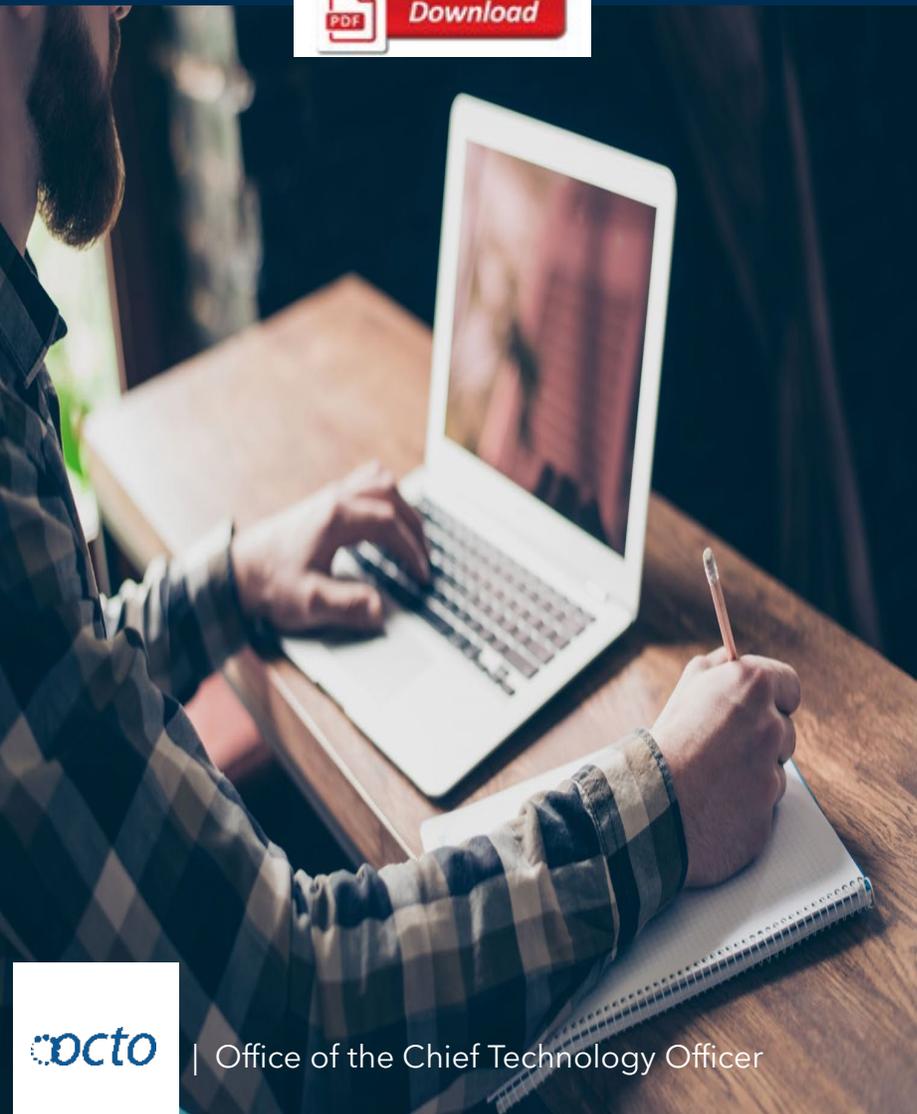


Digital Services Training | Training Schedule - May / June 2023



M365 Accessibility Solutions (05/05)

This course shows how people can achieve more with the built-in accessibility tools and features in Microsoft technologies. It focuses on features for those who need to customize their settings for hearing, sight, and neuro-diverse needs, as well as for those that wish to be more inclusive in the content they create and the way they present.

[CLICK HERE TO REGISTER](#)



- **PART 1:** Introduction to the ArcGIS System - (May 17th @10am)
- **PART 2:** Collecting Data using Survey123 - (May 24th @10am)
- **PART 3:** Visualize the data collected in the Survey (May 31th @10am)
- **PART 4:** Disseminate findings with StoryMaps – (June 7th @10am)

[CLICK HERE FOR MORE INFORMATION & TO REGISTER](#)



- Get Started With Microsoft Teams (05/10)
- Increase Collaboration with Microsoft Teams (5/12)
- Tips, Shortcuts, and What's new in Microsoft Teams (05/15 & 05/17)
- Customize Microsoft Teams with Apps (05/19)
- Get Started with Microsoft Teams Phone (05/26) – TBC

[CLICK HERE FOR MORE INFORMATION & TO REGISTER](#)



- Power Platform Fundamentals – 06/14
- Power Apps -06/16
- Power BI - 06/21 - ADDITIONAL LICENSE PURCHASE REQUIRED
- Power Automate - 06/23

[CLICK HERE FOR MORE INFORMATION & TO REGISTER](#)

Digital Services Training | Training Schedule - May / June 2023



servicenow

ServiceNow Enterprise Platform is getting an upgrade named **ServiceNow Enterprise Release 8** on Monday, May 01, 2023 COB (after 5 PM). The OCTO ServiceNow team will be hosting **daily trainings from May 2nd-5th**

OCTOhelps Portal Demo for End-Users (Daily, @9-10am)

JOIN ON TEAM

ServiceNow Training for ITIL Fulfillers (Daily, @10:30am-12pm)

JOIN ON TEAMS

Self-Service Portal Upgrade - Overview (End-Users)

<https://octohelps.dc.gov>

Agenda

- **OCTOhelps Portal Upgrade (ServiceNow Self-Service Portal)**

1. New Look-and-Feel
2. Navigation
3. Submitting IT Request (Universal Request)
4. Service Catalog

Date/Time:

- Tue, May 02 – Fri, May 05
- 9 – 10 AM EST (DAILY)

- **NOW Mobile App Upgrade**

1. Branding: **OCTOhelps Mobile**
2. Installation: Finding in App Store, Login, Navigation
3. Mobile App Usage: Submitting IT Request, Checking Status, Post Comment

| **Enterprise Release 8 Overview - For ITIL Fulfillers**

Agenda

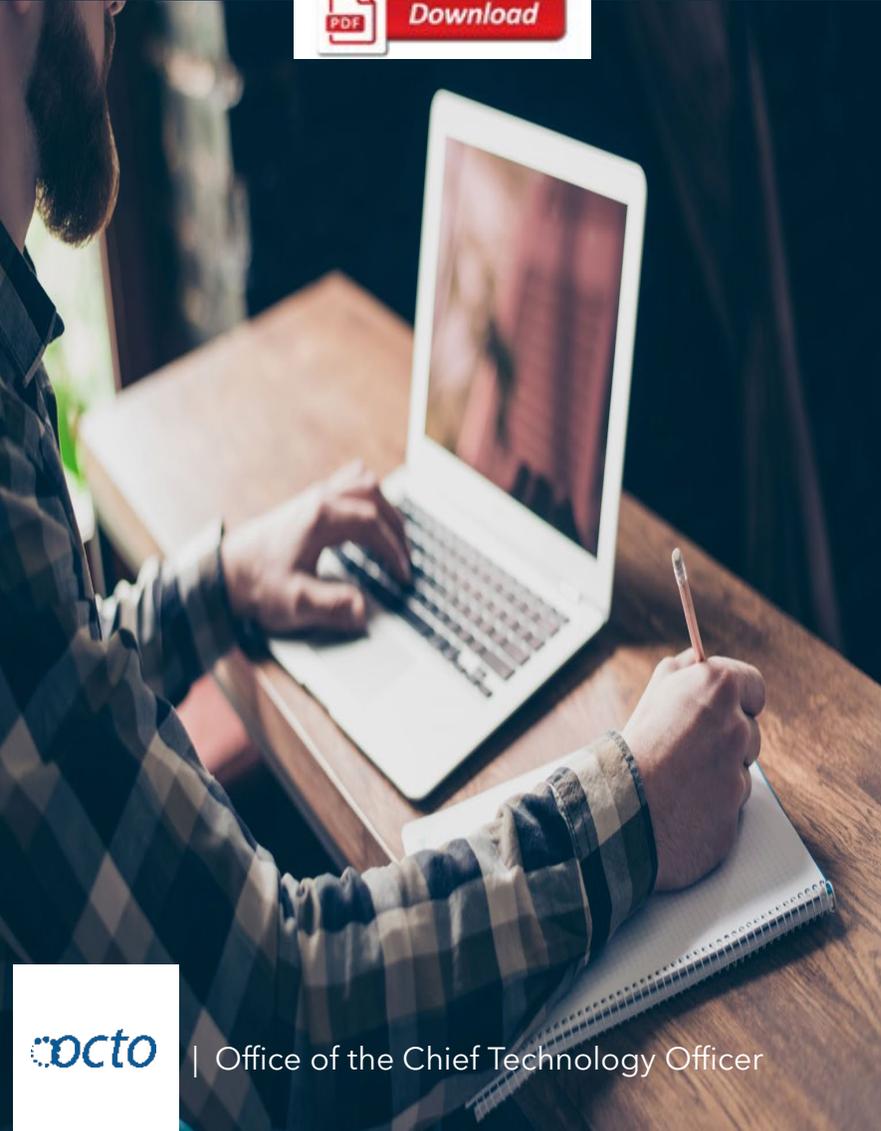
- **ServiceNow Enterprise Platform – Implementation Journey**

- **Release 8: ITSM End of Base Implementation**

1. **CMDB: Configuration Management Data Base**
2. **ServiceNow → TEAMS Integration**
3. **Self-Service Portal Upgrade: New Look-and-Feel**
4. **Mobile App Upgrade: NOW Mobile, Agent Mobile**
5. **Integrations for automation: SN → Azure AD, SN → MSTR, AlertOps → SN**

- **Platform Upgrade: Utah Release**

Business Intelligence Analytics and Visualization Division | BI Trainings



Introduction to Tableau Desktop Pro (May 16 & 17)

Are you **new to Tableau**? The two-day class will cover the fundamentals which includes checking for data accuracy, creating visualizations, combining visualizations in an interactive dashboard, and sharing dashboards with Tableau Server.

Intermediate Tableau Desktop Pro (May 9 & 10)

Are you using Tableau regularly and ready to learn more? OCTO's two-day intermediate Tableau course is designed for analysts and District of Columbia agency staff who have a solid working experience with Tableau and want to take it to the next level. You should have a deep understanding of all the fundamental concepts of building worksheets and dashboards but may have trouble when working with complex issues.

Introduction to Tableau Prep Builder (May 24)

The training will cover the fundamentals of working in Tableau Prep by providing a visual way to combine, shape, and clean data for easier and faster analysis in Tableau Desktop and Tableau Server. The class will also cover how Tableau Prep fits into the analytical cycle and when to prepare data in Tableau Prep versus Tableau Desktop.

[Click here for more information or to Register](#)



Build a solid foundation in MicroStrategy with this two-day introductory course designed for District of Columbia agency employees who are analysts or work with data on a regular basis.

This **two-day** training class will cover the fundamentals of working in MicroStrategy, which includes Import and refine data to create visually-compelling, interactive data representations (visualizations). Format, analyze, filter, and layer the visualizations to create appealing, insightful dashboards through the MicroStrategy Web interface. Share your dashboard to collaborate with other users and access the dashboards on the web and mobile devices.

- May 23 and 24
- June 27 and 28

[Click here for more information or to Register](#)