

Appendix 2

Aware Training Deliverables

Training Title	Audience	Description	Duration	Modality
TR01 Introduction to Aware for the Project Team	Project Team Maximum 12 attendees	Training to introduce Aware 's basic features and functions as used in the rehabilitation case process - from new case through closure. Focuses primarily on the Participant module. Topics include case data entry, plans, authorizations, payments, case reports, search page features and layouts, activity due reminders, case notes, and the letters catalog.	2-day training	On-site Training Deliverable

Training Title	Audience	Description	Duration	Modality
TR02 System Administration: Staff Management, Help Desk, and Funds and Budgets	System Administrator(s) Financial staff Help Desk (IT) staff Maximum 12 attendees	<p>Staff Management focuses on setting up and maintaining staff members in Aware, including how to assign staff to caseloads, reporting structures, and locations. Includes hands-on practice with security templates.</p> <p>Help Desk prepares System Admins to perform Aware Help Desk functions by exploring roles and tools, as well as how to troubleshoot and resolve issues.</p> <p>Funds and Budgets begins with an overview of how budgets function in Aware, including instruction on adding new fiscal years, creating and editing fund sources, setting up top-level budgets, distributing budgets through the reporting tree, and verifying budgets are available for selection.</p> <p>Prerequisite: All attendees have completed Introduction to Aware training.</p>	2- or 3-day training	On-site Training Deliverable

Training Title	Audience	Description	Duration	Modality
TR03 Aware Federal Reports	Test Team System Administrator(s) Maximum 12 attendees	Prepares attendees to manage federal reporting within Aware VR. Topics include setting up codes, changing report definitions, running reports, validating data, and troubleshooting data issues. Prerequisites: <ul style="list-style-type: none"> • All attendees have completed Introduction to Aware training. • Agency must have completed enough adaptation and data migration to produce reports with actual data. 	2-day training	On-site Training Deliverable
TR04 Train-the-Trainer (Aware VR)	Trainers Maximum 12 attendees	Prepares agency training teams – both primary and assistant trainers - to present Introduction to Aware VR training to agency staff. Includes review of the training outline, trainer roles and responsibilities, master files for the training materials and practice, practice, practice. Does not include the actual Introduction to Aware class. Prerequisite: All attendees have to be familiar with the Introduction to Aware training materials.	2-day training	On-site Training Deliverable

Training Title	Audience	Description	Duration	Modality
TR05 Using Aware with Assistive Technology	AT users AT-user assistant(s) IT staff Maximum 6 attendees	<p>Class familiarizes attendees with the basic operating approach to Aware when using AT software supported by Aware.</p> <p>Training focuses on setup and navigation to prepare attendees to participate in the Introduction to Aware VR class.</p> <p>At least one NYSED ACCES-VR personal assistant or assistant trainer with AT familiarity must be included in the training as an assistant and not as a student.</p> <p>Assumptions: All trainees use the same AT product. Additional AT products require additional classes.</p>	1- day training prior to Introduction to Aware	On-site Training Deliverable

Training Title	Audience	Description	Duration	Modality
TR06 Introduction to Aware for AT Users	AT users AT-user assistant(s) Maximum 6 attendees	Focused training for AT users to introduce Aware's basic features and functions as used in the rehabilitation case process - from new case through closure. Emphases is primarily on the Participant module. Topics include case data entry, plans, authorizations, payments, case reports, search page features and layouts, activity due reminders, case notes, and the letters catalog. Prerequisite: All trainees have completed TR05 Using Aware with Assistive Technology. Assumptions: All trainees use the same AT product. Additional AT products require additional classes.	2.5-day training	On-site Training Deliverable
TR07 Aware Test Team Training	Test Team Maximum 12 attendees	A hands-on introduction to Aware VR, testing techniques, Alliance templates and forms, as well as instruction on how to report issues to the agency Issue Coordinator. Prerequisite: <ul style="list-style-type: none"> • Test Team Lead has participated in the Aware Test Team Scenarios remote knowledge transfer. • Test scenarios are developed and ready for testing. 	2-day training	On-site Training Deliverable

Training Title	Audience	Description	Duration	Modality
TR08 Release Coordination	System Administrator Maximum 6 attendees	Training introduces a successful approach to release deployment and identifies the roles, tools, and planning steps that contribute to a smooth Aware release implementation. Offered only when a release is available for installation. Instruction is supplemented by self-study materials available through Aware Info.	1- to 2-hour webinar	Remote Training Deliverable
TR09 Aware API Training	Executive Staff System Administrator Maximum 12 attendees	Training on Aware API fundamentals and use-cases.	2-day training	On-site Training Deliverable

Knowledge Transfer Title	Audience	Description	Duration	Modality
Basic Aware Adaptation	Project Team	Conducted throughout adaptation activities to prepare Project Team members for adaptation work sessions. Introduces the Aware Table Maintenance tool and the three parameter-oriented system tables. Includes hands-on practice with lookup tables and service categories.	Ongoing	Knowledge Transfer (Adaptation)
Aware VR Financial Process Overview	Project Team	Conducted throughout adaptation activities to prepare the Project Team members for financial adaptation, and subsequent financial analysis discussions. Includes financial elements and processes, from establishing new vendors and case service budgets through authorizations, payment transactions, warrants, and warrant adjustments. Also includes fiscal staff procedures such as releasing payments.	Ongoing	Knowledge Transfer (Adaptation)

Knowledge Transfer Title	Audience	Description	Duration	Modality
Aware VR Reports	Project Team	Conducted throughout adaptation activities to prepare the Project Team members with a hands-on exploration of Aware VR reporting features. Includes Case Narrative reports, Layouts and Print List reports, Caseload reports, and Summary Reports like Performance Statistics, Standards and Indicators, Expenditures by Service Category and Budget Summary. An introduction to Report Catalogs is also included.	Ongoing	Knowledge Transfer (Adaptation)
Introduction to AwareInfo	Project Team System Administrator	Introduction to the Aware customer website that provides release downloads, technical and user documentation, release highlights and details, data dictionary, and users group recordings.	1- to 2-hour webinar	Remote Knowledge Transfer
Introduction to Aware Database	DBA, Data Conversion Team Maximum 12 attendees	Introduces high-level organization of the Aware Data Model. Briefly discusses available tools to find information, including AwareInfo , AwareHelp , Datapage Specifications, and the Aware VR Data Dictionary. Prerequisites: Introduction to Aware and knowledge of the agency's business data.	2-hour webinar	Remote Knowledge Transfer

Knowledge Transfer Title	Audience	Description	Duration	Modality
Aware Architecture Overview	IT Staff, Project Team Maximum 12 attendees	Introduces the technical design and architecture of Aware for environments that are hosted by Alliance Managed Services. Typically conducted on-site during the Aware Infrastructure Assessment.	One, partial day work session	On-site Knowledge Transfer
Aware Test Team Scenarios	Test Team IT Staff	Remote webinar to introduce Testing and how to prepare scenarios for testing. Webinar is required for Aware Test Team Training.	1- to 2-hour webinar	Remote Knowledge Transfer
Aware SSR Functionality	Staff who will be completing Social Security Reimbursements Maximum 4 attendees	Conducted throughout adaptation activities to prepare the Project Team members with a hands-on exploration of Aware SSR functionality and reporting.	1 or 2, 2-hour remote webinars	Knowledge Transfer (Adaptation)
Aware Productivity Suite	IT Staff, Project Team	Remote knowledge transfer to demonstrate Aware Productivity Suite installation and use on end-user desktop. Includes adaptation activities for using the Attachment Loader, Document-to- Aware for Word 2016, and Email-to- Aware for Outlook 2016.	1 or 2, 2-hour remote work session(s)	Knowledge Transfer (Adaptation)