

Computer Training Information Sheet

Overview

The IT Department sponsors regular computer training classes for all Town staff and focused training classes for small groups on specific systems. Recent topics have covered new customer service software such as ActiveNet and QAlert, GIS map-related software, Microsoft Office/Windows productivity, computer ergonomics, and Financial System reporting.

Computer training provides a business continuity function for the Town by keeping staff trained with technology, and serves the public interest by fostering customer service.

Training is held in-house and provided by professional educators. This method allows for custom-developed courses to meet the specific needs of the Town. To maximize attendance, most courses require only a couple of hours and address specific skills that can be put to immediate use. In some cases, a “train the trainer” approach focuses on training key staff members who then train additional staff as necessary.



Highlights

- Computer training classes are open to all Town of Enfield staff
- Courses are focused and require a minimal time commitment
- Most courses are offered in multiple sessions for maximum availability
- 286 attendees received computer training last fiscal year
- “Train the Trainer” approach benefits a greater number of people, in a cost-effective manner

Interaction with Other Systems

- Training is provided based for the implementation of new systems as well as the continued use of existing systems when a need is established

Project Details

- Training is tracked and managed annually each fiscal year
- Finalization/Delivery Date: June 30, of each fiscal year