Technical Training Recommended for All CSM Employees

There are a few initial Technical Training courses all CSM employees should plan to complete. These courses have been designed to orientate new employees as well as provide information to expand the knowledge of experienced employees. All these courses are offered on an on-going basis so if the next section does not work with your schedule, please register for the first section your schedule allows. The cybersecurity awareness courses (basics and advanced) are available online.

Please review the full course descriptions for each of these courses and registration information via the Technical Training web site at http://info.csmd.edu/Training/technical/.

**Technology Services Overview (IMT-1035)** - This is an orientation to CSM technology for employees (i.e. email, phone, network, access, requesting equipment, etc).

**CyberSecurity Awareness Basics (IMT-1145)** - It is a college initiative to have all employees complete security training. This course is required for Colleague and remote access.

**CyberSecurity Awareness Advanced (IMT-1146)** - You will build on what you learned in the basics course to understand more complex security issues in depth. This course is required for Colleague and remote access. (Prerequisite: IMT-1145 CyberSecurity Awareness Basics).

**Payroll Sense (IMT-1070)** - This class is important for all employees, including supervisors. Answers to many pay related questions are revealed during this training; bring your questions.

**GroupWise Email Training (IMT-1052, IMT-1053, IMT-1055, IMT-1075, IMT-1127, IMT-1148)** - Several flavors and levels of GroupWise training are offered to meet a variety of needs. Some of the courses we offer are GroupWise Basics, Advanced GroupWise, Advanced GroupWise with Emphasis on the Calendar, GroupWise Rules, GroupWise Address Books and GroupWise Calendar. Feel free to register for a variety of GroupWise training.

**GroupWise: Keep It Clean (IMT-1080)** - You will learn how to determine the size and amount of email you have in your account (including archives) and how to keep your account cleaned out. This class includes spam mail / virus management.

**CSM Phone & Voicemail Basics (IMT-1171)** - CSM implemented a brand new phone and voicemail system in fall 2016. Vendor led training was offered at each campus the weeks just prior to the live date. If you are new to the college or were unable to attend any of the training sessions, use this link to access the documentation, which will help acclimate you to the telephone functions as well as assist you in setting up your voicemail box http://www.hawk.csmd.edu/forms/ITS/Telecom/. Note, development of an online training course is underway; in the meantime, some lecture/lab format sections are being scheduled.

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