

IT Department Training Matrix for New Employees

Employee Name _____

Supervisor Name _____

Section 1: General

Date	Trainer's Initials	Topic	Trainer Name
		Intranet	
		Resource Board	
		IT SOP's	
		ISO 9001-2015	
		Phones – voicemail -- email	
		PrintStream overview	
		Citrix overview	
		ENPOINTE BCDRP (Introduction)	

Section 2: Use of TrackIt

Date	Trainer's Initials	Topic	Trainer Name
		Entering a TrackIt work order	
		Resolving a TrackIt work order	
		TrackIt change management process and orders	

Section 3: PrintStream

Date	Trainer's Initials	Topic	Trainer Name
		Custom reports	
		User administration	
		System administration	
		SQL Server database administration	
		Citrix administration	

Section 4: Crystal Enterprise

Date	Trainer's Initials	Topic	Trainer Name
		Custom reports	
		User administration	
		System administration	

Section 5: Software Development

Date	Trainer's Initials	Topic	Trainer Name
		Location of TFS databases	
		Review of software development standards	
		TFS use with Visual Studio	
		Quality assurance	
		Production control and deployment	
		Secure Software Development Lifecycle (SSDLC)	
		Veracode Static Application Security Testing (SAST)	

Section 6: Development Processes and Interfaces

Date	Trainer's Initials	Topic	Trainer Name
		POD	
		Ecommerce platforms	
		Websites	
		Development environment	
		Automation Services/Scheduled Services	

Section 7: Server Systems

Date	Trainer's Initials	Topic	Trainer Name
		SQL	
		Exchange	
		Physical environment	
		Test and production (Colo) environment structure	
		Workflow file and print servers	
		Operating systems (PC, Mac, Win Server, Linux)	
		VMware environment	
		Backups	

Section 8: Network Architecture

Date	Trainer's Initials	Topic	Trainer Name
		Cisco routing and switching	
		IP subnets and DHCP	
		Firewalls	
		DNS- internal and external	
		Internal physical wiring	
		Wide Area Network (WAN)	
		Physical topology	

Section 9: Network Management

Date	Trainer's Initials	Topic	Trainer Name
		Management and monitoring applications	
		Environmental monitoring	
		External systems monitoring	
		Vendor tech support contacts	
		Active Directory management	

Section 10: Disaster Recovery

Date	Trainer's Initials	Topic	Trainer Name
		Data backup hardware and procedures	
		Physical security	
		Systems logical security	
		System backup parts and recovery	
		External system support vendors	
		Reconstructing VM's and storage	
		ENPOINTE Business Continuation & Disaster Recovery Plan (BCDRP)	

Section 11: PC Desktop Support

Date	Trainer's Initials	Topic	Trainer Name
		Imaging processes	
		User rights and mailbox management	
		Remote e-mail and desktop access (LogMeIn & VPN)	
		Active Directory admin for user accounts & objects	

Section 12: Mac Desktop Support

Date	Trainer's Initials	Topic	Trainer Name
		Application installation and management	
		User rights and mailbox management	
		Remote e-mail and desktop access (LogMeIn)	
		Active Directory admin for user accounts and objects	
		Overview of graphics workflows	
		Jamf Mac Administration	

Section 13: Business Systems

Date	Trainer's Initials	Topic	Trainer Name
		Copier and printer management	
		Phone system programming	
		Cell phone support and repairs	
		TrackIt administration	
		TrackIt report administration	

Section 14: Workflow Automation

Date	Trainer's Initials	Topic	Trainer Name
		Switch servers and Switch administration	
		Prinerger-Insite servers and administration	
		Mediaplatter servers and administration	
		Prinerger RBA workflows	
		HP Smartstream suite	
		HP DFE's and HP Production Center	
		Digital prepress workflows and automation	

Functions	Training Requirements
Chief Technology Officer	All Sections
Systems Team	Sections 1, 2, 3, 7, 8, 9, 10, 11, 12, 13, 14
Development & Applications Team	Sections 1, 2, 4, 5, 6, 14
Compliance	All Sections

After this training program is completed, this document should be retained by the employee's supervisor.