



# ICEFLO

## Foundation

Course Synopsis



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## 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 Foundation** module for Training sessions available to users and stakeholders.

## Prerequisite Knowledge

Attendees should have experience or a high level knowledge of the planning, scheduling and execution of cutovers within agreed time windows. An appreciation of the time-critical nature of these Cutovers is useful.

## Typical Audience

Attendees would be anyone who is likely to use the ICEFLO solution as part of a Cutover Team and who will be given access to ICEFLO for this purpose. It's recommended that the Foundation module should be completed before attending any other ICEFLO Training modules.

## Duration and Delivery

1 Hour webinar with up to 50 attendees.

## Intended Outcomes

Undertaking this training will enable ICEFLO users to log in to the application and locate the key features across the solution. The course will cover at a high level how users can carry out any actions relevant to their role and user permissions.

## Accreditation

Every candidate who successfully completes the ICEFLO Foundation assessment will be invited to claim the relevant ICEFLO learner's Badge.

## Content

- **ICEFLO Introduction**
- **Homepage**
- **Runbooks and Tasks**
- **Dependencies**
- **Starting and Stopping Tasks**
- **Reports and Views**
- **Issue Management**
- **Dashboard**
- **Status Reports**
- **Events**
- **Event Tasks and Issues**
- **Event Dashboard**
- **Q&A – 10 Mins**
- **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 Foundation course and on successful completion will be invited to claim the relevant ICEFLO learner's badge.**