

2009 Unique Communication Solutions Education and Training Seminar Preliminary Schedule

Monday

	Track 1: CAIRS 32 Basic	Track 2: CAIRS 32 Advanced	Track 3: cairs.net "The Basics"	Track 4: cairs.net "Beyond the Basics"	Track 5: Misc	The Lab
07:00—08:00	Breakfast					
08:10—09:00	General Session—Introductions, Conference Information, etc					
09:10—10:00	Work Order Types	Directory—Modifying mass amounts of information	Organizations—Building an organizational chart	Getting your data ready to import into cairs.net	UCall/UCE	<ul style="list-style-type: none"> • ASI • cairs.net Switches • cairs.net Data Sync Center
10:10—11:00	Work Orders-Routes and Baskets	Set Management—Modifying Set Templates	Creating the Backbone	Facilities—Making the all work together properly		
11:10—12:00	Work Orders—Completing orders from start to finish	Set Mgmt—Set Modification			Web 411	
12:00—13:00	Lunch					
13:10—14:00	Circuits—Main and Segments	Work Order Setup—Modifying existing routes	Subscriber—Subscriber vs. Subscriber Mgr vs Resource Mgr	Configures Items/Set Mgmt—Set Templates	Web Work Order	<ul style="list-style-type: none"> • ASI • cairs.net Switches • cairs.net Data Sync Center
14:10—15:00	Trouble Tickets	Work Orders—Making them work in real life scenarios	TBA	Configured Items/Set Mgmt—Building Feature Packages and Feature Key Templates		
15:10—16:00	Work Orders—Creating Subs and Groups	Directory—Creating reports (single and multi level)	Configured Items/Set Mgmt—Intro	System Admin—Creating Profiles	Subscriber Portal	
16:10—17:00	System Admin—Basic overview	Bulk Work Orders—Making them work in Real life scenarios	Configured Items/Circuits—Intro	System Admin—Configuration Packages		

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07:00—08:00	Breakfast					
08:10—09:00	Work Orders—Rejecting/Holding/Canceling	Directory—Headings and Equipment	Equipment and Services	Getting your data ready to import into cairs.net	Installation Requirements-Network Connectivity/Certification/etc	<ul style="list-style-type: none"> • ASI • cairs.net Switches • cairs.net Data Sync Center
09:10—10:00	Inventory—What is the purpose and how can I use it to its fullest potential?	User rights and privileges	System Admin—Work Flows: Time Frames and Work Centers	Configured Items/Set Mgmt	MoraleMinder	
10:10—11:00	Cable/Termination	System Admin	Orders/Troubles		Cairs.net Accounting—Archiving	
11:10—12:00	Set Mgmt—Building Set Templates			Configured Items/Set Mgmt—Groups	Creating a backup/uninstalling/downloading/reinstalling/mapping	
12:00—13:00	Lunch					
13:10—14:00	Directory—Searching, viewing and modifying	System Admin—Field Customization	Accounting—Viewing and searching call records	Work Order Design	Forum: How to make reporting issues a little easier for you	<ul style="list-style-type: none"> • ASI • cairs.net Switches • cairs.net Data Sync Center
14:10—15:00	Set Mgmt—Adding TNs and Features to buttons	Circuits—Modifying information and maps	Accounting—What are they and what are they relational to?		Tones	
15:10—16:00	Set Mgmt— Work orders in set mgmt	Inventory—LEN Mgmt	Facilities—Buildings, Sites and Connections	Orders/Troubles—Working an order from start to finish	TBA	
16:10—17:00	System Admin—Basic overview	TBA		Orders/Troubles—What is a project and how do they work?	Web 411	

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Wednesday

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07:00—08:00	Breakfast					
08:10—09:00	Directory—Reporting	Set Management—Modifying Set Templates	System Admin—Work Flows: Time Frames and Work Centers	Facilities—Making the all work together properly	Tones	<ul style="list-style-type: none"> • ASI • cairs.net Switches • cairs.net Data Sync Center
09:10—10:00	Set Mgmt—Adding TNs and Features to buttons	Inventory	Orders/Troubles		TBA	
10:10—11:00	Set Mgmt— Work orders in set mgmt	TBA		TBA	UCall/UCE	
11:10—12:00	Circuits—Main and Segments	User rights and privileges	Configured Items/Set Mgmt—Intro	Work Order Design Part 1 (continued after lunch)		
12:00—13:00	Lunch					
13:10—14:00	Cable/Termination	Directory—Modifying mass amounts of information	Creating the Backbone	Work Order Design Part 2	TBA	
14:10—15:00	TBA	Directory—Headings and Equipment		Orders/Troubles—Working an order from start to finish	Creating a backup/uninstalling/downloading/reinstalling/mapping	
15:10—16:00	Set Mgmt—Building Set Templates	Directory—Creating reports (single and multi level)	Organizations—Building an organizational chart	Orders/Troubles—What is a project and how do they work?	Subscriber Portal	
16:10—17:00	Work Orders—Bulk Work Orders	Set Mgmt—Set Modification	Subscriber—Subscriber vs. Subscriber Mgr vs. Resource Mgr	System Admin—Creating Profiles		

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Thursday

	Track 1: CAIRS 32 Basic	Track 2: CAIRS 32 Advanced	Track 3: cairs.net "The Basics"	Track 4: cairs.net "Beyond the Basics"	Track 5: Misc	The Lab
07:00—08:00	Breakfast					
08:10—09:00	Work Order Types	System Admin	TBA	Configures Items/Set Mgmt—Set Templates	MoraleMinder	<ul style="list-style-type: none"> • ASI • cairs.net Switches • cairs.net Data Sync Center
09:10—10:00	Work Orders-Routes and Baskets		Equipment and Services	Configured Items/Set Mgmt—Building Feature Packages and Feature Key Templates	Cairs.net Accounting—Archiving	
10:10—11:00	Work Orders—Completing orders from start to finish	System Admin—Field Customization	Configured Items/Circuits—Intro	Accounting—Accounts and Managing bills	Creating a backup/uninstalling/downloading/reinstalling/mapping	
11:10—12:00	Speaker—Shawn Vanderhoven					
12:00—13:00	Lunch					
13:10—14:00	Directory—Searching, viewing and modifying	Work Order Setup—Modifying existing routes	Accounting—Viewing and searching call records	System Admin—Field Customization	Installation Requirements-Network Connectivity/Certification/etc	<ul style="list-style-type: none"> • ASI • cairs.net Switches • cairs.net Data Sync Center
14:10—15:00	TBA	Work Orders—Making them work in real life scenarios	Accounting—What are they and what are they relational to?	Configured Items/Set Mgmt	Forum: How to make reporting issues a little easier for you	
15:10—16:00	TBA	Bulk Work Orders—Making them work in Real life scenarios	Facilities—Buildings, Sites and Connections		Web Work Order	
16:10—17:00	Work Orders—Reporting	Circuits—Modifying information and maps			System Admin—Configuration Packages	

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