

State Information Technology Committee • Madison WI
 IT Service Desk Technician • 07-033162018-01-H
 Exhibit A - Program Provisions

Approved: 5/11/2018

TERM OF APPRENTICESHIP: The term of apprenticeship shall be Hybrid, which has been established to be 12 months of not less than 2,144 hours. In addition to the specified hours, the apprentice must successfully attain the competencies described in these program provisions. Hours of labor shall be the same as established for other skilled employees in the profession.

PROBATIONARY PERIOD: The probationary period shall be the first 3 months of the apprenticeship, but in no case shall it exceed twelve calendar months. During the probationary period, this contract may be cancelled by the apprentice or the sponsor upon written notice to the Department, without adverse impact on the sponsor.

SCHOOL ATTENDANCE: The apprentice shall attend the Wisconsin Technical College System or other approved training provider, as assigned, for paid related instruction four hours per week or the equivalent and satisfactorily complete the prescribed course material for a minimum of 144 hours, unless otherwise approved by the Department. The employer must pay the apprentice for attended related instruction hours at the same rate per hour as for services performed.

WORK PROCESS SCHEDULE: In order to obtain well-rounded training and thereby qualify as a skilled worker in the profession, the apprentice shall have experience and training in the following areas and shall demonstrate competency, as specified herein. This instruction and experience shall include the following operations but not necessarily in the sequence given. Time spent on specific operations need not be continuous.

| <u>Work Process Description</u> | <u>Approximate Hours</u> (Min - Max) |
|---|---|
| Process incoming customer contact (call/ticket/chat) | 56 |
| A. Greet customer. | |
| B. Gather user information | |
| C. Gather issue information | |
| D. Document customer information | |
| E. Document customer issue | |
| Triage the issue | 800 |
| A. Evaluate whether to attempt to solve or escalate issue | |
| B. Research potential solutions | |
| Solve the issue | 800 |
| A. Test proposed solution | |
| B. Validate that issue was resolved | |
| Escalate the issue | 100 |
| A. Review ticket for completeness | |
| B. Hand – off ticket to next tier support | |
| Local Optional Work Process-These hours may be used for additional work in any of the above listed work processes and/or for additional processes identified by the employer, including but not limited to the following: | 244 |
| 1. Device Imaging | |
| 2. Software Deployment | |
| 3. Active Directory | |
| 4. Employer Specific Applications | |
| 5. Support Applications | |

State Information Technology Committee • Madison WI
IT Service Desk Technician • 07-033162018-01-H
Exhibit A - Program Provisions

| | |
|--------------------------|------|
| Paid Related Instruction | 144 |
| TOTAL | 2144 |

The above schedule is to include all operations and such other work as is customary in the profession.

MINIMUM COMPENSATION TO BE PAID:

N/A

Base skilled wage rate N/A per hour.

If at any time the base skilled wage rate rises or falls, the apprentice's wage shall be adjusted proportionately. The wage rate of apprentices employed in this profession and this firm shall be based on the base skilled wage rate stated above.

All apprentices are covered by State and Federal Wage and Hour Standard requirements. All apprentices shall be paid no less than the minimum wage established under regulations.

CREDIT PROVISIONS: The apprentice, granted credit at the start or during the term of the apprenticeship, shall be paid the wage rate of the pay period to which such credit advanced the apprentice.

Work credit hours approved: N/A

School credit hours approved:
Paid related instruction: N/A

Unpaid related instruction: N/A

Total credit hours to be applied to the term of the apprenticeship: N/A

SPECIAL PROVISIONS:

The apprentice must successfully complete the Transition to Trainer course in his or her final year.

The apprentice must successfully obtain the CompTia A+ certification prior to completion of his/her apprenticeship.