

November 29, 1999

MEMORANDUM

TO: NCIH Room Managers

FROM: Parks Todd

SUBJECT: NCIH Training

In order to address the numerous concerns regarding the H.320 network, Information Technology Services [ITS] is offering a two-day training for site managers, and for room operators if the two are not the same. The training is scheduled from 1:00 p.m. on December 8 until 3:00 on December 9 at State Information Processing Services, 3700 Wake Forest Road, Raleigh.

There is a two-fold purpose of the sessions. First, ITS personnel want to hear about and work toward solving the problems that you have experienced with the new network configuration. Second, most of the time will be spent doing hands-on training and trouble-shooting for the CPE or "room stuff."

In addition to the ITS staff, the equipment vendors will be lending their expertise to this training.

I realize that this is short notice and that everyone is "gearing down" or "up," as the case may be, for Christmas, but it is extremely important that you attend. ITS has been the object of a lot of criticism. We will have no right to complain if we do not take advantage of this opportunity.

Your president will receive a copy of this memorandum. I am confident that he/she will support your attendance.

c: Presidents

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S99-058