



# CM Training & Support

December 22, 2008

## Iowa State Extension CM Training & Support

- Ongoing support for Cougar Mountain system issues
  - Software updates
  - Software issues/problems
  - Management of outside reports
- Update & maintain website
- User support
  - [smourlam@iastate.edu](mailto:smourlam@iastate.edu)
- Training
  - New staff – on campus
  - Adobe Connect

## County Extension CM Training & Support

- Open bookkeeper position
  - Hire part-time bookkeeper
  - Hire OA with bookkeeping experience
  - Outsource to CPA or Bookkeeping Service
- Transition Period
  - Outsource to bookkeeper from another County Extension office
    - Rate per hour of bookkeeper's time  
(Written Memorandum of Understanding stating terms)
    - Service for Service
  - Outsource to "outside" County Bookkeeper
    - Rate per hour
    - Establish level of service
- New bookkeeper
  - Provide time to attend on campus training
  - Provide lodging, meals & mileage to training sessions
  - Provide opportunities for undisturbed time for accounting and reporting of County Extension finances
  - Provide time to attend Adobe Connect sessions
- Responsible for CM accounting support requiring excess hours (over 5 hours)
  - Rate = \$40/hour (ISU Extension CM Accountant hourly rate as of 07/01/08)

## Other

It is extremely important to maintain adequate coverage for the weekly bookkeeping for the County Extension. Do not revert to temporary solutions (i.e. Excel spreadsheets) which have a potential of causing problems when the data is entered in CM, leading to excess time to search for a specific issue, determine the solution and fix the problem.