

## Training Process and Policy

| VERSION HISTORY |              |               |                       |               |
|-----------------|--------------|---------------|-----------------------|---------------|
| VERSION         | AUTHOR       | REVISION DATE | DESCRIPTION OF CHANGE | APPROVED BY   |
| 1.0             | Ankush Kurve | 21/07/2019    | New Document          | Parag Kasture |
|                 |              |               |                       |               |

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## **1. DOCUMENT OVERVIEW**

### **1.1 Purpose**

The purpose of the Training Plan is to identify the appropriate training strategies and activities required to achieve the desired learning outcome during the implementation of each training Module

The Training Plan provides a clear understanding of what must happen to meet the training requirements that have been defined, thus, end-users receive training in the knowledge, skills, and/or abilities required to support the new roles, business processes and/or technology.

The purpose of the Training Plan is

1. To identify appropriate training strategies and activities required to achieve the desired learning outcome
2. To verify the learnings during each training Module are in sync with the strategies defined.
3. To provide a clear understanding of the training requirements, its prerequisites and define them.
4. To train the end users to update them with knowledge, skills, and/or abilities, thereby ensuring their supportive role in business processes and/or technology

## 2. TRAINING APPROACH

### 2.1 Training Methods

The training methods are selected based on the availability of trainees, their purpose of training and the recommended project usage.

1. Who are we training?
  - a. OEMs
  - b. Channel Partners
    - i. Level 1
    - ii. Level 2
    - iii. Level 3
  - c. Internal CSM+TAC teams
  - d. Customers
  
2. What are the trainings focused on?
  - a. IDE+, HW, Firmware
  - b. Communications Network (currently WiFi4)
    - i. Own
    - ii. Customer
  - c. Platform
    - i. GCP (Production)
    - ii. AWS(Maintenance)
    - iii. Any other
  - d. UI
    - i. Standard
    - ii. Customized

### 3. Multi-level Training Modules

**Table 1 – Module Distribution**

| Module No.      | Training Topics                                | Type  | Training Prerequisites                         | Time   |
|-----------------|--|-------|--|--------|
| <b>Module 1</b> | IU product and technology overview             | M & P | Basic Knowledge of IU Product by IU sales team | 1 Hr   |
| <b>1.1</b>      | IDE+   | M & P |  |        |
| <b>1.2</b>      | Communication Network                          | M & P |  |        |
| <b>1.3</b>      | Platforms                                      | M & P |  |        |
| <b>1.4</b>      | User Interface                                 | M & P |  |        |
| <b>Module 2</b> | Installation and Commissioning                 |       | Knowledge of Module 1                          | 1.5 Hr |
| <b>2.1</b>      | Site Preparatory                               | M & P |  |        |
| <b>2.2</b>      | Application engineering                        | M & P |  |        |
| <b>2.3</b>      | Deployment Including configuration of platform | M & P |  |        |
| <b>2.4</b>      | Testing and limit setting                      | M & P |  |        |
| <b>2.5</b>      | Troubleshooting                                | M & P |  |        |
| <b>2.6</b>      | Commissioning and Handover                     | M & P |  |        |
|                 | <b>Written test</b>                            |       |  |        |
| <b>Module 3</b> | Practical Hands for IU & C (Module 1 & 2)      | M & P | Knowledge of Module 1 and 2                    | 0.5 Hr |
| <b>Module 4</b> | IU Condition monitoring                        |       | Should pass Module 3                           | 1 Hr   |
| <b>4.1</b>      | NOC Setup                                      | M     |  |        |
| <b>4.2</b>      | Additional Configuration                       | M     |  |        |
| <b>4.3</b>      | Analysis and Reporting                         | M     |  |        |
|                 | <b>Written test</b>                            |       |  |        |
| <b>Module 5</b> | Practical on Module 4                          |       | Knowledge of Module 3 and 4                    | 0.5 Hr |
| <b>Module 6</b> | IU Advance System                              |       | Should pass Module 5                           | 1.5 Hr |
| <b>6.1</b>      | Use-Cases                                      | M & P |  |        |
| <b>6.2</b>      | Values Engineering esp. FFT analysis           | M     |  |        |
| <b>6.3</b>      | Values Engineering esp. FFT analysis           | P     |  |        |
|                 | <b>Written test</b>                            |       |  |        |
| <b>Module 7</b> | Practical (hands on) for IU value engineering  | M & P | Knowledge of Module 5 and 6                    | 1 Hr   |

### 3. TRAINING PROCESS & INFRASTRUCTURE

#### 3.1 Training Process

The trainees can request and register for Infinite Uptime (IU) training session using the following process:

1. Trainees should contact the IU Sales team. The training request from sales team will be forwarded to the IU Training Department.
2. A mail from IU will be received to the trainees, along with a Registration Form. (The Registration Form contains details of Trainees, their type, name of the organization, Level of Training to be imparted, contact details and any other specific but relevant queries).
3. After receipt of the Registration Form (by mail or in person), the IU-Training Calendar will be shared.
4. Trainees has to go through the published calendar and register themselves on the Link that will be shared and mail to [support@infinite-uptime.com](mailto:support@infinite-uptime.com) for suitable date and time based on training topics required.
5. The trainer will acknowledge the registration by sending an invitation for webinar or F2F. The details of the training facilities and agenda of the training will also be shared by mail.
6. Training will be conducted as scheduled in the calendar.
7. At the end of the training session, a feedback form will be shared to rate the training. The duly filled feedback form **MUST** be mailed instantly.
8. Receipt of the feedback form completes the training and a guideline document in pdf will be shared with the trainees.
9. The details of the next training session as per module and level will be shared.

**Kindly note:**

- **Offsite training will be conducted ONLY if the minimum number of trainees is 10.**
- **Though, each module of training session is currently free, it will be chargeable from Jan 2020**

#### 3.2 Training Infrastructure

The following section describes the distinct training environments:

##### Training Environment

- a. Infinite Uptime Conference Room 1 will be exclusively used for training session only on 2<sup>nd</sup> and 4<sup>th</sup> Friday of every month.
- b. Training may be a combination of Webinar and F2F;
- c. Maximum number of trainees will be 10.
- d. Training Practice Environment for the end-users will be the new system; concurrently with the deployment on testing machine.

- Below is the link for training calendar, where training calendar is mentioned with training topics and date

<https://docs.google.com/spreadsheets/d/1JocfNNvIwyZU6bqot7p9CFH5f82zumly/edit#gid=906885117>

Trainees has to go through the published calendar and register themselves on [support@infinite-uptime.com](mailto:support@infinite-uptime.com) for suitable date and time based on training topics required. After registration process trainees will receive an invitation for training either for F2F or for webinar. Trainees can deregister themselves by sending e mail on above mentioned E mail ID.

#### 4. TRAINING MATERIALS & FEEDBACK

##### 4.1 Training Materials

Following documents will be provided to the trainees after completion of training

**Table 2 – Training Materials Description**

| Material                                  | Description   | Developer |
|---|---|-----------|
| IDE Spec sheet                            | IDE details and basic feature; <ul style="list-style-type: none"> <li>• Wi-Fi &amp; Bluetooth of device</li> <li>• Sensor details</li> <li>• Capabilities of device</li> </ul>  | Tech Team |
| IDE Installation and configuration manual | Quick reference guides: <ul style="list-style-type: none"> <li>• Act as a assisting tool to help the trainees on site;</li> <li>• Remind users of key features, options, and methods of working with the device.</li> </ul> | TAC Team  |
| Admin platform user Manual                | Admin Panel user guide; <ul style="list-style-type: none"> <li>• Basic features of Admin panel</li> <li>• Implementation of settings to device</li> </ul>   | TAC Team  |
| Maintenance platform user manual          | Maintenance platform user guide <ul style="list-style-type: none"> <li>• Basic feature of Admin panel</li> <li>• Usage of maintenance dashboard</li> </ul>  | TAC Team  |
| Network configuration and user manual     | IDE networking guide <ul style="list-style-type: none"> <li>• Basics of networking for IDE</li> <li>• SOP for configuration of Network</li> </ul>   | TAC Team  |

The training material shared with the trainees after the successful completion of training modules is a copyright of Infinite Uptime and cannot be share further without a prior permission.

#### **4.1 Training Feedback**

After completion of training, trainer will get the feedback trainees on training feedback form, where trainees will rate the training and provide the feedback.

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