

Contractor Training System – Course Onboarding Process

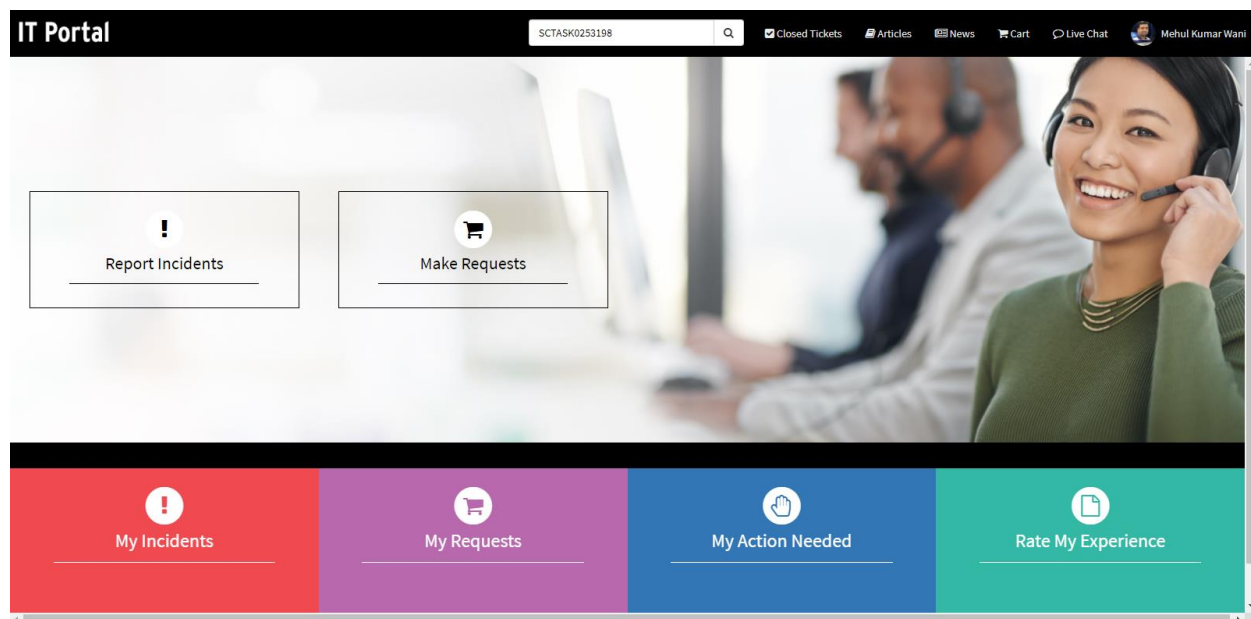
1 Steps to Create a Request in Service Now

Please create a service request to introduce OR update a course into CTS (Contractor Training System) application.

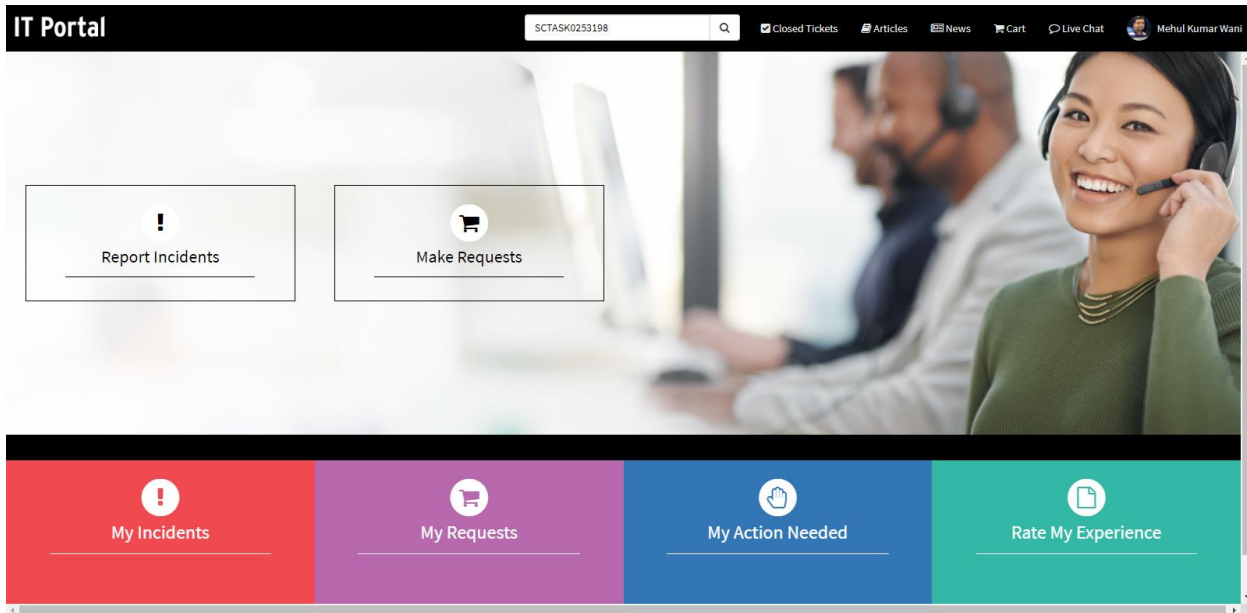
Service Now URL: <https://seuprod.service-now.com/>

Steps to create service request are:

Step 1: Click on make Request.



Step 2: Create Generic Request



Step 3: Create a request using below mentioned template.

Summary: CTS: Request for New / Update Course Content

Description: Please add the below mentioned line in the description of the request.

“Please assign this request to 'SRE-OPS-SUPPORT-SYS' group.”

In the subsequent sections, information required for creating a new course or updating the existing course is mentioned.

2 Information required to Update the Course Content

Summary: CTS: Request for New / Update Course Content

Description: Please add the below mentioned line in the description of the request.

“Please assign this request to 'SRE-OPS-SUPPORT-SYS' group.”

Application Name: Contractor Training System

Application URL: <https://contractortraining.sempra.com>

Course Name: [Please provide the Course Name]

Course content location / URL: [Please provide the location for Course content file(s)]

New Course content to be attached with the request.

3 Information Required to Create a New Course in System

Following section explains information required for creating the new course in CTS system.

3.1 Course Owner Information

- Group Name (Team/Div/Dept name that will administer the course): [Please provide the Group Name]
- Group Email (Team/Div/Dept email): [Please provide the Group Email]
- Group Admin(s) (Admin can manage their courses, manage contractors, get reports etc.): [Please provide the Group Admin Name(s), Employee Id(s)]

3.2 Course Information

- Course Name: [Please provide the Course Name]
- Course Description: [Please provide the Course Description]
- Is it Annual Course Reassignment: [Y/N]
- Course Completion Time Frame (days, max 99): [Please provide a Number]
- Is it optional self-assignment: [Y/N]
- Assign Course To: [All Contractors OR Individual]

Assign Course To

- ☐ All contractors (shows as All)
- ☐ All contractors in selected company (shows as All lists Company Names)
- ☐ Individual contractor or employee ID list (shows as Select Individually)
- ☒ Company and org code (shows as As Selected lists Company Names and org code)

3.3 Email Notification Setting Details for the Course

Notifications for Contractor and Host Manager:

- **Assignment Notification (No info required):** Send (the next day after the course is assigned) out when the contractor is assigned the course.
- **First Reminder Notification:** Send [Provide_number_of_days] days after course is assigned.
- **Second Reminder Notification:** Send [Provide_number_of_days] days after course is assigned OR send [Provide_number_of_days] days before due date.
- **Final Reminder Notification:** Send [Provide_number_of_days] days before due date.
- **Send Contractors Notifications When Course Completion is Overdue:** Send overdue contractors notifications every [Provide_number_of_days 7/14/21]days
- **Completion Notification (No info required):** Send out when the contractor completes the course.

For all the notifications, you can specify, if you want to copy the manager of contractor in each of the notification.

Notification	Enable Notification	Copy Manager	Notification Details
Assignment Notification	☒ Yes	☐ No	Send when contractor is assigned to course
First Reminder Notification	☐ No	☐ No	Send 14 * days after course is assigned
Second Reminder Notification	☐ No	☐ No	Send Enter * days after course is assigned OR send Enter * days before due date
Final Reminder Notification	☐ No	☐ No	Send 3 * days before due date
Completion Notification	☒ Yes	☐ No	Send when contractor completes the course
Past Due Contractors Notification Report	☐ No	☐ No	Send the reports on Mondays * every 7 * days.
Send Contractors Notifications When Course Completion is Overdue	☐ No	☐ No	Send overdue contractors notifications every 7 * days.
Notify course owner upon completion	☐ No	☐ No	Email course owner upon completion of course.

Notifications for the Course Owners:

- **Past Due Contractors Notification Report:** Send the reports on [Week of the Day] every [Provide_number_of_days 7/14/21] days.
- **Notify course owner upon completion:** Email course owner upon completion of course

4 Course Content Preparation

Key points for course training material supported by CTS are:

- **Course Content Format:**
 - The courses that are being uploaded to CTS must be HTML5 compatible (SCORM supported)
 - Design content in your preferred authoring tool (Articulate is recommended), when content is ready and CTS link has been added (see below), publish the course to the web.
- **Course Completion URL:**
 - Every course we have in CTS has a link “Click Here” or “Receive Credit” (on the last page of training content). On click of the link, the user will be redirected to the Link URL (mentioned below).
 - The purpose of the link is to update the course completion status (for the contractor) in the CTS system.
 - **Link URL:** [https://contractortraining.sempra.com/?action=completed&cid=\[courseID\]](https://contractortraining.sempra.com/?action=completed&cid=[courseID])
 - E.g. If course Id is 358, then the URL would be following:
 - <https://contractortraining.sempra.com/?action=completed&cid=358>

5 Upload Course Content

Please share the course content in the Service Now ticket and it would be uploaded by the support team through backend.

Please note, post uploading the content only make the course as ‘Active’.

6 Service Now Sample

IT Portal

Search ARTICLES, INCIDENTS, Requests

Closed Tickets

Home > Service Catalog > Computing > Generic Request

Generic Request

Open a general IT request ticket if you are unable to locate an automated or self-service option. See below for faster solutions. If something on a company computer stopped working as expected, then open an Incident Ticket using the [Report a new issue](#) form.

HELPFUL TIPS == Avoid delays by providing key information:

- + Alternate phone number
- + Asset tag (barcode sticker) number
- + Application name or website URL if related
- + Attach files/screenshots using the paperclip icon

Check the status of your Requested Item (RITH) tickets from [My Requests](#)

Requested By

* Requested for

* Office Location

Employee ID

LAN ID (primary)

E-mail address

* Phone number

Manager

FASTER SOLUTIONS

Check for Automated Solutions
Service Catalog services
My Access dynamic requests

Check for self-service solution
IT Express
Knowledge articles

* Summary

CTIs Request for New / Update Course Content

* Description

"Please assign this request to 'SRE-OPS-SUPPORT-SYS' group."

Application Name: Contractor Training System
Application URL: <https://contractortraining.sampna.com/course>
Course Name: [Please provide the Course Name]
Course content location / URL: [Please provide the location for Course content file(s)]

For a new course request, please provide the below mentioned details.

Course Information:

- Group Name (Team/You need name that will administer the course):
- Group Email (Team/You need email):
- Group Admin(s) (Admin can manage their courses, manage contractors, get reports etc.):
- Course Name:
- Course Description:
- Is it Annual Course Reassignment (Y/N):
- Course Completion Time Frame (days, max 90):
- Is it optional self-assignment (Y/N):
- Assign Course To (All Contractors OR individual):

Details for the Email Notification Setting:

- Assignment Notification (No info required):
Send [the next day after the course is assigned] out when the contractor is assigned the course.
- First Reminder Notification:
Send [Provide number of days] days after course is assigned.
- Second Reminder Notification:
Send [Provide number of days] days after course is assigned OR send [Provide number of days] days before due date.
- Final Reminder Notification:
Send [Provide number of days] days before due date.
- Past Due Notification (No info required):
Send out the day after the course due date.
- Completion Notification (No info required):
Send out when the contractor completes the course.

"Please assign this request to 'SRE-OPS-SUPPORT-SYS' group."

Functional Area

OPTIONAL: You may select a program area that is used for tracking/reporting