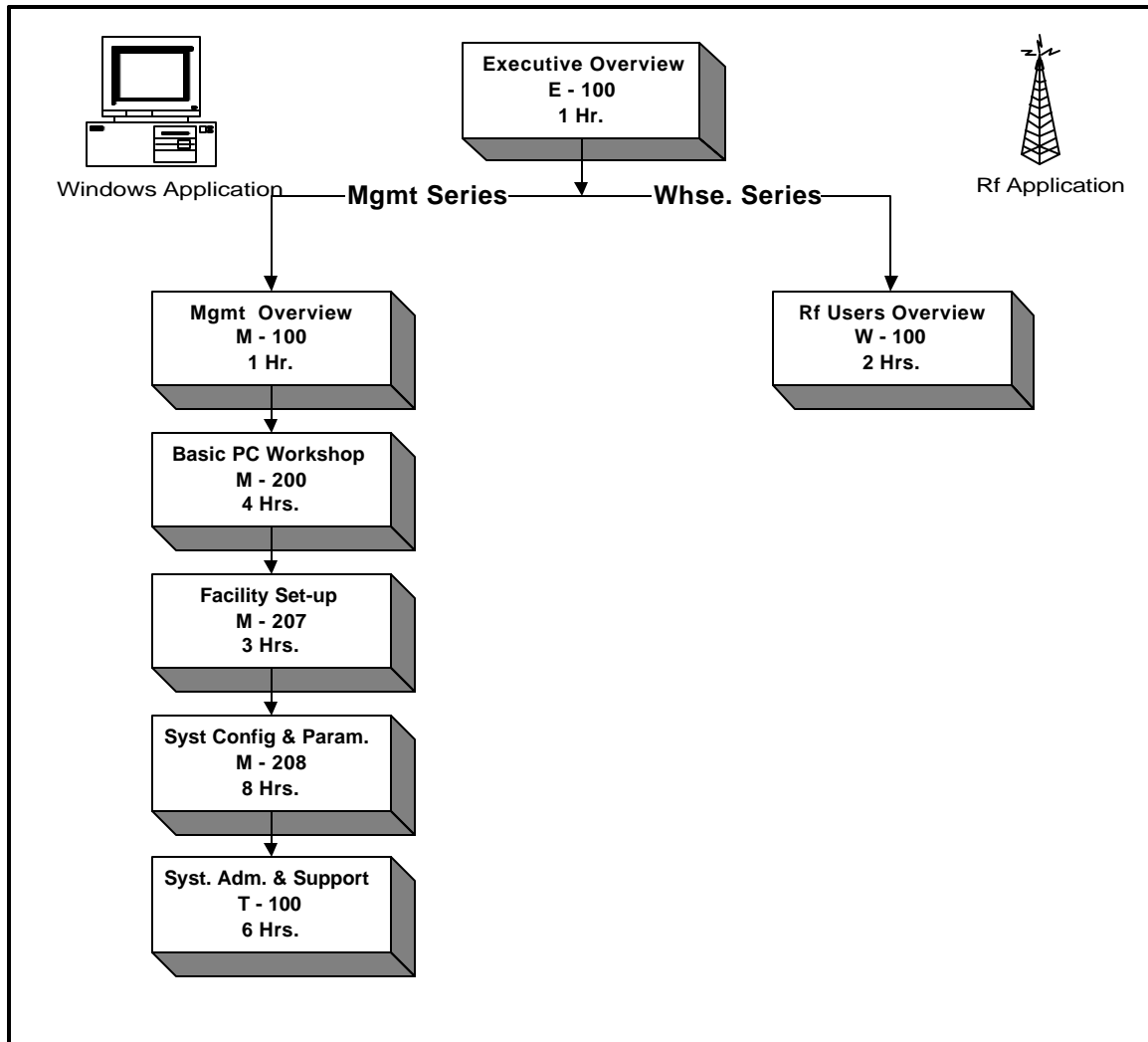


# Recommended Training Path

## System Administration and Support



This diagram represents the courses related to the specific dept. named, along with the suggested sequence in which the courses should be completed.

Following this diagram assists in ensuring that the most complete training is achieved by each student.

**Course Series: Technical**  
**Course Number: T-100**  
**Course Title: System Admin. & Support**

**Prerequisites:**

Successful completion of the following:  
E-100, M-100

**Length: 6 Hours**

**Course Objectives:**

This course is designed to familiarize students with the general aspects of System Administration and Support. The subjects covered within this course introduce technical areas of support to the student. Specifics of the subjects discussed during this course are outlined within the sections described by the following pages of this series.

**Topics Covered:**

- **Interfaces**
- **Network- Rf and Printers**
- **Back-up and Recovery**
- **E.O.D. Processing and**
- **File Management**

**\*Note: The following pages within this series are sections that will be covered within this course. These are not individual courses requiring scheduling.**

**Costs:**

Per Student: \$400

Block (1-4) students: \$700

Additional Students: \$250

**Course Series: Technical**  
**Course Number: T-100**  
**Course Section: Interfaces**

**Prerequisites:**

Successful completion of the following:

E-100

**Length: 1 1/4 Hours**

**Section Contents:**

This section is directed toward students with systems and Network background. The substances of this section are technical and designed for students with the technical background to understand and grasp the concepts of system interfaces.

Students will learn how IRMS and the Host system communicate to one another by means of interfaces. Students completing this portion of the course will acquire the ability to detect problem areas between the systems when they occur, along with problem solving techniques to resolve situations which may occur.

**Topics Covered:**

- **Definitions**
- **Error Log**
- **Upload Interfaces**
- **Download Interfaces**
- **Issue Detection**
- **Problem Solving**

**Course Series: Technical**  
**Course Number: T-100**  
**Section Title: Network (Rf, Printers)**

**Prerequisites:**

Successful completion of the following:  
E-100

**Length: 1 1/2 Hours**

**Section Contents:**

This section will educate students about the network that supports IRMS. The students will learn the important areas of radio frequency set-up, general troubleshooting and support for the user's within the warehouse. Also students will learn about printer set-up and general maintenance of the printers used by IRMS. Students that complete this section of the course will essentially play an important role in the support category of the warehouse management system.

**Topics Covered:**

- **Network Knowledge**
- **Rf Set-up**
- **Rf Troubleshooting**
- **Printer Set-up**
- **Printer Troubleshooting**

**Course Series: Technical**  
**Course Number: T-100**  
**Section Title: Back-up / Recovery**

**Prerequisites:**

Successful completion of the following:  
E-100

**Length: 1 1/2 Hours**

**Section Contents:**

The general intention of this section is to educate the student about the importance of maintaining a system back-up in the event of a system failure. Through lecture and demonstration the student will learn how this procedure is applied. Along with ensuring that a back-up has been secured the student will learn the procedure for recovery of the data which was lost due to the systems failure.

This section much like all section within the Technical Series, is directed toward the M.I.S. department responsible for the system once IRMS has been installed and the implementation team has left the site. It is important that individuals chosen to attend these courses have the knowledge it will take to carry out the lessons learned in the event of a system failure.

**Topics Covered:**

- **Securing Back-up**
- **Maintenance**
- **Recovery of Data**
- **Re-Implementation**

**Course Series: Technical**  
**Course Number: T-100**  
**Section Title: E.O.D. Processing & File Mgmt.**

**Prerequisites:**

Successful completion of the following:  
E-100

**Length: 1 1/2 Hours**

**Section Contents:**

Students attending this section will learn the important duty of End Of Day Processing (E.O.D.) and File Management. The section mainly discusses importance of maintaining accurate files of the data capture during the E.O.D. process and demonstration of the process itself. Subjects taught during this section are used in conjunction with the knowledge obtained in section "Back-up/ Recovery". Students will also reporting resources gained by maintaining an accurate library of file obtain through this process.

**Topics Covered:**

- **E.O.D. Process**
- **File Management**
- **Reporting Capabilities**
- **Balancing Information**