

**Training Playbook**

 **For Customer Agency Representatives at Headquarters**

This playbook provides training resources to help domestically based ICASS customer agency representatives understand their role in ICASS governance. The last page includes a list of key ICASS documents.

Please reach out to ICASSServiceCenter@state.gov if you have any questions.

***Start with:***

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| **Course Name** | **Delivery Method** | **Time Commitment** | **Notes** |
| [ICASS Basics](https://www.icasstraining.com/training-basics) | Videos – click and view. | 15 minutes | Basic overview. |
| [How to Ensure your ICASS Bill is Fair and Accurate](https://www.icasstraining.com/training-basics) | 10 minutes | Builds off basics. |
| ICASS Executive Summary – Quarterly | Live Webinar via MS Teams. – email ICASSServiceCenter@state.gov to find out when the next event is scheduled | 60 minutes | Conducted once per quarter.  |
| ICASS Basics for Overseas Posts (GFS33) | FSI Distance Learning – contact your agency Training Coordinator or FSI Registrar\* | 1-2 hours | Broad in-depth overview.  |

***Next, move on to:***

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| **Course Name** | **Delivery Method** | **Time Commitment** | **Notes** |
| [ICASS Post Governance](https://www.icasstraining.com/training-basics) | Video – click and view. | 10 minutes | Basic overview. |
| [Time Allocation in ICASS](https://www.icasstraining.com/training-basics) | 10 minutes | Builds off basics |
| [Workload Counts](https://www.icasstraining.com/training-basics) | 10 minutes | Builds off basics. |
| [MOU & Subscription of Service](https://www.icasstraining.com/training-mps) | Video – click and view. | 5 minutes | Builds off basics. |
| [Workload Count Modification](https://www.icasstraining.com/training-mps) | 10 minutes | Builds off basics. |
| [ICASS TDY Post Policy and Invoices -](https://www.icasstraining.com/training-invoicing)  Overview of TDY post policy, review different categories of TDY charges and answer some of the FAQS from the field. | Video – click and view. | 16 minutes | Recommended – gives you the Posts perspective. |
| [ICASS Invoice- Washington level -](https://www.icasstraining.com/training-invoicing)Guides you thru different types of ICASS Invoices, billing processes and timelines for Washington bill payer. | 15 minutes | Highly recommended.  |

***If you have additional time:***

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| **Course Name** | **Delivery Method** | **Time Commitment** | **Notes** |
| [ICASS Meeting Schedule](https://www.icasstraining.com/training-mps) - Videos based on meetings that are structured around the ICASS budget cycle. Each video discusses the upcoming ICASS meeting at post. | Video – click and view  | Varies: 10-20 minutes each | Please make sure the ISC has your email address. |

***To learn even more:***

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| **Course Name** | **Delivery Method** | **Time Commitment** | **Notes** |
| ICASS Basics (PA345)  **OR**Working with ICASS (PA214) | FSI- In person. Contact your agency Training Coordinator to register or contact FSI Registrar\* | 2 days4 days | Appropriate for beginner or intermediate level.  **OR**Recommended if you work closely with ICASS. |

***\*FSI courses – the FSI Registrar’s Office at*** [***http://fsitraining.state.gov***](http://fsitraining.state.gov/) ***will provide additional instructions on how to register for FSI classes for both DOS and non-DOS students.***

***Key Documents:***

* **Cost Center Sheets**
	+ [Standard Cost Center Sheet](https://elearningassets.com/customers/ICASS/files/current/Standard_Cost_Center_Sheet.pdf)
	+ [Lite Cost Center Sheet](https://elearningassets.com/customers/ICASS/files/current/Lite_Cost_Center_Sheet.pdf)
	+ [Standardized Sub-Cost Center sheet](https://elearningassets.com/customers/ICASS/files/current/Standardized_Sub-Cost_Center_Sheet.pdf)
* [Meeting Planning Schedule for ICASS Council and Budget Committee](https://elearningassets.com/customers/ICASS/files/current/Meeting_Planning_Schedule.pdf)
* [What is ICASS? (An Informative Overview)](https://usdos.sharepoint.com/%3Aw%3A/r/sites/CGFS-ICASS/_layouts/15/Doc.aspx?sourcedoc=%7B44C6D6ED-D757-45D1-99C4-E01DBD345B87%7D&file=What%20is%20ICASS%20(An%20Informative%20Overview).docx&action=default&mobileredirect=true&wdLOR=c91EB0995-CBDE-43BD-931E-6DAB1D9B224D&cid=d69c6d95-0752-4e41-87aa-03daefec8c7b) \*Requires OpenNet, can be requested from ICASSserviceCenter@state.com