

Section	Program Objective title	Module	Assigned to	Link to Design Plan
Section 1: Foundations	Customer service lessons	Who is our customer?	Rick	https://docs.google.com/spreadsheets/d/IOAlor87jWp4j3SYX0
		White Glove Model -	Rick	
	The Internet	Overview of how the internet	Ian	
		Domain names - Overview	Ian	
		Domain Names - Anatomy	Ian	
		Internet Protocols	Ian	
		DNS	Ian	
	What is hosting	Servers	Don	
		Firewalls - software and	Don	
	What is a website	Types of hosting	Don	
		The customer experience thus	Don	
		Building a website - Folders	Don	
		Building a website - Options	Don	
	What can go wrong	Website errors	Jake	
Email errors		Jake		
FTP Errors		Jake		
SiteBuilder errors				
WordPress errors				
Testing and evaluation	Test			
	Mock OJTs			
Section 2: Track development	a) Support track systems training	WA Culture day	Sarah and Don	
		Bluehost: T levels	Sarah and Don	
		vDeck/Foundations: T levels	Sarah and Don	
		HostGator: T levels	Sarah and Don	
		SiteBuilder: T level	Sarah and Don	
		Homestead: T levels	Not within scope presently	
		All Tracks support topics	Ian	
	b) Sales track training	Sales Cultural day	Rick and Sawyer	
		Retention	Rick and Sawyer	
		Chat	Rick and Sawyer	
		Inbound	Rick and Sawyer	
		SBC	Rick and Sawyer	
	Testing and evaluation	Managed Services	Rick and Sawyer	
		OJT - Support: tech support		
Test - Sales				
		Mock OJTs - Sales		
Section 3:	a) Support track	Managed Services and SSM for	Rick and Sawyer	
	b) Sales track	Hosting management and	Rick and Sawyer	
		All Tracks support topics	Rick and Sawyer	
	c) Business units	Business units will have their	Depends on assignment	
	Testing and evaluation	OJT - Support - tech support		
OJT - Support business units -				
OJT - Sales business units				
Section 4: Sales track	Sales track	SBC	Sarah and Don	
	Testing and evaluation	OJT - Sales		