



SLA Training Schedule 2020

All Pebble customers with a valid Service Level Agreement are automatically entitled to up to two training places per year of cover, dependent on the level of agreement.



Up to two members of staff may attend one scheduled Pebble training course of their choice, or one member of staff could attend two courses.

The following courses are scheduled for 2020. To check your entitlement and book your place, please call us on +44 1932 333790 or email laura.dickinson@pebble.tv.

Automation

<i>4th – 5th February</i>	<i>12th – 13th May</i>	<i>22nd – 23rd September</i>	<i>1st – 2nd December</i>
Operational	Technical	Operational	Technical

Automation and Integrated Channel

<i>19th - 20th May</i>
Technical

Legacy Neptune Automation

<i>11th – 12th February</i>	<i>8th – 9th December</i>
Operational	Technical

These courses are designed to keep existing staff up to date with new features and functions, and for new staff to be trained in and become familiar with Pebble products. All courses are held at the Pebble head office in the UK and are conducted in English. Training materials are included for each course as appropriate, and may include slide presentations, videos, practical worksheets, product user manuals (pdf and webhelp versions), and configuration and maintenance guides. Course certificates are issued to all attendees.



Course Outlines in Brief

Operator Training covers key topics including:

- System Overview
- Familiarisation with the Client UI
- Ingest Operations
- Playout: Handling Playlists and Managing Channel Playout
- Managing Devices
- Managing Media and Integration with Media Management Systems
- Handling Errors and Alerts
- Asrun and Master Logging



Engineering Training covers key topics including:

- System Architecture
- Configuration
- System Workflows
- Backups and Regular Maintenance
- Gathering and Interpreting Logging
- Understanding Changeovers and Managing Re-starts
- Recovery of the System
- Troubleshooting



Prerequisites

All attendees are expected to have a good level of knowledge in the following subjects:

- Windows operating system
- Video: reference and timecode
- General broadcast knowledge

In addition, engineering attendees should have a good working knowledge of:

- Installing drivers and programs within Windows
- Software configuration and installation
- Microsoft SQL server and database mirroring
- Network communication principals
- Device control – setup and testing of RS422/RS232 serial, GPI devices



For more information on any of our training courses, please call us on +44 1932 333790 or email laura.dickinson@pebble.tv.