

Service Definition Document: View360Global Experiential Learning Platform

1. Introduction

This document outlines the definition of the View360Global experiential learning platform (ELP), including its purpose, functionalities, target audience, and key features.

2. Service Description

View360Global ELP is a cloud-based platform designed to deliver immersive and interactive learning experiences. It can be used facilitated learning in person or online. It is a multilingual training platform that uses mixed reality to create immersive learning environments for in person or online delivery of facilitated training and exercising across all sectors. Scenarios can be customised to deliver unique training based on organisational and operational needs. It has been used in 40+ countries for the delivery of diverse learning which has included investigation training globally for the criminal justice sector, crisis management exercising for IT, Space and other Critical National Infrastructure organisations up to board level and delivery of other training and professional development scenarios to the health, marine, aviation, education and many other sectors.

The service is supplied as follows.

1. The View360Global platform may be licenced on an annual basis.
2. Cognitas Global may provide optional consultancy services to a licensee.
3. Cognitas Global may provide optional consultancy services to non licensees and will use the platform as part of their services for the client.

2.1 Target Audience

The platform caters to a broad audience seeking immersive learning experiences, including:

- **Educational institutions:** Schools, universities, and vocational training centres.
- **Corporations:** Employee training in all areas of professional development and training and exercising based on the transfer of skills and knowledge which have to be tested through application and evidenced decision making
- **Regulated Sector:** Used to undertake gap analysis of levels of compliance.

2.2 Key Features

- **Immerses and engages participants:** Innovative immersive style of learning engages the participants at all demographic levels.
- **Content Creation:** Users can fully customise their learning experience with mixed media.
- **Multilingual functionality:** Delivery and participation can be made in 100+ languages which are translated within the software.

- **Social Learning Features:** Facilitate discussions, collaboration, and knowledge sharing among learners.
- **Performance Analysis:** Track learner engagement, knowledge retention, and identify areas for improvement.
- **Easy to Use:** Ergonomically designed for ease of use by all levels of IT experience.
- **Web browser Access:** Access via the Chrome, Edge or Firefox browsers

3. Service Functionalities

The platform provides a comprehensive suite of functionalities to support immersive learning:

- **User Management:** Create user accounts, assign roles, and manage access permissions.
- **Course Delivery:** Deliver facilitated learning simulations, modules and, and assessments.
- **Data Recording:** All written activities is captured in a downloadable MD Word document in native and translated languages.
- **Content Security:** Secure storage and delivery of learning materials with access controls.
- **Inbuilt video functionality:** Provides remote participation with no geographical barriers (subject to internet connection)
- **Multilingual capability:** Provides the functionality for training and exercising to be delivered in 130+ languages
- **Scalability:** The platform scales to accommodate a growing number of users and learning materials.

4. Non-Functional Requirements

- **Security:** User authentication, access control, and data encryption to ensure information security.
- **Reliability:** High uptime and minimal disruptions to maintain a seamless learning experience.
- **Performance:** Fast loading times and smooth operation
- **Scalability:** Ability to handle increasing user base and data storage requirements.
- **Accessibility:** Platform should be accessible to users with disabilities following WCAG guidelines.

5. Dependencies

The platform relies on limited external dependencies:

- **Cloud Infrastructure:** AWS Secure and reliable cloud platform to host the platform and learning content. (5Mbps+ Wi fi required)
- **Video Integration (for remote delivery):** Agora as a Real-Time Engagement (RTE) Platform

6. Service Monitoring

- **System Monitoring:** Continuously monitor platform performance, uptime, and resource utilisation.
- **Application Performance Monitoring (APM):** Track application health, identify and troubleshoot issues.
- **User Activity Monitoring:** Monitor user activity to identify usage patterns and areas for improvement.
- **Error Reporting and Logging:** Implement mechanisms to capture and analyse errors for troubleshooting.

7. Versioning and Change Management

- A well-defined version control system (VCS) tracks changes to the platform's codebase and configuration.
- A change management process ensures proper review, testing, and deployment of new features and updates.

8. Support

The platform offers comprehensive support options through our Service Level Agreement, including:

- **Direct Phone Access:** Direct Access to our Support Team Monday – Friday 8am – 5.30pm)
- **Email Communication:** Live support for immediate assistance.
- **Ticketing System:** Submit support tickets for detailed issue tracking and resolution.

9. Data Retention

End of Contract Process

All data is managed in accordance with GDPR and the Data Protection Act 1918. The Licensee or third party agrees that the Licensor does not retain any content used or stored within the cloud-version of the Product and this is the responsibility of the Licensee or other third party to maintain backed-up copies at all times. At the conclusion of the contract (as specified in the EULA) the licensee shall ensure that prior to the termination date, all content has been downloaded from within the platform and safely saved or stored in a location of the Licensee's election. All data relating to the client is deleted at the end of any contract. There are no charges for the offboarding of a client.