# Training Manager’s Notification RE: EO-18-03 eLearning:



We are pleased to announce a free 15 minute long training that is required ***only*** for those procurement professionals who write solicitations.

1. We have heard that often times the director will just forward the message from DES to you and ask you to ensure all are in compliance, and often times you need more detailed information than what is included in the director’s memo.

To answer this: You may find answers to your questions on the [EO 18-03 Training Webpage](https://des.wa.gov/services/contracting-purchasing/policies-training/contracts-procurement-training-development/eo-18-03-training). If it does not answer all of your questions, we provide the contact information for our training team.

1. We have heard from you that oftentimes supervisors and other leaders come to you with questions that you are unable to answer based on the information you have received.

To answer this: When supervisors come to you with questions, you may respond with forwarding them a link to our [EO 18-03 Training Webpage](https://des.wa.gov/services/contracting-purchasing/policies-training/contracts-procurement-training-development/eo-18-03-training).

1. We have heard from you that technical problems in eLearning courses cause frustration and impediments in your agency reaching compliance with the training requirements.

To answer this: We have a ready-made [Troubleshooting Tips](https://des.wa.gov/sites/default/files/public/images/ContractingPurchasing/ContractTraining/LMS%20Tip%20Sheet%20-%20IT%20Troubleshooting.pdf?=af00e) page that you can hand off to your IT professionals and LMS Admins that will answer all of their technical questions about the training program. It also provides resources for additional questions.

1. We have heard from you that your LMS administrators, if your organization has an LMS administrator, also share the same concerns and additionally some specific concerns about the LMS and accessibility issues.

To answer this: We have [communicated with the LMS Administrators](https://des.wa.gov/services/contracting-purchasing/policies-training/contracts-procurement-training-development/latest-communications) in each Agency to ensure that they also have all that they need.

This is how we have been pro-active in eliminating these issues:

1. We test each course on the below browsers and make recommendations on which browsers to use or avoid as necessary in the course descriptions on the LMS: Internet Explorer, Google Chrome, Edge, Firefox, and Safari.
2. We test each course and resources using a screen reader and other accessibility tools.
3. We test each course in at least 10 different agency locations throughout the state. Currently the agencies, who partnered with us are: DOL, HCA, DOR, LNI, DRS, AGR, OFM, DCYF, DOT, WSP, and SAO. If you have questions about this process, please contact Sundae Delgado.
4. We test each course with at least 20 different users throughout the state.
5. We test each course on Apple and Android mobile devices.
6. We provide the results of our tests in the Contract Training Guide for IT & LMS Professionals.

What have we missed? We are making some substantial changes in our training program, and we want to hear from you. Feel free to email me Sundae Delgado, if you think of other things that would make our partnership more effortless.