



Section 7. Training Plan

7.1 Overview

Motorola's Technical Training organization dedicates itself exclusively to offering the most comprehensive training available for Motorola's advanced equipment to fully realize the equipment's potential. From sophisticated training needs analysis to ongoing training throughout the life cycle of your product or system, we can help ensure that your investment in training today is an investment for your future.

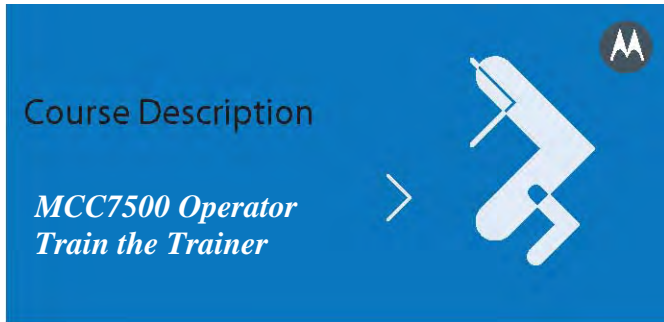
Our training methodology includes knowledgeable instructors, well-designed courseware, lab activities, and system hardware and software that closely parallels your operating environment and that is integrated with proper system documentation. This methodology is based upon several key criteria:

- ◆ Course design is driven by an analysis of learner needs and focuses on how-to rather than theory.
- ◆ Learning objectives are based upon what learners need to accomplish on the job and focus on specific applications.
- ◆ Hands-on lab opportunities using customer-specific job aids are incorporated into training to maximize the transfer of skills to the job and the retention/reuse of information.

Motorola offers both train-the-trainer and end-user training. Students can attend training at one of our training centers or instructors can come to your site. In conjunction with or in addition to instructor-led training, we can provide self-study/e-learning programs in which students follow a computer-based training module on CD-ROM or other media.

7.2 Courses Proposed

In the process of assessing your training needs, Motorola has identified the following course(s) that are necessary to achieve your training goals. While the standard courses are encouraged, the class outline may be tailored for your quotation. Thus, the outline(s) below may not exactly match your quoted class length and content.



Duration

4 hour

Delivery Method

Instructor-led

Target Audience

Dispatch Console Operators, Supervisors, System Administrators, and Support Personnel

Course Synopsis

This course provides participants with an introduction to the dispatch console, its basic operation and tailored job aids which will be available for assistance in operation. Through facilitation and hands-on activities, the user learns how to perform common tasks associated with the console operation.

Course Objectives

- Perform basic operational tasks of the dispatch console
- Utilize the provided job aids to perform specific tasks associated with the console
- Understand a high level view of the system configuration
- High-level overview of the customer system configuration
- General console operation
- Proper operating procedures for specific customer features

Recommended Prerequisites

None

Key Topics

- Overview
- Communicating with Radios
- Advanced Signaling Features
- Resource Groups
- Working with Configurations
- Working with Aux IOs
- Troubleshooting



Duration

2 hour Operator

Delivery Method

Instructor-led

Target Audience

Dispatch Console Operators, Supervisors, System Administrators, and Support Personnel

Course Synopsis

This course provides participants with an introduction to the dispatch console, its basic operation and tailored job aids which will be available for assistance in operation. Through facilitation and hands-on activities, the user learns how to perform common tasks associated with the console operation.

Course Objectives

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Recommended Prerequisites

None

Key Topics

- Overview
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The Interactive End User Tool Kit (iEUTK) is a revolutionary knowledge transfer tool designed to accelerate learning. Using the iEUTK allows trainers to customize operator training to match unique button, feature programming, and displays provided in the system. Each iEUTK is user friendly and menu driven. The home page in every iEUTK provides excellent navigation to the multiple areas of interest for the specific communication device. Operators select “Getting Started” to view a highly informative video overview that helps build solid foundational knowledge and quickly brings users up to speed on the operational theory of their specific device. The tailored materials are developed on-site using tool kits that allow users to modify training materials when radio or console features change.

Personnel are taught how to maneuver through and tailor the iEUTK screens. The tailored selections are saved to an electronic file that the Motorola training team sends to the printer to develop the training materials. The trainers use the iEUTK to generate their instructor guides, incorporating standard operating procedures, notes, and reminders. This dynamic tool allows the customer to generate training materials on an as-needed basis depicting current features and functionality.



We use our iEUTK to produce PowerPoint™ presentations so that students can have self-paced training on any PC with Microsoft Office™.