

**Cuyahoga County Division of Children and Family Services  
(CCDCFS)  
Policy Statement**

**Policy Chapter:** Information Services  
**Policy Number:** 12.05.09  
**Policy Name:** Computer Software Training

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**Approved By:** Richard B. Werner

*Richard B. Werner*  
3/16/2015

**PURPOSE:** The purpose of this policy is to provide guidelines for requesting computer software instruction via the Cuyahoga County Information Technology (IT) Training Collaboration Program. This technical training program is coordinated through collaboration efforts among the Cuyahoga County Division of Children and Family Services (CCDCFS) Training Department, Cuyahoga County Information Services Center and Cuyahoga Community College--Corporate College.

**SCOPE:** This policy pertains to all CCDCFS staff members who elect to improve their technical skills for job-related purposes. These specialized trainings provide competency-based skills and knowledge in computer software applications and offers tools to develop and enhance proficiency.

**POLICY**

- I. All employees that are requesting computer instruction through the Cuyahoga County Information Technology Training Program must receive management approval to participate in these specialized events. It is mandatory that the requested course of instruction relate to the employee's current job duties.
- II. All employees must complete a Travel Authorization Form via the CCDCFS FACTWIS after receiving final confirmation from the CCDCFS Training Department. See Section G – Items # (1) & (2) for further clarification.

**PROCEDURES**

- I. CCDCFS employees are encouraged to access the computer class schedules via the website <http://intranet.cuyahoga.cc/en-US/Training.aspx>. The Cuyahoga County Information Services Center website provides a schedule of classes, course descriptions, skill needs assessments, and lists the number of available seats for registration. Note: If a class is FULL or does not appear on the schedule, simply provide the name of the class and proceed with following the instructions outlined in Section C – Items # (1-4.)

- II. Employee shall adhere to the following:
  - a. Review class outlines and identify course preference via the website <http://intranet.cuyahoga.cc/en-US/Course-Catalog.aspx>.
  - b. Complete the (optional) on-line skill needs assessment, according to the instructions given. Note: Course outlines and individual skills needs assessment forms for Microsoft (Word, Excel, Access) Levels I, II, and III can be accessed via the above website.
  - c. Compare the electronically generated score result to the Skill Level Chart and select the appropriate course level (Basic, Intermediate, Advanced) for registration. Note: Course Preference must relate to employee's current job duties. It is important to forward training requests immediately. According to the Cuyahoga County IT Training Collaboration Program, enrollment must occur at least thirty (30) days prior to the class start date.
- III. Upon course selection, employee must send an e-mail notification to the Point of Contact (POC) designee at CCDCFS via Group wise and **CC (carbon copy) his/her supervisor**. To identify who the CCDCFS POC is, visit the website <http://intranet.cuyahoga.cc/en-US/Agency-Point-of-Contact-List.aspx>. For preliminary registration, an employee must include the following information in the E-mail:
  - a. Course Preference (Ex: Beginning Microsoft Word 2003 Level 1)
  - b. Last 4 digits of their Social Security Number
  - c. Date-of-Birth (month/day) excluding year
- IV. POC will maintain a log of interested registrants and forward the following criteria to the Cuyahoga County Information Services Center (CCISC) via CCISC Agency Training Request Form.
  - a. Employee's name
  - b. Course preference
  - c. Last 4-Digits of Social Security Number
  - d. Date-of-Birth (month/day) excluding year
- V. Upon receiving notification from Cuyahoga County Information Service Center with the official training date, time, and location, POC will then notify pre-registrants via GroupWise e-mail of the training logistics and verify with the staff member if they want to continue with the registration process.

- VI. POC will contact Cuyahoga County Information Service Center no later than three (3) business days to RSVP registrant's acceptance to attend training.
- VII. Upon receiving authorization from Cuyahoga County Information Service Center, POC will perform the following:
  - a. Send a confirmation notice to the registrant(s) announcing the date/time/location of the scheduled event.
  - b. Remind employee(s) to complete an on-line Travel Authorization Form via the FACTWIS/Portal System, if attending training off-site. Note: According to the Cuyahoga County Information Service Center, "A Board Action is not required, nor; is any other additional paperwork mandatory."
  - c. All employees must wear their county badge when attending training at off-site facilities.
- VIII. If a registrant must cancel training, the person must notify POC within forty-eight (48) hours of the scheduled event. It is preferred that the registrant locates a replacement for his/her slot and the substitute person must have supervisory approval to attend. In the event that there is not a substitute to attend the training, the Departmental Unit that is requesting training will incur the cost of a vacant seat.
- IX. It is mandatory that all employees sign the Cuyahoga County Information Services Center attendance sheet at the training site for verification purposes.
- X. Upon completion of training, the participants will receive Continuing Education Units (CEU) credit and a certificate from Cuyahoga Community College.
- XI. All training and attendance records will be maintained by CCDCFS Training Department, and; in conjunction with the Cuyahoga County Information Services Center.