

I believe the training was very useful. We were taught key things about the Service Desk Procedure, Jira, Confluence and dealing with customers. It was also a fun environment where we had the opportunity to interact with the IST employees and service Desk employees in other departments. It also inspired confidence in my abilities to complete my roles in my role.

Key things I learned were centred around the software and services that we would be administering. Some important topics covered that were especially useful were how to properly reply to emails, how to use JIRA, the internal and external confluence articles, WATIAM, malware, what it is and how to get rid of it and Phishing and Cyber Security. These topics educated me on the problems that may arise in my job and how to deal with them. I was not privy to the software, strategies and concepts explained and the days of training did an excellent job of demonstrating them to me. Additionally, Farhia, Avery and Anna had several activities lined up that were useful for the practice of the concepts learnt. We completed scenarios, played kahoots and solved previous tickets and complaints.

I believe that I already know many of the concepts concerning customer service and security and Privacy. Due to previous experience, I believe that I was already aware of the policies concerning these topics. However, I do see it still necessary for new hires to complete this training to ensure that they are aware of the concepts.

I do believe it would be valuable for future co-ops to do this training. The IST training offered an interactive fun and interesting approach to learning the concepts needed. Also, having the co-ops do the course in person adds additional insurance that they learn all the necessary concepts needed. However, what I would advise is that the co-ops could be briefed on the topics that would apply before they go to the training. For instance, they could briefly be advised to focus on what to do concerning Jira, WATIAM and Email Etiquette. But also, be told not to worry about Skype for Business or DUO Admin. This would decrease their stress and allow them to pay special attention to what is needed. It was ok for us because Spencer was present to advise but for future co-op, a brief insight could help them to focus on the necessary concepts and not the ones they would not need. Also, it could be useful to confer with the IST trainers to be on the same page regarding the software that the new hires would have access to. Sometimes there

would be practices and tutorials that the leaders were administering and they required participation from the co-ops but we could not participate because we didn't have access to Jira, Confluence, and WATIAM for Ana.

Conclusively, I think that the training was useful and very educational. I learned a lot about the software and the services, however some parts I was unable to participate because of lack of access. Also, we were learning about some things that did not apply to us such as DUO Admin and Skype for Business. However, I do think that this training would still be useful for future co-ops.