

BENEFITS:

- Train-the-trainer: Qumu training is designed and targeted at the customer's system administrators and broadcast personnel.
- Training can be adapted to include provisions for the customer's support staff who are assigned to provide Level 1 support.
- Qumu training has been designed using specific best-practice training methodologies with the right blend of lecture and hands-on instruction.
- Qumu training is a method for mitigating the potential support issues which might be required to support the Qumu solution.
- Program ensures a smooth transition from one release to another.
- Course material complements the Qumu documentation.

Qumu Training Program

Overview

The Qumu training program is designed to train customers and partners, with particular focus on administration and usage of the Qumu application. The training curriculum covers many topic areas including application installation, troubleshooting, administration, usage, customization, and IT best practices. Training is delivered at the customer's location and is typically performed using a live instructor led lab environment that enables successful distribution of product knowledge and competency throughout the organization. Using techniques like 'train-the-trainer' and building a knowledge transfer channel that can continuously distribute knowledge and best-practices provides additional field competency and decreased support costs.

Process

The Qumu training program is based upon Blooms Taxonomy. Blooms Taxonomy is one of the most widely recognized and accepted approaches to cognitive theory in the training industry. Using this concept as a basis to develop training courses ensures courses stay on track and fulfill customer expectations.

Bloom's Taxonomy is a high level approach to cognitive theory that can be applied to a set of knowledge, in this case, the Qumu product solution. Each step of the taxonomy must be mastered before the next step can be reached.

1. **Knowledge:** arrange, define, duplicate, label, list, memorize, name, order, recognize, relate, recall, repeat, and reproduce state
2. **Comprehension:** classify, describe, discuss, explain, express, identify, indicate, locate, recognize, report, restate, review, select, translate
3. **Application:** apply, choose, demonstrate, dramatize, employ, illustrate, interpret, operate, practice, schedule, sketch, solve, use, write
4. **Analysis:** analyze, appraise, calculate, categorize, compare, contrast, criticize, differentiate, discriminate, distinguish, examine, experiment, question, test
5. **Synthesis:** arrange, assemble, collect, compose, construct, create, design, develop, formulate, manage, organize, plan, prepare, propose, set up, write
6. **Evaluation:** appraise, argue, assess, attach, choose compare, defend estimate, judge, predict, rate, core, select, support, value, evaluate

All instructor lead training courses are built around the Bloom's Taxonomy and in general, most courses focus on the more central aspects; knowledge, comprehension, and application. Future advanced courses such as "CDN integration" and "API Interfacing" will utilize more advanced levels.

Deliverables

There are two primary courses which have been developed and updated for Qumu Version 4.6: (Qumu Administration I Training and Qumu Broadcaster Training.) See reverse for individual course highlights.



Course Curriculum

Primary courses for Qumu Version 4.6:

Qumu Administration Training

Designed to train customer personnel who will be the day to day administrators of the Qumu system:

- Use system notifications and portal messaging
- Building VCC domains
- Integrate VCC into your organizations directory services
- Manage encoders
- Manage distribution, storage, and delivery systems
- Define permissions for content, programs, and access
- Manage and monitor the VCC system through administrative and background processes
- Minor troubleshooting
- Perform broadcasting functions such as uploading content, creating programs, and running reports

Course Modules

- Basics and Review
- Portal message creation and management
- Domain creation and management
- Realm creation and management
- Encoder creation and management
- Distribution, storage, and delivery systems
- Audience selection
- Managing access to video control center
- Background system processes and troubleshooting
- Broadcast functions
- Get Support

Qumu Broadcaster Training

Designed to train customer personnel on how to provide broadcasts and content to their company:

- Upload and manage content
- Create programs and manage the taxonomy
- Set permissions and security on content and programs
- Create and run a live broadcast
- Edit uploaded video
- Create and run reports

Course Modules

- Basics and review
- Ingesting and managing content
- Creating Qumu programs
- Using the Live Broadcast Console
- Using the Media Editor
- Creating reports
- Get Support