ADMINISTRATIVE PROCEDURES

Procedure Number: 27-2

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County Administrator

SUBJECT: **PIMA COUNTY SYNERGEN ACCESS AND INFORMATION TECHNOLOGY LEARNING CENTER CLASS REGISTRATION, CANCELLATION AND NO SHOW PROCEDURES**

DEPARTMENT RESPONSIBLE: **INFORMATION TECHNOLOGY**

I. PURPOSE

These procedures establish requirements for registering a Pima County employee in computer software classes conducted at the Pima County Information Technology's Learning Center and for authorizing access to the Synergen System. Also established is a procedure for billing the authorizing Department for failure to notify the Learning Center of student cancellation two (2) full working days before the scheduled class and/or for failure to utilize a reserved class space.

II. SCOPE

These procedures extend to all County Departments and describe the steps necessary to register County employees into computer classes taught at the Learning Center and to grant access to Synergen.

III. REGISTRATION PROCEDURE

Pima County employees may initially enroll in computer software classes taught at the Information Technology Department Learning Center by telephone or through submission of the Learning Center Registration Form which is posted on the department's Learning Center webpage (http://intranet.pima.gov/isd/learning/index.htm). Since class sizes are limited, telephone enrollments are encouraged to confirm the availability of the desired class. However, all telephone enrollments must be confirmed by the requesting department through completion of the Learning Center Registration Form. The form must be received by the Learning Center ten (10) working days before the class. If the Learning Center does not receive the completed Registration Form ten (10) working days before the class, the employee's class enrollment will be cancelled. Class space will be released to those on waiting lists or late registrants. County employees may enroll in computer classes as late registrants ten (10) working days before a class provided there is class space available. Late registrants should first call the Learning Center to confirm available space. If available, the completed Learning Center Registration Form must be received by the Learning Center within two (2) working days before the class.

The Learning Center will maintain a waiting list of employees wanting to enroll in a particular class when last minute vacancies occur. The Learning Center will notify these employees as quickly as possible up to the start time of the class. Entry to a class on this basis will also require a completed Learning Center Registration Form. Each department should designate authorized signatures.

Synergen Class Registration:

In addition to the general requirements outlined within this procedure, there are additional requirements for Synergen class registration. By signing a completed Synergen Access and Class Registration Form posted on the Learning Center and Information Technology websites (http://intranet.pima.gov/isd/index.html), the employee's Department Director or other departmental authorized signer is authorizing that level of access within the Synergen system for the employee. Access to the Synergen system will not be granted until the appropriate training is fully completed by a designated Pima County Synergen instructor.

For a description of each access level or responsibility, refer to the "Synergen Access and Class Descriptions" on the Information Technology website.

Synergen training is not requested by the employee based on their level of interest. It must be authorized by the Department Director or other departmental authorized signer based on an employee's need to access the Synergen system to accomplish job requirements.

All levels and types of Synergen classes are coordinated by the Information Technology Department. Basic Synergen training for general access responsibilities is provided by the IT instructors in the Learning Center. IT will coordinate with various authorized departmental instructors to provide advanced level training in the areas of Finance, Procurement and Work Management. Although training may be provided by departmental instructors, all levels of access to the Synergen system will be granted by the IT System Administrator only.

The Information Technology Department will scan the completed Synergen Access and Class Registration Form and attach it to the employee's record in the Synergen system.

IV. CANCELLATION PROCEDURE

Cancellation of an employee's class registration can be accomplished up to two (2) full working days before the scheduled class without penalty. Cancellations of less than two (2) full working days and/or the failure of the student to attend class will result in a $50 "no show" fee being charged to the enrolled employee's department. Another employee from the enrolled employee's department may be substituted to take the scheduled class without incurring the "no show" fee

If the scheduled class is for Synergen training, the alternate employee must also be authorized to have that level of access to the Synergen system. He or she must submit a Synergen registration form signed by the Department Director or other departmental authorized signer.

V. "NO SHOW" BILLING PROCEDURE

An employee who fails to attend a class for which he or she was properly registered and/or fails to properly cancel the registration, will be considered a "no show." A "no show" fee of $50 will be charged directly to the employee's department for each occurrence. The authorized department signature on the Learning Center Registration Form will serve as authorization by the department to receive the charge in case of an employee "no show."