

Training FAQ

How can I get more information on the Training Plan?

If you are an OSI user or partner, please email training@osii.com.

How can I get information regarding logistics and travel?

If you are an OSI user or partner, please email training@osii.com.

What are the training costs?

Please contact OSI's training department at training@osii.com for information.

Are courses available at my site? Are courses available to other locations?

Yes. OSI can accommodate customers by offering courses onsite. Depending on demand and customer interest, courses may be offered at other locations as well. These locations may include Florida or international locations. OSI also offers special topics training at the annual User Forum.

We highly recommend that customers attend courses at our **OSI University™** campus which provides the optimal atmosphere.

Are courses available via the Web?

We offer supplemental Web-based training on specific, focused subjects. For more information on our Web-based training, please visit OSI's homepage (www.osii.com) and select the "Training" option under the "Services" menu. This takes you to the Services/Training page. Or you can email training@osii.com.

There are some select **OSI University** courses offered in an online format. See the Course Format in the descriptions to determine what options exist for each class.

What are the required OSI courses?

We require that customers with SCADA systems at a minimum take all 100 and 200 Level courses. Those customers with specific applications are required to take the corresponding applications courses.

Advanced courses are highly recommended but are not required.

What are the optional courses?

Advanced courses are optional and are highly recommended for those customers who intend to do additional development on their **monarch™** systems.

What are the prerequisite skills for students?

OSI recommends that your maintenance staff have a technical background and be technically proficient. A degree or the equivalent work related experience in electrical engineering, IT or computer science is highly recommended.

What is the cancellation policy?

Students who cancel less than two weeks prior to the scheduled start of the class are assessed a cancellation fee equal to 50% of the registration fee. Registered students failing to attend a class are assessed a 100% cancellation fee.

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How do I register for OSI courses?

The best way to register is by using our Website. Go to OSI's homepage (www.osii.com) and select "Training" under the "Services" menu. You will then be able to select a registration link and fill out the appropriate information.

If this doesn't work for you, please send an email to training@osii.com with the following information:

- Student name
- Company
- Contact email
- Contact phone
- Address
- Desired course name(s)
- Desired course no(s)
- Desired date of attendance
- Any special needs or assistance requested

What version of the OSI software will I be trained in?

OSI provides its training on the latest major release of the software. There may be some subtle or minor differences between your project release and what is covered in the courses.

Will my custom features be included in the training?

OSI standard courses do not include any of the potential custom features which are developed for a customer's project. These custom features are covered during on-the-job training, custom courses or onsite during the operator training sessions.

How can I get a course calendar/schedule of classes?

The training calendar is available on OSI's Website. Please visit www.osii.com and select "Training" under the "Services" menu. If you need a calendar of currently scheduled Web-based classes, please email training@osii.com.

Getting in Touch with OSI - Other Subjects

OSI welcomes your input about all aspects of our products and services. You may find the following email addresses useful:

- support@osii.com - Customer Support Team
- quote@osii.com - Request sales or product information
- ideas@osii.com - Suggestions for improving products and services
- training@osii.com - monarch training information
- sales@osii.com - General questions or information
- customerrelations@osii.com - Customer relations contact for any topics of concern or interest

Other Questions

Feel free to contact the Training Department with any other questions. We will ensure that your questions are answered by the appropriate person.