

3M™ 360 Encompass™ System: System Administrator Certification Program

- Improve the ability of technical staff (system administrators, system analysts, database administrators and interface analysts) to understand and support 3M 360 Encompass systems
- Learn foundational knowledge required to successfully build, maintain, manage, monitor, update and troubleshoot your 3M 360 Encompass System
- Choose which learning method best meets the needs of your organization

System administrators face unique challenges

System administrators are asked to understand and support large numbers of systems, maintain technical certifications, monitor and troubleshoot systems, and respond rapidly to assist staff. The 3M system administrator training programs are uniquely designed just for them. Give your technical staff the training and best practices they need to manage, monitor and maintain systems.

The system administrator certification program focuses on the technical knowledge required for success. It combines the expertise of our 3M technical engineers, support staff, instructional design and technical training delivery methods to provide you with high quality content to meet the needs of your technical staff.

The 3M certification advantage

The 3M™ 360 Encompass™ System: System Administrator Certification Program takes the best of the information available on the support site and 3M Health Care Academy, and organizes it in easy to digest lessons and modules. Our best practices and tips help make your journey to system optimization faster and easier.

Who is it for?

The certification program is available for sites with 3M 360 Encompass already installed and works well with new implementations to get your team up to speed.

- Refresh current system administrators' skills and align best practices
- Onboard new system administrators and get them up to speed quickly
- Coordinate studies to align with the implementation project timeline

The exam

The certification is a 90-minute exam, which includes 50 questions. The exam is open book, open computer. You must score at least an 80 percent or better to be certified.

Take control of your environment

3M System Administrator programs prepare IT staff to perform troubleshooting, upgrades and system optimizations that fully capture best practices. The program incorporates the knowledge of highly trained 3M experts, such as technical engineers, support and escalations staff, as well as other 3M technical experts. Organizations can continue to optimize systems across outpatient and ambulatory facilities.

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How it works

Our premium 3M System Administrator Certification Program technical content, designed with the assistance of our highly qualified technical engineers and support staff, includes best practices for system administrators working with your 3M 360 Encompass System.

On-demand. Everyone enrolled in the program will have access to 3M's premium technical content in the 3M Health Care Academy. You can use this delivery method to move through the content at your own pace, from the comfort of your home. You can post questions for our highly qualified 3M technical trainers. When you are ready, you can take the timed certification exam online. You will have up to one year from enrollment to complete your training and take the certification exam.

Virtual cohort. You can also participate in an online virtual cohort class. This eight-week class will meet once a week to move through the content in a series of webinars. You can add this delivery method to the on-demand courses to help navigate through the material in a faster, more structured approach with the added support of a virtual cohort of your peers.

In-person boot camp. Another option is to participate in a live in-person class at one of our 3M HIS office locations. The four-day boot camp will move through the content at a rapid pace, with the last day dedicated to the certification exam. You can add this delivery method to the on-demand courses to quickly move through our most condensed and structured approach to the certification program.

Rewards program. Certified system administrators will benefit by receiving certification badges, special advanced training opportunities and special support benefits.

Regardless of which delivery method you choose, you will receive access to the same content and support from our highly skilled 3M technical trainers.

"The session format allows focus on specific topics to gain greater knowledge in those areas.

I have been able to directly apply the information provided using the best practices and guidelines for performing updates, maintenance and troubleshooting our system. This has resulted in faster issue resolution with fewer unplanned downtimes and better system performance. This allows IT to stay to the "left of the curve" in supporting the application as we can address potential issues before they impact our users."

- **Monica Fogle**, senior applications analyst at Wake Forest Baptist Health

Call today

For more information on how 3M products and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3M.com/his**.

Health Information Systems
575 West Murray Boulevard
Salt Lake City, UT 84123 U.S.A.
800 367 2447

www.3m.com/his

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