

## **DISASTER SERVICES TECHNOLOGY TRAINING**

### **Disaster Services Technology Overview Workshop**

#### **Description**

Disaster Services Technology Overview Workshop is a basic, instructor-led online workshop designed to introduce participants to the technology deployed on disasters. It provides a brief overview of the four activities of Disaster Services Technology: customer service, networking technology, computer operations and communications and how these help fulfill the overall mission of the Red Cross.

#### **Learning Objectives**

Upon completion of this course, participants will be able to:

- Describe the chain of command for the activities within Disaster Services Technology up through the operation administration.
- Describe the mission and goals of Disaster Services Technology.
- Identify the four major activities within Disaster Services Technology.
- Describe how the Disaster Services Technology activities help fulfill the overall mission of the Red Cross.
- Recall what to do when their first Disaster Relief Operation (DRO) assignment is received.

#### **Prerequisites**

Fulfilling Our Mission / Introduction to Disaster Services

#### **Length**

This course is 2 hours in length. Attendance of the entire course is required to earn a course certificate, which is sent to the participant via email.

### **Disaster Services Technology Customer Service Workshop**

#### **Description**

Disaster Services Technology Customer Service Workshop is a basic, instructor-led online workshop designed to introduce participants to the customer service and resource management technologies deployed on disasters. It provides an overview of the roles and responsibilities of Disaster Services Technology Customer Service members on a disaster relief operation.

#### **Learning Objectives**

Upon completion of this course, participants will be able to:

- Define the role of DST Customer Service on a disaster relief operation.
- Explain the knowledge, skills and abilities needed by DST Customer Service staff members.
- Describe the organization and content of response technology procedures.
- Recall the responsibilities and procedures of resource management.
- Describe the role that DST plays in Client Assistance System password administration.

#### **Prerequisites**

Fulfilling Our Mission / Introduction to Disaster Services

Recommended: Disaster Services Technology Overview Workshop

#### **Length**

This course is 2 hours in length. Attendance of the entire course is required to earn a course certificate, which is sent to the participant via email.



# *Fact Sheet*

Disaster Services

## **Disaster Services Technology Networking Workshop**

### **Description**

Disaster Services Technology Networking Workshop is a basic, instructor-led online workshop designed to introduce participants to the networking technologies deployed on disasters. It provides an overview of the roles and responsibilities DST Networking members have on a disaster relief operation.

### **Learning Objectives**

Upon completion of this course, participants will be able to:

- Define the role of DST Networking on a disaster relief operation.
- Explain the knowledge, skills and abilities needed by DST Networking staff members.
- Describe the organization and content of response technology procedures.
- Describe the network fundamentals and equipment.
- Describe the site selection concepts.
- Recall the basics of network cabling and power distribution.
- Identify satellite RF (radio frequency) safety zones.

### **Prerequisites**

Fulfilling Our Mission / Introduction to Disaster Services

Recommended: Disaster Services Technology Overview Workshop

### **Length**

This course is 2 hours in length. Attendance of the entire course is required to earn a course certificate, which is sent to the participant via email.

## **Disaster Services Technology Computer Operations Workshop**

### **Description**

Disaster Services Technology Computer Operations Workshop is a basic, instructor-led online workshop designed to introduce participants to the computer operations technologies deployed on disasters. It provides an overview of the roles and responsibilities DST Computer Operations members have when on a disaster relief operation.

### **Learning Objectives**

Upon completion of this course, participants will be able to:

- Define the role of DST Computer Operations on a disaster relief operation.
- Explain the knowledge, skills and abilities needed by DST Computer Operations staff members.
- Describe the organization and content of response technology procedures.
- Define the three basic network scenarios and laptop setup.
- List security methods and their importance.
- Summarize the concept of databases and where they can reside in an operation.
- Differentiate between login IDs for laptop access to Windows, server/domain, email and applications.

### **Prerequisites**

Fulfilling Our Mission / Introduction to Disaster Services

Recommended: Disaster Services Technology Overview Workshop

### **Length**

This course is 2 hours in length. Attendance of the entire course is required to earn a course certificate, which is sent to the participant via email.



# *Fact Sheet*

Disaster Services

## **Disaster Services Technology Communications Workshop**

### **Description**

Disaster Services Technology Communications Workshop is a basic, instructor-led online workshop designed to introduce participants to the communications technologies deployed on disasters. It provides an overview of the roles and responsibilities DST Communications members have on a disaster relief operation.

### **Learning Objectives**

Upon completion of this course, participants will be able to:

- Define the role of DST Communications on a disaster relief operation.
- Explain the knowledge, skills and abilities needed by DST Communications staff members.
- Describe the organization and content of response technology procedures.
- Summarize the two main areas of responsibility for DST Communications.
- Identify the basic communications technologies used on a disaster relief operation.

### **Prerequisites**

Fulfilling Our Mission / Introduction to Disaster Services

Recommended: Disaster Services Technology Overview Workshop

### **Length**

This course is 2 hours in length. Attendance of the entire course is required to earn a course certificate, which is sent to the participant via email.

## **All Courses**

### **Audience**

Employees and volunteers of the Red Cross who are interested in learning more about the Disaster Services Technology team.

### **Scheduling**

To participate, you must enroll in a scheduled online workshop within 24 hours of the workshop date. DST members may check the DST neighborhood for scheduling details. Others may send an email to [DST101@usa.redcross.org](mailto:DST101@usa.redcross.org) for scheduling information. These workshops are scheduled in the evenings, starting at 8:00 PM EST.

### **Materials and Equipment**

Online workshop: individual participation

- Computer (desktop or laptop)
- Internet connectivity
- Telephone, with speakerphone or headset recommended
- A copy of the PowerPoint slides used in the online workshop is electronically sent to participants via email.

DST101\_Schedule\_Dec-Jan-Feb2010

DISASTER SERVICES TECHNOLOGY CLASSES SCHEDULED FOR  
REMAINDER OF DECEMBER 2009, JANUARY AND FEBRUARY 2010

DAY / DATE:	TIME (PST):	CLASS:
=====	=====	=====
wed, 12/16/2009	1600-1900	DST 101: TIMS Software Training (DSHR class code: TIM1 ; LMS class code: DSMSS115W) [PREREQUISITES FOR TIM1 CLASS: TOV1 and TCS1]
Thu, 01/07/2010	1700-1900	DST 101: An Overview (DSHR course code: TOV1 ; LMS course code: DSMSS110W)
Thu, 01/14/2010	1700-1900	DST 101: DST Customer Service (RCS) (DSHR course code: TCS1 ; LMS course code: DSMSS111W)
Thu, 01/21/2010	1700-1900	DST 101: DST Networking (RNT) (DSHR course code: TNT1 ; LMS course code: DSMSS112W)
Thu, 01/28/2010	1700-1900	DST 101: DST Computer Operations (RCO) (DSHR course code: TCO1 ; LMS course code: DSMSS113W)
Thu, 02/04/2010	1700-1900	DST 101: DST Communications (RCM) (DSHR course code: TCM1 ; LMS course code: DSMSS114W)
Thu, 02/11/2010	1600-1900	DST 101: TIMS Software Training (DSHR course code: TIM1 ; LMS course code: DSMSS115W) [PREREQUISITES FOR TIM1 CLASS: TOV1 and TCS1]

To sign up for a class, send an email to [dst101@usa.redcross.org](mailto:dst101@usa.redcross.org) and give the following information:

The DSHR course code and date of the class you want to attend  
Your name and DSHR number  
Your telephone number  
Your chapter's code [05180 for ARC-GLA] and city, state

Someone at the National DST office will email you the conference call dial-in number and access code, and the web address for the web-based slide show part of the course, as well as electronic copies of the course materials. Once you complete a course, the completion certificate is emailed to you, usually about a week after the course date. You should then forward a copy of that email to Jennifer Bailey at ARC-GLA west L.A. headquarters to be recorded in your chapter training records.