

# TLC/C&P TRAINING REPORTS

Presented by Teresea Ruder

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# DEPARTMENT OF ENTERPRISE SERVICES (DES)

## ROLES

### DES/Workforce Support & Development Division:

Provides Learning Center enterprise tier 1 technical support by working directly with agency administrators

Manages the Learning Center Licenses

Works directly with agency Learning Center Administrators in assisting

- Uploading eLearnings
- Creating Learning Activities
- Assigning training to others
- Setting up approval workflows
- Assists with complex learning structures

# DEPARTMENT OF ENTERPRISE SERVICES (DES) ROLES

## DES/Contracts & Procurement Division, Training Team:

The Learning Center first point of contact for Contract and Procurement training

Provides Learning Center enterprise tier 2 technical support (identify this problem)

- Is the problem in the course?
- Is it a problem with their transcript?
- Is it a problem within the course. I.e., can't complete, wrong course appears when opened, links broken, training freezes?

Creates new user accounts for Higher Educations, Boards and Commissions

Reactivate inactive user accounts

Generates monthly statewide Contracts & Procurement reports for compliance

# DES HELP PAGE

[desitsupport4u@des.wa.gov](mailto:desitsupport4u@des.wa.gov)



Washington State Department of Enterprise Services

IT SUPPORT 4U

## Welcome to the DES IT Support Center

Find Your Answer Here

[Submit a Request](#)

Employee Action Requests	 <b>TECHNICAL HELP</b> <small>(e.g. VPN, Zoom, M365, Wireless, Outlook)</small>	 <b>WA STATE LEARNING CENTER</b>	DES Services
Teleworking			Customer Dashboard
Wifi Password			About ETS
IT Info 4U			Previous Tips of the Month

DIDN'T FIND WHAT YOU WERE LOOKING FOR? [CONTACT US](#)

<b>Tip of the Month</b> Please use the instructions below to integrate your Outlook Calendar and Contacts with Zoom. Sign into your Zoom Acc...	<b>Contact DESITSupport4U</b> Call 360.407.2244	<b>Application Quick Links</b> ECMS WEBS TEMS ESS
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**QUESTIONS?**

# CONTACT DES

DES/Workforce Support & Development Contact:

Cindy Cotter

[Cindy.cotter@des.wa.gov](mailto:Cindy.cotter@des.wa.gov)

DES/Contracts & Procurement Training Team Contact:

Teresea Ruder, Enterprise Procurement Training Team

E-mail: [Teresea.ruder@des.wa.gov](mailto:Teresea.ruder@des.wa.gov)

THANK YOU!

