



Training Trials and Triumphs

Presenters

- ▶ DeLynn VanDriel - Washington
- ▶ Ellen Donati – California
- ▶ Ryan Slaymaker - Texas

Member Reps / Office Consultants / Computer Systems Facilitators / Portfolio & Product Owners

- ▶ Personal consultants assigned to offices
- ▶ Provide small impromptu classes at the offices
- ▶ Provide one on one training
- ▶ Experts on legislative process

Service Center

- ▶ Legislative Apps & Microsoft Office
- ▶ Shadow other departments
- ▶ Certifications
- ▶ Vendor Training
- ▶ In-house Training
- ▶ Knowledgebase
- ▶ Learn to do classroom training
- ▶ Online Training
 - ▶ GEMETRIX
 - ▶ SharePoint – Linked to Training

Knowledgebase Articles

- ▶ Saves time for Service Desk and customers
- ▶ Just in time learning
- ▶ No training required
- ▶ Consistent information to customers
- ▶ No reinventing the wheel
- ▶ Prevents loss of knowledge



Self Service Portal

425
Edit View Favorites Tools Help
Home OLCIntranet California Legislative Data C...
KEY SERVICE
Unlock IT Excellence
Contact Us! x8411
Home Tickets Service Catalog Knowledge Library Feedback Help
Open New Ticket
Training Request Hardware Help Software Help Toner Request Setup New Employee
My Tickets
Open Tickets 4
Closed Tickets 284
Service Catalog
Browse the Service Catalog above to see a list of the Services offered.
Access the common used services below to open a new ticket.
Accounts
Desktop
Employee
Mobile
Knowledge Library
Search Knowledge Library
Popular Knowledge and Support Articles
How to Open a New Ticket
Outlook - Add Calendar
Outlook Mail and Delivery Problems
Service Alerts
Outlook 1
Announcements
No records found

Schedule a Training

LEG-TECH is your source for training on commercial and specialized legislative applications. See the training schedule below. If you find a class of interest, click the link to contact your work group Training Coordinator to get enrolled. If you have any questions, contact Rustynne Dalton at (360) 788-7177.

[View upcoming trainings & class times below.](#)

24
September

Microsoft OneNote

September 24, 2019 1:30 PM - 3:00 PM

This course covers Microsoft OneNote and how it can help you consolidate and manage information that you may have stored in files, email, or from bookmarked websites.

[Contact Training Coordinator To Enroll](#)

25
September

Excel PivotTables

September 25, 2019 10:00 AM - 11:30 AM

This course covers data analysis techniques by focusing on the pivot table feature. Pivot Tables allow

the analyst take large data sets and reduce them to understandable, manageable information.

[Contact Training Coordinator To Enroll](#)

25
September

Advanced PowerPoint

September 25, 2019 1:30 PM - 2:30 PM

This covers additional features of PowerPoint not included in the Beginning PowerPoint class, such as customizing your presentation, automating your slideshow, and formatting charts.

[Contact Training Coordinator To Enroll](#)

26
September

Getting Information from the Fiscal Website

September 26, 2019 9:00 AM - 10:00 AM

This course covers how to retrieve and use information provided from FiscalWeb.gov.

Media and Education

- ▶ Develops online training
- ▶ Provides classroom training

Online Training

- ▶ Developing Online Training
- ▶ Learning Management System

