

+-----+  
| LOCAL COMMISSIONERS MEMORANDUM |  
+-----+

DSS-4037EL (Rev. 9/89)

Transmittal No: 94 LCM-55

Date: May 20, 1994

Division: System Support &  
Information Services

TO: Local District Commissioners

SUBJECT: Office Automation System Training Needs Questionnaire for  
Local District Commissioners

ATTACHMENTS: I: OAS Training Needs Questionnaire  
(Avaialbe On-Line)

There have been several queries from Local District Commissioners in the past few months concerning their personal or immediate support staff's use of the Department's Office Automation System (OAS). These queries range from basic "how-to" questions, to requests for guidelines on the use of particular OFIS Link functions, such as sending and receiving e-mail, filing electronic documents, creating distribution lists for electronic correspondence, accessing the Electronic Library, difficulty in printing documents, and sending and replying to speed memos.

Now that statewide implementation of the OAS is complete, with an expanding base of 5,500 customers, and plans are in progress to expand OAS communications to connect with other electronic information networks, Government agencies, and provider groups, its use as a communications tool by Commissioners and their staff is expected to grow, as is the functionality and cost savings. At the same time, the Department will shortly establish Office Automation Computer Training Labs in at least two new locations, Syracuse and Potsdam.

These two initiatives afford an opportunity to develop a customized, Local District Commissioner-targeted curriculum for a hands-on training class that

covers the specific topics that Commissioners recommend. It is certainly recognized that many Commissioners delegate OAS tasks to support staff and may therefore not have a need to attend related training. However, for those Commissioners who use or plan to use OFIS Link on an intermittent basis, we are soliciting your response to the attached training needs analysis questionnaire. The questionnaire has been set up as an electronic document, with automatic tabbing to the response sections. If you are not familiar enough with OFIS Link to complete the document, please feel free to have support staff submit your response. If you have any questions, please contact Susan Amrhein of the SSIS Information Center at AW3390 or (518) 486-7187.

We would appreciate receiving your completed questionnaire via e-mail. Please have the response mailed to OAS ID SR0080 by June 17, 1994.

Thank you in advance for your assistance in helping us assess the need for the above course offering, and your preferences to attend, if any.

---

John J. DiPalermo  
Deputy Commissioner  
System Support & Information Services

ATTACHMENT I

NEW YORK STATE DEPARTMENT OF SOCIAL SERVICES  
 OFFICE AUTOMATION SYSTEM  
 Training Needs Questionnaire

1. Which OAS tasks do you currently perform yourself? Which do you currently delegate to other staff?  
 (Please X the appropriate column for each item)

| OAS TASK   | I do | I delegate | Neither |
|--|------|------------|---------|
| Check In-Mail  | [ ]  | [ ]        | [ ]     |
| Reply to In-Mail   | [ ]  | [ ]        | [ ]     |
| File In-Mail   | [ ]  | [ ]        | [ ]     |
| Delete In-Mail   | [ ]  | [ ]        | [ ]     |
| Send Messages/Memos  | [ ]  | [ ]        | [ ]     |
| Find info. in Electronic Library                                 | [ ]  | [ ]        | [ ]     |
| Maintain an On-Line Calendar                                     | [ ]  | [ ]        | [ ]     |
| Use the Master Directory   | [ ]  | [ ]        | [ ]     |
| Grant sharing to files   | [ ]  | [ ]        | [ ]     |
| Respond to Meeting Notices                                       | [ ]  | [ ]        | [ ]     |
| Convert WordPerfect and other types<br>of documents to OFIS DSSP | [ ]  | [ ]        | [ ]     |
| Mail WordPerfect and other types<br>of documents through OAS     | [ ]  | [ ]        | [ ]     |
| Others: Please specify:  |      |            |         |
| _____  | [ ]  | [ ]        | [ ]     |
| _____  | [ ]  | [ ]        | [ ]     |
| _____  | [ ]  | [ ]        | [ ]     |

2. Do you feel you would benefit from an OAS training session?

[ ] Yes [ ] No

3. Our basic OFIS Link Electronic Office training is one full day (6 hours) in length. Do you feel you could attend this type of training session?

[ ] Yes [ ] No

4. If you answered no, what length session could you attend?

\_\_\_\_\_

5. Where would you prefer to attend a training session?

[ ] Albany [ ] Potsdam  
 [ ] Batavia [ ] Syracuse  
 [ ] New York City

6. What topics would be of interest to you?  
Check all that apply.

- Signing on to OFIS Link
- Checking In-Mail
- Replying to In-Mail
- Creating File Folders
- Filing In-Mail
- Deleting In-Mail
- Sending Messages/Memos
- Finding Information in the Electronic Library
- Checking/Maintaining an On-Line Calendar
- Browsing the Master Directory
- Granting Sharing Rights to your files and calendar
- Responding to Meeting Notices
- Converting non-OFIS DSSP documents to OFIS DSSP format
- Mailing non-OFIS DSSP documents through OAS/OFIS Link
- Printing Documents
- Other topics: (please specify)

---

---

---

Please use this space for any comments, suggestions or requests.

---

---

---

---

---

---

---

---

---

---