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## INFORMATION MANAGEMENT AND TECHNOLOGY

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### **EQAMS – ELECTRONIC QUESTIONS AND ANSWERS MANAGEMENT SYSTEM**

30 minutes

IT3208

This workshop covers the following topics on EQAMS: create Q&As titles, edit and print Q&As, e-mail Q&As to other users, add attachments, submit Q&As to DCL, and search Q&As.

**Population:** All employees in the National Capital Region

**Mode of Delivery:** Distance Learning - Self directed

### **INTRODUCTION TO INFOBANK**

6 hours

IT0749

This course is intended for participants who need to work with InfoBank at Headquarters or in missions where InfoBank was implemented. It can also be used by current InfoBank users at Headquarters and mission who wish to review InfoBank basic features, including saving information to InfoBank, creating Workspaces and Folders and working with searches.

**Prerequisite:** Managing Information at DFAIT

**Population:** All DFAIT employees

**Mode of Delivery:** Distance Learning - Self directed

### **MANAGING INFORMATION AT DFAIT: POLICIES AND PRACTICES (HEADQUARTERS)**

2 hours

IT0769

This course is about core Information Management (IM) concepts and related policies, best practices, tools and support. The course is intended for all employees and it should be taken prior to SIGNET 3 and InfoBank training.

**Population:** All employees

**Mode of Delivery:** Distance Learning - Self directed

### **MANAGING INFORMATION AT DFAIT: POLICIES AND PRACTICES (MISSIONS)**

2 hours

IT0769

This course is about core Information Management (IM) concepts and related policies, best practices, tools and support. The course is intended for all employees and it should be taken prior to SIGNET 3 and InfoBank training.

**Population:** All employees

**Mode of Delivery:** Distance Learning - Self directed

### **OCTEL – USER'S INTRODUCTION**

2 hours

IT3001

This online tutorial describes how to use the telephone and the OCTEL voice mail features as an effective communication tool. The participant will learn how to create and send efficient voice messages; receive and manage voice messages; transfer a caller to a third party; receive and print faxes through OCTEL.

**Population:** All employees

**Mode of Delivery:** Distance Learning - Self directed