

Making IT Work For You FAQs

What is the purpose of this training?

- The focus on efficiency is critical in today's economic environment. To remain competitive, our employees must be the best in the industry. Our employees represent the strength of our company and the pool of talent here at Schneider Electric is rich with knowledge and experience.
- Technology has grown to a point where it touches every part of our business. There are numerous technologies our employees utilize every day in their efforts to grow and support the business. The purpose of our **Making IT Work For You training initiative** is to maximize the efforts of our employees by teaching them how to increase their efficiency in the use of our technology tools.

Do I have to take the entire course to get credit for the course?

- Not necessarily. From the initial self-assessment evaluation, the course will provide you with specific areas in which you need to focus your training. You can choose to take the recommended topics or you may choose to cover the entire course.

Will the post training assessment cover only the specific areas that were identified in the initial assessment?

- The post training assessment will include questions relating to all areas of a course not just the areas where a training need was identified

Can I get credit for the course if I don't pass either the initial or post training assessments?

- Credit will be given provided you have passed all areas of either the initial self-assessment evaluation ("Test out") or if you passed all areas of the post training assessment

What is a passing score for the self-assessments?

- 80 %

What is different between the e-learning "Off the Shelf" courses and the custom developed Instructor Led Training (ILT)?

- "Off the shelf courses" are online courses based on the industry standard. They are not specific to Schneider Electric and cover complete course content.
- Instructor Led Training courses are one hour training sessions that were developed by Subject Matter Experts within Schneider Electric North America. These courses cover tips and shortcuts and are designed to be led by an instructor but some can also be taken as a self-paced course.

Do I need to enroll in the ILT courses if I complete the off the shelf e-Learning courses?

- Yes, the ILT courses are designed specifically for SE and will cover different content than the off the shelf e-Learning courses.

How do I enroll in the ILT courses?

- Each ILT will have a schedule published for each of the sponsored location. You will be notified once an ILT schedule has been developed for your location.

What is different about this training from previous training offered on these topics?

- The Making IT Work For You training courses are designed to measure your improvement through mandatory self-assessment evaluations both before and after the training course.
- Students are able to "test out" and get credit for the course by passing the pre-assessment.
- The custom developed ILT courses promote the sharing of best practices, including tips, shortcuts and interactive sessions between the students and instructors.

How do I access these courses?

- The new training courses will be available on The Learning Center as each function is deployed.
- A pre-assigned Learning Path will show up under the My Training section that will include the basic level courses for your function.

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- Additional courses offered through this program can be found by performing a search in the Learning Center catalog using the key words “IT Efficiency”. The search results will list the complete course offering that is available to you.

What happens to the old training courses relating to these topics that were previously listed on the Learning Center?

- The old “NETg” (National Education Training Group) courses that covered the same topics have been removed from the Learning Center.

Will this new training be offered in multiple languages?

- Most, but not all, of the training courses offered through this program will be available in English, Spanish & French.

What are the different Learning Paths and how was it determined which one(s) I am assigned?

We have collaborated with the leaders of each department to define learning paths that are assigned based on both functional and talent management needs. The learning paths are listed below:

- **IT Efficiency – Basic Competency**
This learning path will be pre-assigned to all PC users and will show up under my training section. It includes courses that cover basic skills. This path is recommended for all PC users to complete the course or be able to pass the assessment.
 - Notes 6.5: Mail and Calendar
 - Word 2003: Level 1
 - Excel 2003: Level 1
 - PowerPoint 2003: Levels 1
 - Windows XP Professional: Level 1
 - Lotus Notes Tips and Shortcuts
 - PC Skills Tips and Shortcuts
- **IT Efficiency – Advanced Competency**
This learning path includes everything listed in the Basic Competency learning path plus courses that cover more advanced topics in the areas of Lotus Notes and Windows XP. This path is recommended for users that require advanced knowledge in these tools.
 - Notes 6.5: Databases
 - Windows XP Professional: Level 2
- **IT Efficiency – Intermediate Microsoft**
This learning path includes courses that cover intermediate Microsoft office skills. This path is recommended for users that require advanced skills in these tools.
 - Word 2003: Level 2
 - Excel 2003: Level 2
 - PowerPoint 2003: Level 2
- **IT Efficiency – Advance Microsoft**
This learning path includes courses that cover advanced Microsoft Office skills. This path is recommended for users that require more advanced skills in these tools.
 - Word 2003: Level 3
 - Excel 2003: Level 3
- **IT Efficiency – Microsoft Access**
This learning path includes courses that cover Microsoft Access skills.
 - Access 2003: Level 1
 - Access 2003: Level 2
 - Access 2004: Level 3
 - Access 2003: Level 4

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- **IT Efficiency – Mobility**

This learning path includes custom developed courses targeted at mobile and BlackBerry users.

- Mobility Tips and Shortcuts
- BlackBerry Tips and Shortcuts

Can we sign-up for more advanced courses even though they are not pre-assigned to us?

- Absolutely. In fact, it is highly recommended that you take advantage of the advanced courses to advance your skill level.

Are we required to take the courses offered through this program?

- It's highly recommended that all employees complete the courses within the pre-assigned IT Efficiency – Basic Competency Learning Path. You can assign any of the above referenced Learning paths to yourself and/or your manager may request that you sign up for advanced level courses.

Will compliance/completion status of these training courses be monitored?

- Yes, we will be running compliance reports on a monthly basis by function. These reports will be shared with the Executive Staff.

What is the deadline for completion of the courses?

- There is no general deadline being communicated as part of this program. However, you should check with your manager regarding his or her expectations for your functional area.

Who do we contact if we have questions about this program?

- For Learning Center login questions/issues, pop up blockers, password resets:
Contact the Help Desk at 1-800-435-7084
- For Learning Center Technical questions:
<http://www.se-learning-center.com/lmspages/contactus.html> or 847-925-3494
- General program questions:
Abdul Haddad at Abdul.Haddad@us.schneider-electric.com or 919-367-9362