



AWD TRAINING

AWD¹⁰ MONITORING



Course Description

This course focusses on the 'people' and 'work' dashboard elements of the Monitoring tool. It provides an overview of each analytic used and the data that supports those analytics.

Course Content

AWD[®] Monitor Navigation

Set up and Considerations

- Reporting Hierarchy

Dashboard Analytics

- People
- Work

Building a Personal Dashboard

- Subject areas
- Data

Target Audience

The AWD¹⁰ Report Writing course is aimed at those responsible for creating reports either for personal or public use.

Prerequisites

Attendees of this course should be familiar with AWD concepts and terminology.

Course Duration

½ day

Delivery Method

Classroom based, instructor-led training with practical AWD exercises.

Certification

Attendees will receive a certificate of attendance.

Optional Add-ons

AWD¹⁰ Report Writing

Building on the AWD¹⁰ Monitoring, this 1 day course covers writing custom reports, using the 'Answers' component of the Monitoring tool. It includes creating custom analytics, building custom dashboards and understanding the data that is available for your reports and provides the 'AWD¹⁰ Report Writing' level of certification.

Costs and Location

Training courses will be held at one of our London training locations, and are priced per person. To arrange training at your offices or to book larger group sizes, please contact us for more information.

Courses	Duration	Audience
BPMN for AWD	1 day	Business Analysts, System Administrators, Developers and Process Owners
AWD¹⁰ Admin and Design Studio	5 days	Business Analysts, System Administrators, Developers and Process Owners
AWD¹⁰ Design Studio	3 days	Business Analysts, System Administrators, Developers and Process Owners
AWD¹⁰ Advanced Design Studio	1 day	Business Analysts, System Administrators and Developers
AWD¹⁰ Customisation Development	2 days	Developers
AWD¹⁰ Capture - Inbound Email	½ day	Business Analysts, System Administrators, Server Administrators and Developers
AWD¹⁰ Case Management	½ day	End Users, Business Analysts
AWD¹⁰ Communications Design	1 day	Business Analysts and System Administrators
AWD¹⁰ Communications Integration	½ day	Business Analysts, Systems Administrators and Process Owners
AWD¹⁰ End User Train-the Trainer	1 day	End User Trainers
AWD¹⁰ Support Analysis	1 day	System Administrators and System Support Analysts
AWD¹⁰ Monitoring	½ day	Team Leaders and Managers
AWD¹⁰ Report Writing	1 day	Business Analysts and Developers

Note: Classroom sizes will be kept at a number that ensures the trainees are provided with the required level of assistance during practical sessions.

About DST

DST Business Process Solutions, a wholly-owned subsidiary of DST Systems, Inc., is a trusted provider of technology-based service solutions to the world's best known insurance, retail and commercial banking, utilities and media communications organisations. AWD, our intelligent business process (BPM) and case management application, is used by over 400 clients to align people, technology and departments to execute effective operations. For over 20 years, our clients have used AWD to reduce cost, improve customer service, ensure compliance and improve overall operational efficiency. There are now over 250,000 AWD users within the DST family of organisations, partners and clients.

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