



CRaG Systems Modelling Training and Consultancy

sales@cragssystems.co.uk 01782 785045



Remote Course and Workshop Logistics

Basic Requirements:

Remote training courses, workshops, seminars and consultancy are delivered online via a conferencing service and attendance is normally limited to 12 students. The client is expected to provide an appropriate conference service and a computer for each student loaded with at least the evaluation version of Sparx Systems' Enterprise Architect or another suitable modelling tool.

Course Software and Exercise Files:

For a discussion of why we recommend that you use a modelling tool for the exercises, please see the Modelling Tool Use on Courses page. Please ensure that the software and exercise files are loaded onto the course machines prior to the start of the course. If these are training machines or machines without administrator rights, then they are likely to be locked down such that it is impossible to load the software and course solutions. IT support should be informed well in advance so that these problems can be sorted out, otherwise severe delays can occur. Laptops are fine provided that students use a mouse. Pads and sticks are difficult to use for graphical work.

Conference Service:

It is the responsibility of the client to provide an appropriate conferencing service that allows the instructor to join the online meeting, share their screen, talk to each and every student on the course and view their screen if necessary to support their individual modelling work. Skype, Microsoft Teams, Zoom and Webex are understood to work sufficiently, depending on the level of service purchased by the client, but a test run with the instructor well before the start of the course is recommended to iron out any issues in advance.

Course Materials:

Copies of all presentations, exercises and solutions will be provided electronically for each student. Exercises and solutions in Enterprise Architect format can be downloaded from the Software and Exercise Files page. Presentation materials will be emailed to individual students using the email address provided during Student Registration prior to the start of the course.

Student Registration:

Please ask the students to sign on using the On-Site and Remote Course Student Registration form about a week before the start of the course. This will speed the introduction section and allow the instructor to fine tune the level and the content of the course to fit the students' experience and expectations.

Daily Timetable:

The instructor will be available online from 8.45am for a 9.30am start on the first day and 9.00am on subsequent days. Courses normally finish by 5.00pm each day. Lunch break is normally at around 12.30pm each day and lasts for 1 hour, 45 mins or 30 mins as decided by majority vote. The time saved by taking 30 or 45 minutes for lunch can be used to finish 30 or 15 minutes early if students prefer. There are breaks of 15 minutes each at approximately 10.45am and 3.00pm. Depending on progress through the material it may be possible to finish up to an hour early on the last day. Variations on these timings will happily be accommodated provided they do not impact on the total time available. If timescales are truncated through no fault of CRaG Systems, then clients must accept that it may not be possible to cover all the material in the usual depth.

Invoicing:

An invoice will be sent, on completion of the course, addressed to 'Accounts Department' at the location of the company head office unless an alternative postal address or email address is provided. A copy of the invoice can be sent to the originator of the course on request. CRaG Systems standard payment terms are strictly 30 days. You may choose to provide a purchase order or a purchase order number prior to the course if it helps your organisation's paperwork to have one or to have the purchase order number appear on the invoice. However, this is not essential for CRaG Systems to deliver the course. CRaG Systems reserves the right to invoice for partially completed work where the total amount of work requested spans more than a single week.

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