Sample Training Plan

New World Systems®
The Public Sector Software Company

Aegis/MSP Public Safety Software Training Plan

Computer Aided Dispatch (CAD)
Law Enforcement Records Management (LE RMS)
Fire Records Management (FRMS)
Mobile Messaging and Field-Based Reporting

Prepared for:

## City of Norman, Oklahoma

Prepared by:

New World Systems

Table of Contents

Introduction

New World Systems understands that training is a necessary and critical event in the lifecycle of a software implementation; it is the cornerstone of user acceptance and understanding. In addition, the ease of ongoing support is directly related to a successful and effective training program. Conversely, an ineffectual training program can make for a very tedious implementation and requires extensive support. Therefore, it is critical that every effort be made to ensure a successful training program.

Successful training starts with an environment that is conducive for learning. Experience has taught us that an effective student-teacher ratio is eight to one, respectively. Because of the intensive nature of the instruction, coupled with the highly interactive approach, the class size must be manageable. Eight has proven to be a very manageable size (ten if absolutely necessary). If the classes consist of more than 8-10, a second instructor is needed.

Along with the class size, the room configuration is also important. We have found we can achieve maximum efficiency and effectiveness if the instructor can see what the students are doing at all times and can move freely throughout the room. By having the student seating arranged in a horseshoe configuration (students facing their monitors with their backs to the instructor), the instructor can observe what all students are doing at all times, thus ensuring no student falls behind or wanders off into an area not yet discussed. The diagram below depicts the optimum configuration.
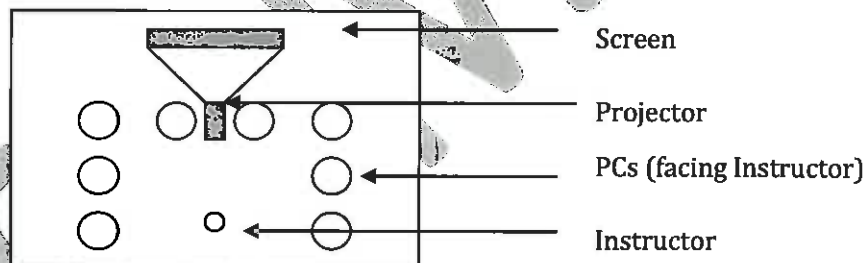
CAD Training Scope

The scope of this plan consists of a two part approach, that is:

1. End User Training
2. Live Support

During the End User Training portion, New World Systems will conduct training courses for the personnel that will be utilizing the Computer Aided Dispatch software.

The final stage is Live Support. A live support schedule will be determined by department management. New World will provide on-site support during the initial phase of go live.

CAD Schedule

End User Training (Sample)

End User Training will consist of 20 hours – two 8-hour days (with a one hour lunch break) and one 4-hour day. There should be no more than 10 students in a class. Each student must have their own workstation.

Review the chart below for details:

CAD End User Training		
Mon	Group 1	0800-1800
Tues	Group 1	0800-1800
Wed	Group 1	0800-1200
	Group 2	1300-1700
Thurs	Group 2	0800-1800
Fri	Group 2	0800-1800

CAD End User Training	
	Group 1 - Student's Name
1	
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3	
4	
5	
6	
7	
8	
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10	
	Group 2 – Student's Name
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12	
13	
14	
15	
16	
17	
18	
18	
20	

CAD Training

End User Training – Classes and Training Courses

End User Training Classes

The following is a list of classes (Lesson Plans) that users may need to take in order to be proficient using New World Systems' Computer Aided Dispatch software. The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment.

Class Number	Title/Topic	Hours
CAD103	**CAD Basic Windows Functionality** *Description: This class provides an overview of basic windows functionality, geo-verification, grid functionality, and basic toolbar functionality.* *This class is designed as a prerequisite and MUST be taken by anyone planning on using the CAD software.* ***Refer to New World Systems' detailed CAD Lesson Plan for further details on this topic.*	2
CAD104	**CAD Basic Call Taking** *Description: This class provides the necessary tools for a call taker to gather and record information on a call, get the information to the Dispatcher in a timely fashion, and how to message another user, as needed.* ***Refer to New World Systems' detailed CAD Lesson Plan #CAD104 for further details on this topic.*	4
CAD105	**CAD Basic Dispatching** *Description: Designed for the Police Dispatcher, this lesson covers the basic concepts of receiving a call, recognizing recommended units, how to override the recommended unit or add additional units as needed, how to dispatch, en route, and arrive the units, how to change to any other unit status, and how to clear the unit off of the call. In addition, this class covers how to retrieve data from a cleared or cancelled call.* ***Refer to New World Systems' detailed CAD Lesson Plan #CAD105 for further details on this topic.*	4

Class Number	Title/Topic	Hours
CAD106	**Advanced Dispatch Functions and Techniques** *Description: This class continues where lesson plan CAD105 ends. It contains the additional functionality of New World Systems' CAD application, as it applies to various dispatching concepts. In addition, this lesson plan covers Scheduled Activity, Notepads, Hazardous Materials, Contact Cards and locating personnel based on their individual skill set.* **Prerequisite: CAD105 (CAD Basic Dispatching)** ***Refer to New World Systems' detailed CAD Lesson Plan #CAD106 for further details on this topic.*	4
CAD107	**Additional CAD Functionality and Mapping** *Description: The class focuses on two areas of CAD – additional functionality and creating events and calls for service from the Map Control Panel. Some of the topics covered include inquiring on calls for service from the map, changing unit statuses within the Map Control Panel, creating calls for service from the Map Control Panel and Automatic Vehicle Locator (AVL) if necessary. The E911 Call Queue will also be discussed in detail.* ***Refer to New World Systems' detailed CAD Lesson Plan #CAD107 for further details on this topic.*	4
CAD108	**CAD Basic Fire/EMS Dispatch** *Description: Designed for the Fire/EMS Dispatcher, this lesson covers the basic concepts of receiving a call, recognizing recommended units, how to override or substitute pieces of apparatus or equipment if necessary, how to dispatch, en route, and arrive the apparatus, how to change apparatus assignments, and how to clear the apparatus off of the call. In addition, this class covers how to retrieve data from a cleared or cancelled call.* ***Refer to New World Systems' detailed CAD Lesson Plan #CAD108 for further details on this topic.*	4
CAD109	**Global Jackets (A Law Enforcement Records function within the CAD software)** *Description: If required by the agency, the students will receive instruction on the various Global Jackets within New World Systems' software. The course will include Global Jacket inquiries for subjects, vehicles, businesses and guns. This class also includes creating jackets for each of the jacket types.* ***Refer to New World Systems' detailed CAD Lesson Plan #CAD109 for further details on this topic.*	4

Class Number	Title/Topic	Hours
CAD110	**Optional Modules** *Description: Training on the following modules will depend upon the agencies contract:* ■ *BOLOs* ■ *CAD Pager Interface* ■ *TDD Interface* ■ *Pro-QA Interface* ■ *State Message Switch (NCIC)* ■ *Service Vehicle Rotation* ■ *Equipment Module*	TBD
CAD150	**Data Analysis/Crime Mapping/Management Reporting** *Description: This class covers the system's ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as Excel. This class may be taught at any time, although 4-6 weeks post go live is preferred to ensure the data returned reflects accurate and correct information for the agency.* ** The 4-hour version is the basic class, but may be extended based on the individual agency's requirements.* ***Refer to New World Systems' detailed CAD Lesson Plan #CAD150 for further details on this topic.*	4-8

CAD End User Training Courses

Course: ***Basic Computer Aided Dispatch Course***

Duration: One 20-28 hour course depending on the number of lessons to be included

Audience: Personnel assigned to the Dispatch Center, either in a full or part time capacity

Instructor: New World Systems' Application Specialists

Classes Included: Class CAD103 / CAD Basic Windows Functionality; Class CAD104 / CAD Basic Call Taking; Class CAD105 / CAD Basic Police Dispatch; Class CAD106 / Advance Dispatch Functions and Techniques, Class CAD107 / Additional CAD Functionality and Mapping; and Class CAD108 / CAD Basic Fire/EMS Dispatch

Description: This course is designed for the end user who will be responsible for taking calls and dispatching units for the dispatch center. It covers all of the basic skills necessary to process a call for service, identify and dispatch the appropriate units or pieces of apparatus, keep track of the status of any units or equipment responding to the call, and researching past calls for service. The class will also cover the additional features of the New World Systems Computer Aided Dispatch software, such as Hazardous Materials Inquiries, Contact Cards, Unit Search by Skills, Notepads, Building Watches, Alerts, BOLO's, 911 Call Queue for creating or updating calls (Including Phase II calls), Map Control Panel, and scheduling activities in advance.

CAD Live Support

Live Support

New World Systems will have Application Specialists on site to assist the users during their live environment for the first week. Hours will be determined by management's needs.

LE RMS Training Scope

The scope of this plan consists of a three-part approach, that is:

1. Train-the-Trainer
2. End User Training
3. Live Support

During the Train-the-Trainer (TTT) portion, New World will conduct a 70-80 hour training course that will instruct the students in the end user handling of the Records Management System software and prepare them for classroom instruction by virtue of successfully completing the course.

Once the TTT course is complete, the student trainers will train the rest of the department, as well as conduct in-house training for new personnel, as prescribed in the End User section. This training will be driven by the training needs assessment to be conducted by the agency.

During the Subject Matter Expert (SME) training portion, New World will conduct a 40-hour training course that will instruct the students in all aspects of the Records Management System software used by the agency. These students may or may not train other members of their department; however, they will have the knowledge to conduct training if necessary. These students will also be taught some basic problem solving skills.

Once the SME course is complete, the students will assist their department in assuring all members are trained in their specific areas of responsibility. They will also be utilized during go-live support and thereafter as the first level department support for any questions or problems that may arise.

The final stage is Live Support. Part of the responsibility of the student trainers will be to provide actual live support at the agency and/or their bureau assignments. A live support schedule will be determined by department management. Along with the in-house student trainers, New World Systems will provide on-site live support during this transitional phase.

LE RMS Schedule

Train-the-Trainer

Basic Law Enforcement Records Train-the-Trainer

Topic: Law Enforcement Records Train-the-Trainer

Duration: One 70-80 hour class

Audience: The appropriate audience consists of agency personnel who will act as trainers during the End User training and then will be qualified to continue the training as new personnel are hired. The qualified candidates will possess basic computer and communication skills necessary for classroom presentations and one-on-one-training.

Instructor: New World Systems' Application Specialist

Classes Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; Class RMS207 / Property Processing; Class RMS208 / Inquiry and Searches; RMS209 / UCR-IBR Review and Reporting; RMS210 / Standard Reports; RMS212 / Case Management; RMS213 / Impounded Vehicles; RMS225 / Computer Aided Investigations; RMS226 / Wants and Warrants; RMS227 / Tickets and Citation; RMS228 / Personnel; RMS224 / Accidents.

Description: The Train-the-Trainer class is a hands-on course. The students will be required to demonstrate not only proficiency with New World Systems' software, but also teaching techniques and presentation skills. This is a two-week course approximately. During the first week, we will be training in the use of the Law Enforcement Records Management System products. In order to move to the second phase of instruction, the students must demonstrate proficiency using the software. The ideal students will be volunteers who have enthusiasm for the project and are prepared to participate actively in the train-the-trainer process.

Sample Schedule

Records Train-the-Trainer		Week One
Mon	8:00 a.m. – 5:00 p.m.	8
Tue	8:00 a.m. – 5:00 p.m.	8
Wed	8:00 a.m. – 5:00 p.m.	8
Thu	8:00 a.m. – 5:00 p.m.	8
Fri	8:00 a.m. – 5:00 p.m.	8
Records Train-the-Trainer		**Week Two**
Mon	8:00 a.m. – 5:00 p.m.	8
Tue	8:00 a.m. – 5:00 p.m.	8
Wed	8:00 a.m. – 5:00 p.m.	8
Thu	8:00 a.m. – 5:00 p.m.	8
Fri	8:00 a.m. – 5:00 p.m.	8

Law Enforcement Records and Field-Based Reporting Train-the-Trainer	
	Student's Name
1	
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10	

LE RMS Training

End User Training – Classes and Training Courses

Below is a table that will used to create a tentative schedule for End User Training. This draft is dependent on approval from upper management of the agency.

Day	Date	Time	Activity
Monday		0800 – 1200 1300 – 1700	
Tuesday		0800 – 1200 1300 – 1700	
Wednesday		0800 – 1200 1300 – 1700	
Thursday		0800 – 1200 1300 – 1700	
Friday		0800 – 1200	

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LE RMS End User Training Classes

The following is a list of classes that users from the agency may need to take in order to be proficient using New World Systems' software. Class RMS203 – LE RMS Basic Windows Functionality is a prerequisite for any other class.

The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment. If an agency certified trainer was to work with one or two individuals, the actual amount of time may be reduced.

Class Number	Title/Topic	Hours
RMS203	**LE RMS Basic Windows Functionality** *Description: This class provides an overview of basic windows functionality, geo-verification, grid functionality, and base toolbar functionality. This class is designed as a prerequisite and **MUST** be taken by anyone planning on using the LE RMS software.* ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS203 for further details on this topic.*	2
RMS204	**Jackets** *Description: This class provides the user with the correct functionality and current procedures for adding or maintaining a global record (individual, business, vehicle and/or gun). Jackets are the foundation of the New World Systems LE RMS software. All names, vehicles, etc are based on this concept.* *If the user will be entering or modifying any data within the software, this class is a prerequisite to many of the other classes as indicated on this list.* ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS204 for further details on this topic.*	4
RMS205	**Basic RMS Entry / Incidents and Cases** *Description: This class is designed for personnel who, based on their current job assignment, will need to manage and/or edit cases entered via the merge process to the New World Systems Law Enforcement Records Management System. This class is designed for those agencies who are utilizing the Field-Based Reporting application (either through a mobile client or as a standalone workstation) to enter all case reports.* *Prerequisite: RMS204 (Global Jackets)* ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS205 for further details on this topic.*	4

Class Number	Title/Topic	Hours
RMS206	**Full RMS Entry / Incident and Cases** *Description: This class is designed for personnel who, based on their current job assignment, will need to add a full case report into the New World Systems Law Enforcement Records Management System.* **Prerequisite: RMS204 (Global Jackets)** ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS206 for further details on this topic.*	8
RMS207	**Property Processing** *Description: This class targets those individuals who have been assigned to one of the various property/evidence units. The class will cover: adding property; using the bar-coding process (if this feature has been included in the contract); tracking the location of all property/evidence; keeping a clear audit trail of when property leaves the control of the property room and when it returns; releasing of property, either by court order or other request; and indicating any property that is either targeted for disposal or has been properly disposed, according to court orders.* **Prerequisite: RMS204 (Global Jackets)** ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS207 for further details on this topic.*	4
RMS208	**Inquiry / Searches** *Description: This class is designed for personnel who have limited access to or have no need for any direct input into the software. Students attending are usually assigned to duties that need to retrieve information as requested or by need of a formal inquiry; but are not limited to this function. Any user may want to attend to get an overview of the software and the type of information available* ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS208 for further details on this topic.*	2
RMS209	**UCR/IBR Review and Reporting** *Description: This class is designed for personnel assigned to complete the monthly statistics required by their state. The student will learn how to build reports and how to read the edit (error) messages; how to correct errors; and after a successful completion, how to submit the report to their state.* ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS209 for further details on this topic.*	2

Class Number	Title/Topic	Hours
RMS210	**Standard Reports** *Description: This class focuses on the New World Systems standard reports that are provided with the LE RMS software. The student will be introduced to the different reports available; their output; and how to print them.* ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS210 for further details on this topic.*	2
RMS212	**Case Management** *Description: This class is designed for personnel and supervisors who are responsible for investigating or managing case files. The content will include: Searching for cases assigned to a personnel or bureau/detail; Assignment of cases; Monitoring and creating activity (tasks) by either the supervisor or the assigned officer; and writing any supplements to close or further describe the ongoing investigation. This will also include closing out a case due to an arrest or other authoritative reason.* **Prerequisite: RMS205 (Basic RMS Entry / Incidents and Cases)** ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS212 for further details on this topic.*	4
RMS213	**Impounded Vehicles** *Description: This class is designed for personnel that maintain information on all impounded vehicles. At the agency's discretion, this may also include information on towed/stored vehicles as well. The content will include Searching for Impounded Vehicles, Entry of Impounded Vehicles (including necessary Global Jackets), and Updating Impounded Vehicles when a vehicle has been released.* **Prerequisite: RMS204 (Global Jackets)** ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS213 for further details on this topic.*	1
RMS215	**Gun Permits/Registrations** *Description: This class is designed for personnel that maintain files related to Gun Permits, Gun Registrations, or both. Both topics work similarly, and the student will be shown how to search for existing Gun Permits or Registrations, how to enter the Gun Permits/Registrations, and how to update any existing Gun Permits/Registrations.* **Prerequisite: RMS204 (Global Jackets)** ***Refer to New World Systems' detailed RMS Lesson Plan #RMS215 for further details on this topic.*	1

Class Number	Title/Topic	Hours
RMS216	**Pawn Shop Processing** *Description: This class is designed for personnel that will be entering data from Pawn Slips and/or researching information from the received Pawn Slips. The content will include entering Pawn Slips, searching for Pawn Slips, and running Pawn Shop Reports.* **Prerequisite: RMS204 (Global Jackets)** ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS216 for further details on this topic.*	1
RMS217	**Order of Protection** *Description: This class is designed for personnel that will need to enter or research information received on Orders of Protection. The content will include how to search for Orders of Protection, Entry of the Orders of Protection, and information pertaining to the software alerts that will generate to the involved parties, and all protected addresses.* **Prerequisite: RMS204 (Global Jackets)** ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS217 for further details on this topic.*	1
RMS218	**Alarm Management** *Description: This class is designed specifically for the personnel that are in control of all warning letters and false alarm billings related to false alarm responses. The content will include how the false alarms are generated to the Alarm Management module, how to search for "Unmatched Alarms", how to create Alarm Permits and how to generate warning letters and false alarm invoices. The class will also show how to update records when fines are received, or if a false alarm needs to be voided.* **Prerequisite: RMS204 (Global Jackets)** ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS218 for further details on this topic.*	2
RMS219	**Gang Tracking** *Description: This class is specifically designed for the personnel that oversee responsibility in gathering information related to gangs. This class will go over in depth the three aspects of the Gang Tracking module: Gangs, Gang Informants, and Gang Intelligence. The first part of the class will demonstrate how to compile information on a gang, such as lineage, members, colors, weapons of choice, proclaimed areas, members' vehicles, crime patterns, and known associates to the gang members. The second portion of the class will*	2

Class Number	Title/Topic	Hours
	discuss how to enter information related to gang informants (informants are given a code to protect their identity outside of the Gang Module) and the third portion will demonstrate how to maintain intelligence that is related to the gangs. **Prerequisite: RMS204 (Global Jackets)** **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS219 for further details on this topic.	
RMS221	**Equipment** Description: This class is designed for personnel that maintain an agency's equipment—such as weapons, radar guns, cameras, tasers, audio and video recorders, etc. The content will include how to enter information into the software, maintain the equipment, and assign it out to the necessary personnel. In addition, the students will be shown how to keep track of all "Activity" related to the equipments, such as repairs, tune-ups, calibration, etc. **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS221 for further details on this topic.	1
RMS223	**Field Investigations** Description: This class is designed for personnel who will be using the Field Investigations module as a form of Case Management. The students will be shown how to use this module to keep track of all leads related to a case, any contacts that are being made on the case, evaluation of any leads or contacts, as well as information on vehicles that may be related to the field investigation. *Note—this can be a standalone module for entering FI cards as well. **Prerequisite: RMS204 (Global Jackets)** **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS223 for further details on this topic.	1
RMS224	**Accidents** Description: This class is designed for personnel that will be entering accident reports into the New World Systems software. The accident module, in addition to being a record keeping module, will print out on the state specific report form for each agency. The content of the class will cover searching for already entered accidents, accident entry, modifying and printing of the accident report form. **Prerequisite: RMS204 (Global Jackets)** **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS224 for further details on this topic.	2

Class Number	Title/Topic	Hours
RMS225	**Computer Aided Investigations** Description: This class is designed for personnel that will be utilizing the software for investigative research. This very flexible module allows users to tie cases together and/or subjects to cases that may not have had a correlation made otherwise. The content of the class goes through the reports pertaining to Global Jacket information, Cases, and Modus Operandi. The students will be able to search for information that has been entered into the software, to use as an investigative tool. Additionally, Photo Line-Ups will be taught if part of the software package. **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS225 for further details on this topic.	1
RMS226	**Wants and Warrants** Description: This class is designed for personnel whose duties include managing warrants. The content of the class will include Warrant Searches, Warrant Entry, managing existing Warrants as well as the various reports provided by the Wants and Warrants module. **Prerequisite: RMS204 (Global Jackets)** **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS226 for further details on this topic.	1
RMS227	**Tickets and Citations** Description: This class is designed for personnel that will be entering Tickets and Citations into the software. This module can be used for both traffic and criminal related tickets, and will provide IBR/UCR statistics if necessary for each state. The content will include the search capabilities of the Tickets and Citations module, as well as the entry of the various types of Tickets and Citations into the New World Systems software. **Prerequisite: RMS204 (Global Jackets)** **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS227 for further details on this topic.	1
RMS228	**Personnel** Description: This class is intended for those that will be maintaining the Personnel records for each agency. The content will include the entry of personnel information into the Personnel module, as well as discussion on what will need to be updated as personnel are promoted, change classification, resign, etc. **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS228 for further details on this topic.	1

Class Number	Title/Topic	Hours
RMS229	**Training** Description: This class is intended for personnel that oversee an agency's training records, including the scheduling of classes and training programs. The content of the class is in three parts— creating courses for each agency (all courses are agency specific), scheduling courses in advance, and creating and maintaining training programs for personnel (such as new hires) that must successfully complete a variety of courses that may be a requirement to pass their training and probationary periods and/or for promotional opportunities. **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS229 for further details on this topic.	2
RMS230	**Scheduling and Reporting** Description: This class is intended for all personnel that have a necessity to create, maintain, or modify the daily, weekly and monthly schedules. The content will include creating work schedules, and maintaining or modifying them as necessary. Training will also be provided on using the module for employee vacations, sick leaves, shift trades, etc. **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS230 for further details on this topic.	4
RMS232	**Career Criminal** Description: This class is intended for all personnel that maintain information on "Career Criminals" such as parolees and sex registrants. The content will consist of how to search for Career Criminals, Entry o f the Career Criminals, and the various reports that are available within the module, such as seeing who is due for re-registering, or missed their registration deadline. **Prerequisite: RMS204 (Global Jackets)** **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS232 for further details on this topic.	2

Class Number	Title/Topic	Hours
RMS234	**Narcotics Management** *Description: This "specialty" class is intended for all personnel involved in the investigation of narcotics offenses. This module, which is highly secure, covers Narcotic Funds (such as "Buy Money"), Informants, and Intelligence. The class content will include information on maintaining and updating all aspects of the Narcotics Management Module and discuss that the information, including Global Jackets, are restricted to the module only, and not available to any users outside of the module.* **Prerequisite: RMS204 (Global Jackets)** ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS234 for further details on this topic.*	2
RMS250	**Data Analysis/Crime Mapping/Management Reporting** *Description: This class covers the New World Systems ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as excel. This class may be taught at any time, although 4-6 weeks post go-live is preferred to ensure the data returned reflects accurate and correct information for the agency.* ** The 4-hour version is the basic class, but may be extended based on the individual agency's requirements.* ***Refer to New World Systems' detailed LE RMS Lesson Plan #RMS250 for further details on this topic.*	4-8

LE RMS End User Training Courses

Course: ***Basic Law Enforcement Records Training Course***

Duration: One 24-hour course

Audience: Field Operations Bureau Personnel (including all specialized units such as Traffic, Marine, Tactical, and Mounted Units)

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; Class RMS213 / Impounded Vehicles; Class RMS225 / Computer Aided Investigations; Class RMS226 / Wants and Warrants; Class RMS227 / Tickets and Citation; and Class RMS224 / Accidents.

Description: This course is intended to give the records personnel the necessary skills to perform their duties, including but not limited to: entering cases, retrieving cases, responding to inquiries and distribution of reports.

Course: ***UCR/IBR Process Training Course***

Prerequisite: Must take Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets, in that order, before any other class.

Duration: 14 total training hours

Audience: Those personnel responsible for maintaining the state and federally mandated statistical reports

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; Class RMS207 / UCR-IBR Review and Reporting; Class RMS225 / Computer Aided Investigations; Class RMS227 / Tickets and Citation

Description: The student will learn the RMS software, specifically how global jackets are maintained, how case entry, statutes, and arrest records are entered, how to read and interpret the build edit message, and how to make the necessary changes to successfully submit the State and Federal mandated monthly reports.

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Course: ***Property Control Personnel Training Course***

Prerequisite: Must take Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets, in that order, before any other class.

Duration: 12 total training hours

Audience: Officers and Civilians currently assigned to the Agency's Property Control

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS205 / Basic RMS Entry - Incidents and Cases; Class RMS207 / Property Processing;

Description: This course targets those individuals who have been assigned to a property/evidence unit. The course will cover: adding property; using the bar-coding process (if part of the contract); tracking the location of all property/evidence; keeping a clear audit trail of when property leaves the control of the property room and when it returns; releasing of property, either by court order or other request; and indicating any property that is either targeted for disposal or has been properly disposed, according to court orders.

Course: ***Investigations and Investigations Supervisor Training Course—Includes Case Management***

Prerequisite: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets, in that order, before any other class.

Duration: 20 total training hours

Audience: All personnel responsible for reviewing cases for possible prosecution as well as those assigned to further investigate cases referred by Field Operations.

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; RMS212 / Case Management; RMS225 / Computer Aided Investigations;

Description: This course is designed for Investigations and Investigations supervisors who are responsible for investigating or managing a case. The content will include, but is not limited to: searching for cases assigned to your bureau/detail; reading and reviewing the case; assignment of cases; monitoring and creating activity (tasks) by either the supervisor or the assigned officer; and writing any supplements to close or further describe the ongoing investigation. This will also include closing out a case due to an arrest or other authoritative reason.

LE RMS Live Support

Live Support

The plan for Live Support is to have the student trainers, as well as members of the RMS Build Team be the Subject Matter Experts (SMEs) for the software. They will be the first line of problem solvers during go live. New World Systems will have Application Specialists on site to assist the SMEs if there are questions or problems that they cannot resolve.

Fire RMS Training Scope

The scope of this plan consists of a three part approach, that is:

1. Train-the-Trainer
2. End User Training
3. Live Support

During the Train-the-Trainer (TTT) portion, New World will conduct a 70-80 hour training course that will instruct the students in the end user handling of the Fire Records Management software and prepare them for classroom instruction by virtue of successfully completing the course.

Once the TTT course is complete, the student trainers will train the rest of the department, as well as conduct in-house training for new personnel, as prescribed in the End User section. This training will be driven by the training needs assessment to be conducted by the agency.

During the Subject Matter Expert (SME) training portion, New World will conduct a 40-hour training course that will instruct the students in all aspects of the Fire Records Management software used by the agency. These students may or may not train other members of their department; however, they will have the knowledge to conduct training if necessary. These students will also be taught some basic problem solving skills.

Once the SME course is complete, the students will assist their department in assuring all members are trained in their specific areas of responsibility. They will also be utilized during go-live support and thereafter as the first level department support for any questions or problems that may arise.

The final stage is Live Support. Part of the responsibility of the student trainers will be to provide actual live support at the agency and/or their bureau assignments. A live support schedule will be determined by department management. Along with the in-house student trainers, New World Systems will provide on-site live support during this transitional phase.

Fire RMS Schedule

Train-the-Trainer

Basic Fire Records Management System Train-the-Trainer

Topic: Fire Records Management System Train-the-Trainer

Duration: One 70-80 hour class

Audience: The appropriate audience would consist of Fire Captains, Training Officers or other Supervisors (such as Battalion Chiefs), and other specialized personnel, who will act as trainers during the End User training and then will be qualified to continue the training as new personnel are hired. The qualified candidates will possess basic computer and communication skills necessary for classroom presentations, and one-on-one training.

Instructor: New World Systems' Application Specialist

Classes Included: Class FIRE403 / FRMS Basic Windows Functionality; Class FIRE404 / Jackets; Class FIRE405 / Scheduling and Reporting; Class FIRE406 Fire Incidents; Class FIRE407 / Investigations; Class FIRE408 / Pre-Plans; Class FIRE409 / Inspections; Class FIRE410 / Equipment Maintenance; Class FIRE4111 / Vehicle Maintenance; Class FIRE412 / Station Activity and Misc. Modules; FIRE413 / Training; Class FIRE414 / Personnel; Class FIRE415 / Inquiry and Searches; Class FIRE416 / Standard Reports; Class FIRE417 / Permits

Description: The Train-the-Trainer class is a hands-on course. The students will be required to demonstrate not only proficiency with New World Systems' software, but also teaching techniques and presentation skills. This is an approximately two-week course. During the first week, we will be training in the use of the Fire Records Management System products. In order to move to the second phase of instruction, the students must demonstrate proficiency using the software. The ideal students will be volunteers who have enthusiasm for the project and are prepared to participate actively in the train-the-trainer process.

Sample Schedule

Day	Date	Time	Activity
Monday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Tuesday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Wednesday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Thursday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Friday		0800 – 1700	Train the Trainer / Week 1 Teaching Assignments / Teaching Techniques
Sat / Sun			
Monday		0800-1700	Train the Trainer / Week 2 Teaching Techniques / Preparation for Training
Tuesday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Wednesday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Thursday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Friday		0800-1700	Train the Trainer / Week 2 Wrap Up and Review

Fire Records Management System Train-the-Trainer	
	Student's Name
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Fire RMS Training

End User Training – Classes and Training Courses

Below is a table that will used to create a tentative schedule for End User Training. This draft is dependent on approval from upper management of the agency.

Day	Date	Time	Activity
Monday		0800 – 1200 1300 – 1700	
Tuesday		0800 – 1200 1300 – 1700	
Wednesday		0800 – 1200 1300 – 1700	
Thursday		0800 – 1200 1300 – 1700	
Friday		0800 – 1200	

Fire RMS End User Training Classes

The following is a list of classes that users from the Fire Department may need to take in order to be proficient using New World Systems' software. Class FIRE403 – FRMS Basic Windows Functionality is a prerequisite for any other class. The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment. If an agency certified New World Systems trainer was to work with one or two individuals, the actual amount of time may be reduced.

Class Number	Title/Topic	Hours
FIRE403	**FRMS Basic Windows Functionality** *Description: This class provides an overview of basic windows functionality, geo-verification, grid functionality, and base tool bar functionality. This is the first class and **MUST** be taken by anyone planning on using the software.* ***Refer to the New World Systems detailed FRMS Lesson Plan #FIRE403 for further details on this topic.*	2
FIRE404	**Jackets** *Description: This class provides the user with the correct functionality and current procedures for adding or maintaining a global record (individual or, business).* ***Refer to the New World Systems detailed FRMS Lesson Plan #FIRE404 for further details on this topic.*	2
FIRE405	**Scheduling and Reporting** *Description: This class is designed for the Fire Officers responsible for maintaining the correct personnel on the appropriate fire apparatus, and all changes of personnel that may occur during a shift. This has a direct impact on NFIRS reports as the personnel assigned to apparatus from this module are transferred over to the Equipment and Personnel within NFIRS.* ***Refer to the New World Systems detailed FRMS Lesson Plan #FIRE405 for further details on this topic.*	2
FIRE406	**Fire Incidents** *Description: This class is designed for personnel who are responsible for writing all fire incident reports in compliance with the NFIRS reporting system. It will cover basic fire incidents, exposure fires, EMS (either BLS or ALS reports), and mutual aid reports.* **Prerequisite: FIRE404 (Global Jackets)** ***Refer to the New World Systems detailed FRMS Lesson Plan #FIRE406 for further details on this topic.*	6

Class Number	Title/Topic	Hours
FIRE407	**Investigations** Description: This class is designed for personnel who are responsible for investigating any suspicious fire. Completion of the report and indicating any evidence collected is included in this class. *Prerequisite: FIRE404 (Global Jackets)* **Refer to the New World Systems detailed FRMS Lesson Plan #FIRE407for further details on this topic.	2
FIRE408	**Pre-Plans** Description: This class covers how the Aegis/MSP software collects data needed for Fire Pre-Plans. This covers both building pre-plans and business pre-plans. *Prerequisite: FIRE404 (Global Jackets)* **Refer to the New World Systems detailed FRMS Lesson Plan #FIRE408 for further details on this topic.	4
FIRE409	**Inspections** Description: This class provides for both inspections of existing buildings and businesses (Pre-Plan and Safety Inspections) as well as creating inspections for new construction. *Prerequisite: FIRE404 (Global Jackets)* **Refer to the New World Systems detailed FRMS Lesson Plan #FIRE409 for further details on this topic.	2
FIRE410	**Equipment Maintenance** Description: This class is designed for those personnel whose responsibilities include keeping track of equipment maintenance. This includes SCBA's, hoses, other general equipment and hydrants. **Refer to the New World Systems detailed FRMS Lesson Plan #FIRE410 for further details on this topic.	2
FIRE411	**Vehicle Maintenance** Description: This class is designed for those personnel whose primary responsibilities include keeping track of all fleet vehicles and apparatus. This will also cover scheduling maintenance in advance and showing how to pull reports to know when a vehicle is needed for maintenance. **Refer to the New World Systems detailed FRMS Lesson Plan #FIRE411 for further details on this topic.	1

New World Systems

Class Number	Title/Topic	Hours
FIRE412	**Station Activity and Misc. Modules** *Description: This class is designed for those personnel who currently log all activity associated with a station. This class may include miscellaneous modules, not otherwise covered, such as Inventory or Alerts.* ***Refer to the New World Systems detailed FRMS Lesson Plan #FIRE412for further details on this topic.*	2
FIRE413	**Training** *Description: Since Fire Departments often conduct in-house training on a weekly or daily basis, keeping track of all training records is very important. This class is designed for the Captains that record their company in-house training as well as for members of the department that are required to keep track of all training, both in-house and out of station.* ***Refer to the New World Systems detailed FRMS Lesson Plan #FIRE413 for further details on this topic.*	2
FIRE414	**Personnel** *Description: This class is designed for the administrative staff assigned to maintain personnel records of Fire Employees. Regardless if the agency is using another program, personnel are required to be entered, as well as their station and shift assignments maintained, in order for NFIRS and Scheduling and Reporting to work correctly.* ***Refer to the New World Systems detailed FRMS Lesson Plan #FIRE414 for further details on this topic.*	2
FIRE415	**Inquiry / Searches** *Description: This class is designed for personnel who have limited access to or have no need for any direct input into the software. Students attending are usually assigned to duties that need to retrieve information as requested or by need of a formal inquiry; but are not limited to this function. Any user may want to attend to get an overview of the software and the amount of information that is available.* ***Refer to the New World Systems detailed FRMS Lesson Plan #FIRE415 for further details on this topic.*	2

Class Number	Title/Topic	Hours
FIRE416	**Standard Reports** Description: This class focuses on the New World Systems standard reports that are provided with the FRMS software. The student will be introduced to the different reports available; their output; and how to print them. **Refer to the New World Systems detailed FRMS Lesson Plan #FIRE416 for further details on this topic.	2
FIRE417	**Permits** Description: This class covers the different types of fire permits (new construction, special use permit, remodeling, etc.) that a fire department may choose to issue. **Prerequisite: FIRE404 (Global Jackets)** **Refer to the New World Systems detailed FRMS Lesson Plan #FIRE417 for further details on this topic.	1
FIRE450	**Data Analysis/Management Reporting** Description: This class covers the New World Systems ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as excel. This class may be taught at any time, although 4-6 weeks post go-live is preferred to ensure the data returned reflects accurate and correct information for the agency. **Refer to the New World Systems detailed FRMS Lesson Plan #FIRE450 for further details on this topic.	4

Fire RMS End User Training Courses

Note: These are examples of how classes may be combined to create a course based on individual department needs. New World Systems' Application Specialist will work with the agency to create the agency specific courses.

Course:	***Basic Fire Officers Course***
Duration:	One 25 -hour course
Audience:	Captains and Fire Personnel responsible for writing and/or review fire incident reports, completing pre-plans and maintaining equipment maintenance records.
Instructor:	Agency Certified New World Systems' Fire Records Trainers or New World Systems' Application Specialist
Classes Included:	Class FIRE403/ FRMS Basic Windows Functionality; Class FIRE404 / Jackets; Class FIRE405 / Scheduling and Reporting; Class FIRE406 / Fire Incidents; Class FIRE408 / Pre-Plans; Class FIRE409 / Inspections; Class FIRE410 / Equipment Maintenance; Class FIRE411 / Vehicle Maintenance; Class FIRE412 / Station Activity; and Class FIRE413 / Training
Description:	This course is designed for the end user who will be responsible for the day to day operations of the Fire Station. These responsibilities include: completing and/or reviewing NFIRS fire incident reports; completing pre-plan reports; accounting for personnel throughout the shift; keeping records of training that occurred during the shift; ensuring that all equipment is reviewed and checked for maintenance in a timely manner.

Course: ***Basic Fire Records Overview and Introduction Course***

Prerequisite: Must take Class FIRE403 / FRMS Basic Windows Functionality and Class FIRE404 / Jackets, in that order, before any other class.

Duration: 6 total training hours

Audience: Both civilian and fire service members of the Fire Department that will want to view and understand the Fire Records Management Systems software.

Instructor: Agency Certified New World Systems' Fire Records Trainers or New World Systems' Application Specialist

Classes Included: Class FIRE403 / FRMS Basic Windows Functionality; FIRE404 / Jackets; and Class FIRE415 / Inquiry and Searches.

Description: This course is intended to give the fire personnel and any other group, the necessary skills to view and understand fire incident reports, pre-plan information, inspection information, maintenance information, and station activity.

Course: ***Administrative Personnel Training Course***

Prerequisite: Must take Class FIRE403 / FRMS Basic Windows Functionality before any other class.

Duration: 12 total training hours

Audience: All personnel responsible for retrieving data for reports and/or information.

Instructor: Agency Certified New World Systems' Fire Records Trainers or New World Systems' Application Specialist

Classes Included: Class FIRE403 / FRMS Basic Windows Functionality; FIRE404 / Jackets; and Class FIRE415 / Inquiry and Searches; Class FIRE416 / Standard Reports; and Class FIRE450 / Data Analysis and Mapping*

Description: This course is designed to give a non-entry user the information to navigate through the software, retrieve data as needed, run reports from New World Systems standard reports, as well as create custom text and mapping reports as required by the department.

*New World Systems will provide a trainer for the Data Analysis/Management Reporting class.

Fire RMS Live Support

Live Support

The plan for Live Support is to have the student trainers, as well as members of the Fire RMS Build Team be the Subject Matter Experts (SME) for the software. They will be the first line of problem solvers during go live. New World Systems will have Application Specialists on site to assist the SMEs if there are questions or problems that they cannot resolve.

Mobile Training Scope

The scope of this plan consists of a three-part approach, that is:

1. Train-the-Trainer
2. End User Training
3. Live Support

During the Train-the-Trainer (TTT) portion, if desired by the agency, New World will conduct a two-week training course that will instruct the students in the end user handling of Law Enforcement Records and Field-Based Reporting Software and prepare them for classroom instruction by virtue of successfully completing the course.

Once the TTT course is complete, the student trainers will be conducting in-house training as prescribed in the End User section. This training will be driven by the training needs assessment to be conducted by the Police Department.

The final stage is Live Support. Part of the responsibility of the student trainers will be to provide actual live support at the agency and/or their bureau assignments. A live support schedule will be determined by department management. Along with the in-house student trainers, New World will provide on-site live support during this transitional phase.

Mobile Schedule

Train-the-Trainer

Basic Law Enforcement Field-Based Reporting Training Course

Duration:	One 20 hour course per user
Training Type:	Train-the-Trainer
# Students:	Maximum number of 10 students per instructor. One computer per student
Audience:	Field Operations Bureau Personnel (including all specialized units such as Traffic, Marine, Tactical, and Mounted Units)
Instructor:	Certified New World Systems Law Enforcement Records/Field-Based Reporting Student Trainers
Classes Included:	Class 1 / Basic MSP Windows; Class 2 / Jackets; Class 3 / Field-Based Reporting; Class 6 / Inquiry and Searches; Class 4 / Merge Process.
Description:	This course is designed for the end user who will be responsible for entering reports or approving reports within the New World Systems Field-Based Reporting System. The student will learn the basics of navigating through the RMS software, conducting searches, and understand how to interpret the information contained in the record. They will also learn how to find their case numbers to enter case reports, submit reports for review, and make corrections as needed or directed from their supervisor. The supervisor will learn how to approve or reject written reports within the software, sending the report over to the merge client for the merge process.

Sample Schedule

Day	Date	Time	Activity
Monday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Tuesday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Wednesday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Thursday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Friday		0800 – 1700	Train the Trainer / Week 1 Teaching Assignments / Teaching Techniques
Sat / Sun			
Monday		0800-1700	Train the Trainer / Week 2 Teaching Techniques
Tuesday		0800-1700	Train the Trainer / Week 2 Preparation for Training
Wednesday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Thursday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Friday		0800-1700	Train the Trainer / Week 2 Wrap Up and Review

Mobile and Field-Based Reporting Train-the-Trainer	
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Mobile Training

End User Training – Classes and Training Courses

Below is a table that will used to create a tentative schedule for End User Training. This draft is dependent on approval from upper management of the agency.

Day	Date	Time	Activity
Monday		0800 – 1200 1300 – 1700	
Tuesday		0800 – 1200 1300 – 1700	
Wednesday		0800 – 1200 1300 – 1700	
Thursday		0800 – 1200 1300 – 1700	
Friday		0800 – 1200	

Mobile End User Training Classes

Mobile Messaging Classes

The following is a list of classes that users from the agency may need to take in order to be proficient using the New World Systems Mobile Messaging software.

The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment with a maximum of ten students allowed. If there are less than ten students, the hours may possibly be reduced accordingly.

Class Number	Title/Topic	Hours
MM501	**Mobile Messaging Administrative Training** *Description: This class covers the installation, configuration and on-going product/environment maintenance of the Mobile Messaging application.* *Note: This is not a typical classroom environment. Class size is limited to just those personnel who will be responsible for these functions. The actual class (training) is spread over several weeks of onsite support.*	6-8
MM502	**Mobile Messaging End User Training** *Description: This class is designed for those users that will be using the Mobile Messaging to: inquire local RMS/FRMS records; receive dispatched calls and updates; inquire on state/federal message switch; mapping functions; routing functions; unit status monitor; and understanding the AVL functionality as it relates to CAD.* **Note: Some of the above training will be dependent on the contracted configuration of Mobile Messaging.*	4

Field-Based Reporting Classes

The following is a list of classes that users from the agency may need to take in order to be proficient using the New World Systems Field-Based Reporting software.

The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment with a maximum of ten students allowed. If there are less than ten students, the hours may possibly be reduced accordingly.

Class Number	Title/Topic	Hours
FR601	**Field-Based Reporting Administrative Training** *Description: This class covers the installation, configuration and on-going product/environment maintenance of the Field-Based Reporting application.* **Note: This is not a typical class room environment. Class size is limited to just those personnel who will be responsible for these functions. The actual class (training) is spread over several weeks of on-site support.*	6-8
FR602	**Print Design Class** *Description: This highly technical class is designed to instruct the student on how to build a printed field report definition. Topics will include understanding the data fields captured by the Field-Based Reporting process and mapping them to the print design form.* **Note: Advance skills needed in Word, Excel, or other third party forms design tools, as well as a thorough understanding of form design. Advance computer skills (manipulating files and data) are required.*	16
FR603	**Field-Based Reporting End User Training** *Description: Designed for every officer who writes/submits reports for approval in your agency. The current configuration of Field-Based Reporting is done through a stand-along client at the station and not as a mobile environment in the units. The class covers: starting and/or editing a case report; importing information from New World Systems Records Management Incident module; checking the report for logic errors; submitting the report for approval; checking for rejected reports; completing of any additional reports forms as needed. In addition, supervisors attending this class will learn how to: check for reports ready for review; reject a report due to errors or policy related concerns; approve a report to the next level.* ***Refer to the New World Systems detailed Field-Based Reporting Lesson Plan #FR603 for further details on this topic.*	4-6

New World Systems

Class Number	Title/Topic	Hours
FR604	**Merge Process** Description: The group of personnel assigned to this class should be those have been assigned to the specific task of completing the merge process. At the end of the class, users will be able to recognize a full or partial merge failure; how to correct a partial merge failure; how to print out a report of any failures; learn when to submit the report back to the Field-Based Reporting process for either a re-approval (submitted) or a re-write by the author of the report (rejection). **Refer to the New World Systems detailed Field-Based Reporting Lesson Plan #FR604 for further details on this topic.	4

Mobile End User Training Courses

Course:	***Basic Law Enforcement Mobile Messaging***
Duration:	One 2-4 hour course per user
# Students:	Maximum number of 10 students per instructor. Once computer per student
Audience:	Field Operations Bureau Personnel (including all patrol and other specialized units such as Traffic, Marine, Tactical, and Mounted Units that would have access to Mobile Messaging).
Instructor:	Certified New World Systems Law Enforcement Records/Field-Based Reporting Student Trainers
Classes Included:	Class 1 / Basic MSP Windows; Class 2 / Jackets.
Description:	This course is designed for the end user who will be responsible for making State/NCIC and system inquires. The student will learn the basics of navigating through the Mobile Messaging software, conducting searches, and understand how to interpret the information contained in the record. They will also learn how to inquire upon previous incidents, see other unit statuses (if allowed by permission).
Course:	***Field-Based Reporting Merge Process Training Course***
Prerequisite:	Must take Class 1 / Basic MSP Windows and Class 2 / Jackets, in that order, before any other class.
Duration:	19 total training hours
# Students:	Maximum number of 10 students per instructor. Once computer per student
Audience:	Those personnel identified as being responsible for completing the merge process
Instructor:	Certified New World Systems Law Enforcement Records/Field-Based Reporting Student Trainers
Classes Included:	Class 1 / Basic MSP Windows; Class 2 / Jackets; Class 3 / Field-Based Reporting; Class 4 / Basic RMS Entry – Incidents and Cases; Class 7 / Merge Process and Class 6 / Inquiry and Searches.
Description:	This course will provide the necessary skills to successfully complete the merge process and have case and arrest reports transferred to the RMS software. They will be instructed on how to identify errors, send reports back for corrections, or reconcile the merge errors themselves, to ensure an accurate and complete report is residing on the RMS server.

New World Systems

Mobile Live Support

Live Support

New World Systems will have Application Specialists on site to assist the users during their live environment for the first week. Hours will be determined by management's needs.