

## TABLE OF CONTENTS

Formal Training Guidelines .....	1
Program Attendance Checklist.....	6
Agenda.....	7
Program Outline .....	10
Program Objectives.....	11
Post-Evaluation (Sample).....	12

***Mission Statement  
Training Office***

***The mission of the Training Office is to improve  
organizational and individual performance through  
consulting, collaboration, training and development.***

## TRAINING CENTER STAFF

Gail Kirschenman..... Department Training Officer  
Ginger Henry..... Assistant Department Training Officer  
Joanne Danielson ..... Academy Coordinator  
Chuck Combs..... Training Specialist  
Michael Green..... Training Specialist  
Karyn Lombard..... Training Specialist  
Michelle Gardner..... Cadet Training Officer  
Pat Bost ..... Assistant Program Coordinator  
Pamela Yaeger ..... Assistant Program Coordinator  
Summer Kincaid..... Assistant Program Coordinator  
Brian Petersen ..... Program Assistant  
Camillia Booth..... Program Assistant  
Michele McElheney ..... MPC Office Manager

## THE MISSION

*of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.*



## FORMAL TRAINING GUIDELINES

---

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its Training Center. The Department strives to enhance your learning and job performance with formal training of the highest quality. This fact demonstrates the commitment your Department has made to you in your service to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources. (Pre-training assignments are listed in the "Training Attendance Requirements" section.)
3. **TRAVEL:** Arrange your travel to and from the training through your District or Office. (No reimbursement for travel expense - including per diem costs - will be approved for travel not specifically authorized in advance by the District Superintendent.) Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6. The Training Center does not have the capability to provide transportation to/from Monterey Airport.

4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3 p.m. on the date of arrival to 12 noon on the date of departure. The Department provides your room and board expenses at the Training Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. Please advise the Department Training Officer no later than one week before your scheduled arrival if you plan to live off-grounds. No animals are permitted in Asilomar housing. In the event of an emergency, staff must know your room assignment, therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the buildings unless registered beforehand at the front desk in Asilomar's Administration Building. Quiet hour for lodge living areas is 10 p.m.

**HOUSING CANCELLATION POLICY: If you do not need lodging or must change or cancel your reservation, you must contact the Training Center at least 72 hours prior to your date of arrival. The Training Center is committed to ensuring that the reservation that has been made for you is accurate and needed.**

5. MEALS: Meals will be provided, semi-cafeteria style, from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:15 a.m. for breakfast, 12 noon for lunch, and 6 p.m. for dinner. Hot or box lunches may be provided on some days. **If you require a special diet, notify the Asilomar Chef at 831-372-8016 no later than one week before your scheduled arrival.**
6. OFF-GROUNDS ACCOMMODATIONS: When authorized to stay off-grounds by the Department Training Officer, the Training Center will pickup the cost of your room and meals at the current DPR Asilomar rate. If you stay off grounds and have meals on grounds, the Training Center will authorize only what the Department pays Asilomar for lodging.
7. CLOTHING: Field uniforms of "Required Uniform Items" (not including optional items) will be worn daily by all uniformed employees during formal training sessions unless specified in the Program Attendance Checklist (See "Required Uniforms Items" in the appropriate Uniform Handbook). Non-uniformed employees should wear apparel normally worn on the job. Appropriate attire includes apparel suitable for casual office dress. It does not include such items as shorts, T-shirts or tank tops (special clothing requirements for your program may be described in "Attendance Checklist" section).

Because we are on the conference grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

8. ROOM SAFES: Recently two safes have been installed in each of the lodge rooms used by the Training Center (Live Oak, Tree Tops, and Deer Lodge). These safes are a type that allows the user to input their own combination of numbers to facilitate opening and closing. The Training Center has a master key for emergency entry. Safes are to be left in the open position when checking out of your room.
9. WEAPONS: Weapons are permitted in rooms under the following conditions. Authorized firearms and magazines stored while at the Training Center shall be in a safe condition and stored in one of the following locations: your room safe in Live Oak, Tree Tops, or Deer Lodge, one of the Training Center's safes in the Whitehead Room or secured in your vehicle.
- 10 ALCOHOLIC BEVERAGES: Participants shall not possess or consume alcoholic beverages in common areas (living room) while on the Asilomar Conference Grounds unless provided and hosted by Concessionaire Delaware North.
11. SMOKING: Smoking is not permitted in the Training Center or in any lodge or guest room on the Asilomar Conference Grounds.
12. TRAINING CENTER: The Training Center is located on Asilomar Conference Grounds, part of Asilomar State Beach. The Conference Grounds are operated for our Department by a concessionaire, and all lodging and food services are provided to us by employees of the concessionaire. Constant efforts are made to maintain a sound, harmonious working relationship between the Department and concessionaire. None of us can expect preferential treatment for any reason and, as a departmental employee, you will be expected to join in our continuing effort toward an effective relationship with each Asilomar concession staff member. On occasion, non-departmental groups may be staying in the same lodges. It is imperative that you represent the Department well on and off duty.
13. REGISTRATION: When you arrive at Asilomar Conference Grounds, go directly to the front desk at the Asilomar Administration Building for your room key and dining room ticket. If you require vegetarian meals, notify the front desk representative and your meal ticket will be marked accordingly.
14. COURSE LEADERS: The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
15. TRAINING CENTER STAFF: A Training Center staff member has been assigned responsibility for your training group as well as for your training program. That staff member usually serves as a Course Leader as well as a Coordinator. During the program, you may be asked to assist Training Center staff in the logistics of your

training program (organizing field trip transportation, supervising classroom breaks, etc.). Center staff will do all within their power to make your training experience pleasant and meaningful.

16. **TRAINING MATERIALS:** May be made available to you at both your unit and the Training Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Copies of DAM and DOM will be available to you for self-study. Bring your own pens and pencils.
17. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to the success of this training. **An absence of more than 10% of the course hours constitutes grounds for dropping a participant from the course.** The Training Center Manager may modify this requirement based upon participant knowledge level and/or the portion of the course missed. (There is a separate attendance policy for Basic Visitor Services training contained in the Participant Handbook).
18. **COLLEGE CREDIT:** Most training programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
19. **VEHICLES:** All vehicles should be parked in the lots adjacent to the Training Center. Any questions regarding use of a State vehicle while at the Training Center should be discussed with your supervisor prior to your departure for training, or with your Program Coordinator while at the Training Center.
20. **BICYCLES:** If you bring your bicycle, store it in the bicycle shed next to the Training Center. Bicycles may not be brought into any building nor chained to lamp posts, trees, etc. The Training Center has a limited number of bicycles available for your use. Prior to your use, you are required to complete a safety inspection and sign a waiver which is posted in the bicycle shed.
21. **MAIL:** Mail forwarded to you during your time at the Center should be addressed to you in care of:

Department of Parks and Recreation  
WILLIAM PENN MOTT JR. TRAINING CENTER  
P. O. Box 699, Pacific Grove, CA 93950
22. **CELL PHONES:** As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Please limit those calls to your breaks.
23. **FAX:** The Training Center's FAX number is (831) 649-2824.

24. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call the Center at (831) 649-2954. Calls after 5 p.m. or during weekends should be made to (831) 372-8016, Asilomar Conference Grounds, and the caller should tell the switchboard operator you are with a Department of Parks and Recreations training group.
25. LAUNDRY AND DRY CLEANING: May be taken care of by you at one of several local establishments. An iron is available for 24-hour checkout from the Training Center front desk.
26. RECREATION: Facilities available on grounds include a heated swimming pool, ping-pong and pool tables, and a volleyball court. The Monterey area offers horseback riding, golf, tennis, racquetball, deep sea fishing, and many historical landmarks and scenic sights to explore.
27. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor. See "Program Attendance Requirements" in this syllabus.
28. COFFEE BREAK REFRESHMENTS: Will be available throughout each session at the Center. You will be asked to contribute to the "Hospitality Fund" to defray expenses. Please bring your own coffee cup.

## PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at William Penn Mott Jr. Training Center the following list is provided:

- \_\_\_\_\_ 1. **PC Inventory for your district or park unit.** Bring with you an inventory or close estimate of the computers you have in your unit. Be prepared to discuss any problems you and your staff have, if any, with the computers at your location.
- \_\_\_\_\_ 2. **Be prepared to discuss the needs of your district or park unit. What I.T. needs or requirements does your unit have?**
- \_\_\_\_\_ 3. **Arrange travel through your District Office.**
- \_\_\_\_\_ 4. **Remember to bring the following with you to training:**

Program Syllabus.

Foul Weather Gear (due to the possibility of rain during this time of year).

Coffee cup, pencils, pens, alarm clock.

If you have any questions or need help, contact the Program Coordinator Michael Green at (831) 649-2961 or [mgree@parks.ca.gov](mailto:mgree@parks.ca.gov).

## **PC ADVISOR CERTIFICATION GROUP 1 - Agenda - January 30-February 3, 2006**

### **Monday**

#### **January 30**

1200-1300	Check-in at the Asilomar Registration Building	All
1300-1330	Introduction to Mott Training Center/MPC	Green
1330-1400	Introduction to Information Technology at DPR	Alan Friedman, CIO
1400-1500	Video Conferencing Technology – PORTS Project	Alan Friedman
1500-1600	Setting up your own Video Conferencing session	Shawn Brown
1600-1700	DGS Procurement Rules	Danelle Hosmann/ Don Neely

### **Tuesday**

#### **January 31**

0800-0830	Introduction to Park's Web Team and Web Presence	Robert Ferguson
0830-0900	Park's Web Sites and Web Apps (Overview)	Ferguson/ Web Team
0900-1000	Intranet/Extranet (Hands On)	Robert Ferguson
1000-1030	Team Services (Hands On)	Robert Ferguson
1030-1100	Content Manager - What do I need to know about it?	Hands On
1100-1130	Public Internet Web Reports and Mondo Search	Hands On
1130-1200	Web Team Q&A (Video Conference with Web Team)	Web Team
1200-1300	<i>Lunch</i>	
1300-1400	Authenticating to the DPR Network through SSL VPN	Ferguson/Flores
1400-1500	Introduction to Applications Development/Project Management	Mike Flores
1500-1700	Overview of Applications used at DPR – Maximo, TMS, BEARS, HRIS, Revenue DB, etc. (Contact list)	Mike Flores



## **PC ADVISOR CERTIFICATION GROUP 1 - Agenda - January 30-February 3, 2006**

### **Wednesday**

#### **February 1**

0800-0815	Introduction to Help Desk	Winifred Pernel
0815-0900	TrackIt Help Desk Ticketing System – Open your own help ticket. Review open and closed tickets for your district, etc.	HD Team
0900-0930	Discuss current desktop and laptop specs (Hands On) DGS Strategic Sourcing Contracts/Account Reps with Dell/Gateway/HP	HD Team
0930-1000	Cracking Open the Case - Identifying Internal Components	HD Team
1000-1100	Overview of the Windows XP Professional Operating System	HD Team
1100-1200	DPR Imaging (Ghost) – What's on it and why do we need it? Discuss the differences between Admin User vs Power User, Local Admin, etc.	Ve Kao
1200-1300	<i>Lunch</i>	
1300-1400	Antivirus (Norton/Sybari/GWAVA), Anti- SPAM, Security Client, Marimba	Steven Davis
1400-1600	Basic Troubleshooting – Common Network Problems/ Resolutions Adding Network Printers, Changing AD/ NDS/E-mail Passwords, Drivers, Updates, Defrag, etc.	Ve Kao/ Jeremiah Harvey/ Steve Childress
1600-1700	Image Your PC (Hands on) TEST with Hands on Lab – What happened to your computer? Open a TrackIt ticket, assign yourself as the tech, diagnose/troubleshoot and repair your PC. Enter your resolution into TrackIt and close your ticket.	Ve Kao/ Jeremiah Harvey

### **Thursday**

#### **February 2**

0800-0815	Introduction to Network Services	Robert Blesi
0815-0900	Network Operating Systems – Microsoft and Novell Administration Network Shares	Steven Davis

**PC ADVISOR CERTIFICATION GROUP 1 - Agenda - January 30-February 3, 2006**

0900-1000	Network Infrastructure/Network Cabling/DSL/DS3/Teale (DTS) Form 20 – SBC etc.	Matt Burghdorf
1000-1100	Wireless Access and Security Satellite Broadband, SBC WiFi – Etc.	Matt Burghdorf
1100-1200	Network Security – How does DPR protect its Network? WebSense, Cisco IDS/IPS, Notifications	Jim Brennan
1200-1300	<i>Lunch</i>	
1300-1330	E-mail – GroupWise to Microsoft Exchange Migration Project	Robert Blesi
1330-1400	Removing Novell GroupWise from your PC	Sal
1400-1430	Installing Microsoft Outlook	Sal
1430-1600	Introduction to Microsoft Outlook	Sal
1600-1630	Managing your GroupWise Archives – Migrating to Microsoft PST files	Sal
1630-1700	Overview of Outlook OMA (Outlook Mobile Access) and Blackberry	Sal
<b>Friday</b>		
<b><u>February 3</u></b>		
0800-0900	Remote PC Administration – What is Terminal Services and Dameware PC Security/Confidentiality	Steven Davis
0900-1000	What is Citrix? How do you use it? What applications are available through Citrix?	Josh Bublitz
1000-1100	Disaster Recovery, SAN, Backups	Edward Reese/ Robert Blesi
1100-1130	Review of Information Technology Questions and Answers	Davis/Blesi/Westfall
1130-1200	Wrap-up and Evaluation	Michael Green

**PC ADVISOR CERTIFICATION**

**32 Hours**

PROGRAM OUTLINE

Hours

Introduction to the Office of Information Technology ..... 4.0  
Video Conferencing/Ports Project .....  
Setting up your own VC.....  
New DGS Procurement Rules.....

Web Development..... 4.0  
Introduction to DPR Web Services/Applications.....  
Using the Team Services Server.....  
Introduction to Content Manager.....

Applications Development..... 4.0  
Overview of Bears, Maximo, TMS, Revenue Data, HRIS, etc.....  
Using SSL VPN to access the DPR Network.....

Introduction to Help Desk ..... 4.0  
TrackIt Help Desk System.....  
Opening the Case .....  
Windows XP Operating System .....  
Understanding PC Imaging.....

PC Support and Troubleshooting ..... 4.0  
Introduction to PC Administration.....  
Antivirus, Security Client, Marimba.....  
Common Network/PC Problems and Their Resolution.....  
Image Your Own PC.....

Network Services ..... 8.0  
Introduction to Network Services.....  
Microsoft Active Directory and Novell Netware/NDS Administration .....  
Network Infrastructure/Cabling/DSL/Satellite/T1, etc. ....  
Cisco, IDS/IPS, Network Security, AntiVirus, AntiSPAM.....  
Internet Access, WebSense, Wireless Access, SBC WiFi.....

EVALUATION ..... 4.0  
Review .....  
Follow-up.....  
Wrap-up.....

**TOTAL HOURS**

**32.00**

## **PC ADVISOR CERTIFICATION**

**Purpose:** Participants, in their roles as PC Advisors, are required to plan, implement, and evaluate PCs for use within their District. This course is designed to give individuals the necessary skills to perform these functions.

**Performance Objectives:** By the close of the course the participant will

1. Acquire an understanding of each section of the Office of Information Technology.
2. Become familiar with I.T. staff and their roles. Every PC Advisor should know who to contact for support or technical assistance depending on the nature of the request.
3. Demonstrate knowledge as it applies to PC procurement, setup/installation, imaging, network drive locations, and network printing.
4. Become familiar with the Network Infrastructure of DPR. Every PC Advisor should know how to procure cabling services, wireless and DSL/T1 installation or who to contact for those services.
5. Demonstrate knowledge of Microsoft Outlook/Exchange.
6. Become familiarized with Departmental I.T. Policy/Guidelines.
7. Ability to act as first level technical support for most common PC problems.
8. Ability to identify network infrastructure equipment in order to assist with network outages.

State of California – The Resources Agency  
DEPARTMENT OF PARKS AND RECREATION

**POST-TRAINING EVALUATION**

In-Service Training

Out-Service Training

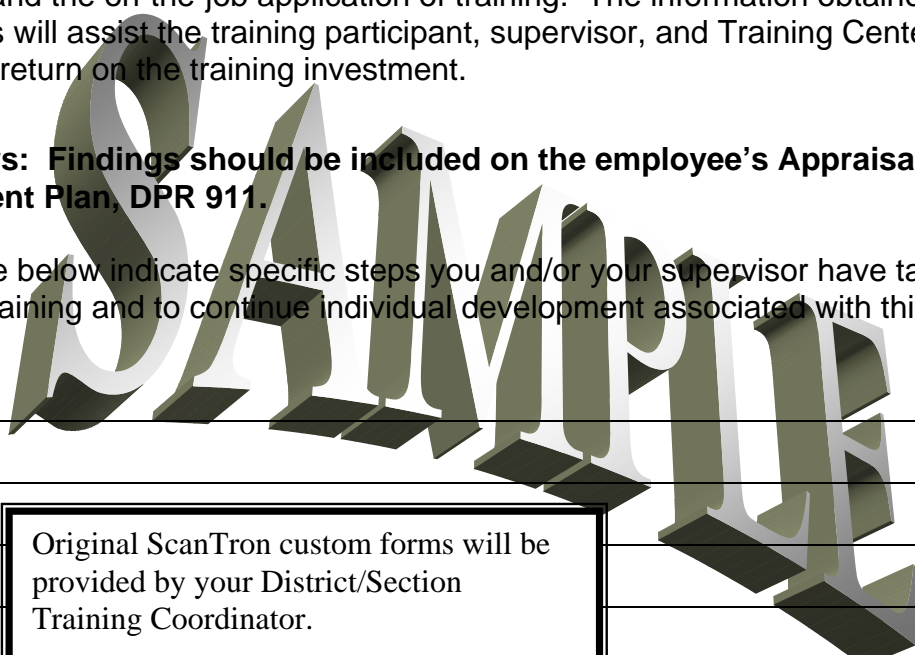
**Program: PC Advisor Certification Group 1 Dates: January 30-February 3, 2006**

**Training Participants: It is your responsibility to discuss this side with your supervisor.**

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the training investment.

**Supervisors: Findings should be included on the employee's Appraisal and Development Plan, DPR 911.**

In the space below indicate specific steps you and/or your supervisor have taken to apply this training and to continue individual development associated with this training program.



Original ScanTron custom forms will be provided by your District/Section Training Coordinator.

Name: \_\_\_\_\_ Return to District/Section Training Coordinator by: **5/3/06**  
(Print)

District/Section: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

Employee's Signature verifying discussion with supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

◆ ◆ ◆ over ◆ ◆ ◆

**Employee completes this side using a No. 2 pencil by filling in the oval in the appropriate column.**

STATEMENT	1 Never/ Rarely	2 Small Extent	3 Moderate Extent	4 Great Extent	5 Strongly Agree	6 N/A
To what extent did you use the knowledge and/or skills prior to attending this course?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent have you had the opportunity to use the knowledge and/or skills presented in this course?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent have you actually used the knowledge and/or skills presented in this course after completing this course?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent has your confidence in using the knowledge and/or skills increased as a result of this course?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent did you receive the assistance necessary in preparing you for this course?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent has the content of this course accurately reflected what happens on the job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent have you had access to the necessary resources to apply the knowledge and/or skills on your job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent have you received help, through coaching and/or feedback, with applying the knowledge and/or skills on the job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a result of this course, my performance on the course objectives has changed by	0% <input type="radio"/>	10% <input type="radio"/>	30% <input type="radio"/>	40% <input type="radio"/>	50% <input type="radio"/>	60% <input type="radio"/>
As a result of this course, my overall job performance has changed by	0% <input type="radio"/>	5% <input type="radio"/>	10% <input type="radio"/>	15% <input type="radio"/>	20% <input type="radio"/>	25% <input type="radio"/>

**Training participant returns completed form to District/Section Training Coordinator.**