



CUSTOMER TRAINING

The goal of the DFS Customer Training Program is to present technical information, and ultimately, enable the customer to operate and maintain the DFS SCADA system without the need of outside technical assistance.

The program is supported by human instructors and product-oriented courseware. All training is available at our home office or your location.

DFS training qualifies for Continuing Education Unit (CEU) credits through the Florida Section of the American Water Works Association (FSAWWA). This accreditation may be extended to other regions as necessary.

DFS technical training courses are in Microsoft PowerPoint format with "hands-on" practical exercises. For customer site training, DFS requests that a comfortable space be provided with AC power and seating for all students. The instructor will install the Mobile Training System (MTS) and multimedia presentation equipment (if none is available).

The objective of troubleshooting training is to isolate failure(s) and replace defective units as fast as possible. Students will be afforded the highest level of access to the Mobile Training System. The customer-owned in-service SCADA system is not required for any training exercises.

All DFS training courses require basic computer skills in the Microsoft environment. If students lack familiarity with computers and software applications, consult the DFS Customer Service Manager.

The training program is managed in four different elements:

1. On-Site Training (OST)

All DFS training courses can be brought to your home location. Our Mobile Training System consists of a SCADA Central and a number of remote terminals. Students receive "hands-on" training without having to disrupt the operation of any in-service equipment.



2. DFS Factory Training (DFT)

All DFS training courses are offered at our Melbourne training facility. DFT courses are 5-day pipelines consisting of 2 or 3 courses delivered Monday through Friday back-to-back. DFT courses may be offered at your home location if feasible.

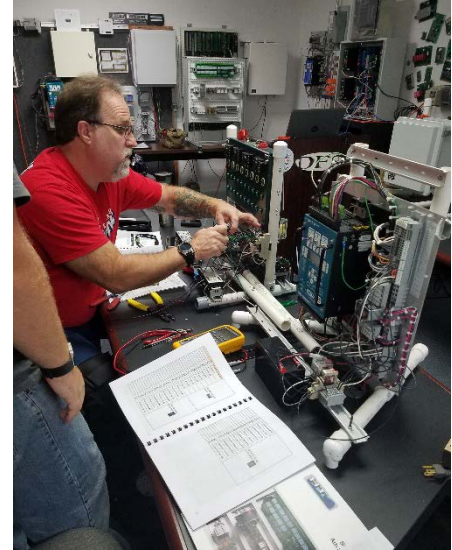
3. Free Training Courses (currently on hold due to COVID-19)

All free training courses qualify for CEUs and have additional fees if CEUs are purchased. These courses are held at DFS Headquarters in Melbourne, Florida.

- Hyper SCADA Server Refresher is offered four times each year (January, April, July, and October).
- HyperTACII to HyperTAC3 Conversion.
- RF Test Equipment Familiarization (offered with purchase of equipment).

4. Professional Development Training (PDT)

All FSAWWA sponsored training taught on-site for CEU credit. FSAWWA schedules dates and location.



DFS offers 45 courses of instruction varying in length from 1 to 5 days and in presentation rate from 5 to 35 slides per hour. All students are issued a trainee's guide, which contains at a minimum, a copy of all slides. Technical manuals, product information brochures, and other pertinent documents are often included. "Soft" copies of the training material are not available on-line or otherwise.

QUESTIONS?


For questions on training or to arrange a training session, contact our Training Department.

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