

CenterStone^{CS}

eCenterOne

Space
Management
Curriculum

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Curriculum

Introduction

The purpose of this document is to outline the Space Management course for the eCenterOne application. This course Curriculum has been designed to assist you in scheduling the appropriate topics to be discussed during the upcoming Space Management Training session.

This document must be reviewed and approved by **(Client Name)** to ensure Centerstone Educational services has created a curriculum which will meet **(Client Name)** business needs.

Training Objectives

The high level training objectives for Centerstone Educational Services are to design a training program, which will meet **(Client Name)** business needs.

The key objectives have been designed to support the entire learning experience. The key objectives are:

- To design and deliver training to **Facility Planners** at **(Client Name)**
 - Develop customized documentation which Includes: a Reference Guide, Classroom Guide, Instructor Guide and a Quick Reference Guide. After completing end user training Centerstone Educational Services will follow up with the main client contact to ensure the overall training experience was a success.
 - Follow up will include a meeting (Onsite or via conference call) to receive feedback from the main client contact
 - Included as part of the follow up will include a Centerstone Educational Services “Training Evaluation Summary” form to be completed by all end users who attended the training
-

Audience and Locations

The training program has been designed to encompass selected **(Client Name)** Company users. All of the roles listed below will typically participate in the Space Management training.

- Facility Managers
- Facility Planners
- Space Management Planners

Training will be delivered at the following site.

- **(Client Name)**
-

Training Environment

The success of the training session is paramount to the overall success of the Centerstone implementation. The following are the minimum environmental requirements required for a successful training session:

- Training facilities for the selected location accommodating 5-10 end users.
- Individual computers (desktop or laptop) for each end user
- Internet Access to accommodate the eCenterOne application
- Projector
- Flip Charts

Evaluation Strategy

The effectiveness and adequacy of the training program will be measured using several techniques. The measures resulting from the following techniques will be analyzed communicated to the client at the appropriate time.

- A Centerstone Educational Services training evaluation form will be distributed to **ALL** students following training. This will be used to determine the student's confidence with the course content, the instructor's ability and the quality of course documentation and training environment. The form will also include a list of additional courses, which can be requested by the client.
- A follow-up meeting will be scheduled following the training. This will be used to identify the clients overall satisfaction with the training and communication programs and to determine their current confidence with the system.
- Onsite Assistance will be scheduled at the client site for approximately (TBD) following the training. (Client Optional)

Approach to Delivery

This section outlines the approach for delivering (Client Name) training session. The course will follow the training agenda outlined in the next section. It will be delivered by a method called **Instructor Led Training**. This method uses the following two components:

1. Instructor Led Training

A Centerstone Educational Services instructor will guide the class through the topics described in the next section using independent exercises to reinforce learning. While the students are working on independent exercises, the Centerstone instructor will monitor their progress and

assist when needed.

2. On Site Assistance (OSA)

Based on Centerstone’s experience with other organizations, OSA is helpful to support and reinforce the lessons learned during training and to teach topics for smaller groups. Often users will ask questions in a one-on-one, desk side situation that they may not ask in class.

These visits will be constructed to reinforce learning and the instructor can ask the user to perform and demonstrate relevant basic system functionality. Questions asked of the student at the desk side can be uniform and an outline will be developed for the visits.

Curriculum

This section outlines the components for the Space Management course that the Centerstone Educational Services team has identified as necessary for training.

Value Propositions

- Provides user with the ability to manage space within your business environment.
-

Duration of Track

- 8 hours
-

Roles Covered by Track

- Facility Managers
 - Facility Planner
 - Space Management Planners
-

8:00 am -9:00 am

Topic	Time
Navigating the eCenterOne Application	60 Minutes

- Logging In
- Understanding the eCenterOne desktop
 - Record Menu
 - Creating New Records
 - Duplicating Records
 - Deleting Records
 - Archiving Records
 - Printing Records
 - Importing Records
 - Exporting Records
 - Exiting from Application
 - Help Menu
 - *Contents*
 - Product Information
 - Step by Steps
 - Definitions
 - *About eCenterOne*
 - Details version of eCenterOne
 - Tabs
 - Home
 - Structural Units
 - Business Units
 - HR
 - Assets
 - Leasing
 - Ops Mgmt
 - Project Management
 - Reports
 - Corp Map
 - SetUp
 - User Management
 - Sub tabs
 -

- Search Functionality
 - Basic Search

	○ Consoles	
9:00 am - 11:00 am	Structural Units Management	2 Hours
	<ul style="list-style-type: none"> ▪ <u>Managing Portfolios</u> <ul style="list-style-type: none"> ○ Overview <ul style="list-style-type: none"> ▪ As-Built ▪ Proposed ▪ Archived ▪ <u>Managing Sites</u> <ul style="list-style-type: none"> ○ Overview ○ Review Site Consoles ▪ <u>Managing Buildings</u> <ul style="list-style-type: none"> ○ Overview ○ Review Building Consoles ▪ <u>Managing Floors</u> <ul style="list-style-type: none"> ○ Overview ○ Review Floors Consoles ▪ <u>Managing Zones</u> <ul style="list-style-type: none"> ○ Overview ○ Review Zones Consoles ▪ <u>Managing Spaces</u> <ul style="list-style-type: none"> ○ Overview ○ Review Spaces Consoles ▪ <u>Managing Measured Areas</u> <ul style="list-style-type: none"> ○ Overview ○ Review Measured Areas Consoles 	
11:00 am -11:15 am	Break	15 Minutes
11:15 am - 11:45 am	Business Units Management	30 Minutes
	<ul style="list-style-type: none"> ▪ <u>Managing Business Units</u> <ul style="list-style-type: none"> ○ Overview ○ Review Business Units Consoles ○ Create a New Business Unit 	
11:45-12:00	Review of Morning Session	15 Minutes

12:00 pm - 1:00 pm	Lunch	60 Minutes
1:00 pm – 1:45pm	Human Resources Management <ul style="list-style-type: none">▪ <u>Managing Human Resources</u><ul style="list-style-type: none">○ Overview○ Review Human Resources Consoles○ Assign a Human Resource to a Space	45 Minutes
1:45 pm -2:45 pm	Report Management <ul style="list-style-type: none">▪ Overview▪ Report Classifications▪ Running a Report▪ Exporting Data from a report	60 Minutes
2:45 pm -3:00 pm	Break	15 Minutes
3:00 pm - 4:00 pm	CAD Drawing Management <ul style="list-style-type: none">▪ High - Level Overview▪ Console Navigation▪ Multi-Criteria Highlighting	30 Minutes
4:00 pm -4:30 pm	Review and Wrap-Up <ul style="list-style-type: none">▪ Question and Answer Session▪ Complete Evaluations	30 Minutes
