

Frequently Asked Questions

FAQs for Students

What happens during a day of onsite training?

During the training, you follow a course agenda designed to help you start working in the software. A Dimensional Insight training consultant walks you through the course, moderating hands-on exercises and group discussions.

A day of training begins in the morning, typically at 9:00 A.M., though your project manager can specify a different start time. Training typically ends around 4:00 P.M. At about noon, there is an hour break for lunch, and there are several shorter breaks throughout the day as needed.

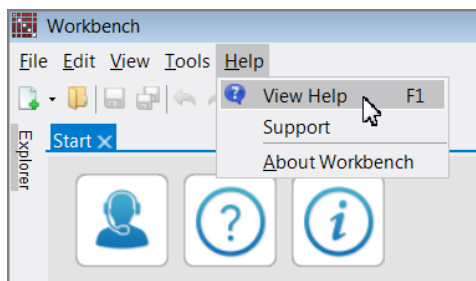
What happens during an online training session?

During an online training session, you interface with your Dimensional Insight training consultant remotely, using a video conference service, such as GoToMeeting. Each session lasts about two hours.

What if I have questions after the training is over?

You can find the answers to your questions in the Help documentation. Dimensional Insight offers Help for the following products: Workbench, ProDiver, DivePort, DiveTab, NetDiver, and Help Desk.

To access the Help, on the menu bar of any product, click **Help > View Help**. You can learn more about the Help from Dimensional Insight's [blog post](#) and [customer webinar](#).



FAQs for Project Managers

How do I prepare for onsite training?

To make the most of your training experience, take the following steps:

1. **Determine equipment needs.** Decide whether your staff will bring their own laptops to the training or work in a computer lab. Make sure that all computers used during the training have a Windows operating system and that the appropriate software is installed.
If your site has strict network security requirements—for example, if you work in a hospital—plan to provide your Dimensional Insight training consultant with a computer.
2. **Reserve a space.** Hold the training in a room with a projector or large monitor, so that the training consultant can show their screen.
Also verify that you can connect to the server in this room. If necessary, your training consultant can provide instructions for testing your connection.
3. **Schedule your staff.** Notify the appropriate people, so that they can add the training to their calendars. Make sure that they know the start time of the training and where it will be held.

A few weeks before the date of the training, your Dimensional Insight training consultant will reach out to discuss your goals, review the training course agenda, and confirm other logistics.

Does Dimensional Insight offer online training?

Yes. Online training covers the same material as training that happens at your site, but is conducted remotely, through a video conference service, such as GoToMeeting. Online training is completed over several two-hour sessions, rather than two or three full days.

Online training works well if:

- Your organization has already had onsite training on the major version of the software (for example, 7.0).
- The class size is 15 students or fewer.

Otherwise, Dimensional Insight recommends that you schedule onsite training.

Can my staff work with our organization's data during training?

Yes, although they don't have to.

If you'd prefer to use data other than your own during training (for example, because your data is sensitive and only a few people should have access to it), Dimensional Insight can supply mock data.

Should my staff take training on 7.0 if they've already had training on 6.4?

After upgrading to 7.0, it's a good idea for your organization's developers and system administrators to take training. Typically, students learn how to:

- Perform data management and security tasks, using Workbench. Workbench is Dimensional Insight's integrated development environment (IDE), and is new as of 7.0.
- Take advantage of other enhancements to the Dimensional Insight product suite.

If you determine that training is the right choice for your group, a Dimensional Insight training consultant will work with you to identify the areas where your staff would benefit from instruction.

My organization wants to make an enhancement, but we don't know where to start. Can training help?

Yes. Any time you request training, you work with a Dimensional Insight training consultant to identify the information that you want to learn. In this case, the training consultant develops a course that teaches your staff how to complete the enhancement.

You can always request training, but keep in mind that consulting hours might be a better fit, depending on the work that needs to be done. For more information, contact your Dimensional Insight sales representative.