



## Taskforce Operations User Training

The Operations Users course provides delegates with the knowledge and skills required to undertake Taskforce Control Operations and is concerned with the following critical areas:

- How do I navigate around the Taskforce system and undertake basic administrative tasks?
- How are Taskforce schedules monitored?
- How do I use Taskforce features to manage exceptions without disrupting effective field service delivery?

### Who should attend?

This course is designed for individuals and teams who wish to become Operations users and who will have responsibility for monitoring Taskforce schedules and managing exceptions

### Duration and Delivery

The Operations User course is a three-day, hands-on course, delivered in a highly interactive style. Presentations, exercises and demonstrations are used to provide an effective and enjoyable learning environment. The course is generally delivered at a customer's premises, and requires normal training room facilities, including a whiteboard, flipchart, projector and screen.

### Course Content

- Logging on to Taskforce and navigating around the system
- Managing Crews
- Entering, displaying, modifying and linking tasks
- Contingency monitoring
- Establishing and managing Preferred Working Areas (PWAs)
- Establishing and managing Closed User Groups (CUGs)
- Entering and displaying resource absences
- Modifying resource attendance hours
- Managing Scheduling exceptions
- Emulating field engineers
- Manual assignment



## Training Outcomes

By attending the course, delegates will be able to:

- Log on / off, and navigate around Taskforce
- Undertake day-to-day control operations, including the monitoring of schedules and managing exceptions.

## Pre-requirements

A Taskforce training instance is required to deliver this course. If delegates are to be the first control operators to be deployed by a customer, it is essential that arrangements have been made for some practical hands-on experience in addition to the formal training.

Business processes must have been agreed and trained out to the control operators prior to Taskforce Operations Users training.

Ideally, delegates should have attended a Taskforce Foundation course. If this is not possible, an additional 'Introduction to Taskforce module will be required at the start of the course (available as an option).

## Booking

To book a place on this course, please contact your account manager, or the @Road training team on +44 (0)1473 696300.