

CT Training

CT Frequently Asked Questions (FAQ) Revised 1 March 2013

This FAQ is based on questions about the topic of “CT Training”. If you cannot find the answer to your CT related question here, please contact the USAMMA, NMP by e-mail at usammanmp@amedd.army.mil or telephonically at (301)-619-4464 (DSN343-4464).

1. What is CT training all about?

It is an Army sponsored program that enables a Soldier of a deploying unit with MOS 68A to attend manufacturer training on a variety of CT products. That training enables the Soldier to respond to equipment problems. Its purpose is to make the Soldier the 1st call for support of the CT equipment. It may be required in order to support a CT at the deployed location.

2. How does a Soldier in my unit get into CT training?

When the organization is activated or finds that it will deploy, the unit Commander will know the destination. If there is specialized equipment at that destination (such as a deployable CT), the maintenance officer, or senior NCO of the Biomedical Maintenance shop will determine if there is training requirement. If approved by the unit Commander, and FORSCOM, select MOS 68A Biomedical Equipment Specialist (BES) may attend specialized CT training.

3. Who can get the CT training?

Combat Support Hospital (CSH) or supporting Med Log Company BES (MOS 68A) are eligible to receive CT training. BES that are assigned to other types of medical organizations will generally not be positioned with a CT scanner to support, so are not selected to attend the training.

4. I think I'm eligible, what should I do next?

It is available to a Soldier with MOS 68A. The initial call should be for information.

- a. **Active Duty** - If you are on active duty, and are going to deploy, contact your NCOIC and/or medical maintenance Chief. They may refer you to contact FORSCOM for additional information. Telephone 1- (404) 464-7160.
- b. **US Army Reserve** – If you are a member of the USAR, and will be deploying, you need to contact a member of the USARC, Telephone 1(210) 930-9569. Be prepared to advise them of the destination region or area where you are deploying, that lets the POC know what CT you, or your unit will be supporting. Based on that contact, you will satisfy at least four unknowns; training on ‘what’ product, ‘where’ the training will be located, the ‘duration’ of training, and of course, the ‘cost’ of the training.

5. What are the responsibilities of the CT trained 68A?

Upon graduation and deployment with the parent organization to a site that has a CT, the service member will be the 1st call service provider to that equipment. They will be responsible to do scheduled services, PMCS, CVC and repairs to ensure that the equipment remains fully mission capable (FMC).

Being CT trained takes on significant responsibility and potential workload, in addition to the other duties of a 68A.

6. My NCOIC shop supervisor tells me that I need to prepare a DA Form 4187 when I am applying for CT training. What is that all about?

The DA Form 4187 is used to initiate the processing of a personnel action that is being requested by the Soldier.

The DA Form 4187 is not used by Government civilians or contractors.

The form is used to advise the military personnel section that the prospective student is requesting action/approval to attend civilian training (CT in this case). It will be used later to submit formal recognition of the successful completion of the training program into the Soldiers ERB (Enlisted Records Brief).

The request for CT training will be used as a data element for submission to MEDCOM and for entry into the MEDPROS and MODS program. These programs are in place to note which individuals have special skill sets (CT training) and used during their military career to track that special skill. Both programs identify those Soldiers with CT training and permit them to be granted the Additional Skill Identifier (ASI) of M1.

7. I want to register or enroll in one of the CT courses. What do I have to do?

Once you have determined that you need to take a specific course to support a scanner, contact the FORSCOM or the National Maintenance Program (NMP) office at Fort Detrick.

8. Which Original Equipment Manufacturers (OEM) offer CT training?

Philips Medical Systems offers training programs for deployed CT and for other imaging modalities.

9. Where is the training conducted?

Philips Training Academy (PTA) is located in Highland Heights, Ohio, located about 15 miles east of Cleveland, Ohio.

10. I heard that there is a “Dress code during training”, what is that all about ?

All military members represent our Government and should maintain military bearing during training. Based on advice and guidance from their home unit, it is recommended that the duty uniform, the Army MultiCam™ (ACU) be worn during practical exercises.

NOTE for all students:

Electromechanical equipment, such as CT and C-arm X-ray equipment pose significant electrical and mechanical hazards. All students are expected to remove rings, necklaces, chains, and other loose fitting clothing and other

objects such as large or flashy jewelry that could become a personal hazard when working with live electrical circuits and rotating mechanical parts.

11. What CT scanners are in Army inventory?

The deployed CT inventory consists of the Philips Medical Systems CT scanner; model Brilliance 16-slice. The CT scanners are mounted inside a 2:1 International Standards Organization (ISO) shelter. There are some MX-8000 EXP systems used in training and as reserve.

12. How much does the CT training cost?

Based on the DLA Troop Support, Philadelphia, a Delivery Order (service contract) for 2012/2013, the Philips CT course tuition is slightly over \$19,000 for the Brilliance training course. Contract training costs are updated annually and are subject to revision at any time. TDY/Per diem and Travel costs are not included.

13. Who pays for CT training?

All deploying units are eligible for training funds.

That translates into "**The deploying unit pays for training**". Your unit Resources Manager (RM) may tap into pre-deployment training funding for required training when they are advised of the course materials, the school, the tuition, the location, and the duration of the course. Training funds include the tuition, transportation and the incidental costs of the TDY.

You may be required to get a price quotation in writing from the supplier of the training, particularly if the training is not on a recognized schedule or contract.

Your home organization in conjunction with local RM personnel will prepare an approved Military Interdepartmental Purchase Request (MIPR) or other fund certification document which is routed from your unit to the DLA Troop Support, Philadelphia.

14. Are there any problems with late payment to the OEM?

Philips Medical Systems has a policy that they will not accept a student without payment in advance of the course date or making arrangements for payment prior to registration.

After January 1, 2009, Philips will not authorize admittance to any student, to any training course unless the tuition is paid in advance.

Acceptable methods of Payment are:

- *Purchase Order*
- *Military Credit Card*
- *Training purchased or included with the purchase of Capital Equipment
Customer must provide Contract and Line Item Number*
- *Training included within the body of the Service Maintenance Contract
Customer must provide Contract number*

15. What is the training schedule?

For the Philips CT training program in Cleveland Ohio, CT training begins on a Tuesday, to allow the student to travel on Monday. The training day in a classroom environment starts at 0730 (subject to variation) through 1700 hours. Classes are scheduled Monday through Friday, except for Federal holidays. Weekends are not included in the total of a training period.

16. I understand that there is DLA Troop Support involvement with training. What does the DLA do in this regard?

DLA Troop Support on behalf of the USAMMA and the services has conducted negotiations with Philips Medical Systems and has service contracts for training in place. Because of the efforts to have such a contract, DLA Troop Support has a surcharge added to the cost of the contracted service, usually about the 2% level. That amount is added to the expense of the contract and submitted to DLA Troop Support with the financial obligation document.

DLA Troop Support will take the approved (Funded) MIPR that relates to a price quotation from the OEM, pay the contractor for the training from their account and bill the originating unit for the money owed.

17. I understand that I need to contact the OEM and get a price quotation for training, what is that all about? How does the vendor quotation fit in with what DLA Troop Support is able to do?

When a customer has a requirement for training, they must obtain a vendor quote, then make a CVD Best Value Determination as directed by the specific Contract. When the customer has selected the vendor, they send a funding document and the vendor's quote to DLA Troop Support which then issues a delivery order to the vendor.

18. Are incidental TDY expenses, such as rental car, lodging for CT training and laundry services covered by the training funds?

Yes. Before you attend training or request a Military Interdepartmental Purchase Request (MIPR), make sure that you have the tuition expenses, transportation costs, per diem, lodging and other estimated costs summarized. That cost summary must be provided to your Resource Manager (RM) person in order to get approval for the training expense.

19. Does training funds cover expenses for other training?

Yes, at the present time, training funds are used for CT training. Other training, such as maintenance training for C-Arm X-ray, fixed radiography equipment or other radiographic support equipment items may also be eligible for training funds.

20. My unit is not deploying, am I eligible for CT training?

No. If the unit does not deploy, there is no requirement to train the individual Soldier for equipment that is not supported by the organization. The unit may elect to fund for the training, if they feel that the training will be needed at some future date.

21. Operator Training for the CT equipment, is it available?

Yes. Philips Medical Systems offers onsite training for the technologist for CONUS based equipment. They do not offer on-site technologist training for equipment deployed downrange. For the Philips CT it is recommended that the operator receive such training at a military facility that has the same equipment item as the deployed system. USAMMA will assist in locating a military facility as necessary.

22. How often is the CT training conducted?

Each manufacturer publishes their training schedule internally. They also make that information available to the USAMMA, where we will publish it on the USAMMA website.

The OEM has to forecast their training needs about 6 months in advance. That training schedule has its first priority, their corporate service engineers. The training program may be slightly adjusted in class size or schedule to accommodate the military student. In some instances, CT courses can convene that are not advertised publically. Contact the USAMMA, NMP 301-619-4376 to get the latest course information and schedule.

23. Are there any requirements or prerequisites that must be satisfied before attending CT training?

In general, the candidate will:

- Have field experience in X-ray service, doing PMCS and CVC.
- Have attained a rank of SPC or higher.
- Have familiarization with computer usage (for example, adding, changing or modifying an IP address for equipment connectivity to a network) and understanding program language
- Have a working familiarity with computer languages; UNIX, C+, and so forth.

Philips offers a BasiX CT course which must be passed prior to enrollment. The course can be taken in Cleveland or from a CD-ROM that is sent to the prospective student. The course must be passed prior to attending the actual CT course.

24. Are there any requirements or prerequisites that must be satisfied before attending other X-ray equipment training?

Most X-ray equipment manufactured today has the capability to be connected to a hospital or local area network (LAN) connection. That means the service engineer needs to be cognizant of networks. For the stand-alone X-ray, CT and C-arm X-ray systems, Philips recommends that the service engineer become proficient in the following subject areas: Basic Networking, DICOM, and UNIX.

You can receive training from Philips on the following courses:

- XD 9011 BV Family – Necessary for C-arm servicing
- CS 9020 Basic Networking – Good background for all systems
- CS 9021 DICOM and UNIX – Necessary to get familiar with interconnection of equipment to the network

25. Laptop computers - I understand that I must have a laptop computer during the training. Is that true, and if so, are there any special requirements or features of the laptop that I need to know?

Yes, each student is required to bring a laptop to the course. For most organizations, a Government furnished laptop computer with DVD read capability is required for each student during the course. That feature is necessary to read the schematics and instructions related to the equipment item. In addition, the user of the laptop must be recognized as an “administrator”, having permissions to install software, as proprietary OEM software must be installed into the laptop in order to read encrypted CD and DVD information.

Lastly, the laptop computer must have a LAN port or LAN card for access to the Internet. That capability is required to periodically update the decryption permissions that are granted by the OEM. If the permissions are not granted, the ability to read the CD and DVD information will stop.

The typical Government owned laptop computer will have the Vista or Windows 7 operating system (OS) installed. During 2013, Vista is the preferred OS while Win 7 is acceptable. Later years will most likely use Windows 8, or more sophisticated operating systems.

26. Are there any problems with using OEM software on a government computer or setting up the computer to use OEM software?

In general, the government laptop with administrator rights will accept OEM software with no hitches, but to really get to know how they work best with the computer, you may want to have them configured again right before deployment. What is important to know is that In order to configure the newer computers with the Philips software, the graduate student may attend the special familiarization course at RTAC, Atlanta Georgia. That course is ten week days in duration

27. I have heard about IST and DIACAP, what do these terms mean?

- a. **IST**, or Integrated Security Tool is a program used by Philips to convey their proprietary information to the service engineer. The program is used to decrypt the Philips software to a readable Portable Document Format (PDF) form. IST is included in a Philips provided software package, entitled ‘Zeppelin toolbox’ with other programs that access equipment.
- b. **DIACAP** is an acronym for ‘Department of Defense Information Assurance Certification and Accreditation Process’. It is a process by which systems are *certified* as meeting a set of security requirements and then *accredited* for operation by a designated official within the DoD. The IST program is not presently DIACAP certified, but efforts are ongoing to have the Zeppelin toolbox and its attendant materials evaluated and considered to be DIACAP compliant. See the note below:

Note that Information Assurance (IA) policy has been significantly strengthened. Some Government IM/IT administrators will not allow “Unconfirmed Software”

that is installed on the laptop on Government networks. Without Certificates of Networthiness (CON) or appropriate IA documentation the local IT administrator may not allow connection of the laptop to the government network .In that event, the laptop must not be connected to the network, and be considered as a stand-alone device to read the OEM materials. It will require that the laptop be periodically connected to a commercial Internet access to keep permissions current.

28. Does the OEM provide the use of a laptop during the course?

Philips will not provide a laptop computer for any student use.

a. Minimum Laptop Essential Characteristics:

The laptop itself must be outfitted with at least the minimum hardware elements:

Pentium 4 class CPU, 2 GHz or better with at least 4GB of RAM

HD at least 10 GB of free space

DVD read capability, CD write capability

Wired LAN connection (Wireless LAN is OK, but not necessary)

Serial port (used for interconnection to gantry control circuits) This port is used for interconnection on some medical equipment. USB connections are used on some newer equipment items with in the medical equipment industry and under consideration for future connectivity.

b. Recommended add-on feature to the laptop

Integral Common Access Card (CAC) card and card reader – The CAC is a standard item that is provided to most Government employees and a CAC reader is now a standard security feature used on Government computers. It allows use of the laptop on a stand-alone basis or for connection to a Government network.

NOTE: Any connection of the laptop to the Government internet network requires the permission of the unit or organization IM/IT administrator.

c. Can I use my personal laptop during the course?

Yes, but note that the software materials provided by the OEM must be periodically refreshed via internet connection. Without a periodic update via internet, the company provided service documentation and other DVD materials will be unreadable.

NOTE: Personal computers are not allowed to be connected to Government networks, so the laptop may not be updated or usable in areas where the internet network is Government supplied.

d. Can I use my personal computer at RTAC training?

If the student participates in the RTAC training, it is not recommended that a personal laptop be used, as the set-up configuration cannot be easily transferred to a Government computer at some later date.

Personal computers are not allowed on Government networks, so the laptop may not be updated or usable in areas where the internet network is Government supplied.

29. What additional or specialized requirements will I need as a student and later as a CT service engineer?

- a) Philips Medical System has a policy that all students will take a pre-requisite course on "CT Fundamentals". That course may be taken on-line. It is also available as a one week course at the training Center in Cleveland. In both instances, the student must pass a pre-course examination prior to attendance into the CT course. Course materials and information are on the Philips website and will be made available to the student upon registration and enrollment. The on-line course is at no additional cost. The physical course at Cleveland is not free, the student will be charged for each day of training (Course length is five days)
- b) Each student is required to bring a laptop (with Administrator privileges) to the course. The laptop must be capable of reading CD's and DVD course material, and have a LAN (RJ-45) connection. Free Hard Drive memory should be at least 10 GB. Certain course materials will be loaded onto the laptop, and the student will be responsible to get authorization by the OEM. The laptop should be DoD property, as the device may ultimately be connected to a ".mil" (dot mil) network once the unit has deployed.

NOTE: The use of personal laptop computers during any training program while allowed is NOT encouraged.

- c) Each military and civilian member must have an AKO (Army Knowledge Online).account. It is necessary to have a ".mil" e-mail address in order to use the military Internet networks while downrange. Information from the OEM can be passed via .mil address, however the firewalls that are in place severely limit access to the OEM information and authorization that is required.
- d) Once deployed, the CT service engineer will be able to receive authorization and approval for Philips provided information by commercial internet. Access to the OEM by commercial internet may be required to receive equipment updates and access for downloadable materials and software.

30. What are the specifics on the CT Training schedule?

Philips course length is about 19 days, not including weekends.

- a) The total duration of the course adds in the weekends, so the unit should plan for a TDY of 25 days. Courses usually begin on Tuesday, so the student is advised to travel on Monday. This is done so the student will not be required to travel on their own time, as on a Sunday.
- b) Courses usually end on Friday, early to mid afternoon, allowing the student to return to their home station or continue on to their next destination for additional training.

31. Can I get particulars on specific courses or discuss CT or other training with the school that provides the training?

Yes, Due to security and privacy concerns, the public access is through the following addresses.

Please contact us at the following URLs:

[CT TRAINING](mailto:usammanmp@amedd.army.mil)<usammanmp@amedd.army.mil>

or we can be reached at 301-619-4376 or 4301. The DSN prefix is 343-XXXX.

The Customer Relations Management (CRM) group of the USAMMA can be reached at:

USAMMACRM@amedd.army.mil Their phone number is 301-619-4301.

If you have DSN capability, the number is prefixed with DSN 343-xxxx

NOTE: If you want to arrange for courses, to be paid for by your organization, or for equipment that is not deployed, please contact the USAMMA, NMP for further instructions (schedules, registrations, latest info, etc.). They will assist you in coordinating the training.

32. Where is the Philips website that discusses training and other support?

http://www.healthcare.philips.com/us_en/education/ServiceTraining/index.wpd

You may contact Philips at the support tab. Further instructions for registration and use of the In Center will be provided by Philips.

33. I am interested in class dates. Are there any POCs that I can talk with at the OEM facility?

Yes, though you may want to review this FAQ and to contact the USAMMA to see if there is information that you need to be aware of.

For Philips Medical Systems - The POC is at 1-440-483-3000

34. What is Legacy CT?

Earlier CT versions used in deployments were manufactured by Philips; the PQ 2000S and its predecessors, the IQ Premier and the PQ. Those types of scanners are retired or used for familiarization training.

Routing the MIPR; for RM Personnel

Background

Soldier and civilian technician personnel may be required to attend specialized training to support special purpose medical equipment during their deployment.

Original Equipment Manufacturers (OEM) will provide the same training to the military that is provided to company service engineers. They provide this service at a cost that has been negotiated through the DLA Troop Support and is on a formal contract or a price quotation provided to the person or unit requesting training. In both instances, DLA Troop Support can convert the MIPR into a payment that is payable as cash to the OEM trainer.

The process of funding for training, explained:

- The deploying unit is responsible to determine the types of equipment that requires specialized training. They may do this by contacting the FORSCOM and the unit that is on-the-ground. Then they will review a list of the equipment that is at the location where they will be deployed.
- Once they have determined the equipment they should contact the OEM for a price quotation for the specific training required and the training schedule or contact the USAMMA for assistance.
- The customer may fund for the training by the use of:
 - the DD Form 448, the Military Interdepartmental Purchase Request (MIPR)
 - a “funded” DD form 1348-6 Single Line Item Requisition System Document, DoD (Manual-Long Form)

In both instances add 2% of the quote amount to cover the DSCP cost recovery rate.

Form SF182 – This form was recently used by a CSH and provided to the VENDOR. The Vendor accepted it, (with the agreement that the unit was going to pay the bill for training, by using a MIPR. But we are not sure how the funding was handled in this regard.

Is this an acceptable use of the Form? We recommend that SF 182 NOT be used to purchase training.

- Note that the DLA Troop Support contract pays for the class tuition only, all travel and per diem costs must be funded by the local unit via TDY orders. Those incidental costs, as estimates, may be added to the tuition when requesting training funding.
- The funded MIPR/requisition should be sent to DLA Troop Support along with the price quote. They will process the MIPR and provide a MIPR acceptance back to the customer.
- DLA Troop Support will then execute a delivery order for the training off of an in-place long term Indefinite Delivery / Quantity (IDQ) contract with the OEM or vendor and provide a copy of that delivery order to the customer.

- The person taking the training should take a copy of that delivery order with them to the class as proof that they have a Government order in place for the training.
- Once training is complete, The OEM or training vendor will submit a DD250 to DLA Troop Support for payment. DLA Troop Support pays the vendor and an inter-fund bill will go back to the 'Bill To Address' identified on the MIPR.

Based on the number of individual classes and number of equipment items, the unit Resources Manager personnel (RM) will prepare a request for funds.

The approved MIPR is returned to the originating unit. In turn they will forward it to DLA Troop Support

POC at DLA Troop Support can be contacted at DSN 444-2898