

Blackthorn Training

v15.0

service definition



Blackthorn

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Introduction

As part of our Cloud Support portfolio, Blackthorn GRC provide end-to-end user-training courses around our Case Management software solutions. The courses are available at different levels of requirement and expertise as follows, and are detailed separately in this document:

- A Comprehensive Hands-On Introduction
- Advanced Training for the Blackthorn Professional
- Blackthorn Certified Professional 'Boot Camp'.

Service Description

The Application Training can be delivered to a maximum of 10 Users per trainer. This may take place at either the Blackthorn HO or within the customer's headquarters. The training is classroom-based and is facilitated by trainers who are experts on the software system subject matter and will be delivered between the hours of 0900-1700. Each delegate is provided with a Learner's Guide that they will interact with during the course. Upon successful completion of the course, delegates will be presented with an appropriate Blackthorn Certificate.

Service Type

This is a specialist cloud service comprising Training.

Features

Our service offers the following features:

- Classroom-based training – full use of facilitated learning
- Highly-skilled and experienced trainers.

Benefits

Our service delivers the following benefits:

- Learning Aids
- Post-Classroom Support.

Course #71: Blackthorn Survey / Form Responder

Course Content

- Understand the terminology used
- Understanding what your information will be used for
- Logging in Resetting your password
- How to start filling in a form
- Viewing started forms
- Editing an existing partially filled form
- Copying answers from an existing filled in form
- Printing a blank form
- Printing you're your response to the questions
- Viewing how your form is progressing with case workers.

Course Benefits

This introductory course provides your extended user base the understanding of why the information is need and how accurate and detailed answers need to be. It also highlights what effort will be involved and increase their confidence in the tool. The course is highly tailored for your instance of Blackthorn.

Who Should Attend?

Those who will be required to fill in surveys and are new to survey tools or require encouragement to fill in information correctly. No previous knowledge is required. Some basic PC skills would be an advantage but are not essential.

Hands-On Training

PowerPoint led, throughout this course exercises provide hands-on experience and are delivered by a qualified Blackthorn Instructor accredited by Blackthorn GRC.

Course Duration

This is a classroom-based course lasting a maximum of three (3) hours.

Course #81: Blackthorn Case Worker

Course Content

- Understand the terminology used in your instance of Blackthorn
- Understanding your departments workflow processes
- Changing your personal details and resetting your password
- How to Invite people to surveys
- How people fill in surveys
- Viewing responses
- Collating responses
- Creating a new assessments/incidents/investigations/requests
- How to progress a case and record your time
- Adding Files
- Contacting and recording correspondence
- Bundling and sending information
- Viewing and drilling down into dashboards
- Getting data in Excel or producing a report
- Getting Help.

Course Benefits

This introductory course gives case workers the ability to engage and understand how to use Blackthorn to maximum effect for the business and themselves. Understanding short cuts such how to forward emails into the system. How to record information effectively for management and identify where information is not correct, effect statistics. Designed for both existing and new users to drive efficiency. The course is highly tailored for your instance of Blackthorn.

Who Should Attend?

Those who are new to Blackthorn, case workers requiring a refresher course, as well as those considering Blackthorn for an additional area of their business. No previous knowledge is required. Some basic PC skills would be an advantage but are not essential.

Hands-On Training

PowerPoint led, throughout this course exercises provide hands-on experience and are delivered by a qualified Blackthorn Instructor accredited by Blackthorn GRC.

Course Duration

This is a classroom-based course lasting one (1) day.

Course #91: Blackthorn Administrator

Course Content

- Understand the terminology used in your instance of Blackthorn
- Installing and licensing the system
- Building organisation structure in blackthorn
- Maintain users in blackthorn
- Configuring case/activity options
- Building workflows
- Adding custom fields to an object
- Building custom objects
- Building, scheduling and running Feeds
- Forcing compliance with SyOps
- Configuring emails.

Course Benefits

This introductory course provides organisations the knowledge where they wish have the ability to maintain the system themselves. The course can be tailored for the ability of the trainee. It is designed to give organisation a jump-start to configuring their system.

Who Should Attend?

Those who are planning a new instance of Blackthorn, or a requiring a refresher course, as well as those considering Blackthorn for an additional area of their business. Some technical knowledge is assumed in this course. Knowledge of the business practices with the organisation will be helpful in order to make the training relevant and productive.

Hands-On Training

This is course is generally given in small groups or one-to-one with realistic hands-on exercises throughout this course exercises and is delivered by a qualified Blackthorn Instructor accredited by Blackthorn GRC.

Course Duration

This is a classroom-based course lasting two (2) days.

Course #101: A Basic Introduction to Risk Modelling Administration

You Will Learn How To:

- Understand the terminology used in Blackthorn
- Build Basic surveys
- How to Invite people to surveys
- Create proactive and reactive activities
- Build simple workflows
- Retrieve and manipulate data efficiently
- Present data with ability to demonstrate status and trends
- Create basic risk models
- Record assessment deficiencies or realised threats.

Course Benefits

This introductory course gives users the ability to engage and understand how to use Blackthorn to maximum effect. Understanding how to configure tasks, add new users, and see how tasks and risk decisions can be analysed. The course allows both existing and new users to drive efficiency.

Who Should Attend?

Those who are new to Blackthorn as well as those considering Blackthorn for an additional area of the business. No previous knowledge is required. Some basic PC skills would be an advantage but are not essential.

Hands-On Training

Throughout this course, exercises provide hands-on experience and are delivered by a qualified Blackthorn Instructor accredited by Blackthorn GRC.

Course Duration

This is a classroom-based course lasting two (2) days.

Course #102: Advanced Training for the Blackthorn Risk Professional

You Will Learn How To:

- Master the concepts of Blackthorn and how to extend them to your business.
- Design complex workflow, task assignment and tracking.
- Customise Blackthorn objects to reflect any data collection requirements.
- Build and maintain comprehensive reporting with statement objects.
- Present a range of information with custom dashboards and canvases.
- Create advanced risk models linking proactive and reactive activities.

Course Benefits

The advanced course gives users the ability to extend the time-saving, workflow, analytics and reporting functionality still further and to gain knowledge on the many other ways Blackthorn advanced collaboration and customization can be applied to bring considerable benefit both specifically and across the organization. This is the final course required for attainment of the Blackthorn Certified Professional (BCP) status.

Who Should Attend?

Those who have existing experience with deployment or use of Blackthorn and who want to learn how to extend its benefits as well as those responsible for systems administration. Trainees attending this course must have passed course #101.

This course incorporates the one (1) day Systems Architect Course.

Hands-On Training

Throughout this course, exercises provide hands-on experience and are delivered by a qualified Blackthorn Instructor accredited by Blackthorn GRC.

Course Duration

This is a classroom-based course lasting three (3) days.

Course #103: Blackthorn Certified Professional 'Boot Camp'

You Will Learn How To:

- Introduction & Advanced Alerting.
- Managing Surveys & Questionnaires.
- Object Management & Integrity.
- Object Associations & Intelligence Building.
- Basic & Advanced Canvas Functions.
- Risk Management & Assessments.
- Special Handling.
- Activity Management.
- Feeds & Thresholds.
- Advanced Searching & Filtering.
- Basic & Advanced Reporting.
- RITA Risk Modelling.

Course Benefits

The 'boot camp' brings together the material comprised in the introductory and advanced courses in to a single, seamless learning experience. Exercises and hands-on collaborative use of Blackthorn using storyboard scenarios reinforcing concepts enable us to deliver this comprehensive course with the attainment of Blackthorn Certified Professional (BCP) status.

Who Should Attend?

Those who are either new or who have existing experience with deployment or use of Blackthorn and who want to learn how to extend its benefits as well as those responsible for systems administration. Some basic PC skills would be an advantage but are not essential.

Hands-On Training

Throughout this course, exercises provide hands-on experience and are delivered by a qualified Blackthorn Instructor accredited by Blackthorn GRC.

Course Duration

This is a classroom-based course lasting four (4) days.

About Us

Blackthorn GRC provides security-based solutions and service. We are the force behind the Blackthorn 'admissible' case management tool and a long history of working with Law Enforcement agencies, government and defence. Our innovative business solutions have been in the market place since 2005 and enabled many of our existing clients to manage complex tasks including their internal governance activities.

We pride ourselves in developing strong relationships with our customers and helping them achieve their strategic goals. Blackthorn invests in talented staff who continue to drive our organisation forward with innovation and foresight.

Contact

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