

Service Definition Document

G-Cloud 15

hello@hurdle.live

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About hurdle

hurdle enables software training teams to deliver engaging training sessions to learners remotely via our browser or installed application. Using high quality video and audio software combined with the ability to create sandbox “lab” environments, our innovative virtual classroom tool empowers software training teams to succeed when delivering system roll outs, onboarding, or business as usual training.

Founded in 2020, we have successfully worked with multiple NHS trusts to improve their online live training offering for business as usual and large system implementation projects. Our platform has facilitated this by providing course attendees the ability to practice and software trainers the ability to validate understanding and learning in real time.

Hurdle Group Limited is Cyber Essentials and ISO27001 accredited, you can find more information in relation to our security and privacy measures by visiting our trust centre here –

<https://trust.hurdle.live>

Why hurdle?

hurdle provides a comprehensive range of world-class virtual classroom tools, specially built to cover the needs of software trainers today. We have moved the classroom online:

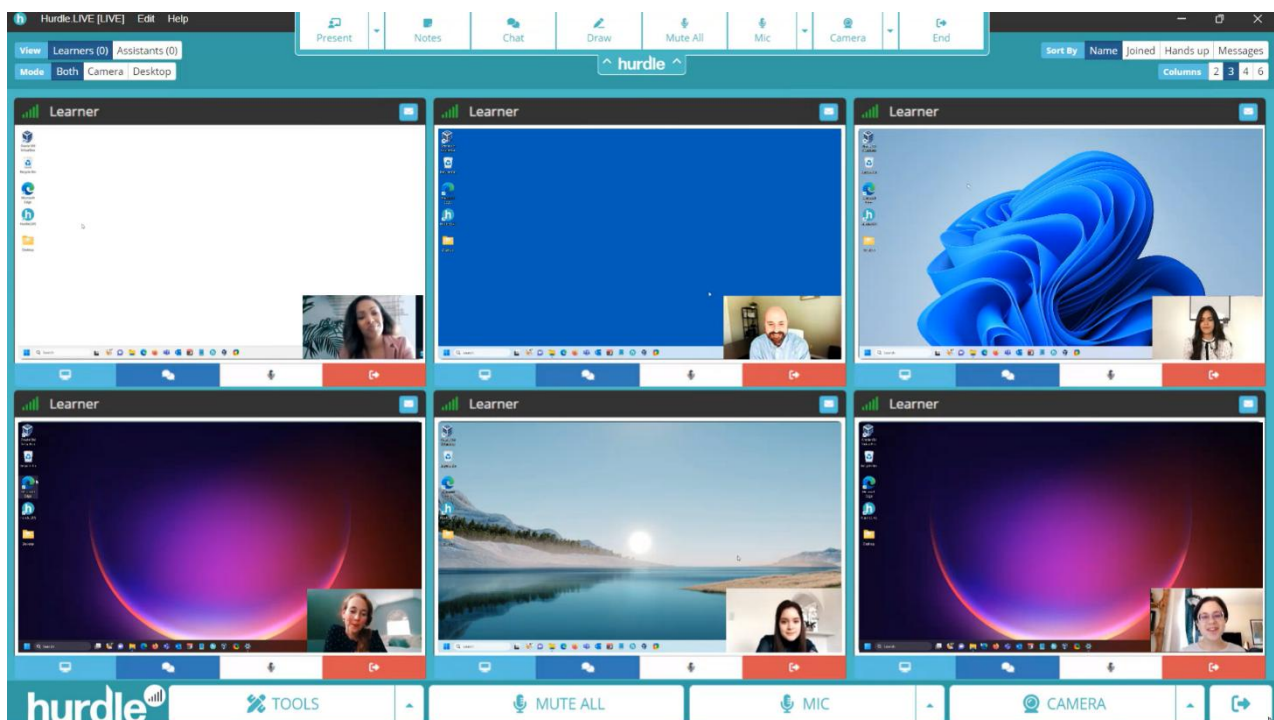
- Learners are involved and engaged in lessons (they can practice).
- Trainers can validate learner understanding of concepts in real time.
- Learners can access a training session via our browser or application and with their own desktop (if using hurdle) or be provided with a Lab desktop to practice with (if using hurdle with labs). (Hurdle with Labs allows for a pre-set environment to be configured and refreshed after each training session)
- Session can be delivered with multiple trainers to manage large groups.
- Up to 50 people can attend a hurdle training session.
- Use cases – Software / process training (Roll outs, BAU or New starters), Assessment tests (Exam invigilation) and User acceptance testing (UAT).
- Learners and trainers in different geographical locations have the same training experience.

What is hurdle?

You can watch our 90 second concept explanation video here: <https://hurdle.live/evolution/>.

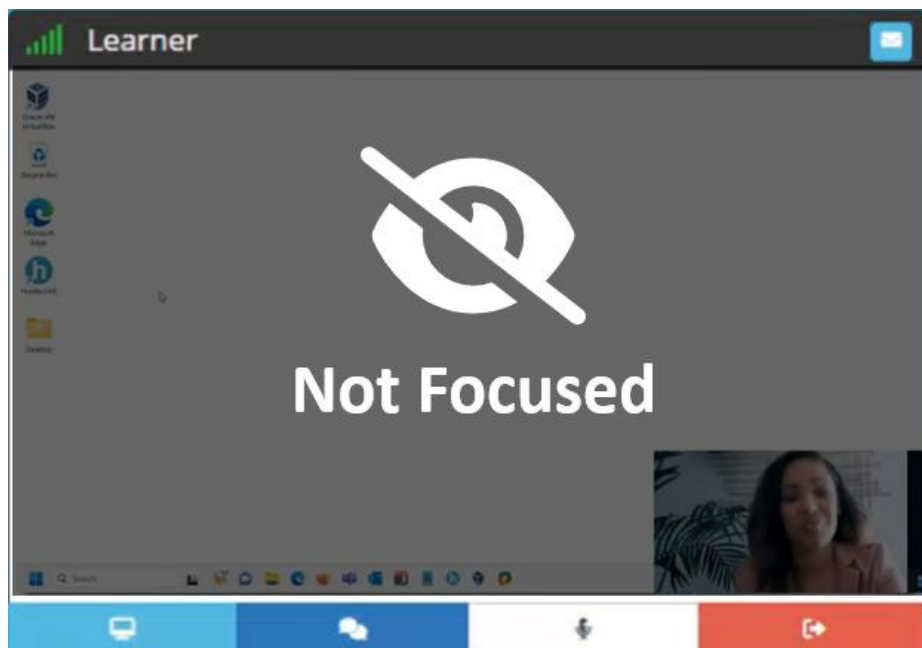
Back of the room view - hurdle is a virtual classroom tool that provides the trainer with a real time “back of the room” view of their software skills training course. In the screen shot below each of the screens on display represents a real-time view of a learner’s desktop and shows the progress being made on the software they are being trained on.

NOTE: If the session is using hurdle (non-lab) each box below represents a learners own computer desktop. And if the session is using hurdle with labs each box below represents learner operating the lab computer desktop that has been provided to them by hurdle for use during the session.

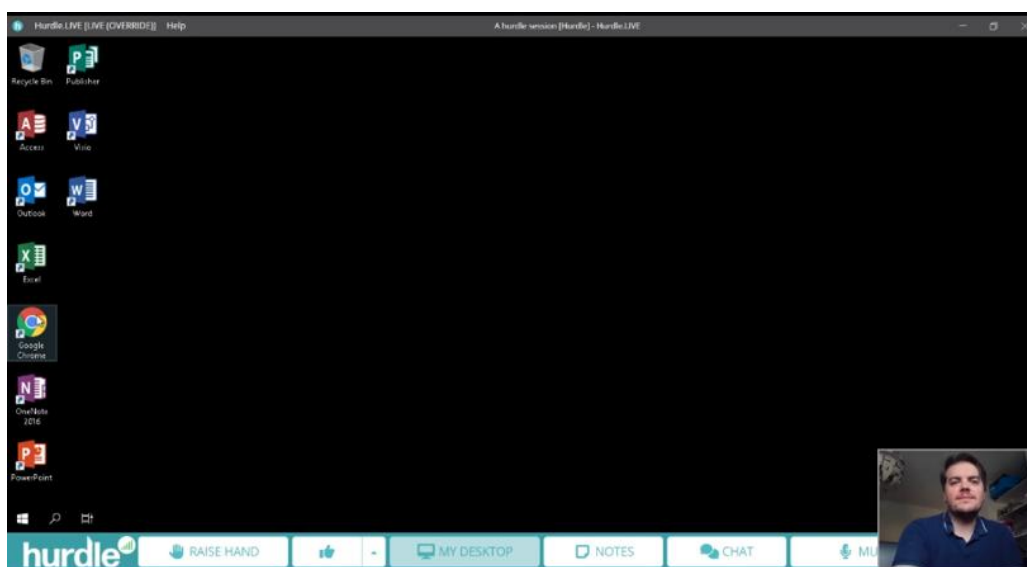


Over the shoulder view – from the back of the room view the trainer can focus on one individual learners’ computer desktop to shadow and guide or physically take control of their mouse to further aid understanding. Additionally, the trainer can have a private or public audio conversation with each learner, draw on their screen to guide them to the correct outcome or even present this learner to the rest of the group should they wish to share this learners screen to the virtual classroom.

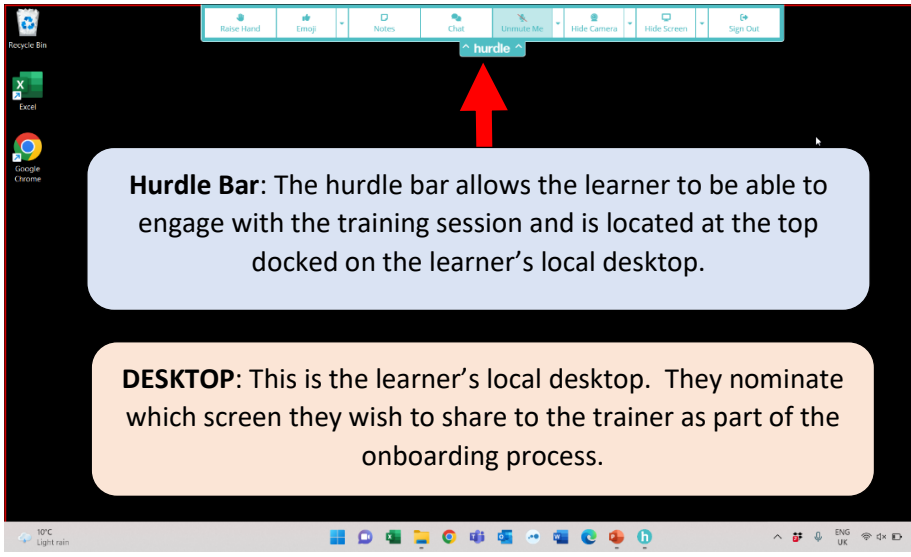
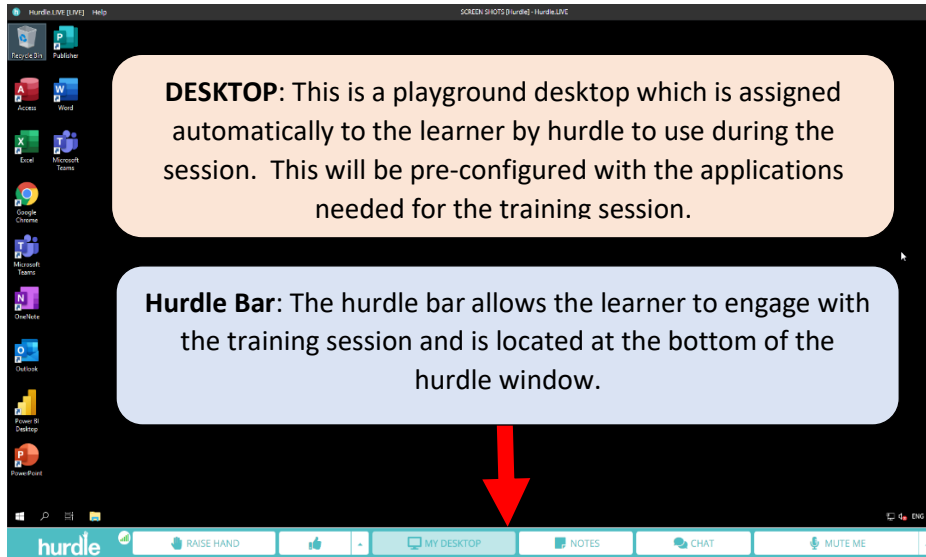
Learner Attention Tracking – within hurdle you can see in real time the learner’s progress. In addition to this hurdle will notify the trainer if the learner has clicked away from the training environment. This enables the trainer to know who within the session they need to focus on. *(Screen shot below shows an excerpt from the back of the room viewing which displays one learner)*



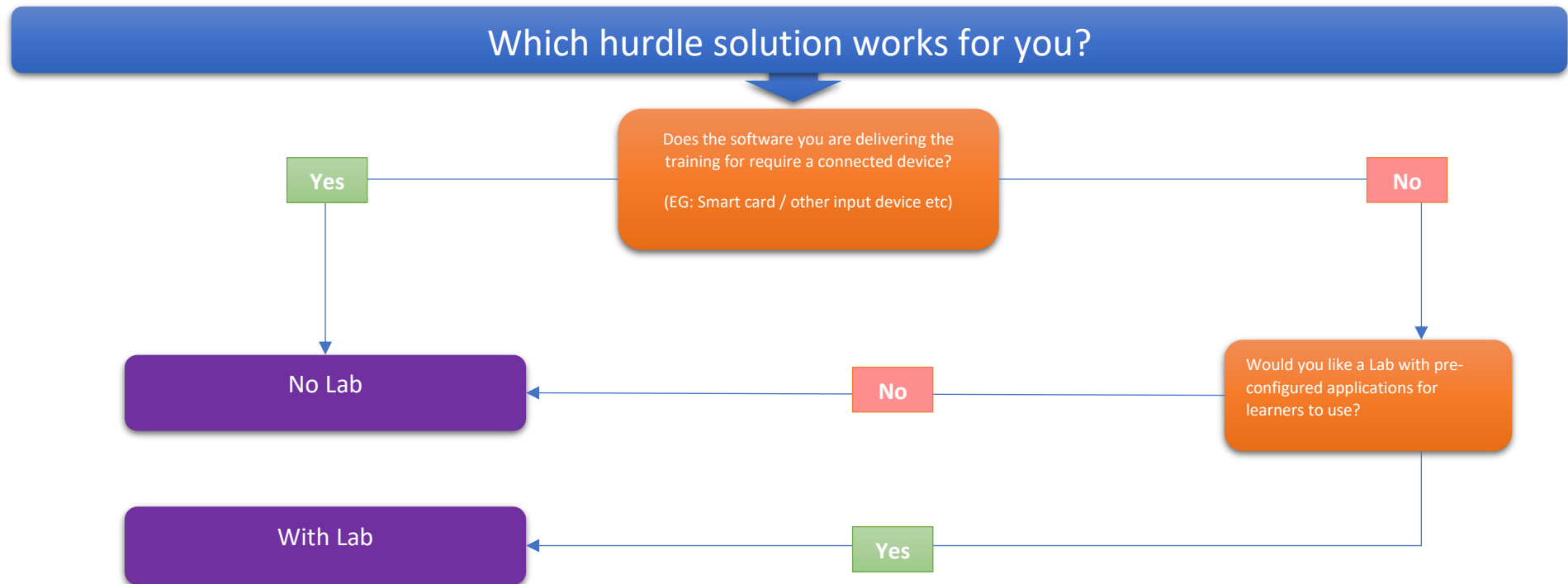
Lab environment (hurdle with labs only) - Practice can happen in a pre-prepared and refreshable “lab” computer. The below screen shot shows the learner interface. *(Screen shot below shows lab screen from learners’ perspective)*



Hurdle | Version comparison

Hurdle (No lab)	Hurdle with labs
The learner and trainer join a hurdle session and use their own computer desktop to practice / present with.	The learners and trainer join a hurdle session and are provided with a practice desktop (Lab) within hurdle to use.
When to use - Limited IT support available to setup lab - Cannot guarantee software on learners machines - Require learners to use own computer (Live scenarios / data required)	When to use - Controlled and refreshable training area needed - Specific hardware, software or resource requirements that IT/Trainer need to manage (EG learners need an application or data set they may not naturally have access to)
Session onboarding (Same in both versions) In both scenarios all attendees install the same application or access via the browser and are taken through the onboarding relevant to their hurdle set up.	
Learner Experience – (Click here to see onboarding video)  Hurdle Bar: The hurdle bar allows the learner to be able to engage with the training session and is located at the top docked on the learner's local desktop. DESKTOP: This is the learner's local desktop. They nominate which screen they wish to share to the trainer as part of the onboarding process.	Learner Experience - (Click here to see onboarding video)  DESKTOP: This is a playground desktop which is assigned automatically to the learner by hurdle to use during the session. This will be pre-configured with the applications needed for the training session. Hurdle Bar: The hurdle bar allows the learner to engage with the training session and is located at the bottom of the hurdle window.

hurdle | Selecting the correct version for your needs



The service

The hurdle service is delivered via an infinitely scalable global network to ensure an unparalleled service. Our service is accessed by two main user groups:

- **Trainers** – Access the service via the hurdle application (Installed) using credentials that are provided by the organisations team lead (Credentials are issued by a nominated team lead using a self-service portal).
- **Learners** – Access the service via either the hurdle application (Installed) or using their browser (No install required). Learners join hurdle sessions using a session code, join page URL or direct application link. *(The account team lead can control these options using customisation during the onboarding experience.)*

NOTE: where appropriate the hurdle application can be installed using our self-service download page on a per attendee basis, or via our MSI mass deployment tool which allows your organisations IT team to control how the application behaves.

Product updates

Feature and bug updates are distributed on the following basis:

- **Browser application** – Updates are automatic, and attendees are always using the latest version.
- **Installed application (installed by attendee self-service)** - Updates are automatic, and attendees are always using the latest version.
- **Installed application (installed by organisation IT team using mass deployment tool)** - Updates are controlled by the IT team and deployed using their own standard practice, they are informed of the update via a Software newsletter.

We operate a release history page for feature and bug updates which includes the ability to subscribe to an email newsletter detailing new releases. Further details can be found at - [Software releases - Jira Service Management \(atlassian.net\)](#)

Support

hurdle will provide the customer with a point of contact for technical support during your deployment. Comprehensive information on installing, managing, and using hurdle can be found at <https://support.hurdle.live>

In terms of post deployment support, we can offer a support package that is relevant for your specific needs. Within our helpdesk function there is a library of content from FAQ's, troubleshooting and training videos for your use at any time.

Standard support

Our free service offers access to our online helpdesk where you can raise a ticket that will then be prioritised by our IT team. Our standard support office hours are Monday to Friday 9am – 5pm and we aim to respond within 24 hours. Our support helpdesk is not monitored at weekends or Bank Holidays.

Enhanced support

If you require enhanced support, get in touch with your hurdle contact to build a plan suitable for your needs - an additional cost will apply.

Availability and performance

Office hours

Our office hours are 9am to 5pm (UK time), Monday to Friday

Maintenance windows

Our services run on a full failover, multi-cluster system, thus reducing downtime to near zero, we announce planned maintenance ahead of time and we strive to have minimal disruption to customers. Updates relating to scheduled maintenance can be found on our service page where an email subscription service is available. (<https://status.hurdle.live>)

Service availability

We operate a real time service status page which checks all our infrastructure for availability. Please visit this page using the link below:

<https://status.hurdle.live>

Security

Privacy and security is part of our core values, which is why we built end-to-end encryption (using TLS 1.2) into our platform. This ensures that all data, text, audio, and video traffic transmitted through our infrastructure is only available to the sender and the receiver. When at rest, all data is encrypted using military grade encryption (AES 256) which ensures information is completely safe when not being transmitted.

Our infinitely scalable infrastructure and application is hosted in UK based data centres and has been created using secure development practices. All technical logging within our platform is subject to retention policies to ensure a balance between service provision and data protection.

We are fully accredited and independently audited using ISO 27001:2018.

We regularly penetration test our solution and infrastructure.

With Cyber Essential plus and CSA STAR Alliance compliant practices our technical team have the correct security stance to safeguard the service and your data.

For all our trust information please take a look at: <https://hurdle.live/trust/>

Licensing

Hurdle is licenced on a concurrent user basis and each scheduled attendee of a training session on the hurdle platform requires a concurrent user licence. When a session is started within hurdle the correct number of licences will be allocated from the organisations licence pool to the session. When the training session ends, hurdle will return the licences used by that training session to the licence pool to be reused by others. Multiple trainers can be added to the organisations hurdle account, and all can share the licence pool on this basis.

Licence use illustration

Concurrent user licence explanation video >>> <https://hurdle.live/licencemodel>

SCENARIO DESCRIPTION

An organisation has a concurrent user licence pool of 20 users and a training session is scheduled for 8 learners to attend and will be delivered by 1 trainer.

SCENARIO - LICENCES USED

- 9 concurrent user licences will be required. (8 learners + 1 trainer = 9 concurrent user licences.)
- The organisation will have 11 concurrent user licences remaining for use by other trainers during the time the session is running
- At the end of the session the 9 licences used will be returned to the licence pool resulting in the organisation having 20 available concurrent user licences available

Onboarding

For trainers

We provide online live training for all trainers. Following this, we schedule another follow up session to support trainers and they are given access to quick start guides and material on our support portal. If additional support is required, this can be arranged.

For learners

We have an automated guided on boarding process that helps them join a session and explains how to use the platform via a short training video. This video and process means that when they join hurdle, they are ready to learn and their speakers, audio and webcam will be ready to use.

For technical team(s) deploying hurdle

We have an introduction meeting with the IT contact and provide access to our technical documentation / deployment guide for IT teams to review and action. Support is provided to your organisations technical teams as required. The complete setup process is documented on our knowledge base <https://support.hurdle.live>

How to Trial hurdle

We offer a free 4-week trial for evaluation purposes. Our onboarding process is offered to organisations who wish to take a trial.

Offboarding

Access to data

When a customer leaves the service, they can produce CSV file exports of key data on a self-service basis. Access to this data is available for 90 days following the completion of their contract. Any further data extractions can be performed on request by contacting the support team.

Account destruction

The account and all related data will be destroyed 90 days after the end of the contract and cannot be recovered. The team leader for the hurdle account can also use the self-service portal to delete all data and close the account.

Technical considerations (Summary)

Hurdle (No lab)	Hurdle with labs
- Attendees' computer meets >> System Requirements - Knowledge Base - Ensure all ports are open for both learners and trainers - Decide whether attendees should join via browser, install the application when joining first session (Self-service) or use MSI to deploy to user base ahead of training. Hurdle Cloud Infrastructure Detailed deployment guide available on request	All the 'no lab' considerations plus the below - Decide where the lab machines are going to be hosted (Customer data centre, cloud provider etc.) - Decide how the lab machines are going to be run (Using remote desktop services, Individual virtual machines amongst other options) Hurdle Cloud Infrastructure On-Premises Customer Infrastructure Detailed deployment guide available on request
Further documentation (applies to both versions) System Requirements - Knowledge Base - system requirements for course attendees (Learners and Trainers). In above infrastructure diagrams these requirements relate to Hurdle.LIVE client. Connection – Hurdle – Details the URLs and ports used by the hurdle infrastructure. Hurdle Automated Connection Test – Allows you to check whether your organisations firewall is blocking the hurdle service infrastructure.	

Please see below summarised technical considerations for adopting the hurdle service within your organisation. To explore further details please request deployment guides by emailing hello@hurdle.live