



Defense Collaboration Services “Super User” Training

The Defense Collaboration Services (DCS) "Super User" live online training is available to DOD personnel. The DCS Program Management Office (PMO) requests each organization to **designate two DOD Common Access Card (CAC) holders** (excepting contractors) to serve as local subject matter experts of DCS to support local customer troubleshooting, promote and communicate the benefits of collaboration, and enable and increase collaboration within the organization. With limited resources and budgets, it is important for organizations to leverage collaborative tools to perform and increase work flow productivity in a cost effective manner.



BECOME A DCS SUPER USER

Training includes:

- 5 Step “Easy to Use” walkthrough
- DCS System Prerequisites and Alert Items for Success
- DCS Detailed Menu and Usage Descriptions
- Windows 10 Configuration Steps for DCS Audio and Video
- Best Practices and Trouble-Shooting steps

The DCS Program Management Office requests that organizations identify their super users and provide their names to the DCS program office at disa.meade.eis.mbx.dcs@mail.mil.

PURPOSE of training is to develop DCS collaboration expertise across the DOD and to foster a collaborative environment.

This course will provide training for advanced features beyond DCS chat and web-conferencing capabilities, such as integrated audio and conference room configurations.

Dates and times (Eastern) for the training sessions are:

- December 5 at 3 pm
- January 9 at 9 am
- February 6 at 11 am

Additional training dates are listed on the registration page.

Registration is required. Registered users will be notified of the URL for the training event before the training session. A certificate will be provided upon completion designating the employee as a DCS super user. **Dates and times for training sessions are located at:** <https://www.dcs.apps.mil>.

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Frequently Asked Questions:

Question: What does it cost my organization (dollar wise) to designate and train super users?

Answer: The training is provided as an enterprise service. Super users once designated can come back for updated training as DCS updates are released. There is no cost to the Mission Partners.

Question: How much time does it take each week/month to perform the super user duties?

Answer: This depends on the number of DCS users in the organization. Based on the number of users being supported, a super user’s workload may be similar to what the DCS PMO sees each week. On average, this would be about 8 hours a week.

Question: Is it voluntary for my organization to participate?

Answer: It is voluntary but strongly encouraged. Many users don’t take the time to put in an incident ticket because it takes too long to get a response to a simple DCS question. The super user can do that for an organization. In addition, the super user will gain high visibility in the organization as they will be designated as their organizational “go-to” person for DCS.

Question: There are start times for the classes, but how long does each class last?

Answer: Overall two hours. The class is 90 minutes with 10 and 15 minute breaks each ½ hour. Once designated as a super user, they will have a DCS chat room at their disposal to ask the DCS subject matter expert (SME) questions.

Question: Why can I only designate DOD civilians to be super users and not military?

Answer: Military personnel can serve as super users, as can interns or summer-hires. However, contractors should not be designated unless there is a contract modification.

DCS PMO: disa.meade.eis.mdx.dcs@mail.mil

