HEXAGON

I/CAD Training Course Catalog

U.S. & Canada

We're here to support you.

Public safety agencies spend a lot of time making sure they have the best technology available in their PSAPs to support call-takers, dispatchers, communicators, and the external police, fire, and EMS agencies they serve. It's important to make the most of technology investments by accelerating user knowledge with training.

Our expert instructors leverage their many years of on-the-job public safety experience to offer a deeper understanding of how to best operate our software solutions through hands-on, practical training opportunities.

We also offer "train the trainer" courses that provide the personnel responsible for training end-users with the in-depth knowledge needed.

This catalog offers a current listing of all courses available. To find out when courses are being offered, visit: **www.hexagonsafetyinfrastructure.com/news-and-events/events**.

For questions, please contact us at **training@hexagonsi.com**.

Our expert instructors leverage their many years of on-the-job public safety experience to offer a deeper understanding of how to best operate our software solutions through hands-on, practical training opportunities.

Training options

To provide our customers with the most convenient training possible, we offer three options:

Training at your location

Typical requirements for training at a customer location include hardware that is fully staged and available for the duration of training, including fully licensed, staged, and available software; Hexagon credentials; and training workstations. Please review each course for specific details.

Training at Hexagon

Hexagon's Madison, Alabama, campus offers several training rooms set up with all required hardware and software for training. Our courses and classrooms are designed for 12 people. This ensures every student receives focused attention and time for questions.

Remote training

Remote training is available for some courses. Remote training is delivered live online across 3-4 days, depending on the class, and includes presentations, practice exercises, open discussion, and regular interaction to keep engagement and comprehension high.

Registration & payment

Registration for training classes is easy, and our team is available and ready to help. Course information, dates, and registration are available on our website:

www.hexagonsafetyinfrastructure.com/news-and-events/events

Registration can also be done by emailing **training@hexagonsi.com**. Once we have a registration request, we will contact you to finalize the course registration and payment.

Courses at a glance

Courses for system administrators

I/CAD System Administrator: Introduction

The Introduction to I/CAD System Administration course is a three-day class focused on understanding how the I/CAD system works. The class will set up and configure admin client machines and get them up and running in a multiple configuration environment.

I/CAD System Administrator: Core

The Core System Administration course is a four-day class on how to set up, configure, and manage the I/CAD system. During this class, students will learn how to create and set up an I/CAD database. Students will install I/CAD server and client products.

I/CAD System Administrator: Advanced

The Advanced System Administration course is a four-day class on how to customize and extend the I/CAD functionality through CADDBM, Macros, Visual Studio, CAD workflows and other tools. This class will focus on customizing the I/Dispatcher interfaces and creating workflows to extend CAD functionality utilizing CAD delivered tools.

Mobile System Administration

The Mobile Administration course is an intensive course designed for individuals responsible for the technical administration, management, and support of the Hexagon's mobile solutions.

Courses for developers

Xalt® Developer

The Xalt training course is designed for customers who have purchased a Xalt developer license and have an interest in configuring their own Xalt systems (interfaces).

Courses for users

I/CAD System Administrator: Essentials

I/CAD Essentials is a four-day, comprehensive course to familiarize communications personnel with the use of the I/CAD system. Students will learn all the essential functions of I/CAD, including navigating the application, entering and updating events, performing inquiries, handling units, communicating with other users, and more.

I/NetViewer & I/NetDispatcher for Users

I/NetViewer and I/NetDispatcher training is for personnel who will be accessing I/CAD information remotely. It familiarizes students with the commands used in the I/NetViewer and/or I/NetDispatcher application during event entry and inquiry operations.

Intergraph® Mobile for Public Safety for Users

Intergraph Mobile for Public Safety is a one-day comprehensive course to familiarize end-users with the operation and use of the software.

Intergraph Mobile Responder® for Users

Intergraph Mobile Responder is a native app that improves safety and productivity by giving field personnel constant access to I/CAD via a smartphone or tablet, allowing maximum mobility.

Courses for trainers

I/CAD System Administrator: Essentials for Trainers

I/CAD Essentials is a nine-day "train the trainer" comprehensive course to familiarize communications personnel with the use of the I/CAD system.

I/NetViewer & I/NetDispatcher for Trainers

I/NetViewer and I/NetDispatcher training is for personnel responsible for training the personnel who will be accessing the I/CAD information remotely.

Intergraph Mobile for Public Safety for Trainers

Intergraph Mobile for Public Safety for Trainers is a three-day "train the trainer" comprehensive course to familiarize trainers with the operation and use of the software.

Intergraph Mobile Responder for Trainers

Intergraph Mobile Responder for Trainers is a three-day "train the trainer" comprehensive course to familiarize trainers with the operation and use of the software.

I/CAD System Administration Introduction (customer site)

Course description

The Introduction to I/CAD System Administration course is a three-day, hands-on training class focused on understanding how I/CAD system works. The class will set up and configure admin client machines and get them up and running in a multiple configuration environment. The class will work with CADDBM and other CAD server tools to understand the day-to-day configuration changes a system administrator would be responsible for making. These include tasks like setting up new users, changing client configurations and parameter settings through CADDBM, assisting client dispatchers and trouble shooting CAD. Students completing the course work should have a good working knowledge of the CAD system and the day-to-day responsibilities of a CAD system administrator.

Target audience

Personnel responsible for supporting the Hexagon I/CAD system, system administrators, and support technicians.

Major topics

- I/CAD system overview
- I/CAD application components
- I/CAD network and database components
- CADDBM administration
- I/CAD parameters
- I/CAD command line configuration

Course prerequisites

- Customer hardware fully staged and available
- I/CAD system fully licensed, staged, and available
- Hexagon credentials (operating system) available
- Hexagon user account provisioned with local administrator rights on all servers and workstations
- Customer data collection spreadsheets completed
- If available: standalone CAD VM fully staged and put on each workstation

Course details

- Course number: PST1001-C
- Course duration: three (3) days
- Course type: on-site — Hexagon instructor-led

I/CAD System Administration Introduction (Hexagon or remote)

Course description

The Introduction to I/CAD System Administration course is a three-day, hands-on training class focused on understanding how the I/CAD system works. The class will set up and configure admin client machines and get them up and running in a multiple configuration environment. The class will work with CADDBM and other I/CAD server tools to understand the day-to-day configuration changes a systems administrator would be responsible for making. These include tasks like setting up new users, changing client configurations and parameter settings through CADDBM, troubleshooting I/CAD, and assisting client dispatchers. Students completing the course should have a good working knowledge of the I/CAD system and the day-to-day responsibilities of an I/CAD system administrator.

Target audience

Personnel responsible for supporting the I/CAD system, system administrators, and support technicians.

Major topics

- I/CAD system overview
- I/CAD application components
- I/CAD network and database components
- CADDBM administration
- I/CAD parameters
- I/CAD command line configuration

Course prerequisites

- Student's airfare and lodging for Hexagon-based course (not included with course fees)

Course details

- Course numbers:
    1. PST1001-H: Hexagon campus — Hexagon instructor-led
    2. PST1001-V: Live/remote instruction
- Course duration: three (3) days

I/CAD System Administration Core (customer site)

Course description

I/CAD System Administration Core course is a four-day, hands-on training class on how to set up, configure, and manage the core I/CAD system. During this course, the students will learn how to create and set up an I/CAD database and students will install I/CAD server and client products. The class will configure and troubleshoot the I/CAD system. The goal is to finish the class with a working I/CAD system. The class will create this system working with tools like: Map Publisher, CADDBM, ISM, ICAD Database Utility, I/CAD Parameter Utility, I/CAD Query Tool, SQL, and other products.

Target audience

Personnel responsible for supporting the I/CAD system, system administrators, and support technicians.

Major topics

- I/CAD system administration – introduction course review
- Using macros
- I/Executive services I/ISM
- Print templates
- Configuring monitors
- I/CAD CAD utilities
- I/CAD database schema utility
- I/CAD logging and troubleshooting

Course prerequisites

- Completion of I/CAD System Administration Training Introduction course
- Customer hardware fully staged and available
- I/CAD system fully licensed, staged, and available
- Hexagon credentials (operating system) available
- Hexagon user account provisioned with local administrator rights on all servers and workstations
- Customer data collection spreadsheets completed
- Standalone I/CAD VM fully staged and put on each workstation

Course details

- Course number: PST1002-C
- Course duration: four (4) days
- Course type: on-site — Hexagon instructor-led

I/CAD System Administration Core (Hexagon or remote)

Course description

The I/CAD Core System Administration course is a four-day, hands-on training class on how to set up, configure, and manage the core I/CAD system. During this course, the students will learn how to create and set up a I/CAD database and students will install I/CAD server and client products. The class will configure and troubleshoot the I/CAD system. The goal is to finish the class with a working I/CAD system. The class will create this system working with tools like: Map Publisher, CADDBM, ISM, I/CAD Database Utility, I/CAD Parameter Utility, I/CAD Query Tool, SQL and other products.

Target audience

Personnel responsible for supporting the Hexagon I/CAD system, system administrators, and support technicians

Major topics

- I/CAD system administration – introduction course review
- Using macros
- I/Executive services I/ISM
- Print templates
- Configuring monitors
- I/CAD CAD utilities
- I/CAD database schema utility
- I/CAD logging and troubleshooting
- Configuration documentation

Course prerequisites

- Student's airfare and lodging for Hexagon-based course (not included with course fees)

Course details

- Course numbers:
    1. PST1002-H: Hexagon campus — Hexagon instructor-led
    2. PST1002-V: Live/remote instruction
- Course duration: four (4) days

I/CAD System Administration Advanced (customer site)

Course description

The I/CAD System Administration Advandced course is a four-day, hands-on training class on how to customize and extend the I/CAD functionality through CADDBM, Macros, Visual Studio, CAD workflows, and other tools. This course will focus on the customization of the I/Dispatcher interfaces and creating workflows to extend CAD functionality utilizing CAD delivered tools. Utilizing CAD workflows, the class will enhance the delivered CAD functions to better mimic customer workflows. The class goal is to finish the class with a better understanding of the customization possibilities of I/CAD.

Target audience

Personnel responsible for CAD customization and administration

Major topics

- Macros
- Command line
- Resource file management
- Configure GUI through Visual Studio
- Working with XAML based monitors and dialogs
- I/CAD workflows
- I/CAD workflows with IFCADDirect

Course prerequisites

- Completion of I/CAD System Administration Training Core
- Familiar with Visual Studio
- CAD system fully licensed, staged, and available
- Hexagon credentials (operating system) available
- Hexagon user account provisioned with local administrator rights on all servers and workstations
- Standalone CAD VM fully staged and put on each workstation
- Visual Studio loaded on the training system
- Web access to fully configured training system two weeks prior to class start date (Webex)

Course details

- Course number: PST1003-C
- Course duration: four (4) days
- Course type: on-site — Hexagon instructor-led

I/CAD System Administration Advanced (Hexagon or remote)

Course description

The I/CAD System Administration Advanced course is a four-day, hands-on training class on how to customize and extend the I/CAD functionality through CADDBM, Macros, Visual Studio, I/CAD workflows, and other tools. This course will focus on the customization of the I/Dispatcher interfaces and creating workflows to extend I/CAD functionality utilizing I/CAD delivered tools. Utilizing I/CAD workflows, the class will enhance the delivered I/CAD functions to better mimic customer workflows. The class goal is to finish the class with a better understanding of the customization possibilities of I/CAD.

Target audience

Personnel responsible for I/CAD customization and administration

Major topics

- Macros
- Command line
- Resource file management
- Configure GUI through Visual Studio
- Working with XAML-based monitors and dialogs
- I/CAD workflows
- I/CAD workflows with IFCADDirect

Course prerequisites

- Completion of CAD System Administration Training Core
- Familiar with Visual Studio
- Student's airfare and lodging for Hexagon-based course (not included with course fees)

Course details

- Course numbers:
    1. PST1003-H: Hexagon campus — Hexagon instructor-led
    2. PST1003-V: Live/remote instruction
- Course duration: four (4) days

Mobile System Administration (customer site)

Course description

The Mobile System Administration course is an intensive class designed for individuals responsible for the technical administration, management, and support of Hexagon's mobile solutions. Students receive both classroom training and hands-on experience, enabling them to perform advanced functions associated with the setup, configuration, and ongoing maintenance of a mobile system. Please note the stated prerequisites as strict adherence to these is essential for the successful completion of this course.

Target audience

Personnel responsible for the administration, support, and maintenance of Hexagon mobile applications.

Major topics

- COM server best practices
- Review of the CAD database tables related to mobile
- Data flow between CAD and MDT servers
- Options XML files
- Settings tool
- RCM administration
- Update tool
- Multi-installer tool
- Mobile for Public Safety and Mobile Responder troubleshooting
- Logs

Course prerequisites

- Responsibility for the administration, support, and maintenance of the Hexagon Mobile applications
- Familiarity with I/Dispatcher functionality, use, and workflows
- Knowledge of basic computer hardware components
- Working knowledge of SQL, XML, XSL, HTML, and ASP
- Basic knowledge of Microsoft Visual Studio

Course details

- Course number: PST1021-C
- Course duration: four (4) days
- Course type: on-site – Hexagon instructor-led

Mobile System Administration (Hexagon or remote)

Course description

The Mobile System Administration course is an intensive class designed for individuals responsible for the technical administration, management, and support of Hexagon's mobile solutions. Students receive both classroom training and hands-on experience enabling them to perform advanced functions associated with the setup, configuration, and ongoing maintenance of the mobile system. Please note the stated prerequisites as strict adherence to these is essential for the successful completion of this course.

Target audience

Personnel responsible for the administration, support, and maintenance of Hexagon mobile applications.

Major topics

- COM server best practices
- Review of the CAD database tables related to mobile
- Data flow between CAD and MDT servers
- Options XML files
- Settings tool
- RCM administration
- Update tool
- Multi-installer tool
- Mobile for Public Safety and Mobile Responder troubleshooting
- Logs

Course prerequisites

- Responsibility for the administration, support, and maintenance of the Hexagon mobile applications
- Familiarity with I/Dispatcher functionality, use, and workflows
- Knowledge of basic computer hardware components
- Working knowledge of SQL, XML, XSL, HTML, and ASP
- Basic knowledge of Microsoft Visual Studio

Course details

- Course numbers:
    1. PST1021-H: Hexagon campus — Hexagon instructor-led
    2. PST1021-V: Live/remote instruction
- Course duration: four (4) days

Xalt Developer (customer site)

Course description

This Xalt training course is designed for customers who have purchased a Xalt Developer license and have an interest in configuring their own Xalt systems (interfaces). The training class will be comprised of general Xalt and API-specific training specific training. Students will receive both classroom training and hands-on experience, enabling them to build and manage interfaces using Xalt and the CAD/RMS API. Upon successful completion, trainees will be able to take the core concepts/fundamentals and configure simple to moderate interfaces in Xalt. With the foundational knowledge provided, trainees will be able to continue to use Xalt and build more complex interfaces over time, as that is the primary way to become a truly proficient user.

Target audience

Personnel responsible for supporting and developing the Xalt interfaces.

Major topics

General Xalt knowledge:

- Developing and deploying Xalt systems
- Understanding the data structures
- Business rules implementation
- Linking systems together via publish/subscribe and receive/inject
- Generating/consuming XML
- Advanced knowledge topics (topics will be customized to address customer interface needs)

API Knowledge:

- Understanding the specific API functionality available
- Using Xalt to communicate to the API
- Subscribing to topics
- Subscribing to logs

Course prerequisites

Trainees will need a laptop or computer with the .NET 4.0 Framework installed. In addition, strong adherence to the following prerequisites is mandatory:

- Responsibility for the administration, support, and maintenance of Xalt and the systems/interfaces built within the application
- Technical understanding of databases, XML, XSLT, XSD, and network communications
- Working knowledge of Windows. This includes major networking components, including clients, servers, local area networks, network ports, and protocols.

Course details

- Course number: PST3001-C
- Course duration: four (4) days
- Course type: on-site – Hexagon instructor-led

Xalt Developer (Hexagon)

Course description

This Xalt training course is designed for customers who have purchased a Xalt Developer license and have an interest in configuring their own Xalt systems (interfaces). The training class will be comprised of general Xalt and API-specific training. Students will receive both classroom training and hands-on experience, enabling them to build and manage interfaces using Xalt and the CAD/RMS API. Upon successful completion, trainees will be able to take the core concepts/fundamentals and configure simple to moderate interfaces in Xalt. With the foundational knowledge provided, trainees will be able to continue to use Xalt and build more complex interfaces over time, as that is the primary way to become a truly proficient user.

Target audience

Personnel responsible for supporting and developing the Xalt interfaces.

Major topics

General Xalt knowledge:

- Developing and deploying Xalt systems
- Understanding the data structures
- Business rules implementation
- Linking systems together via publish/subscribe and receive/inject
- Generating/consuming XML
- Advanced knowledge topics (topics will be customized to address customer interface needs)

API Knowledge:

- Understanding the specific API functionality available
- Using Xalt to communicate to the API
- Subscribing to topics
- Subscribing to logs

Course prerequisites

- Responsibility for the administration, support, and maintenance of Xalt and the systems/interfaces built within the application
- Technical understanding of databases, XML, XSLT, XSD, and network communications
- Working knowledge of Windows. This includes major networking components, including clients, servers, local area networks, network ports, and protocols.

Course details

- Course number: PST3001-H
- Course duration: four (4) days
- Course type: Hexagon campus – Hexagon instructor-led

I/CAD Essentials (customer site)

Course description

I/CAD Essentials is a comprehensive course to familiarize communications personnel with the use of the I/CAD system. Students will learn all of the essential functions of I/CAD, including navigating the application, entering and updating events, utilizing the map, performing inquiries, handling units including updates and status changes, and communicating with other users. Multiple agency-specific operations are also covered, including fire, law enforcement, and EMS-related updates. An introduction to the use of interfaces to such things as NCIC, state crime databases, mobile units, and fire station printers is also presented. Students completing the course should have a good working knowledge of using I/CAD.

Target audience

Personnel responsible for call-taking and dispatching in the CAD system

Major topics

- Events – creation, updates, and status
- Mapping – commands, controls, and views
- Units – status, properties, and updates
- Inquiries – events, units, and employees
- Messaging – send, receive, and attachments
- Agency-specific functions – fire, police, EMS
- Advanced functions – towing/rotational services, facilities management
- Supervisor functions – administrative functions and commands

Course prerequisites

- Customer hardware fully staged and available
- CAD system fully licensed, staged, and available
- Hexagon credentials (operating system) available
- Hexagon user account provisioned with local administrator rights on all servers and workstations
- Customer data collection spreadsheets completed
- Standalone CAD VM fully staged and put on each workstation (if VM usage is applicable)

Course details

- Course number: PST1004-C
- Course duration: five (5) days
- Course type: on-site — Hexagon instructor-led

I/CAD Essentials (Hexagon)

Course description

I/CAD Essentials is a comprehensive course to familiarize communications personnel with the use of the I/CAD system. Students will learn all of the essential functions of I/CAD, including navigating the application, entering and updating events, utilizing the map, performing inquiries, handling units including updates and status changes, and communicating with other users. Multiple agency-specific operations are also covered, including fire, law enforcement, and EMS-related updates. An introduction to the use of interfaces to such things as NCIC, state crime databases, mobile units, and fire station printers is also presented. Students completing the course should have a good working knowledge of using I/CAD.

Target audience

Personnel responsible for call-taking and dispatching in the I/CAD system.

Major topics

- Events – creation, updates, and status
- Mapping – commands, controls, and views
- Units – status, properties, and updates
- Inquiries – events, units, and employees
- Messaging – send, receive, and attachments
- Agency-specific functions – fire, police, EMS
- Advanced functions – towing/rotational services, facilities management
- Supervisor functions – administrative functions and commands

Course prerequisites

- Student's airfare and lodging (not included with course fees)

Course details

- Course number: PST1004-H
- Course duration: four (4) days
- Course type: Hexagon campus – Hexagon instructor-led

I/NetViewer & I/NetDispatcher for Users (customer site)

Course description

I/NetViewer & I/NetDispatcher training is presented directly to personnel who will be accessing I/CAD information remotely. It familiarizes the personnel with the commands used in the I/NetViewer and/or I/NetDispatcher application during event entry and inquiry operations. Laboratory exercises are included with each module to provide additional experience in workstation operation. Upon completion of this course, attendees will be prepared on the functions and use of the I/NetViewer and I/NetDispatcher products.

Target audience

Personnel who will be accessing CAD information remotely.

Major topics

- Event entry operations
- Inquiry commands
- Unit or crew operations
- Setting user preferences
- Other utilities

Course prerequisites

- Knowledge of appropriate public safety terminology
- Knowledge and familiarity with Windows user interface
- Knowledge and familiarity with modern web browsers like Internet Explorer, Chrome, Firefox, or Safari

Course details

- Course number: PST1005-C
- Course duration: three (3) days – each day will be for a separate class of 12 students from one of the following disciplines: police, fire, EMS, or fire-EMS
- Course type: on-site – Hexagon instructor-led

Intergraph Mobile for Public Safety for Users (customer site)

Course description

Intergraph Mobile for Public Safety is a one-day comprehensive course to familiarize end-users with the operation and use of the software. Students will learn all the essential functions of the software, including navigating the application, handling events and units (updates and status changes), utilizing the map, and communicating with other users. Students completing the course should have a good working knowledge of using Mobile for Public Safety in fire, law enforcement, or EMS.

Target audience

Personnel responsible for responding to an I/CAD event (police, fire, EMS, or fire-EMS)

Major topics

- Using Mobile for Public Safety on mobile data computers or laptops
- Creating, receiving, and updating active events including facilities, staging, and towing (if applicable)
- Updating unit status and properties
- Submitting and receiving inquiries
- Sending and receiving messages
- I/Informer queries from Mobile for Public Safety (if applicable)

Course prerequisites

- Customer hardware fully staged and available
- CAD and Mobile for Public Safety system fully licensed, staged, and available
- Hexagon credentials (operating system) available
- Hexagon user account provisioned with local administrator rights on all servers and workstations
- Standalone Mobile for Public Safety (VM) client fully staged and put on each workstation
- Standalone CAD and Mobile for Public Safety (VM) client staged and put on the trainer's workstation (if VM usage is applicable)

Course details

- Course number: PST1024-C
- Course duration: three (3) days – each day will be for a separate class of 12 students from one of the following disciplines: police, fire, EMS, or fire-EMS
- Course type: on-site – Hexagon instructor-led

Intergraph Mobile Responder for Users (customer site)

Course description

Intergraph Mobile Responder is a native app that improves safety and productivity by giving field personnel constant access to I/CAD via a smartphone or tablet to allow maximum mobility. With Mobile Responder, you can view incident details, receive and acknowledge messages, update status, query databases, and more. Our native app performs better than browser-based solutions, and incorporates native device capabilities, such as push notifications, GPS, and the camera.

Target audience

Field personnel who respond to I/CAD events (police, fire, EMS, and fire-EMS).

Major topics

- Use of Mobile Responder on smartphones or tablets
- Active event operations (creating, receiving, and updating)
- Unit operations (status and property control)
- Unit and event inquires (current, pending, and historical information)
- Agency-specific operations (law enforcement, fire, and EMS)
- Sending and receiving messages
- Map operations

Course prerequisites

- Customer hardware fully staged and available
- I/CAD and Mobile Responder system fully licensed, staged, and available
- Hexagon credentials (operating system) available
- Familiar with Apple, Android, or Microsoft Windows-based applications
- Android or Apple platform with the Mobile Responder application loaded
- Android or Apple device fully staged and available on each workstation
- Standalone I/CAD and Mobile Responder app fully staged available on the trainer's workstation with access to project to screen

Course details

- Course number: PST1025-C
- Course duration: three (3) days – each day will be for a separate class of 12 students from one of the following disciplines: police, fire, EMS, or fire-EMS
- Course type: on-site – Hexagon instructor-led

I/CAD Essentials for Trainers (customer site)

Course description

I/CAD Essentials is a comprehensive, nine-day, "train the trainer" course to familiarize communications personnel with the use of the I/CAD system. Students will learn all of the essential functions of I/CAD, including: navigating the application, entering and updating events, utilizing the map, performing inquiries, handling units (including updates and status changes), and communicating with other users. Multiple agency-specific operations are also covered, including fire, law enforcement and EMS-related updates. An introduction to the use of interfaces to such things as NCIC, state crime databases, mobile units, and fire station printers is also presented. Students completing the course should have a good working knowledge of using I/CAD.

Target audience

Personnel responsible for call-taking and dispatching staff.

Major topics

- Events – creation, updates, and status
- Mapping – commands, controls, and views
- Units – status, properties, and updates
- Inquiries – events, units, and employees
- Messaging – send, receive, and attachments
- Agency-specific functions – fire, police, EMS
- Advanced functions – towing/rotational services, facilities management
- Supervisor functions – administrative functions and commands

Course prerequisites

- Customer hardware fully staged and available
- CAD System fully licensed, staged, and available
- Hexagon credentials (operating system) available
- Hexagon user account provisioned with local administrator rights on all servers and workstations
- Customer data collection spreadsheets completed
- Standalone CAD VM fully staged and put on each workstation (if VM usage is applicable)

Course details

- Course number: PST1004-T
- Course duration: nine (9) days
- Course type: on-site – Hexagon instructor-led

I/NetViewer & I/NetDispatcher for Trainers (customer site)

Course description

I/NetViewer & I/NetDispatcher training is presented directly to personnel responsible for training the personnel who will be accessing the I/CAD information remotely. It familiarizes training personnel with the commands used in the I/NetViewer and/or I/NetDispatcher application during event entry and inquiry operations. Laboratory exercises are included with each module to provide additional experience in workstation operation. Upon completion of this course, attendees will be prepared to train I/CAD users on functions and use of the I/NetViewer & I/NetDispatcher products.

Target audience

Personnel responsible for training end-users.

Major topics

- Event entry operations
- Inquiry commands
- Unit or crew operations
- Setting user preferences
- Other utilities
- Trainer guidelines and techniques

Course prerequisites

- Knowledge of appropriate public safety terminology
- Knowledge and familiarity with Windows user interface
- Knowledge and familiarity with modern web browsers like Internet Explorer, Chrome, Firefox, or Safari

Course details

- Course number: PST1005-T
- Course duration: three (3) days
- Course type: on-site – Hexagon instructor-led

Intergraph Mobile for Public Safety for Trainers (customer site)

Course description

Intergraph Mobile for Public Safety is a three-day, comprehensive "train the trainer" course to familiarize trainers with the operation and use of software. Trainers will learn all of the essential functions of the software, including navigating the application, creating, receiving and updating events, utilizing the map, performing inquiries, handling units (updates and status changes), and communicating with other users. Multiple agency-specific operations are also covered, including fire, law enforcement, and EMS-related updates. Trainers completing the course should have a good working knowledge of Mobile for Public Safety.

Target audience

Trainers responsible for training the field personnel that respond to I/CAD events (police, fire, EMS or fire-EMS).

Major topics

- Create, receive, and update active events including facilities, staging, and towing (if applicable)
- Update active unit status and properties
- Submitting inquires on all events and units
- Submitting and receiving messages
- Create and receive I/Informer queries from Mobile for Public Safety (if applicable)
- Using training guidelines and techniques for Mobile for Public Safety

Course prerequisites

- Customer hardware fully staged and available
- CAD and Mobile for Public Safety system fully licensed, staged, and available
- Hexagon credentials (operating system) available
- Hexagon user account provisioned with local administrator rights on all servers and workstations
- Customer data collection spreadsheets completed
- Standalone Mobile for Public Safety fully staged and available on each workstation
- Standalone CAD and Mobile for Public Safety fully staged available on the trainer's workstation

Course details

- Course number: PST1024-T
- Course duration: three (3) days
- Course type: on-site – Hexagon instructor-led

Intergraph Mobile Responder for Trainers (customer site)

Course description

Intergraph Mobile Responder for Trainers is a three-day, comprehensive "train the trainer" course to familiarize trainers with the operation and use of the Mobile Responder software. Mobile Responder is a native app that improves safety and productivity by giving field personnel constant access to I/CAD via a smartphone or tablet, which allows maximum mobility. With Mobile Responder, you can view incident details, receive and acknowledge messages, update status, query databases, and more. Our native app performs better than browser-based solutions and incorporates native device capabilities, such as push notifications, GPS, and the camera.

Target audience

Trainers responsible for training the field personnel that respond to I/CAD events (police, fire, EMS or fire-EMS).

Major topics

- Use of Mobile Responder on smartphones or tablets
- Active event operations (creating, receiving, and updating)
- Unit operations (status and property control)
- Unit and event inquires (current, pending, and historical information)
- Agency specific operations (law enforcement, fire, and EMS)
- Sending and receiving messages
- Map operations
- Using training guidelines and techniques for Mobile for Public Safety

Course prerequisites

- Customer hardware fully staged and available
- I/CAD and Mobile Responder system fully licensed, staged, and available Hexagon credentials (operating system) available
- Familiar with Apple or Microsoft Windows-based applications
- Android or Apple platform with the Mobile Responder application loaded
- Android or Apple device fully staged and available on each workstation
- Standalone I/CAD and Mobile Responder app fully staged available on the trainer's workstation with access to project to screen

Course details

- Course number: PST1025-T
- Course duration: three (3) days
- Course type: on-site – Hexagon instructor-led

Notes

HEXAGON

Hexagon is a global leader in sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity and quality across industrial, manufacturing, infrastructure, safety and mobility applications. Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous — ensuring a scalable, sustainable future.

Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 4.4bn USD. Learn more at hexagon.com and follow us @HexagonAB.