



2024

SLA TRAINING SCHEDULE



SLA Training

2024

All Pebble customers with a valid Service Level Agreement are automatically entitled 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 2024.

To check your entitlement and book your place, please call us on +44 1932 333790 or email laura.dickinson@pebble.tv



Training Dates

2024



OPERATIONAL	TECHNICAL
6 th to 7 th February	7 th to 8 th May
24 th to 25 th September	26 th to 27 th November



Training Dates

2024



TECHNICAL
14th to 15th May
10th to 11th December



About...

...the courses

These courses are designed to ensure new and existing staff are up to date with their knowledge of operating and maintaining their system. Courses are currently being held online in Western European Time and are conducted in English. Training materials are included for each course as appropriate, including slide presentations, diagrams, product user manuals, as well as configuration and maintenance guides. Course certificates are issued to all attendees.

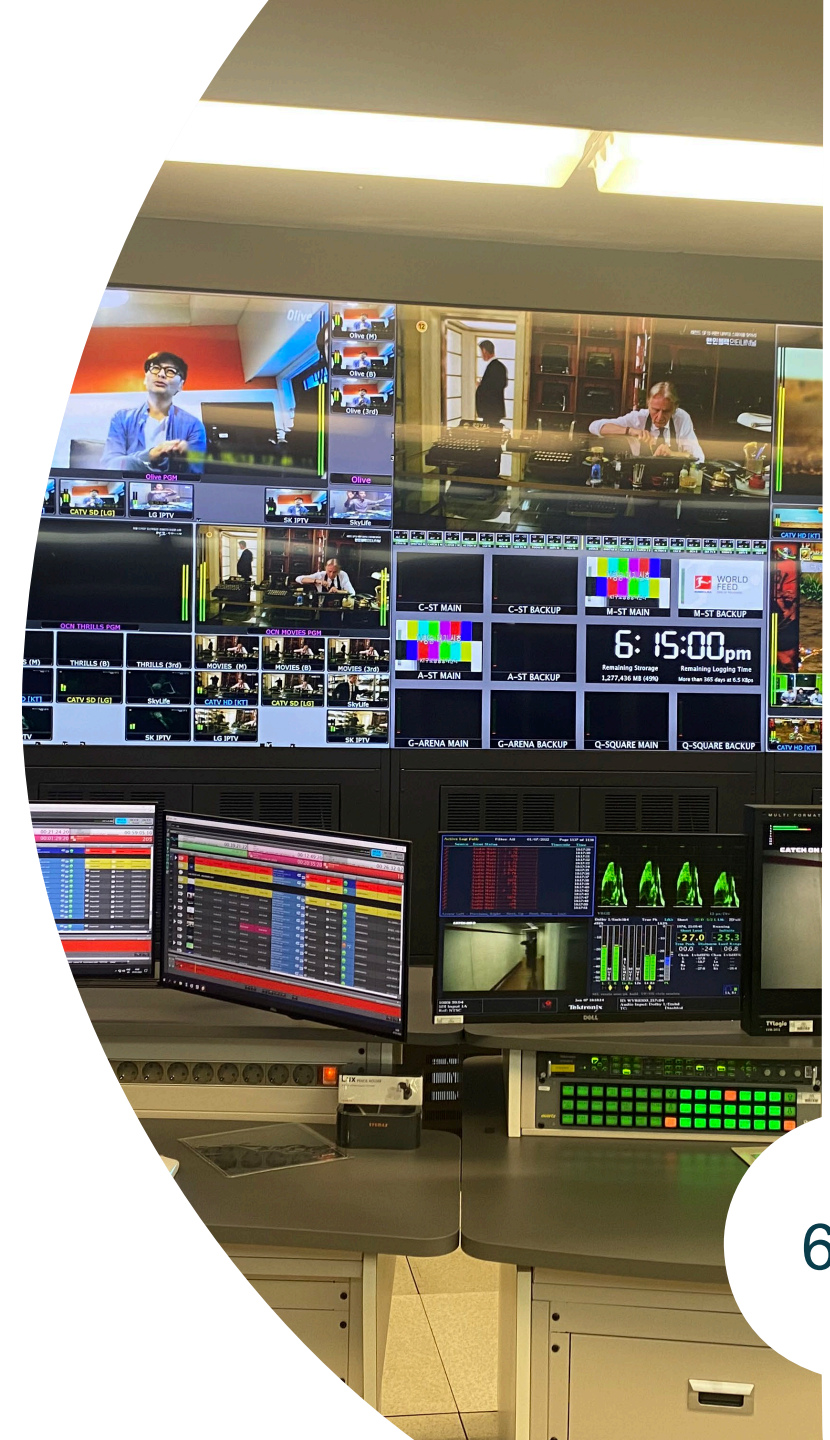


Course Outlines

...in brief

Operator training covers key topics including:












-  System overview
-  Client familiarisation
-  Playout operations
-  Ingest operations
-  Redundancy
-  Media management
-  Trouble shooting

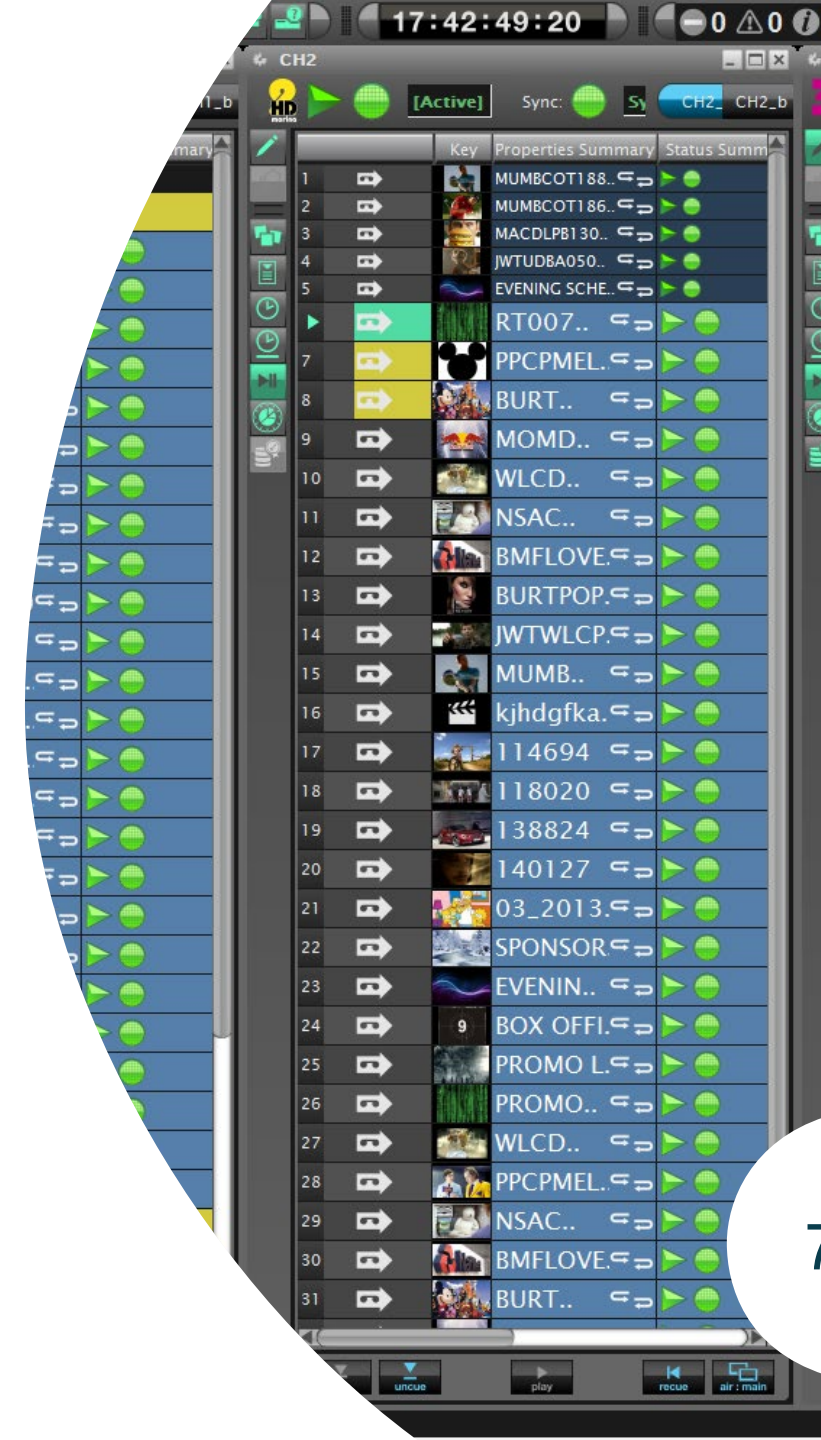


Course Outlines

...in brief




Technical training covers key topics including:

-  System architecture
-  Client familiarisation
-  Configuration overview
-  Logging, licensing, data storage
-  Timecode management
-  Systems workflows
-  Redundancy
-  Backups and regular maintenance
-  Software upgrades
-  Media management
-  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 basic understanding of:

-  Installing drivers and programs within Windows
-  Software configuration and installation
-  Microsoft SQL server
-  Network communication principles
-  Broadcast device control



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



a: Unit 1 First Quarter, Blenheim Road, Epsom, KT19 9QN
t: 01932 333 790 | **e:** info@pebble.tv | **w:** www.pebble.tv