

**Course Title:** WorldTracerWeb Coordinator Training  
**Course ID:** WT108  
**Duration:** 5 days  
**HR reference:** xx xxx

**Course Objectives:**

- The overall objective of this training course is to familiarize the student with all aspects of the WorldTracer Management system and WorldTracerWeb Management GUI that relate to the baggage service functions they perform on the job.
- To provide Customer with the process and supporting information necessary to successfully use WorldTracerWeb product.
- This course is designed to provide skills that will assist an experienced user *to train others* on product functionality.

On completion of the training course, using WorldTracerWeb the student will be able to:

- Retrieve information from the WorldTracer Management system.
- Change and add information in the WorldTracer Management system.
- Understand match messages and other types of displays from the WorldTracer Management system and take any necessary action.
- Understand and analyze Management reports.
- Implement and administer the use of the WorldTracer Management system in the airport and headquarters environments.

**Course Outline:**

	<b>Session</b>	<b>Content</b>
<b>Day 1</b>	COORDINATOR	<ul style="list-style-type: none"> <li>• <b>Managing Users</b> <ul style="list-style-type: none"> <li>▪ WorldTracerWeb IdM GUI Overview</li> <li>▪ Login process</li> <li>▪ Workplace Overview</li> <li>▪ Logout</li> <li>▪ Role management</li> <li>▪ User management</li> <li>▪ Account management</li> <li>▪ Audit Information</li> <li>▪ Administration</li> </ul> </li>   <li>• <b>Understanding the Responsibilities</b></li> <li>• <b>100% Accountability</b></li> <li>• <b>Performance Measurement</b></li> <li>• <b>Goal setting</b></li>   <li>• <b>Understanding Headquarters</b> <ul style="list-style-type: none"> <li>▪ Overview</li> <li>▪ Manage Messages</li> <li>▪ Search Messages (DHF)</li> <li>▪ Erase Messages (EHF)</li> <li>▪ Send Message (PXF)</li> <li>▪ Headquarters procedures</li> <li>▪ Questionnaire sent (DQS)</li> <li>▪ Received at LZ (ALZ)</li> <li>▪ Reassign file (RIB)</li> <li>▪ Reinstate file (RIT)</li> <li>▪ Rematch file (FRM)</li> <li>▪ Retrieve retired file (PDI / PDE)</li> </ul> </li> </ul>

Day 2	Session	Content
	Review	Day 6 review and key points analysis
	COORDINATOR (cont.)	<ul style="list-style-type: none"> <li>• <b>Analyzing Reports</b> <ul style="list-style-type: none"> <li>▪ Report Options</li> <li>▪ Activity Reports</li> <li>▪ Cost reports</li> <li>▪ Fault Station Reports</li> <li>▪ Flight Reports</li> <li>▪ Station Reports</li> <li>▪ Other Reports</li> <li>▪ Reports Table</li> </ul> </li> </ul>

Day 3	Session	Content
	Review	Day 7 review and key points analysis
	COORDINATOR(cont.)	<ul style="list-style-type: none"> <li>• <b>Managing Station &amp; Airline</b> <ul style="list-style-type: none"> <li>▪ Management (DSS)</li> <li>▪ Code share agreements (DPC)</li> <li>▪ Handling agreements (DSP HND)</li> <li>▪ Regions (DSP RGN)</li> <li>▪ Currency &amp; Performance (DSP USR)</li> <li>▪ Reason for loss (DSP RLC)</li> <li>▪ Call center / LZ (DSP CLZ)</li> <li>▪ Multi-station update (DSC)</li> </ul> </li> </ul>

Day 4	Session	Content
	Review	Day 8 review and key points analysis
	COORDINATOR(cont.)	<ul style="list-style-type: none"> <li>• <b>Managing Station &amp; Airline (cont.)</b> <ul style="list-style-type: none"> <li>▪ Electronic messages (DSM / DSE)</li> <li>▪ Station list display (DSL)</li> <li>▪ Handler list display (HFD)</li> <li>▪ Custom pages (DFT / CFT)</li> <li>▪ Custom pages (DST / CST)</li> </ul> </li> </ul>

	<b>Session</b>	<b>Content</b>
<b>Day 5</b>	<b>Review</b>	Day 9 review and key points analysis
	COORDINATOR( <i>cont.</i> )	<ul style="list-style-type: none"> <li>• <b>Managing Station &amp; Airline (<i>cont.</i>)</b> <ul style="list-style-type: none"> <li>▪ Master record display (DMR)</li> </ul> </li> <li>• <b>WorldTracerWeb Functional Questionnaire</b></li> </ul>
	QUIZ	<ul style="list-style-type: none"> <li>• Quiz questions</li> <li>• Quiz review</li> </ul>
	Q & A session	<ul style="list-style-type: none"> <li>• Questions and Answers</li> </ul>
	Survey	
	Last minute discussion	

**Recommended Prerequisites:**

- Users are responsible for knowing their respective host application commands
- Internet connectivity to the SITA Network
- Authority to make decisions regarding the available options and use of the system as it impacts the member's operating procedures
- Authority to supply training room with necessary AC power, outlets, tables, chairs and TTY connectivity (training on customer site)

**Training Materials Used:**

- WorldTracerWeb Management Training Manual
- WorldTracerWeb Management Quick Reference Guide

**Evaluation Procedures:**

- WorldTracerWeb Management Course Exam
- Customer feedback

**Note:** All courses are taught in English.

**Course Description / Lesson Plan Revision Control:**

Revision	Date	Change	Dept
1.0	01-Apr-2009	Base release for upload to FileNet	ASL PT (M. Crncevic)
1.1	09-Apr-2009	Miscellaneous functionality added	ASL PT (M. Crncevic)
2.0	06-Jul-2009	Course outlined in accordance with the current training delivery	ASL PT (M. Crncevic)
3.0	25-Jun-2010	Coordinator's section/teaching topics added. Course duration adjusted.	ASL PT (M. Crncevic)
3.1	29-Nov-2010	Course duration adjusted.	ASL PT (M. Crncevic)
3.2	20-Jun-2011	Course outline revised.	ASL PS&T (M. Crncevic)
3.3	29-Sep-2011	Course objectives more clearly defined.	ASL PS&T (M. Crncevic)