



End User Argus Training

Outline and Brainstorming Session

End User Argus Training

Today/Now (What do we do)

- Once the system is commissioned, we hand over the project to Kevin Hong to schedule and conduct the training session with the end users.

Future State (What we aspire to do)

- Commissioning tech will be conducting the end user training on their projects.
- The commissioning tech that commissioned a system will always be the one who does training.
- The Argus Learn LMS (Learning Management System) will be included as End User Training
- The Block of Hours “BOH” will be provided for additional training and fine tuning.

Why this change:

- **More Efficient:** If we know it well, probably we will be able to teach it back best. The training session will be more efficient because the end user learns from the tech who knows best about their system.
- **Mitigates Risk (Single point of failure):** We don't have a single point of failure if the dedicated trainer decides to leave Argus.
- **Better Client experience:** Less hand off's on a project and learning from the tech that the client is familiar with will help with a better overall Argus experience for our clients.
- **Project Closeout (nothing pending):** No aspect of the project is left pending; commission/train all at once. The commissioning techs should be able to close the project and hand it off to Service directly.
- **Less Admin work** – We might be able to get rid of tracking/scheduling end-user training through JIRA because the Commissioning Techs can schedule/manage training with the end client as part of their commissioning function. No need to track this through JIRA.
- **Hand-off to BOH** - Transitions the customer to our Block of Hours program to allow for further training and fine-tuning and purchase of additional hours.
- **Argus Learn** – Introduces our customers to our Argus Learn LMS program.

Scope of Work for new system training

Training to include

Argus Learn Courses

Basic

- Introduction to Argus Hardware
- Hardware 101
- Hardware 201
- Introduction to Argus Software
- Software 101
- Software 201

Fertigation

- Fertigation 101 – Fundamentals
- Fertigation 101 – Irrigation
- Fertigation 101 – Nutrient
- Fertigation 101 – Plant Health
- Fertigation 101 – Nutrient Delivery
- Fertigation 201 – Software
- Fertigation 201 – Fertigation Hardware

Application Focused Courses - Instructor Lead

- Greenhouse Climate (Includes Lighting)
- Fertigation
- Indoor Climate

Live Training and Block of Hours

- Two hours of live remote training with Argus Commissioning technician
- Training to include basic functions, setpoints, equipment control and alarms and site-specific application training
- The ten hours of training and fine-tuning to be completed by the Argus "Block of Hours" technician
- The hours of BOH to be completed within one year after the project is completed

Next Steps:

- Define Training Process for End User Training
- Create and Develop Training Checklist for the commissioning technician
- Create and Checklist for the start-up commissioning technician
- Train the commissioning techs on end user training process and format
- Update Sales documents to include an updated training description
- Additional Items?

Comments