

PREFERENCE[®]/PHOENIX[®]
Supervisor Workshop



PREFERENCE®/PHOENIX® Supervisor Workshop

LENGTH: One (1) Days

LOCATION: Customer Site

AUDIENCE: PREFERENCE/PHOENIX System Supervisors

PREREQUISITES: 3270 terminal keyboard skills

MAXIMUM CLASS SIZE: 6 Students

COST: \$3,000 US(*see note 1*)

General Description

Concentrates on the role a supervisor plays in the day-to-day maintenance of a PREFERENCE/PHOENIX system. Discusses various on-line commands for system administration and provides exercises to troubleshoot problems. Provides definitions and examples of available reports and batch utility programs. This workshop is applicable to PREFERENCE-only, PHOENIX-only and combined PREFERENCE/PHOENIX systems customers.

Objectives

Upon the completion of this course, students will be able to:

- List the duties and responsibilities of both supervisors and system programmers necessary to support and maintain a system
- Describe the system files, their contents, and recognize requirements for backups
- Choose the correct batch report program to serve users' needs
- Direct systems support personnel to proper utilities
- Register and remove authors and writers
- Recognize performance deficiencies and file out-of-space conditions and advise systems personnel accordingly
- Communicate with systems users through the various messaging facilities
- Register/reassemble/remove courses and volumes
- Recognize and solve common day-to-day operational problem
- Maintain terminal support information.

Workshop Outline

Datasets

- Function of each major dataset
- Datasets requiring maintenance and backup

Maintenance Utilities

- Overview of available utilities
- Recommended usage of each utility

Reports

- Reports for authors, writers, supervisors, and system programmers

Commands

- Command lines and function keys
- Monitoring space in files
- Registering, reassembling, and renaming courses/volumes
- Administering terminals and printers
- Administering the system
- Communicating with users
- Commands for authors/writers
- Putting a course/Volume into production

Problem Resolution

- Scenarios and exercises

Note 1: Fees are exclusive of instructor travel and lodging expenses. Upon completion of the training described herein, the Customer will be invoiced for the fees and all instructor travel and lodging expenses incurred with payment net 30 days.

Note 2: Time is built into the workshop to allow questions from the student audience. It is important to note that the instructor is responsible for maintaining the class schedule to ensure all items in the planned workshop are addressed. Answers to questions that are customer specific may be postponed until Pathlore's services organization is engaged by the customer to analyze the environment and application in order to formulate an effective response. If the customer is able to submit a set of questions to the instructor at least 3 business days prior to the scheduled class the instructor may be able to answer customer specific inquiries during the workshop.

About SumTotal Systems, Inc.

SumTotal Systems, Inc. is a leading provider of proven talent development solutions that automate and integrate learning, performance, and compensation management to drive business results on a daily basis. Our solutions strengthen and develop employee skills to accelerate time-to-market, close skill gaps, and reduce the risk of business disruptions. With more than 1,500 customers and 18 million users worldwide, we have increased performance at some of the world's best-known companies, organizations, and government agencies. Our category leadership and applied insight help us understand the critical success factors for businesses of all sizes. For more information, visit www.sumtotalsystems.com

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