

GATES Continuous Learning Environment (CLE)

Support Procedures

INTRODUCTION

This document outlines procedures to be followed by users and instructors needing support with both the GATES CLE Informal and Formal training environments.

USER SUPPORT PROCEDURES (INFORMAL ENVIRONMENT)

GATES 24x7 Level 2 Helpdesk will handle all user support requests in relation to the CLE. Users requiring support should contact the 24x7 Level 2 Helpdesk at 618-256-2091 (DSN 576-2091). They may also request support via email at amca6.a6ib.Level2RGATES@us.af.mil.

INSTRUCTOR SUPPORT PROCEDURES (FORMAL ENVIRONMENTS)

The following support procedures are outlined for problem reporting, initiating new formal courses, and closing a formal course. Instructors should contact the Level 2 Helpdesk referenced above to initiate the support request.

1. **Problem Reporting:** GATES software in the CLE is the same as the operational GATES software with very minor differences. Therefore software problems identified in the CLE would likely also be problems in the operational system. Hardware and hosting environment issues will require Level 2 Helpdesk to engage with SDDC CCE support team.

Problem Reporting Procedure:

- a. Instructors should be ready to provide contact information, Training Institution, the URL of the environment they are using, and a description of the problem.
 - b. Level 2 Helpdesk will take the information and provide a tracking number.
 - c. Level 2 Helpdesk will contact the point of contact (POC) when the issue has been resolved or if further information is needed.
2. **Course Startup:** New formal course requests should occur no later than 5 business days prior to the course start date. Training institutions should provide class schedules and updates as early as possible to avoid scheduling conflicts. Level 2 will automatically build classes according to the provided schedules and notify the POC approximately 7 days prior to the scheduled start date.
NOTE: SDDC CCE firewall requests may be required to support this process for courses taught at a new location (ie. traveling classrooms). Firewall requests require significant lead time. Instructors must provide IP address information for their travel location. Recommend instructors also have someone at the training site access the CLE before the class start date to verify connectivity.

- Course Startup Procedure:**
- a. Instructors should be ready to provide contact information, the Training Institution, the location (IP address information), and scheduled dates for the class.
 - b. Level 2 Helpdesk will take the information and provide a tracking number.
 - c. Level 2 Helpdesk will contact the POC when the environment is ready and provide the URL for the course.
3. **Course Closure:** Closure will be completed according to the schedule provided. The Helpdesk will contact the POC via email to verify the class is complete. Formal course closure will be performed by reassigning the environment to the available pool. If a course completes early, please notify Level 2 so the environment can be returned to the available pool.