



One Stop Service Tracking

Module 12: Conclusion

This course was designed to do the following:

- ✓ **Familiarize users with how to operate in a web-based, case tracking environment**

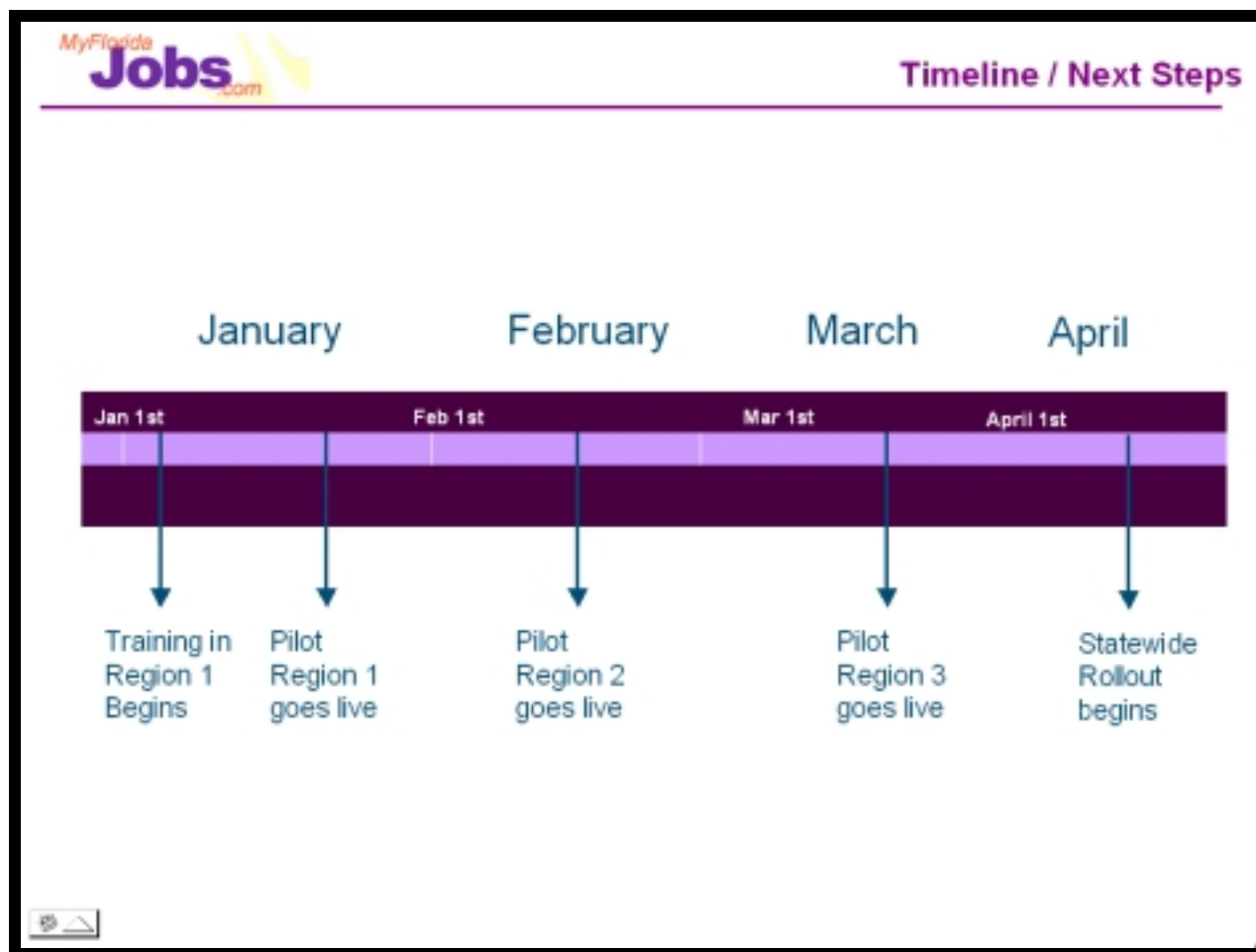
- ✓ **Familiarize users with the customer management and caseload management functions within the One Stop Service Tracking System**

- ✓ **Demonstrate the enhanced functionality within the One Stop Service Tracking System**

- ✓ **Demonstrate how to access field, process and policy level help**



This course was designed to accomplish the above objectives. If you feel that any of these objectives were not met during your training session, please indicate that to your training instructor.



Next Steps:

The above timeline shows, at a high level, the key dates associated with the first phase of OSST rollout.

- Currently, user training is taking place in the first of three pilot regions.
- OSST will go live in the first pilot region at the end of January, 2001 and will subsequently go live in the other two pilot regions in February and March, 2001.
- Statewide rollout is anticipated to begin in April, 2001.

