



ICEFLO

Build

Course Synopsis



ICEFLO  
INTEGRATED CARE FOR FLO



## Background

ICEFLO is a platform proven to deliver better, safer, cutover outcomes, protecting your brand, your reputation and your customers. Increases **Confidence**, Increases **Control**, Reduces **Risk** and Reduces **Cost**.

This document details the course content for the **ICEFLO Build** module for Training sessions available to users and stakeholders.

## Prerequisite Knowledge

Attendees should have considerable experience or knowledge of creating and/or using spreadsheet-based runbooks, ideally in complex, multi-team cutovers. An appreciation of the time-critical nature of these cutovers is useful. Users are encouraged to complete the ICEFLO Foundation module prior to the ICEFLO Build training.

## Audience

This course is designed to those who are involved in building deployment plans or events (e.g. Deployment Managers, Event Managers and Task Owners). The course covers in detail the best approach to constructing and editing cutover plans and events in ICEFLO. At the end of the training session, attendees will understand the basics of how to effectively build, schedule and commit events, runbooks, stages and tasks.

## Duration and Delivery Method

Attendance of a 6 Hour Tutor led interactive Classroom based course OR 2 X 2 Hour Tutor led interactive Webinars for up to 10 attendees, supplemented by the availability of training articles within our online training centre.

## Intended Outcomes

At the end of the training session, attendees should understand the basics of how to construct Runbooks, stages and tasks in ICEFLO, and take the Runbook through the approval lifecycle. Attendees will have a good grasp of all the features related to Events. Whilst ICEFLO is a functionally and data rich tool, it is largely intuitive. This session provides the practical basics to construct Runbooks and Events of medium complexity.

## Content

- **Create Runbook**
- **Maintain Runbook Teams**
  - Add Teams
  - Add Team Members
- **STP Construction**
  - Phases
  - Stages
- **Tasks**
  - Lifecycle
  - Add and Edit
  - Dependencies and implications
  - Explicit Start times and implications
  - Flags
  - Timestamps (baseline, planned, forecast, actual)
  - Skipped Tasks
  - Critical Path
- **Backout**



- **Communications**
- **Schedule**
- **Approval Process & Task Timestamps**
- **Alternative Methods of Creating Runbooks**
  - Clone
  - Import
- **Events**
  - Creating an Event
  - Event Schedule
  - Viewing All Tasks
  - Viewing All Issues
  - Cloning Event
  - Delete Event
- **Q&A**
- **How to use the ICEFLO Training Site**
- **How to request Support**

**NB: A link to the relevant Assessment will be provided to anyone who attends a Build course and on successful completion will be invited to claim the relevant ICEFLO learner's badge.**