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Service Definition

Version 1.0

Providing the skills and knowledge you need to succeed through our comprehensive training courses.

Vestigo Training

Table of Contents

1.	Introduction	3
1.1	Company Overview	3
1.2	Value Proposition	3
1.3	About Vestigo for Training	3
1.4	Training Delivery & Logistics	3
1.4.1	Onsite Training at client location	4
1.4.2	Offsite Training	4
1.4.3	Online Training	4
1.4.4	Open Courses & Closed Courses	4
2.	Vestigo Core Skills Courses	4
2.1	III-Practitioner 1 (Internet Intelligence & Investigation)	4
2.2	III Practitioner 2 – Covert Ops	5
2.3	III Practitioner 3 – Advanced OSI	5
2.4	III Practitioner 4 – Dark Web Investigations	6
2.5	III Practitioner 4a – Introduction to Cryptocurrency Investigations	6
2.6	III Practitioner 5 – Gaming Platform Investigation	7
2.7	III Practitioner 6 – Evidence, Disclosure & Intelligence	7
2.8	III Practitioner 7 – AI in OSINT	8
2.9	III Practitioner 8 – Online Account Creation	9
2.10	III/OSINT Management and Policy	9
2.11	Cloud Data Investigation – Professional (CDI-Pro)	9
2.12	Digital Opportunities for Stalking & Harassment Investigations (DOSHI)	10
2.13	MOSOVO Digital Investigation – Professional (MDI-Pro)	11
2.14	Long Arm® Workshop	12
2.15	Knowsint CPD - Powered by Vestigo Academy	12
2.16	Vestigo Training Passports	13
2.16.1	Passport Type	13
3.	Bespoke Training and Events	14
3.1	Bespoke Events, Courses and Consultancy	14
3.2	Training Credits	14
3.3	Vestigo Closed Courses/ In-Company Training	14
4.	Cloud Telecom Training	15
4.1	Nexus Training	15
4.2	Cloud Telecoms Open Courses	15
4.3	Cloud Telecoms Closed Courses	15
4.4	Cloud Telecoms Consultancy & Development	15
5.	Agile and Design Thinking	15
5.1	Introduction to Agile Scrum for Leaders – 1 day	16
5.2	Registered Scrum Master – 2 days	16
5.3	Registered Product Owner – 2 days	17
5.4	Combined Registered Scrum Master & Product Owner – 3 days	17
5.5	Introduction to Design Thinking – 1 day	18
5.6	Design Thinking Practitioner – 2 days	18
5.7	Bespoke Agile Training Packages	19
5.8	Agile Team Launch – Coaching Package	19
5.9	Agile Scrum and Design Thinking Consultancy	20

1. Introduction

1.1 Company Overview

Vestigo Consulting (“Vestigo”) is a subsidiary of The Investigo Group. Our sister companies are Internet Investigation Solutions Ltd, the company behind the Long Arm® Platform, Collaboraite® Ltd, our Data and AI company and Voix Telecom Ltd, our cloud telecoms company.

We were established in 2019 to support customers with training and consultancy in respect of Internet Intelligence & Investigation and OSINT.

Vestigo operates in the law enforcement and government sector within the UK, specifically with training and consultancy services in the field of Internet Intelligence & Investigation. We have exclusivity over the Long Arm® platform in respect of training.

Vestigo is defined by its team of former law enforcement officers and agents, each with their own expert practitioner experience and specialism within the field of Internet Intelligence & Investigation and OSINT.

We strive to deliver training and consultancy to our clients in a manner that empowers them to conduct Internet Intelligence & Investigation activities at the highest level.

1.2 Value Proposition

Long Arm® by Internet Investigation Solutions Ltd is the market-leading platform for Internet Intelligence & Investigation, currently used in UK law enforcement agencies and is used in almost all UK Police forces and a number of other public sector investigation agencies.

Vestigo Consulting supports Internet Investigation Solutions and the Long Arm® platform by providing bespoke training and consultancy services relating to Long Arm® and Internet Intelligence & Investigation and OSINT in general.

1.3 About Vestigo for Training

Whether you work on the frontline or in a special investigation team, the internet more than ever presents itself as a critical investigation landscape with opportunities to capture evidence and intelligence to support policing at all levels to prevent and detect crime, prevent disorder and keep the public safe and secure. Vestigo’s® team of expert practitioners and qualified trainers provides a training service that empowers customers to operate confidently and securely whilst conducting internet intelligence & investigation activity. **Vestigo has exclusive rights to conduct training on the Long Arm® platform** and can offer:

1.4 Training Delivery & Logistics

Vestigo Training Centre – Liverpool

Vestigo have a state-of-the-art training suite in Liverpool City Centre. This comprises of fully equipped IT classrooms, breakout and recreation areas and Conference Rooms. The suite is fully equipped with Long Arm® accessible terminals and audio-visual equipment. Refreshments are complimentary and provided throughout the courses.

1.4.1 Onsite Training at client location

We can also deliver training onsite at client facilities using IT equipped classrooms with Long Arm® accessible terminals. We can provide equipment if there is sufficient onsite internet connectivity. Additional costs may be incurred to cover travel and expenses.

1.4.2 Offsite Training

We can also deliver training at a neutral venue. We can hire training rooms at various locations throughout the UK. Additional costs may be incurred to cover travel and expenses.

1.4.3 Online Training

We offer several courses as live online training using an online classroom. These sessions are trainer-led and adapted for the online experience.

1.4.4 Open Courses & Closed Courses

To provide a training course that meets your organisation's logistical and operational needs, we provide flexibility by offering both open and closed courses.

Open Courses – Open courses are open to members of UK LEA's and Government agencies. Places can be booked on a per delegate basis. Open courses are delivered at Vestigo Training Centre, Liverpool or Online.

Closed/ Private Courses – These courses are closed to your organisation. A fixed fee is paid for the course and up to 12 persons can attend from your organisation. Closed/Private courses can be delivered at the Vestigo Training Centre in Liverpool, at a neutral venue (subject to hire fees) or onsite at your facilities providing the IT requirements are met. Closed/ Private courses can also be delivered live online.

Further details of all our courses are available on our website: <https://vestigoconsulting.co.uk/>

2. Vestigo Core Skills Courses

2.1 III-Practitioner 1 (Internet Intelligence & Investigation)

III-Practitioner is our most popular training course. A full four-day Internet Intelligence & Investigation course covering all the essential investigation skills required for sound deployment and evidential capture and exhibit management, training in legislation associated with Internet Intelligence & Investigation including HRA and RIPA along with advanced OSINT tradecraft and techniques for researching on social media, websites and other sources of online information.

III-Practitioner is delivered exclusively on the Long Arm® platform. A standard 'stand-alone device' version of this course is also available for organisations who do not have access to the Long Arm® platform.

Investigative Skills

- Define the role of an internet investigator
- Operate safely and securely online
- Awareness of digital footprint and obfuscation techniques
- Deploy with a pre-defined methodology
- To understand the legislation and ethical considerations relating to iii
- The ability to capture data from the internet to an evidential standard

- Digital exhibit handling
- Disclosure relating to digital material
- Techniques for online surveillance
- Tradecraft for online personas
- Attribution methodology

OSINT Skills

- Advanced web search techniques
- Technical website investigation
- Social media research techniques
- Image and video file analysis
- Online database research
- Online marketplace research

Four Days | Classroom | Vestigo HQ Liverpool | Off-Site* | Online

*Off-site training incurs a £300 per day expenses fee

2.2 III Practitioner 2 – Covert Ops

III-Practitioner 2 – Covert Ops’ is an intense four-day course aimed at III/OSINT practitioners who are required to conduct internet based covert intelligence operations or covert investigation. This course is delivered using the Long Arm® platform.

Course Objective

To provide the necessary knowledge, skills and tradecraft for investigators and intelligence operatives to deploy online in an overt or covert capacity for the purpose of gathering evidence or intelligence from the internet & Web.

Intended Audience

This course is aimed at existing experienced III Practitioners who work in covert roles or are required to conduct online surveillance or other covert activities.

All delegates must have attended either a III-Pro/ iii-Practitioner 1 course in the last three years or an equivalent Level 2 OSINT course.

Four Days | Classroom | Vestigo, Liverpool

2.3 III Practitioner 3 – Advanced OSI

This is an advanced course for III/OSINT Practitioners

‘III-Practitioner 3 – Advanced OSI’ is an intense four-day course aimed at III/OSINT practitioners who want to learn more advanced Open-Source tradecraft, it offers a natural progression from our III-Pro course. This course is delivered using the Long Arm® platform.

Course Objective

To provide the necessary knowledge, skills and tradecraft for investigators and intelligence operatives to deploy online in an overt or covert capacity for the purpose of gathering evidence or intelligence from the internet & Web.

Intended Audience

This course is aimed at existing experienced III Practitioners who are looking to enhance their OSINT ability with more advanced techniques.

All delegates must have attended either a III-Pro/ iii-Practitioner 1 course in the last three years or an equivalent Level 2 OSINT course. Generally, be a competent III/OSINT practitioner. If you are not sure whether you are at the right skill level, get in touch and have a chat with one of our training team.

Four Days | Classroom | Vestigo HQ Liverpool | Off-Site* | Online

*Off-site training incurs a £300 per day expenses fee

2.4 III Practitioner 4 – Dark Web Investigations

This is an advanced course for III/OSINT Practitioners

‘III-Practitioner 4 – Dark Web Investigations’ is designed to dispel the myths and drama of the ‘Dark Web’. This course is delivered using the Long Arm® platform.

Course Objective

The objective of the Dark Web Investigation workshop is to provide practitioners with the skills, knowledge and confidence required to investigate the dark web safely and securely, obtaining and securing data in a legal, ethical and evidential manner.

Intended Audience

This course is designed for investigators and intelligence operatives who operate to an evidential standard. It is particularly suited to law enforcement agencies and public sector investigators, including policymakers and managers.

Delegates do not need any experience operating on the dark web but should preferably have some previous training in digital and online investigations. Dark Web Investigation training will prove challenging for delegates with limited or no prior experience in digital investigative techniques. Vestigo recommends delegates complete an III-Practitioner 1 Course or equivalent course before attendance or be a competent, operationally experienced practitioner.

Three Days | Classroom | Vestigo, Liverpool

2.5 III Practitioner 4a – Introduction to Cryptocurrency Investigations

Introduction to Crypto is designed to introduce investigators to blockchain technology and Cryptocurrencies.

Course Objective

To provide the necessary knowledge, skills and tradecraft for investigators and intelligence operatives to deploy online in an overt or covert capacity for the purpose of gathering evidence or intelligence from the internet & Web.

Intended Audience

This course is designed for III/OSINT Practitioners, DMI's and investigators who work in Digital and Cyber Roles. It is not suitable to those who have little or no experience in digital investigations.

Delegates should have previously attended a III Practitioner 1 course or equivalent and be comfortable searching the internet and gathering intelligence and Evidence.

Curriculum Overview

- Introduction to and understanding blockchain technology
- Introduction to and understanding cryptocurrencies
- Understanding, Identifying, investigating and managing cryptocurrency wallets
- Managing seizures of criminally obtained cryptocurrency
- Deep dive into Bitcoin III Investigative opportunities
- Deep dive into Monero cryptocurrency and blockchain
- Sending and receiving cryptocurrency on the Blockchain live and identifying III investigative opportunities
- Examining Know Your Customer (KYC) and Anti Money Laundering (AML) policies and legislation
- Identifying the methods criminals deploy to purchase and sell cryptocurrency anonymously
- Identifying the methods criminals deploy to clean and integrate cryptocurrency back to fiat currency
- Understand how law enforcement can purchase, manage and use cryptocurrency in covert investigations

Two-day | Classroom | Vestigo, Liverpool

2.6 III Practitioner 5 – Gaming Platform Investigation

‘III-Practitioner 5 – Gaming Platform Investigation will be one of the most interesting and fun courses you ever complete! But there is a very serious side to this essential training for Digital Investigators. Gaming is the largest entertainment industry globally, with billions of people of all ages playing every minute of every day. The evolution of online gaming and MMO (Mass Multiplayer Online) gaming such as FIFA, COD, Fortnite, ROBLOX & Minecraft all offer their own communication networks, many of which are used by children, vulnerable people and those to seek to use platforms for exploitation.

This exciting and pioneering course gives Digital Investigators and III Practitioners and insight into the social side of video gaming and the investigation and intelligence opportunities that exist within.

This course explores not only the various gaming platforms and devices but also the social media and websites that support the gaming community.

Course Objective

The objective of the III Gaming Platform Investigation Workshop is to provide delegates with detailed knowledge of the various popular gaming networks and how to navigate them for investigative purposes. Upon completing this course, delegates will be confident to conduct enquiries within gaming and associated online content identifying lines of enquiry and resolving attribution.

Intended Audience

This course is aimed at existing experienced III Practitioners/ DMI's and Digital Forensics Investigators who are looking to enhance their skills and knowledge with more.

All delegates must have attended either a III-Pro/ iii-Practitioner 1 course in the last three years or an equivalent Level 2 OSINT course. Generally, be a competent III/OSINT practitioner. If you are not sure whether you are at the right skill level, get in touch and have a chat with one of our training team.

Three Days | Classroom | Vestigo, Liverpool

2.7 III Practitioner 6 – Evidence, Disclosure & Intelligence

This is an advanced course for III/OSINT Practitioners.

'III-Practitioner 6 – Evidence & Disclosure' is essential learning for all III Practitioners, who seek to obtain either Evidence or intelligence from their III Deployments. The course begins with lessons on the science of data and some forensic understanding of digital evidence. Delegates will understand their role and operational responsibilities as witnesses to the web and how to use the product from their online deployments as evidence & intelligence. This course is delivered using the Long Arm® platform.

The course includes a full overview of Captis Pro (Long Arm®) for both capturing data and producing reports.

Delegates will look at the preparation of witness statements based on III deployments and how to manage their unused material in disclosure schedules. Delegates will also receive training in how to produce concise and relevant intelligence reports using the 3x5x2 model.

This course also includes a lesson on giving evidence and court room skills. Delegates will undertake an investigation exercise where they will put into practice the skills learnt over the two days.

At the conclusion of this course delegates will be confident to create intelligence reports, exhibit the product of their III research, prepare witness statements and manage their own disclosure schedules.

Course Objective

To provide the necessary knowledge, skills and tradecraft for investigators and intelligence operatives to deploy online in an overt or covert capacity for the purpose of gathering evidence or intelligence from the internet & Web.

Intended Audience

This course is aimed at all levels of III Practitioner. It is recommended that all attendees complete our III-Practitioner 1 (formerly III-Pro) course first.

Two Days | Classroom | Vestigo HQ Liverpool | Off-Site* | Online

*Off-site training incurs a £300 per day expenses fee

2.8 III Practitioner 7 – AI in OSINT

'AI in OSINT' is an intense four-day course aimed at III/OSINT practitioners who are looking to develop their understanding and tradecraft in identification of AI generated or exploited content and develop how they can utilise AI to further their online deployments.

Training will be on the Long Arm® platform and incorporate Collaboraite® tools, such as Natural Language Processing.

Course Objective

The course can be broken down into two objectives:

- To exploit available AI technologies to further online investigations, both reactive and proactive, and in the development and enrichment of online personas.
- To provide the necessary knowledge, skills and tradecraft for investigators and intelligence operatives to deploy online and identify AI generated or exploited content.

Intended Audience

This course is aimed at existing experienced III/OSINT practitioners who are required to undertake in-depth online research.

All delegates must have attended either a III-Pro/III-Practitioner 1 course in the last three years or an equivalent Level 2 OSINT course.

Four-day | Classroom | Vestigo, Liverpool

2.9 III Practitioner 8 – Online Account Creation

This course tackles one of the most challenging areas in the III/OSINT landscape: creating, managing and maintaining operational accounts on platforms such as Facebook, Instagram, TikTok and more. Designed for practitioners who require reliable, repeatable methods for secure and effective account creation.

Course Objective

To equip investigators with the knowledge and practical methods required to securely create, maintain and troubleshoot operational accounts across major social media and online platforms, enabling effective intelligence gathering while minimising risk and traceability.

Intended Audience

This course is designed for personnel working in law enforcement, secure government agencies and the military who require the capability to create and manage operational online accounts for intelligence and investigative purposes.

Two Days | Classroom | Vestigo, Liverpool

2.10 III/OSINT Management and Policy

This course addresses one of the most critical leadership challenges in the III/OSINT environment: effectively overseeing the use of online intelligence techniques, resources and operational activity. It is designed for managers who need clear, reliable frameworks to supervise III/OSINT work, make informed decisions, ensure compliance and support investigative teams in delivering safe, efficient and effective online operations.

Course Objective

To equip managers with the knowledge and frameworks required to effectively oversee III / OSINT activity, ensuring lawful, ethical and proportionate decision-making through the integrated use of the National Decision Model (NDM). The course develops managers' capability to brief and debrief staff, assess operational risk, safeguard investigator welfare, and provide structured oversight of online intelligence work from tasking to completion.

Intended Audience

This course is designed for decision makers, supervisors and managers within law enforcement organisations who are responsible for overseeing OSINT and III activity, allocating resources, managing risk, and supporting investigator welfare throughout online operations.

One Day | Online Only | Vestigo

2.11 Cloud Data Investigation – Professional (CDI-Pro)

Cloud Data Investigation – Professional (CDI-Pro) is one of the most contentious yet essential subject matters in digital policing. This unique training experience will provide DMI's and Digital Practitioners

with the skills and knowledge to enhance investigations using data extracted from various cloud sources.

Course Objective

The objective of CDI-Pro is to give Practitioners the skills, knowledge and confidence to access and extract cloud data in a legal and evidential manner

Intended Audience

This course is designed for Digital Media investigators (DMI's) & Digital Practitioners who operate to an evidential standard.

It is particularly suited to law enforcement agencies and public sector investigators. Delegates should have some operational experience and preferably some previous training in digital and online investigations. Experience in Internet Intelligence & Investigation/ OSINT techniques is preferable. All delegates should be familiar with the DMI landscape and have some awareness of cloud data and its use in online investigations. CDI-Pro is not an entry-level course and will prove challenging for delegates with limited or no previous experience in digital policing techniques.

This course will provide an overview of different datasets and methods to extract the data with lots of hands-on exercises to enable investigators to become more familiar and confident with extraction and analysis methods.

Curriculum Overview

- Introduction into Cloud Data
- Legal Issues
- Challenges / Practical Issues
- Setting Up a Case and Best Practice
- Equipment
- Identifiers – IMEI /MAC/ GUID / IP Address etc
- Dropbox / Mega
- Google (including the many different datasets contained in google accounts and how to extract and examine)
- Apple and iOS
- Huawei Cloud/ Samsung Cloud (One Drive from April 2021)
- Terabox / Yandex Disk/ Amazon Drive/ I Drive and many other datasets
- Streaming Services
- Facebook Archive Examination
- ISO Awareness

Four Days | Classroom | Vestigo, Liverpool

2.12 Digital Opportunities for Stalking & Harassment Investigations (DOSHI)

The aim of this course is to provide the understanding on the many legal powers that can be used alongside traditional harassment legislation, to provide an overview on the many means of online monitoring / stalking of an individual(s). Scanning a home / workplace / vehicle for devices using software and hardware. The course has practical exercises / examinations threaded throughout.

Audience

This course is designed for investigators who operate in the online / digital arena to an evidential standard.

It is particularly suited to law enforcement agencies and public sector investigators.

Delegates need to be proven online investigators with a background in digital related investigations and preferably have experience in triple I techniques.

This course is at an intermediate level and aimed towards Law Officers in DMI teams / Stalking and Harassment Units / Public Protection Units and any other teams that deal with Stalking / Harassment investigations.

Topics Covered

Investigative Skills

- Legal Issues / Powers (including other legislation not directly linked to this crime type)
- Account Access / Attribution / Communications Data Opportunities
- Wi-Fi Examination and Opportunities
- Wi-Fi / Bluetooth Scanning for devices (applications)
- Wi-Fi / Bluetooth Scanning (hardware)
- GPS Tags / applications
- Covert / Hidden Cameras
- IoT Devices
- Digital Room / Vehicle Examinations

Two Days | Classroom | Vestigo , Liverpool

2.13 MOSOVO Digital Investigation – Professional (MDI-Pro)

The Management of Sexual or Violent Offenders is a critical part of the risk management faced by police services throughout the UK. 'MOSOVO Digital Investigation – Professional (MDI- Pro)' from Vestigo is course designed specifically for Offender Managers.

This training will provide a practical insight into the digital trends & opportunities provided during both engagement and remote management operations. Attendees on this training will learn about what to look for and where to find it including personal devices, Wi-Fi and the Internet & Web.

Course Objective

The objective of MDI-Pro is to develop the skill, knowledge of confidence of Offender Managers to help identify potential breaches or compliance of imposed court orders in relation to digital assets and online behaviour.

Intended Audience

This course is designed for offender managers. It is particularly suited to law enforcement agencies and public sector investigators. Prior attendance on an Offender Management Course is preferable, and some experience or training in Internet Intelligence & Investigation is advantageous but not essential.

The course is aimed at all skill levels, but some basic computer skills will be an advantage.

Curriculum Overview

This course includes theory and hands on practical sessions. All equipment will be provided.

- Emerging Trends and Technology
- Examination of Devices
- Wi-Fi Opportunities and Examination
- Device Examination / Opportunities / Tools

- Case Management and Documenting your Actions
- SHPO Guidance/wording
- ISO Awareness
- Scene Management
- Internet Intelligence & Investigation Opportunities

Four Days | Classroom | Vestigo, Liverpool

2.14 Long Arm® Workshop

Workshop Overview

Our one-day Long Arm® workshops are ideal for Internet Intelligence & Investigation Practitioners who are new to the Long Arm® platform. This workshop provides a detailed overview of Long Arm®, including all the tools and features Long Arm® offers to practitioners

Intended Audience

This course is designed for Internet Intelligence & Investigation Practitioners who have previously received training in Open-Source Intelligence (OSINT), Internet Intelligence & Investigation and are active practitioners.

This workshop focuses on how to use the Long Arm® platform and not III/ OSINT techniques and tradecraft. Please see our III-Pro course (Internet Intelligence & Investigation – Professional) if you require full practitioner training.

Delivery

The Long Arm® workshop is only offered as an online course, delivered live by a trainer using a virtual classroom.

This workshop is a practical, hands-on session; therefore, delegates will need to access the Long Arm® platform throughout the training and use a second device to access the virtual classroom to view the trainer's screen and allow communication between the trainer and delegates.

One Day | Online | Vestigo

2.15 Knowsint CPD - Powered by Vestigo Academy

Vestigo Academy is our own E-Learning Platform that incorporates our 'Knowsint' OSINT CPD subscription service.

CPD Objective

Knowsint subscribers receive a monthly dose of CPD in the form of OSINT related learning, quizzes, live exercises. This CPD focuses on trending topics in the world of OSINT and in-depth underpinning knowledge. The aim of this CPD subscription is keep OSINT practitioners up to date and informed and the latest developments and trends in the world of Internet Intelligence & Investigation

All CPD is logged as hours and achievements in the Vestigo Academy Learner Zone and can be accessed and downloaded by the learner.

Features:

- Full Logged CPD Record
- New Monthly Learning (3-4hrs per month)
- Gamified OSINT Learning

- OSINT Quizzes
- Geo Exercises
- Crosswords (Topical)
- Trending OSINT Topics
- Product and Tooling to support OSINT Research
- CTF (Capture the Flag) Style Exercises
- Access to knowledge Library
- Long Arm Training Accreditation
- Learner Portal

Intended Audience

All III/OSINT Practitioners or managers, whether they are novice or expert will benefit from CPD.

12 Month Subscription | Online E Learning Portal | Vestigo

2.16 Vestigo Training Passports

The Vestigo Training Passport is an open ticket to attend all our open training courses and workshops listed in the Pricing Document for a period of two years (24 Months). Passport holders can book places on any of our open courses with priority access. Passports offer excellent value for money with up to a 30% saving being made of individual course purchases.

Each passport holder can attend each course once on a training passport.

Passport holders can attend both Online courses and classroom-based courses at our training centre in Liverpool.

The Vestigo Passport offers a learning journey that is not rushed or crammed; it gives delegates time to consolidate what they have learned from one course back into their operational environment, and once they are ready to continue their learning, then they can choose another course from our catalogue.

The cost of the Training Passports is based on the Open Courses available as of April 2026 and listed in this Pricing Document and excludes any courses added after the Framework is published. Additional courses will be available to the customer for an additional fee.

2.16.1 Passport Type

There are four different Passports available depending on your requirements to access Vestigo open courses for a period of two years. You can also build a bespoke passport if required. Please contact our team.

Courses	Platinum	Gold	III/OSINT Practitioner Plus	III/ OSINT Practitioner
III Practitioner 1 - Internet Intelligence & Investigation	✓	✓	✓	✗
III Practitioner 2 – Cover Ops	✓	✓	✓	✓
III Practitioner 3 – Advanced OSI	✓	✓	✓	✓
III Practitioner 4 – Dark Web Investigations	✓	✓	✓	✓
III Practitioner 4a – Introduction to Cryptocurrency Investigations	✓	✓	✓	✓
III Practitioner 5 – Gaming Platform Investigation	✓	✓	✓	✓
III Practitioner 6 – Evidence, Disclosure & Intelligence	✓	✓	✓	✓

III Practitioner 7 – AI in OSINT	✓	✓	✓	✓
III Practitioner – Online Account Creation	✓	✓	✓	✓
MOSOVO Digital Investigation – Professional (MDI-Pro)	✓	✓	✗	✗
Digital Opportunities for Stalking & Harassment Investigations (DOSHI)	✓	✗	✗	✗
Cloud Data Investigation – Professional (CDI-Pro)	✓	✗	✗	✗
Vestigo Academy and 24 Months Knowsint CPD	✓	✓	✓	✓

For more details on our training courses and Passport Scheme, please visit our website at <https://vestigoconsulting.co.uk> or contact our team at vestigo@ii-solutions.co.uk

3. Bespoke Training and Events

3.1 Bespoke Events, Courses and Consultancy

Vestigo can offer a range of Bespoke Events and Courses tailored to your organisation's requirements

We can design bespoke training days and workshops aimed at all levels of law enforcement and government agencies from the top to the front of an organisation. We can incorporate SOP's and local Policy into our existing courses or design something brand new to help you achieve a strategic aim.

We can provide speakers for conferences or events that have a range of specialities and skills developed during their own operational experiences.

We can assist with developing Standing Operating Procedures for III or advice on your Digital/ Internet Investigation Strategy.

3.2 Training Credits

Organisations can purchase training credits in advance which can be used against a day of training to allow the customer the flexibility throughout the year. 1 training credit is equal to 1 delegate per day of training. The minimum number of credits that can be purchased is 100 credits. You can roll over any training credits that have not been pre-booked to the following year.

3.3 Vestigo Closed Courses/ In-Company Training

All Vestigo courses can be booked as private closed courses for members of your organisation. All courses can be hosted at our Training Centre in Liverpool City Centre; some courses can be delivered at location/ venue provided by the customer and some courses can be delivered using an online classroom.

Closed course prices are detailed in the pricing document.

Closed courses hosted at a customer location will incur and expenses fee. Some courses such as the Gaming Platform Investigation course can only be delivered from our Liverpool Training Centre due to the amount of hardware and equipment required to run this course.

4. Cloud Telecom Training

4.1 Nexus Training

Mobile Device Security & Containerisation (Nexus)

This course equips participants with the essential knowledge and skills to establish secure communication channels via mobile devices using containerisation technologies.

Course Objective

To provide participants with the expertise and practical methods needed to configure, deploy, and manage containerised mobile devices, ensuring strong digital security, operational resilience, and reduced exposure to digital threats.

Intended Audience

This course is designed for professionals in law enforcement, government security agencies, and military organisations who require secure and reliable mobile communication capabilities.

Two Days | Classroom | Vestigo , Liverpool

4.2 Cloud Telecoms Open Courses

We provide Cloud Telecoms Training to support the provision of our Cloud Telecoms Services - see Pricing Document – Contact our team for further details on this training

4.3 Cloud Telecoms Closed Courses

We provide Cloud Telecoms Training to support the provision of our Cloud Telecoms Services - see Pricing Document - Contact our team for further details on this training

4.4 Cloud Telecoms Consultancy & Development

For bespoke cloud telecoms development applications or projects, please contact us to discuss what we can offer to support your operational requirements.

5. Agile and Design Thinking

Agile Scrum is a delivery methodology, to help organisations to deliver projects in general, more often than not software / cloud implementations.

Our accredited courses offer certifications through our esteemed partner, Scrum Inc, a pioneer in the development of Agile Scrum and globally recognised as the foremost authority on this widely adopted Agile framework. Training sessions can be conducted either at our training facility located in Liverpool or arranged to be delivered at a location convenient for you. The customer shall be responsible for all expenses associated with off-site training delivery including any off-site venue hire.

All our trainers have security clearance to minimum SC level, allowing for our secure government delegates to be more open to discuss real-life examples and project delivery challenges.

Design Thinking is a structured methodology to prompt creativity, innovation, and a human-centred approach to problems which can be solved through cloud solutions.

Training can take place at our dedicated training facility in Liverpool or can be delivered at a location of your choice, by arrangement. The customer shall be responsible for all expenses associated with off-site training delivery including any off-site venue hire. All our trainers have security clearance to minimum SC level, allowing for our secure government delegates to be more open to discuss real-life examples and challenges.

In addition to the formal courses, we offer a number of bespoke training and consultancy options, in order to help you to implement Agile or Design Thinking into your organisation.

Our consultants and mentors are either DV or SC security cleared, allowing for our secure government delegates to be more open to discuss real-life examples and challenges.

5.1 Introduction to Agile Scrum for Leaders – 1 day

Suitable for:

- Leaders or delivery managers who may be considering, or already using Agile Scrum
- People at all levels who are already using Agile Scrum, and would like a refresher
- Anyone who wants to find out what it's all about!

Agile is an increasingly popular approach to managing projects that focusses on incremental and iterative steps to completing projects and other work. Though originally created for software development, the Agile approach is now widely used in executing many different types of projects and in running organisations.

Incremental parts of a project are carried out in short-term development cycles, known as sprints. The approach prioritises quick delivery, adaptation to change, and collaboration rather than top-down management and following a set plan. There is constant feedback, allowing team members to adjust to challenges as they arise and stakeholders an opportunity to communicate consistently.

The workshop is an interactive, hands-on experience, which introduces the key principles of Agile scrum, and puts them into practice through a role-play exercise, allowing delegates to experience the approach while learning the underlying methodology.

5.2 Registered Scrum Master – 2 days

Suitable for:

- Current Scrum Masters who want to enhance their knowledge base
- Individuals who want to or are planning to become a Scrum Master and want to learn the skills to excel in the role

The training is for all levels of Scrum experience. There are no prerequisites.

Becoming a Registered Scrum Master prepares delegates to take the next step into agile. The course is dynamic and highly interactive. Class participants will start by organising into Scrum teams and will take part in a variety of exercises to experience the Scrum Master role first-hand. With the help of the trainers, teams create a product backlog, prioritise it, and manage a burndown chart.

Delegates leave the class knowing how Scrum can accelerate any project, and will learn:

- The Scrum Framework with an emphasis on the role of the Scrum Master.

- How the Scrum Framework helps deliver products and services faster and with higher quality while cutting cost and improving employee happiness and job satisfaction.
- How to leverage lean principles to identify waste in a system, process, or organisation.
- Techniques and metrics Scrum Masters use to improve team happiness and performance.
- The patterns and practices of high-performing Scrum teams.
- How the Scrum Master role scales in an organisation using Scrum@Scale.

The course includes access to the Registered Scrum Master™ exam, certified by Scrum Inc. Students who successfully complete the course and pass the exam will earn their Registered Scrum Master™ credential.

5.3 Registered Product Owner – 2 days

Suitable for:

- Current Product Owners who want to enhance their knowledge base
- Individuals who want to or are planning to become a Product Owner and want to learn the skills to excel in the role

The training is for all levels of Scrum experience. There are no prerequisites.

Becoming a Registered Product Owner prepares delegates to take the next step into Agile. The course is dynamic and highly interactive. Class participants will start by organising into Scrum teams and will take part in a variety of exercises to experience the Product Owner role first-hand. With the help of the trainers, teams learn how to assess business value, prioritise features, projects, and portfolios, as well as return real value with the product backlog.

Delegates leave the class understanding the role of the Product Owner in Scrum, and will learn:

- The Scrum Framework with an emphasis on the role of the Product Owner.
- Principles of Lean Product Development and proven patterns to drive business outcomes
- Prioritisation techniques to align with business objectives and deliver maximum value for stakeholders
- Writing and decomposition of backlog items so that Scrum teams can deliver effectively
- How to capitalise on feedback loops to decrease project delivery time
- Development of a product from vision through Release Planning

The course includes access to the Registered Scrum Master™ exam, certified by Scrum Inc. Students who successfully complete the course and pass the exam will earn their Registered Product Owner™ credential.

5.4 Combined Registered Scrum Master & Product Owner – 3 days

Suitable for:

- Individuals who are looking for a full rounded view of the Agile process, from the Scrum Master and Product Owner perspective.
- The training is for all levels of Scrum experience. There are no prerequisites, although a broad understanding of Agile Scrum is beneficial.

The course is dynamic and highly interactive. Participants will start by organising into Scrum teams and will take part in a variety of exercises to experience the roles first-hand.

Delegates leave the class knowing how Scrum can accelerate any project, and will learn:

- The Scrum Framework, highlighting the roles of Scrum Master and Product Owner.
- How the Scrum Framework helps deliver products and services faster and with higher quality while cutting cost and improving employee happiness and job satisfaction.
- How to leverage lean principles to identify waste in a system, process, or organisation.
- The patterns and practices of high-performing Scrum teams, and techniques and metrics to improve team happiness and performance.
- Prioritisation techniques to align with business objectives and deliver maximum value for stakeholders.
- Writing effective product backlog items, so that Scrum teams can deliver successfully.
- Development of a product from vision through to release planning.

The course includes access to the Registered Scrum Master™ and Registered Product Owner™ exams, certified by Scrum Inc. Students who successfully complete the course and pass the exam will earn the relevant credentials.

5.5 Introduction to Design Thinking – 1 day

Design Thinking is a human-centred approach to decision-making that emphasises empathy, collaboration, and iteration. It is a powerful tool that can be used to develop innovative cloud solutions to a wide range of challenges. Embrace the power of Design Thinking and embark on a journey of creativity, innovation and transformative problem-solving. Through an interactive and hands-on approach, this 1-day workshop immerses participants in the key fundamentals of Design Thinking, allowing them to experience the methodology first hand.

What to expect

- Immerse yourself in the principles of design thinking, where the concepts of empathy, ideation, prototyping and testing converge to unlock transformative solutions.
- You will be equipped with the tools and techniques you need to foster innovation and collaboration within your team.

Who should attend?

- This workshop is designed for anyone seeking to enhance their creative problem-solving abilities and apply design thinking principles to real-world challenges.

5.6 Design Thinking Practitioner – 2 days

Through an interactive and hands-on approach, this 2-day course offers a more in-depth analysis of the theory and practices involved in Design Thinking, and teaches delegates techniques and practical tips to enable them to lead workshops and collaborative activities within their own organisations.

What to expect:

- Learn ways to understand customers better, better than they know themselves.
- Tools and techniques that help you develop non-obvious insights that inspire innovation

- Ideation techniques to generate ideas and focus them into tangible solutions
- Methods to help you build on your ideas to create solutions that are disruptive and not incremental.
- Tools and techniques that help you create non-obvious solutions to your problems
- Use Lean start-up methodology to rapidly experiment your solutions and learn from those experiments.

Who should attend?

- This workshop is suitable for anyone wishing to develop a greater practical understanding of Design Thinking Principles, and common tools and techniques.
- While not a formal pre-requisite, prior experience of Design Thinking techniques, or attendance at the 'Introduction to Design Thinking' is recommended.

5.7 Bespoke Agile Training Packages

We offer bespoke training in Agile Scrum and Design Thinking to meet your specific requirements. This can be delivered at our dedicated training facility in Liverpool or can be delivered at a location of your choice, by arrangement.

5.8 Agile Team Launch – Coaching Package

To launch Agile within your organisation, we offer a 'team launch' coaching package, which includes the following:

- **Preparation**
 - **Pilot Project:** Help you to select a pilot team & project. Define team roles and recommend specific training (Scrum Master / Product Owner) if necessary
 - **Tool selection & implementation:** Assist with selection of initial issue tracking / agile management tool.
 - **Senior stakeholder briefing:** Mini-workshop with senior stakeholders (if required), outlining proposed benefits
 - **Team Launch day training prior to start of first sprint.** Introduces key concepts and techniques within Agile, and equips team to start using the methodology
 - **Initial Backlog Creation & Refinement:** Training workshop to co-create 2-3 sprints of product backlog items for the pilot project, coach team through refinement and estimation, ready for first Sprint Planning
 - **Sprint 1:** Intensive coaching for the team (esp. Scrum Master & Product Owner) during the first sprint
 - **Support & Mentoring** (gradually reducing input across a 6-week period)
 - **Sprint Events:** Shadowing the team during sprint events (daily scrum, refinement, sprint planning, sprint review, retrospective), providing input & coaching when needed.
 - **Ad-hoc mentoring:** One-to-one or small group mentoring as necessary to address specific issues that may arise.
 - **Metrics:** Support the Scrum Master in collection & tracking of metrics. Leadership checkpoints (1 per sprint).

5.9 Agile Scrum and Design Thinking Consultancy

Our experienced team have implemented Agile and Design Thinking across a range of organisations, as well as using the techniques operationally within our own product development. We can provide many options to assist you on your Agile and/or Design Thinking journey, for example:

- Short discovery engagements to assess your current maturity, aspirations and challenges. We can propose a road map for future implementation and help you to drive a business case for change.
- Tactical support to assist you to overcome specific problems or issues within this space, or to target new practices, teams, or outcomes.
- Medium term consultancy and support to help you to implement Agile or Design Thinking within your organisation, to improve your delivery and innovation
- Longer term coaching, support and mentoring to help you to embed new practices and techniques within your organisation.

We work closely with you to define and agree a practical and pragmatic approach, tailoring our input and resources to match your organisation's strategic aspirations and available budget.

Contact us

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