



ICEFLO v5

Foundation

Course Synopsis





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 content for the **ICEFLO Foundation** course for Training available to users and stakeholders.

Prerequisite Knowledge

Attendees should have experience of 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 Options

Self Service video lessons, via the Academy link within ICEFLO: 12 modules, 56 mins total viewing time.

OR

1 Hour Tutor led 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 & Tasks
- Reporting
- Issue Management
- Dashboard
- Runbook Status Reports
- Events
- Event Tasks
- Event Issues
- Event Dashboard
- Event Status & Checkpoint Reports

NB: A link to the relevant Assessment can be found at the end of the Foundation course lessons or can be provided on request.