

OFFICE OF THE GENERAL COUNSEL  
Division of Operations-Management

MEMORANDUM OM 12-11(NxGen)

December 1, 2011

To: All Regional Directors, Officers-in-Charge,  
and Resident Officers

From: Anne Purcell, Associate General Counsel

Subject: NxGen Training and Resources

Now that NxGen has been deployed to all Regional Offices, we are focusing on ongoing training and support and want to make you aware of the training opportunities and resources available to NxGen users. They include: weekly NxPert training sessions; iHelp in NxGen; information on the NLRB Insider webpages; email updates; Regional NxPerts; and the HelpDesk.

**Weekly NxPert Training**

Every Thursday, one-hour training sessions will be conducted for each of the four Districts. These sessions are specifically designed for NxPerts but are open to all users. Below is a tentative schedule of the subject matter. Once these initial critical topics have been covered, we will have sessions following the life cycle of an R case, then the life cycle of a C case. We plan to record these sessions and post the audio on the NxGen Training Library page of the Insider.

<b>DATE</b>	<b>SUBJECT</b>
12/1/11	Release 4.4 – Working with Participants
12/8/11	Creating and Docketing a Petition
12/15/11	Amending a Petition and Hearing Actions
12/22/11	Election Agreements, Elections, Post-election Activity
1/5/12	Creating and Docketing a Charge
1/12/12	Completing Investigation Actions, including Advice and Contempt
1/19/12	Working with Deferrals
1/26/12	Complaints and C Case Hearings

**NxGen iHelp**

iHelp is a help function within NxGen that allows users to obtain instructions specific to the task they are trying to perform. iHelp is available on the various tabs found in NxGen. For example, if you are trying to query for a case, you would go to the Cases Tab and click the “How Do I” button  found in the row of icons immediately

below the File, Edit, View, Navigate, Query, Tools, and Help buttons on the top left portion of the screen.

iHelp was initially made available this summer, with limited content. We have recently added iHelp to other screens and plan to continue to update its contents.

## **NLRB Insider**

### – What’s New in NxGen

The What’s New section of the Division of Operations-Management Insider page contains a link to a “[What’s New in NxGen](#)” page. As changes are made to Templates and Instructions, users can quickly see what has been modified and when the changes occurred. This webpage is divided into:

- New and Revised Templates;
- New and Revised Instructions; and
- Other Changes.

### – NxGen Training Library

The Operations page on Insider also provides a link to the [NxGen Training Library](#). This web page contains instructions that were used during NxGen Regional deployment. As these instructions are updated, they are replaced with a new version. These new versions are easily identified by the date next to the document name.

### – Quick Reference Guide – FAQs

A quick reference guide called [Frequently Asked Questions](#) broken down by various topics is available on the NxGen Training Library page. Users can open this guide and quickly search the document by using CTL + F (MS Word’s find function). Many times your question has already been asked by someone. These FAQ’s are also periodically updated.

### – NxGen Analysts Contact Information

The NxGen Analysts are listed on the right side of the [NxGen Training Library](#) page, along with their phone number and the Regions to which they are assigned.

## **Email Updates**

This month we will begin sending periodic emails to all Regional employees briefly describing changes to NxGen functionality, reports, and templates. The emails will contain links to training and instructional material on the Insider containing more information.

**NxPerts**

Since their designation as NxPerts, we have been training these field office employees to be the go-to experts in their Regions. They attended training conferences before deployment to their Regions and participated in many Training Tuesday programs. Now, they are receiving training in our Thursday program (described above). We expect that the NxPerts will answer questions, provide any necessary follow-up training, and guide their Regions through future changes. We plan to train the NxPerts on the new releases and then have them train their Regional staff. Please be sure that your NxPerts attend these sessions that will help to hone their skills even further.

**The Help Desk**

Ultimately, it is our expectation that many of your questions and problems can be resolved in the Regions. Thus, iHelp, the extensive training resources, and your NxPerts will be able to answer many questions and resolve many problems. However, because we understand that there are also vexing and challenging issues not easily solved by those means, the OCIO Service Desk will continue to be fully staffed by our expert program analysts and OCIO personnel to address these matters. We will monitor the questions coming in and where we see trends, we will develop training resources to deal with them.

**Feedback**

NxGen has can be called a Rapid Release Enterprise-wide case processing system. Changes will continue to occur as NxGen is improved and deployed to other offices in the Agency. We will strive to keep you informed in a timely manner about those changes and to keep the instructions and training material up-to-date. Your assistance in that goal will be very much appreciated. Please submit your suggestions and other feedback to your NxGen Analyst or through [Service Now](#). We want to make this system work for everyone.

/s/  
A. P.