

We are trying to decide the best way to provide future eDeploy field technician training and need your help. Currently eLearning modules exist that cover introductory material and the Upload Manager functionality.

Our aim is to gather information about the field technicians as a general group so that we can determine the best method to provide training to this group of eDeploy users.

Please respond to the questions below and email them to jennifer@jchconsulting.com

1. Are the field technicians actively using eDeploy?
2. How are you currently providing field technician training?
3. What kind of equipment is provided to your field technicians? (i.e. MAC, PC, laptop, workstation, other)
4. What is the standard issue processor?
 - 386
 - 486
 - Pentium (please indicate processor speed)
 - Pentium II (please indicate processor speed)
 - Pentium Celeron (please indicate processor speed)
 - Pentium III (please indicate processor speed)
 - Pentium IV (please indicate processor speed)
 - Other
5. Is a CD-Rom standard issue?
6. What is the Standard issue browser?
 - Internet Explorer 3
 - Internet Explorer 4.0
 - Internet Explorer 5.0
 - Netscape 4
 - Netscape 5
 - Netscape 6
 - Other
7. From what location are the field technicians accessing the eDeploy application?
(At work, via remote location, at home etc.)
8. In addition to introductory material and the Upload Manager, can you think of any other information that needs to be included in field technician training?