

Subject: Fwd: Go live week support

All:

Both Trevor and Chuck will be on site on Monday, they will first come to D 260 to get their orientation and logistics taken care of.

I would like both colleges to provide guide and coordinate with Sharon and John Vandercook to all the installed stations, both chuck and Trevor are experts in ePrint support, they will be able to provide on the spot technical training in printer operations, college labs supervisors and Ets desk support team can all benefits from this.

I will have a 30 minutes Monday morning to brief them at D 260, they will then fan out to each college to visit all stations.

Because of the first week of school starts, we anticipate all lab library supervisors will be very busy, this is one of the support we will bring to them.

I will ask Sharon to coordinate this with you.

Thank you

Chien