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**Pre-Deployment Training Playbook**

**For Customer Agency Representatives at Post**

This ICASS training playbook prepares ICASS customer agency representatives deployed at posts overseas to understand their options and responsibilities as ICASS customers. All training offerings, unless otherwise noted, are available to both U.S. Direct Hire and Locally Employed staff. The last page includes a list of key ICASS documents.

* Aside from this training playbook, agency representatives deploying overseas should schedule a consultation with the ICASS Service Center before departing for post. Consultations can be scheduled at [this link](https://usdos.sharepoint.com/sites/CGFS-ICASS) \*Requires OpenNet, if unavailable a consult can be requested from [ICASSserviceCenter@state.com](mailto:ICASSserviceCenter@state.com)

Please reach out to [ICASSServiceCenter@state.gov](mailto: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) | Video – click and view | 15 minutes | Basic overview. |
| [ICASS Post Governance](https://www.icasstraining.com/training-basics) | Distance Learning\* | 10 minutes | Basic overview. |
| [How to Ensure your ICASS Bill is Fair and Accurate](https://www.icasstraining.com/training-basics) | Distance Learning\* | 10 minutes | Builds off basics. |
| ICASS Executive Summary – Quarterly | Live Webinar via MS – 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 overview. |

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

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| **Course Name** | **Delivery Method** | **Time Commitment** | **Notes** |
| [ICASS Invoice Billing- Post Component](https://www.icasstraining.com/training-invoicing) - Guides you thru how post invoice is created and the post invoice timeline. | Video – click and view | 10 minutes | Highly recommended. |
| [ICASS TDY Post Policy and Invoices -](https://www.youtube.com/watch?v=vYlPiUXsUDE)  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 | Highly recommended. |
| [Time Allocation in ICASS](https://www.icasstraining.com/training-basics) | Videos – click and view | 10 minutes | Builds off basics. |
| [Workload Counts](https://www.icasstraining.com/training-basics) | Distance Learning\* | 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) | Video – click and view | 10 minutes | Builds off basics. |

***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 days  4 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/:w:/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](mailto:ICASSserviceCenter@state.com)