Table of Contents

Training

Console Configuration Training

Harris will conduct a two-day Console Configuration course that will be jointly attended by designated dispatch supervisors from the City of Aurora and the City of Naperville. The course will provide participants with the knowledge and skills to configure the Symphony Dispatch Console to meet operational needs. The training will include a detailed operational overview that introduces the various features and capabilities of the console. Dispatch supervisors will work within the Configuration Utility to explore the various settings and how these settings impact the operation of the console. With an understanding of the Configuration Utility settings, the supervisors will have the requisite knowledge to define the parameters that best suit their operational needs. Harris will save these settings and use them as a template to set up additional consoles. Participants will also be trained to perform the following tasks:

- Add, rename and delete workspace tabs

- Design communications modules (i.e., entities, colors, sizes, etc.)

- Add, delete and move communication modules

- Change the sidebar panel layout

- Create, switch, delete and password protect console setups

- Set encryption indicators and controls (if applicable)

Harris will introduce the Audio Box Configuration Tool, which manages audio and voice input and output attributes, with the caveat that this tool is only for use in consultation with system engineers and/or technicians. Detailed settings controlled by this tool will be set in conjunction with system engineers and/or technicians. Harris will also explain the relationship between the consoles and Active Directory, cloning of consoles, and the connectivity to the Voice Network Interface Controller.

This training will take place after the Symphony Dispatch Consoles are installed and made operational but prior to console operational training and cutover. Each dispatch supervisor will receive a copy of the training presentation and any applicable technical documentation. Harris will conduct this course one (1) time for up to six (6) participants at a designated dispatch facility.

Console Operation Training

Instructor-led, hands-on training sessions on the operation of the Symphony Dispatch Console will be four (4) hours in length. This training will use operational consoles installed at the designated dispatch center. Harris recommends limiting each training session to no more than two (2) dispatchers per console to maximize the hands-on training. The training will include the following tasks performed using the Symphony Dispatch Console, as applicable:

- Select communication modules

- Transmit and receive group and individual calls

- Transmit, receive and clear emergency calls

- Review call history and play back audio

- Modify communication modules

- Create, modify and transmit on patches and simulselects

- Control conventional channels

- Use the paging function

- Change console setups

- Use special and enhanced console features

Harris will conduct a total of ten (10) console operational training sessions over five (5) consecutive days that will be attended by dispatchers from both the City of Aurora and the City of Naperville. Harris will schedule these sessions just prior to implementation to allow participants to promptly begin using the skills learned. Each participant will receive a Harris published/produced hardcopy of the Symphony Dispatch Console Operation Quick Reference Guide.