
INFORMATION MANAGEMENT AND TECHNOLOGY

BUSINESS INTELLIGENCE (v7.1)

1.5 days

BI0701

Business Intelligence is a web-based information analysis tool designed to provide managers with a macro view of the organization for strategic and/or reporting purposes. The course provides participants with hands-on experience in: navigating in the Business Intelligence tool, building and saving customized reports, investigating data, and exploring reports available.

Population: All employees with a BI account

Mode of Delivery: Classroom

BLACKBERRY

60 minutes

IT5418

This online tutorial will show you how to use the email and phone functions, how to travel with your BlackBerry, and how to access other available features, such as Internet, calendar, address book and tasks.

Population: All employees with a BlackBerry unit

Mode of Delivery: Distance Learning - Self directed

CCMERCURY FOR ASSISTANTS

1 Day

IT3123

This one-day course will provide the participant with the knowledge, skills and practical application experience to perform job-related tasks using the ccmMercury software to access the Ministerial Correspondence Management System (MCMS) and the Briefing Products Tracking System (BPTS). During the session, participants will learn to access the systems, monitor and forward requests, attach files to records, retrieve and work with attachments and templates, modify and approve records, close completed records, perform searches, save queries and generate reports.

Population: Assistants

Mode of Delivery: Classroom

CCMERCURY FOR OFFICERS

3 hours

IT3133

This half-day course will provide the participant with the knowledge, skills and practical application experience to perform job-related tasks using the ccmMercury software to access the Ministerial Correspondence Management System (MCMS) and the Briefing Products Tracking System (BPTS). During the session, participants will learn to access the systems, monitor requests and forward requests, attach files to records, retrieve and work with attachments and templates, modify records, perform searches, save queries and generate reports.

Population: Officers

Mode of Delivery: Classroom

CONFERENCE ROOM BOOKINGS

20 minutes

IT5428

This online tutorial describes how to reserve a conference room at a mission or at Headquarters using Outlook 2003. You will also learn how to cancel and modify a reservation.

Population: All employees

Mode of Delivery: Distance Learning - Self directed