

## CAD Workshop

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### Course Description

This instructor-led, hands-on course includes a computer configured specifically for each student, with their Agency's data and maps, providing a familiar environment. Students receive instructions for configuration and use of new features, basic mapping, along with tips for better utilization of existing features.

### Course Length

2 Days

### Class Size

6 Students Maximum

### Prerequisites

- Basic MS and Windows Computer Skills
- Basic mapping skills
- Basic Global Dispatch (CAD) Skills
- Access to Global Dispatch (CAD) Configuration

### Audience

This course is intended for CAD System Administrators and Supervisors of the Computer Aided Dispatch System. These administrators should be those responsible for set up, maintenance, and support of the system.

### Course Materials

The student kit includes a comprehensive workbook and other necessary materials for this class.

### At Course Completion

After completing this course, students will have a basic understanding of:

- The difference between User permissions and Administrator permissions.
- Configuration and System Options
- Map layers, boundaries, districts and how they relate to call responses.
- Creating, adding or updating call responses
- Map maintenance including adding streets, street segments and steps for resolving invalid addresses
- Implementation and utilization of new and existing features