

1st Draft - Incomplete

To	ACE Team Members
CC	OTIS Retirement
Attached	
Subject	Welcome to Ops Suite ACE!
Message	<p>Greetings ACE Leaders!</p> <p>My name is [YOUR NAME HERE], and I am a Field Support Team Member dedicated to supporting you and your station (CITY CODE) throughout our Fall Deployment of Ops Suite Main. I'm excited to get to know you and your unique stations culture/operational needs! I joined the GO Projects Team in April transitioning from the frontlines as a (ATAION LEADERSHIP POSITION) in (YOUR CITY CODE) to work as a voice of the frontlines advocating for training support that will meet our stations diverse needs system wide. Getting our entire network trained and in compliance in preparation for our Fall GO Live date is a massive undertaking. It's my responsibility to stay in touch with you and your station happening throughout this challenging transition to ensure you're getting all the supports we're able to provide.</p> <p><u>ACE Leader Time Commitments:</u></p> <ul style="list-style-type: none">• Ops Suite Main Weight & Balance Leadership Webinar - 2 hours• SWA U Virtual Instructor Led Training – 3 hours• Attends one-on-one session with GO Field Support Team Member• Communicates weekly emails to share with the Station• Support the creation and execution of Station's training schedule• Provides feedback on training deployment• Ensures technical challenges or defects are documented in DASH <p><u>Leader Commitments INTL:</u></p> <ul style="list-style-type: none">• Ensuring internet connectivity is adequate and if there are ongoing issues, ensuring DASH tickets are open and kept up with to have the issues resolved.• Ensuring Microsoft Teams and Google Chrome are installed in all SWA owned computers• What is the backup solution if the main computers used aren't working properly• Ensuring agents are assigned to the correct role in Ops Suite <p>To reach me, you can contact me at with the information below:</p>

- Email: first.last@wnco.com
- Microsoft Teams: @Name

Our entire Field Support team can be reached at OTISRetirement@wnco.com if for whatever reason you need to connect with someone immediately and I am not available.

Once again, thank you for your participation in the Ops Suite ACE Leadership Program. I look forward to working with you one-on-one and assisting your training as we work as a Team to bring about a successful deployment.

[YOUR NAME HERE]

[YOUR TITLE HERE]

OTIS Replacement Team