

Frequently Asked Questions:

SAM 4854 – IT Training and Employee Development SIMM 71A & 71B – Certification of Compliance with IT Policies Preparation Instructions and Template

1. Is the updated SAM 4854 just for IT Professionals or is it for all staff's IT training needs?

SAM 4854 is intended for IT Training that is job-related for IT professionals. Courses such as Microsoft Azure, Linux Fundamentals, Cloud Admin, etc. are good examples of what falls under the updated policy that would prompt you to contact the Office of Professional Development (OPD) before acquiring a training contract. This policy does not apply to on-the-job training, state entity in-house training, cooperative training programs developed with other state entities, and/or eLearning online subscription-based training such as the Premier Advantage California e-Learning (PACe) Program.

2. Are PACe classes considered part of CDT's IT training offerings per the Training Policy?

This policy does not apply to any eLearning online subscription-based training such as PACe, therefore a Service Request does not need to be submitted.

3. Is cost an acceptable option to list as the reason why the CDT course is not feasible?

Yes.

4. What is the processing time for training exemption requests?

One to three business days.

5. My department initiated the competitive bid process for procuring IT Training Services prior to the policy update (June 2024) and is now ready to issue an award. Do we need to obtain an exemption from CDT in order to proceed?

Since your department had previously been seeking training services prior to the release of the policy update and you are at the point of issuing the award to the vendor, you are not required to submit a Service Request for an exemption.

6. Is all the training offered by CDT listed under the training tab on CDT's main webpage, and should state agencies check there before procuring training from an external vendor?

Yes. However, we welcome you to email us with courses and we can verify if we plan to offer it. The [Course Schedule](#) lists limited courses, but there may be a situation where we have not yet posted a course, so please reach out to us at training@state.ca.gov.

7. Is there a specific process for assessing our department's training needs in line with CDT's offerings?

Every year, CDT conducts a statewide survey of Training Coordinators to assess IT training needs. This process is typically tied to the Annual Training Plan (ATP) process; however, each Department should perform their own training needs assessments individually to

consider their current skill levels, job roles/responsibilities, and any emerging technologies that may be specific to their organization.

8. If a Service Request needs to be submitted for a training exemption, what specific information will be needed?

Please work with your Customer Engagement Services Representative:
<https://cdt.ca.gov/account-lead-lookup/>

9. Is there an expedited process for a training exemption?

Our standard processing time is 1-3 business days. Please email training@state.ca.gov and our team will assist you through the process as soon as possible.

10. If the training dates offered by CDT conflict with the attendee's availability, is that justification to obtain an exemption?

More information would be needed to determine if an exemption is necessary. Please reach out to training@state.ca.gov and provide additional details if you encounter this situation.

11. Is there a specific CDT point of contact for additional guidance or questions about this process?

Your Customer Engagement Account Lead can assist you with submitting a Service Request, but the [Office of Professional Development](#) can assist you in answering questions specific to training services.

12. Is there a particular form or template that needs to be used for the AIO/CIO approval or would email confirmation suffice?

Yes, please use [Form 71B – Certification of Compliance with IT Policies Template](#) for AIO/CIO approval signatures.