilitator style	<ul style="list-style-type: none"> The facilitator managed the program well. The facilitator allowed for questions during the program. The exercises and activities were useful. 		<ul style="list-style-type: none"> I was well engaged during the session. I was given ample opportunity to ask questions and have them answered. I was given ample opportunity to practice the skills that I was asked to learn.
Program evaluation	<ul style="list-style-type: none"> The wrap-up summary (test, quiz, and / or word assessment game) was a fair representation of the NYDROCAD training content. The role-plays or simulations were a fair representation of the NYDROCAD training content. 		<ul style="list-style-type: none"> I was given ample opportunity to demonstrate my knowledge. I was given ample opportunity to demonstrate my skills.
Breaks	The breaks were spaced at the right times during each class session.		I felt ready to refocus on the training content after each break.
Facility	<ul style="list-style-type: none"> The lighting was adequate. The temperature was comfortable. 		I found the room atmosphere to be comfortable enough for me to learn.

