



Court Services and Offender Supervision Agency  
for the District of Columbia

# Management Instruction

**Policy Statement 2007.1**

**Policy Area: Information Technology**

**Effective Date: 01/01/2002**

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**COURT SERVICES AND OFFENDER SUPERVISION AGENCY (CSOSA)  
INFORMATION TECHNOLOGY RESOURCE CENTER**

## I. COVERAGE

This instruction applies to all CSOSA employees, Office of the Director, Community Supervision Services, and Community Justice Programs.

## II. BACKGROUND

It has been noted that after attending training, CSOSA employees sometimes lose the skills learned during class. This happens for different reasons. In some cases, the application is not used immediately after training. In other cases, a particular function of the software needs to be reviewed. The function of the ITRC is to provide a review on specific functions of the Microsoft Office Suite of software. This includes Word, Excel, PowerPoint and Outlook. Each review session will be 15 minutes long.

This is the pilot phase of the project. The intention is to expand, if warranted, both the area of service and the applications included in this policy. The date for expansion will be determined after this pilot program is assessed.

## III. POLICY

This instruction establishes policy for using the Information Technology Resource Center (ITRC). This is a joint effort between Information Technology and Training & Career Development. At this time, this is a pilot program only. The ITRC is not meant to be a training class. Its purpose is to function as a review mechanism. The ITRC is not meant to replace the IT Help Desk. All IT issues that are urgent in nature should continue to be directed to the IT Help Desk who will then log a ticket and assign it to the proper LAN Team.

The use of the ITRC is restricted to CSOSA employees who have taken training on the subject about which they are inquiring. The training must have been taken through the John A. Carver Training & Career Development Center within the previous six months.

Examples of the types of review that will be offered include, but are not limited to:

**Word:** creating templates, creating tables, adjusting margins, adjusting file locations for

workgroup templates, headers/footers, page numbering, moving/arranging toolbars, changing font color/size/type, track changes, showing/hiding grid lines.

**Excel:** text alignment, printing, printing with grid lines, inserting columns and rows, Column alignment, Filtering, Removing rows and columns, Merge and Center Heading, Calculating formulas other than auto sum, Splitting Worksheet windows for viewing, repeating heading columns on next page.

**PowerPoint:** Animation and Transition timing, Insert text boxes, Save as a PowerPoint Presentation vs. PowerPoint Show, Inserting large text, creating organizational charts.

**Outlook:** creating signatures, changing email editor [Word vs. Microsoft Outlook Rich text], filtering, auto-preview, archiving, creating personal folders, creating sub-folders, creating a rule using Rule Wizard, creating personal distribution lists.

#### **IV. PROCEDURES**

Information on hours of operation, session dates, and trainers can be found on the CSOSA Intranet, under Information Technology or Human Resources (Training). To schedule a session, obtain your supervisor's approval, then contact the IT Helpdesk at 202.220.5377 or via email using "IT Helpdesk". Explain your request to the Help Desk Analyst, including the application, the task and the session you would like to attend.

All employees will be trained at 633 Indiana. Please make every effort to attend the review session for which you have been scheduled. If you cannot attend, call the IT Helpdesk to cancel your session.

#### **V. RESPONSIBILITY**

Information Technology will provide the hardware and software as well as a part-time training resource. Training and Career Development will provide full-time training resources. Questions should be addressed to the IT Helpdesk at 202.220.5377.

#### **VI. LOCATION**

During this pilot phase, employees may receive the services of the Information Technology Resource Center in the computer lab, Room 5 of the Training and Career Development Center, located on the 6<sup>th</sup> floor of 633 Indiana Avenue.