



# AIR TRAVEL SOLUTIONS

Airport Solution Line

## 2017 COURSE CATALOG

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## Course Price List

 = webinar  = instructor-led  = eLearning

Delivery Type	Course #	Course Name	Time	Cost per person External
	APC101e	APC CUTE for Agents	.50	250
	APC400	APC CUTE Windows 7/vCUTE System Administration	40.0	2,500
	APC402	APC Windows 7 for Delivery Implementation Engineers	40.0	2,500
	APC403	APC CUTE Windows 7 System Administration	40.0	2,500
	APC404	APC CUTE Virtualized System Administration	24.0	1,500
	APC405	APC CUSS Virtualized System Administration	40.0	2,500
	APC504	APC Windows 7 for Maintenance Technicians	24.0	1,500
	APC516e	S5 Kiosk Maintenance	.50	250
	APC515e	S4 Kiosk Maintenance	.50	250
	APC514e	S3 Kiosk Maintenance	.50	250
	APC108e	S3 Kiosk Operations – Airline Agents	.50	250
	BGJ401w	BagJourney Administration	2.0	300
	BGM102	BagManager v6 Overview for Baggage Loaders	4.0	1,000 day (max 8 partic.)
	BGM103	BagManager v6 Overview for Station Managers	2.0	1,000 day (max 8 partic.)
	BGM104	BagManager v6 Supervisor Training	24.0	1,000 day (max 8 partic.)
	BGM105	BagManager v5 to v6 Conversion for Supervisors	16.0	1,000 day (max 8 partic.)
	BGM201	BagManager v6 Data Administration	8.0	1,000 day (max 8 partic.)
	MAE101	MaestroDCS for Data Administrators and Supervisors	8.0	1,000 day (max 8 partic.)
	MAE102	MaestroDCS for Airline Agent End Users	4.0	1,000 day (max 8 partic.)
	PFM103e	SITA PFM5 Services Overview	.25	250
	PFM104e	iValidate and CommonUseAnalyzer Overview	.25	250
	PFM400	PFM iTrack/iValidate Installation	24.0	1,500
	PFM406e	WebTop Overview	.25	250
	PFM415e	PFM 5 WebTop Configuration	.50	250
	PFM401	PFM 5.0 Implementation Engineer Training	40.0	1,500
	PFM410	PFM 5.0 for Site Administrators	40.0	1,500
	DoTS401e	Provisioning BluFi and Beacon Devices	.10	100
	Doo400e	AirportPulse User Management	.10	100



	Doo200e	SITA AirportPulse: General Navigation	.10	100
	Doo201e	SITA AirportPulse: Modules Overview	.10	100
	Doo202e	SITA AirportPulse: Common Use Analyzer Module	.10	100
	Doo203e	SITA AirportPulse: Data Explorer Module	.10	100
	Doo204e	SITA AirportPulse: Flow Analyzer Module	.10	100
	Doo205e	SITA AirportPulse: Flow Predictor Module	.10	100
	Doo206e	SITA AirportPulse: Operations Analyzer Module	.10	100
	Doo207e	SITA AirportPulse: Queue Analyzer Module	.10	100
	WTR101	WorldTracer Management Open System	24.0	1,300
	WTR102	WorldTracer Coordinator Open System	24.0	1,300
	WTR103	WorldTracer Tracing	24.0	1,300
	WTR105	WorldTracerWeb Intermediate	24.0	1,300
	WTR106	WorldTracerWeb Advanced	24.0	1,300
	WTR108w	Converting to WorldTracerWeb GUI	4.0	300



## How to Register for Training

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ATS training courses are all found on SITA University <https://sitauniversity.litmos.com>

- Use your SITA ID and Password to login
- Search for courses in the Course Library or by entering the course name in the Search field
- To register **customers** for eLearning, please send email to [ADS\\_Training@sita.aero](mailto:ADS_Training@sita.aero)



## Baggage Management Portfolio

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### BagJourney

<b>Course Name</b>	<b>BagJourney Administration</b>
<b>Course Code</b>	BGJ401w
<b>Delivery Mode</b>	Virtual Instructor-Led (webinar)
<b>Duration</b>	2.0 hours
<b>Course Prerequisite(s)</b>	Fundamental knowledge of the BagMessage and WorldTracer products
<b>Required for</b>	BagJourney Administrators (Supervisors)
<b>Course Description</b>	This course provides training BagJourney system administrations with the knowledge to configure business rules.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Configure and adapt BagJourney to their own events setup</li><li>▪ Configure passenger notification rules</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Define Read Points</li><li>▪ Assign BIMs Information to Events</li><li>▪ Establish Passenger Notification Process</li></ul>



## BagManager

<b>Course Name</b>	<b>BagManager v6 for Baggage Loaders</b>
<b>Course Code</b>	BGM102
<b>Delivery Mode</b>	Instructor Led
<b>Duration</b>	4.0 hours
<b>Course Prerequisite(s)</b>	N/A
<b>Required for</b>	Baggage Loading Staff
<b>Course Description</b>	This course focuses on the functionality of the Hand Held Terminal (HHT) to perform baggage loading tasks.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Access the BagManager application (HHT)</li><li>▪ Create, print, and assign container sheets</li><li>▪ Recognize and troubleshoot problem bags</li><li>▪ View and Interpret HHT screens</li><li>▪ Manage ULDs</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ System Overview</li><li>▪ Access to BagManager</li><li>▪ Printing and Assigning Container Sheets</li><li>▪ Loading Bags</li><li>▪ Problem Bags</li><li>▪ Rush, Gate, and Crew Bags</li><li>▪ Managing ULDs</li></ul>





<b>Course Name</b>	<b>BagManager v6 Overview for Station Managers</b>
<b>Course Code</b>	BGM103
<b>Delivery Mode</b>	Instructor Led
<b>Duration</b>	2.0 hours
<b>Course Prerequisite(s)</b>	N/A
<b>Required for</b>	Station Managers/Duty Managers/Ramp Managers
<b>Course Description</b>	This course provides a high-level overview of the BagManager application.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Identify BagManager functionalities including user accounts, loading, reconciling, tracking, and managing baggage operations for airports, airlines, and ground-handling agents</li><li>▪ Navigate the BagManager workstation interface and the BagManager HHT</li><li>▪ Interpret Baggage Service Messages (BSMs)</li><li>▪ Describe process for handling problem bags</li><li>▪ Generate and interpret reports</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ BagManager System Overview</li><li>▪ Access to BagManager</li><li>▪ Baggage Segregation and BSMs</li><li>▪ Using the Application</li><li>▪ Reports Statistics, and Manage Irregularities</li><li>▪ User Management</li></ul>



<b>Course Name</b>	<b>BagManager v6 Supervisor Training</b>
<b>Course Code</b>	BGM104
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	24.0 hours (3 days)
<b>Course Prerequisite(s)</b>	Fundamental knowledge of the Supervisory role in either the baggage make up area and/or ramp operations at their airport
<b>Required for</b>	Supervisors, Station Managers/ Duty Managers/Ramp Managers
<b>Course Description</b>	<p>This course provides details of the BagManager application. The course is designed to equip Supervisors with adequate knowledge so that they can cascade training down to their baggage loading team.</p> <p>Note: Participants who attend this course do not need to attend BGM102 or BGM103 course.</p>
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Create, print, and assign container sheets</li><li>▪ Correct error messages</li><li>▪ Recognize and troubleshoot problem bags</li><li>▪ Generate and read reports</li><li>▪ Create, amend, and disable user profiles</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introduction to BagManager</li><li>▪ Access to BagManager</li><li>▪ Baggage Segregation and BSMs</li><li>▪ Creating, Printing, and Assigning Container Sheets</li><li>▪ Loading Bags</li><li>▪ Problem Bags</li><li>▪ Rush, Gate, and Crew Bags</li><li>▪ Closing and Positioning ULDs</li><li>▪ Flight Preparation</li><li>▪ Move, Stop, and Unstop Bags</li><li>▪ Track Bags</li><li>▪ Merge, Re-assign, Unassign, and Remove ULD</li><li>▪ Reports, Statistics, and Manage Irregularities</li><li>▪ Force and Authorize Bags</li><li>▪ Flight Schedules</li><li>▪ User Management</li></ul>



<b>Course Name</b>	<b>BagManager v5 to v6 Conversion for Supervisors</b>
<b>Course Code</b>	BGM105
<b>Delivery Mode</b>	ILT
<b>Duration</b>	2 days (16 hours)
<b>Course Prerequisite(s)</b>	Fundamental knowledge of the Supervisory role in either the baggage make up area and/or ramp operations at their airport
<b>Required for</b>	Supervisors, Station Managers, Duty Managers, and Ramp Managers at sites changing from BagManager v5 to v6
<b>Course Description</b>	This course is designed for SITA customer who are familiar with BagManager version 5 and are changing to version 6. This course will familiarize you with the changes and improvements in BagManager v6 and give you the knowledge to cascade the training down to your baggage loading team.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>Recognize the differences between BagManager v5 and v6</li><li>Effectively navigate renamed functions and different looking screens</li><li>Create, print, and assign container sheets</li><li>Correct error messages</li><li>Recognize and troubleshoot problem bags</li><li>Generate and read reports</li><li>Create, amend, and disable user profiles</li></ul> <p>Lesson/Topics Include:</p> <ul style="list-style-type: none"><li>Introduction to BagManager v6</li><li>Access to BagManager</li><li>Baggage Segregation and BSMs</li><li>Flight Schedules</li><li>Creating, Printing, and Assigning Container Sheets</li><li>Loading Bags</li><li>Problem Bags</li><li>Rush, Gate, and Crew Bags</li><li>Closing and Positioning ULDs</li><li>Flight Preparation</li><li>Move, Stop, and Unstop Bags</li><li>Track Bags</li><li>Merge, Re-assign, Unassign, and Remove ULD</li><li>Reports, Statistics, and Manage Irregularities</li><li>Force and Authorize Bags</li><li>User Management</li></ul>



<b>Course Name</b>	<b>BagManager v6 Data Administration</b>
<b>Course Code</b>	BGM202
<b>Delivery Mode</b>	ILT
<b>Duration</b>	1 Day
<b>Course Prerequisite(s)</b>	N/A
<b>Required for</b>	SITA Site Administrators with BagManager responsibilities
<b>Course Description</b>	This course will train SITA Site Administrators how to configure and maintain BagManager at their local station.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Configure a new airline at your airport</li><li>▪ Configure Segregation rules</li><li>▪ Configure Reflighting rules</li><li>▪ Assign an airline to a Ground Handling Agent (GHA)</li><li>▪ Configure Tracking Locations</li><li>▪ Add codes for Baggage Handling Equipment (BHE)</li><li>▪ Create, amend, and disable user profiles</li><li>▪ Configure and Generate Flight Schedules</li></ul> <p>Lesson/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introduction to BagManager Data Administration</li><li>▪ BagManager System Overview</li><li>▪ Airline Configuration</li><li>▪ Airport Configuration</li><li>▪ User Management</li><li>▪ Flight Schedules</li></ul>



## WorldTracer

<b>Course Name</b>	<b>WorldTracer Management Open System</b>
<b>Course Code</b>	WTR101
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	24 hours (3 days)
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Baggage Agents / WT Novice / WM Novice
<b>Course Description</b>	<p>This course is designed for new WorldTracer end users. This course provides multiple opportunities to perform hands-on exercises for functions required of the WorldTracer Management Open system.</p> <p>NOTE: This course is only for customers using the WTR OPEN system – and is not designed for WTR WEB customers.</p>
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>Describe the features and functions of WorldTracer</li><li>Differentiate between transactions, files and elements</li><li>Manage On Hand, Delayed and Damaged/Pilfered baggage</li><li>Discuss the matching process</li><li>Resolve lost and found property</li><li>Perform supplementary transactions</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>System Overview</li><li>Online Help</li><li>Managing On Hand Baggage</li><li>Managing Delayed Baggage</li><li>Damaged/Pilfered Baggage</li><li>Managing Rush Baggage</li><li>Display and Amend Files</li><li>Matching Process</li><li>Action Files</li><li>Closing Files</li><li>Lost and Found Property</li><li>Supplementary Transactions</li></ul>



<b>Course Name</b>	<b>WorldTracer Coordinator Open System</b>
<b>Course Code</b>	WTR102
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	24.0 hours (3 days)
<b>Course Prerequisite(s)</b>	WTR101 – WorldTracer Management LL
<b>Required for</b>	WT and WM Intermediate Baggage Agent; WT and WM Expert Baggage Agent, HQ Agent
<b>Course Description</b>	This 3 day course was designed for existing WorldTracer Baggage Coordinators and concentrates on how to effectively implement and supervise the use of the WorldTracer System in airports and headquarters environments.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Describe the various work/access modes within WorldTracer</li><li>▪ Complete activities in WorldTracer specific to the role of Coordinator</li><li>▪ Display and interpret Display Master Record (DMR) screens</li><li>▪ Create and maintain Station Screens</li><li>▪ Update HND screens for non-participant airlines</li><li>▪ Configure automated and manual electronic messages</li><li>▪ Generate and interpret reports</li><li>▪ Utilize the Contents Dictionary</li><li>▪ Calculate prorates</li></ul> <p>Lessons/Topics Included:</p> <ul style="list-style-type: none"><li>▪ WorldTracer Access Modes</li><li>▪ Responsibilities of the Coordinator</li><li>▪ Display Master Record</li><li>▪ Functional Questionnaire</li><li>▪ Station Screens</li><li>▪ Handler Data</li><li>▪ Station Changes</li><li>▪ Coordinator Functions</li><li>▪ Reports</li><li>▪ Baggage Delivery Screens</li><li>▪ Contents Dictionary</li><li>▪ Prorates</li></ul>



<b>Course Name</b>	<b>WorldTracer Tracing Module</b>
<b>Course Code</b>	WTR103
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	24 hrs. (3 days)
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	All World Tracer Roles
<b>Course Description</b>	<p>This course is designed to familiarize WorldTracer end users with all aspects of the WorldTracer Baggage Management module that relate to the baggage service functions they perform on the job.</p> <p>NOTE: This course is only for customers using the WTR Web Tracing system – and is not designed for WTR Web MANAGEMENT customers.</p>
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Make entries to the system describing delayed, on-hand baggage, rush, and damaged/pilfered baggage</li><li>▪ Retrieve information (files and reports) from the system</li><li>▪ Read match messages and other types of displays from the system and take any necessary action</li><li>▪ Recognize error messages and understand how to correct them</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introduction and Course Overview</li><li>▪ Introduction to WorldTracer Management<ul style="list-style-type: none"><li>- Transactions and Elements</li><li>- Errors / Glossary / Contents / Dictionary / Help</li></ul></li><li>▪ Work The Files<ul style="list-style-type: none"><li>- Creating Files – On-hand</li><li>- Display Files</li><li>- Amend Files</li></ul></li><li>▪ Matching<ul style="list-style-type: none"><li>- Work the Action File</li></ul></li><li>▪ Close Files</li><li>▪ Schedule baggage delivery</li><li>▪ Supplementary Transactions<ul style="list-style-type: none"><li>- Forwards</li><li>- Send Email, Text message or both</li></ul></li><li>▪ Found Property</li><li>▪ Headquarters Responsibilities</li><li>▪ Coordinator Responsibilities</li><li>▪ Airline Configuration<ul style="list-style-type: none"><li>- Master Record configuration</li></ul></li><li>▪ Station Configuration<ul style="list-style-type: none"><li>- Station Management</li><li>- Handling Agreement</li><li>- Codeshare Agreement</li></ul></li><li>▪ Reporting</li></ul>



<b>Course Name</b>	<b>WorldTracerWeb Management</b>
<b>Course Code</b>	WTR105
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	24.0 hrs. (3 days)
<b>Required for</b>	WT and WM Intermediate Baggage Agent; WT and WM Expert Baggage Agent
<b>Course Description</b>	<p>This course is designed to familiarize WorldTracerWeb end users with aspects of the WorldTracer system to manage on hands, damaged and delayed baggage. Additionally, participants will learn to work with the action file.</p> <p>NOTE: This course is only for customers using the WTR WEB system – and is not designed for WTR OPEN customers.</p>
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Manage (configure, use and control) system parameters and files that are already in the WorldTracer system (“work the files”)</li><li>▪ Analyze and process action file messages (“work the action file”)</li><li>▪ Configure, schedule and report on baggage delivery</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Work The Files<ul style="list-style-type: none"><li>- Creating Files – On-hand</li><li>- Display Files</li><li>- Amend Files</li></ul></li><li>▪ Matching<ul style="list-style-type: none"><li>- Work the Action File</li></ul></li><li>▪ Close Files</li><li>▪ Schedule baggage delivery</li><li>▪ Supplementary Transactions<ul style="list-style-type: none"><li>- Forwards</li><li>- Send Email, Text message or both</li></ul></li><li>▪ Found Property</li></ul>





<b>Course Name</b>	<b>WorldTracerWeb Coordinator</b>
<b>Course Code</b>	WTR106
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	24.0 hrs./ (3 days)
<b>Course Prerequisite(s)</b>	WTR105 – WorldTracer Web Management
<b>Required for</b>	WT and WM Advanced Coordinator / SuperUser; HQ Agent
<b>Course Description</b>	<p>This course is designed for existing WorldTracer end users who hold the role of Coordinator in their organization. This course concentrates on procedures to help Coordinators administer WorldTracer configuration and manage users.</p> <p>NOTE: This course is only for customers using the WTR WEB system – and is not designed for WTR OPEN customers.</p>
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Configure the WorldTracerWeb system</li><li>▪ Administer WorldTracerWeb users</li><li>▪ Supervise the use of the WorldTracer Management system in the airport and headquarters environments</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Understanding Responsibilities</li><li>▪ Managing Users<ul style="list-style-type: none"><li>- Create, configure users and assign system and user created roles</li></ul></li><li>▪ Managing Airline Configuration<ul style="list-style-type: none"><li>- Configure and maintain master record display</li></ul></li><li>▪ Managing Station Configuration<ul style="list-style-type: none"><li>- Station management</li><li>- Handling agreements</li></ul></li><li>▪ Controlling Quality</li><li>▪ Using Reports<ul style="list-style-type: none"><li>- Overview</li><li>- Activity Reports</li><li>- Cost Reports</li><li>- Fault Station Reports</li><li>- Flight Reports</li><li>- Station Reports</li><li>- Performance Measurement &amp; Goal Setting</li></ul></li></ul>



<b>Course Name</b>	<b>Converting to the WorldTracerWeb GUI</b>
<b>Course Code</b>	WTR108w
<b>Delivery Mode</b>	Virtual Instructor Led (webinar)
<b>Duration</b>	4.0 hours
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	All WorldTracer Roles
<b>Course Description</b>	This course is designed to familiarize existing WorldTracer Open System users with the Web GUI. This course assumes that all participants are familiar with their role in the open system and focuses on demonstrating how familiar transactions are executed in a Web GUI environment.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>Describe the key differences between the WorldTracer Open System and the Web GUI</li><li>Navigate the Web GUI to execute common baggage tracing tasks</li><li>Complete basic baggage tracking functions such as on hands, rush bags and damage bag claims</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>Introduction and Overview of WorldTracerWeb</li><li>Understanding the WorldTracerWeb Application</li><li>Delayed Bag Functionality</li><li>On Hand Bag Functionality</li><li>Rush Bag Functionality</li><li>Damaged Bag Functionality</li><li>Action File &amp; Misc. Functionality</li><li>Administration</li><li>Configuration (Airline and Station)</li><li>Identity Management (IdM)</li></ul>



<b>Course Name</b>	<b>WorldTracer Tablet: Navigation Basics</b>
<b>Course Code</b>	N/A
<b>Delivery Mode</b>	Self-Paced E-learning
<b>Duration</b>	10 mins
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Baggage Agents / WT Novice / WM Novice
<b>Course Description</b>	This module introduces WorldTracer users to WorldTracer Tablet by guiding them through the WorldTracer Tablet user interface. At the end of this module, participants will be able to navigate to core functionality, menu, and user configuration options.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>Identify key features and functions of WorldTracer</li></ul>

<b>Course Name</b>	<b>WorldTracer Tablet: Filing Reports</b>
<b>Course Code</b>	N/A
<b>Delivery Mode</b>	Self-Paced E-learning
<b>Duration</b>	10 mins
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Baggage Agents / WT Novice / WM Novice
<b>Course Description</b>	This module guides WorldTracer users through the process of filing new reports using WorldTracer Tablet.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>Identify methods for capturing passenger and baggage information</li><li>Distinguish between optional and required fields</li><li>Create new Damaged, Delayed, and On-hand Bag Files</li></ul>

<b>Course Name</b>	<b>WorldTracer Tablet: Saving and Completing Drafts</b>
<b>Course Code</b>	N/A
<b>Delivery Mode</b>	Self-Paced E-learning
<b>Duration</b>	10 mins
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Baggage Agents / WT Novice / WM Novice
<b>Course Description</b>	This module guides WorldTracer Tablet users through the process of saving and completing draft reports.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>Save a Draft report</li><li>Access and complete a Draft report</li><li>Search and sort reports within the Draft screen</li></ul>

<b>Course Name</b>	<b>WorldTracer Tablet: Create a Forward Bag Report</b>
<b>Course Code</b>	N/A
<b>Delivery Mode</b>	Self-Paced E-learning
<b>Duration</b>	10 mins
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Baggage Agents / WT Novice / WM Novice
<b>Course Description</b>	This module highlights Forward Bag options within WorldTracer Tablet.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"> <li>- Distinguish Forward Bag options</li> <li>- Interpret and provide required information to complete a Forward Bag report</li> </ul>

<b>Course Name</b>	<b>WorldTracer Tablet: File a Quick On-Hand Report</b>
<b>Course Code</b>	N/A
<b>Delivery Mode</b>	Self-Paced E-learning
<b>Duration</b>	10 mins
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Baggage Agents / WT Novice / WM Novice
<b>Course Description</b>	This module guides participants of WorldTracer Tablet through the process of creating Quick On-Hand reports.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"> <li>- Create a Quick On-Hand report for single or multiple found bags</li> </ul>



## Passenger Processing Portfolio

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### Airport Connect

<b>Course Name</b>	<b>S3 Kiosk for Agents</b>
<b>Course Code</b>	APC108e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	4.0 hours
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Airport and airline agents
<b>Course Description</b>	This course is designed to teach airline agents the general use of the AirportConnect Kiosk (S3) and how to service the kiosk when required.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>Describe the various components of the S3 AirportConnect Kiosk</li><li>Recognize common signs of trouble with the kiosk operation</li><li>Resolve common kiosk trouble and maintenance concerns</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>Introduction and Course Overview</li><li>Opening and closing the kiosk</li><li>Cycling the Kiosk Power Supply</li><li>Using the S3 Kiosk</li><li>Replenishing Paper</li></ul>



<b>Course Name</b>	<b>Airport Connect (APC) CUTE Windows 7 and Virtualized System Administration</b>
<b>Course Code</b>	APC400
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	40.0 hours (5 days)
<b>Course Prerequisite(s)</b>	Technical knowledge of the APC product line; extensive experience using CUTE in the Windows XP environment; knowledge of SQL server database administration
<b>Required for</b>	Airport system administrators migrating from CUTE XP to CUTE Win7/vCUTE
<b>Course Description</b>	<p>This course is for System Administrators currently using SITA's APC suite of products in a CUTE XP environment. The course will show you how to install, support, maintain, and troubleshoot in both native and virtualized CUTE Windows 7 environments.</p> <p>Additionally, the course will show System Administrators the tasks required for installation and operation of the AirportConnect Virtual Symantec Management Platform (SMP). Students will use the Symantec Management Console to configure key system items such as jobs, tasks, policies, organizational groups, targets and filters.</p>
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"> <li>▪ Manage user and application administration of a Win7 and virtualized Win 7 AirportConnect Server</li> <li>▪ Create workstation images</li> <li>▪ Navigate and operate the Symantec Management Console</li> <li>▪ Schedule and deploy software packages to APC workstations</li> </ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"> <li>▪ The use and application administration in a Windows 7 environment, including: <ul style="list-style-type: none"> <li>▪ Working with APC CUTE, CUSS, and CUPPS</li> <li>▪ Domain Name System (DNS)</li> <li>▪ Dynamic Host Configuration Protocols (DHCP)</li> <li>▪ Creating Users</li> <li>▪ The Distributed File System (DNS)</li> <li>▪ Workstation Image Process</li> <li>▪ APC Configurator</li> <li>▪ Group Policy and User Management</li> <li>▪ Disaster Recovery and Back Up</li> <li>▪ The CUSS Scheduler</li> </ul> </li> <li>▪ The use and application administration in a virtualized Windows 7 environment, including: <ul style="list-style-type: none"> <li>▪ Understanding the Symantec Management Platform and its hierarchy</li> <li>▪ The Symantec Management Console</li> <li>▪ Symantec Management Agent</li> <li>▪ Creating and Managing Policies</li> <li>▪ Deploying Packages</li> <li>▪ Creating Config Shares</li> </ul> </li> </ul>



<b>Course Name</b>	<b>AirportConnect Windows 7 for Delivery Implementation Engineers</b>
<b>Course Code</b>	APC402
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	40.0 hours (5 days)
<b>Course Prerequisite(s)</b>	APC CUTE Delivery for Implementation Engineers Pre-existing technical knowledge of the APC products
<b>Required for</b>	SITA Delivery Implementation Engineers; APC Implementation Engineer role
<b>Course Description</b>	This course is designed for SITA technical staff that is responsible for the installation, configuration and operational acceptance of the APC Domain Controllers (DC's)
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Describe the pre-installation requirements for building DC's</li><li>▪ Build and configure an APC Domain Controller using tools such as SITA Automated Installation Framework software, Active Directory User Console and the Group Policy Management Console</li><li>▪ Install and configure the XSRI database</li><li>▪ Install and configure the CUSS Scheduler using the CUSS Configurator tool.</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Overview<ul style="list-style-type: none"><li>- Introduction and Course Overview</li></ul></li><li>▪ Site Server Build<ul style="list-style-type: none"><li>- Pre-installation Requirements</li><li>- SAIF Installation</li><li>- Domain Controller Customization</li><li>- Installing XSRI database</li><li>- Image Deployment, Setup and Configuration</li><li>- Creating APC Users</li><li>- CUPPS Configuration</li><li>- Symantec Antivirus</li></ul></li><li>▪ CUSS Kiosk Installation<ul style="list-style-type: none"><li>- Preliminary Setup</li><li>- CUSS Scheduler Installation</li><li>- CUSS Configuration</li></ul></li><li>▪ Single Server and Test bed installations<ul style="list-style-type: none"><li>- Single Server Installations (i.e. PFM)</li><li>- Test bed Installation</li></ul></li></ul>



<b>Course Name</b>	<b>Airport Connect (APC) CUTE Windows 7 System Administration</b>
<b>Course Code</b>	APC403
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	40.0 hours (5 days)
<b>Course Prerequisite(s)</b>	Pre-existing technical knowledge of the APC products; knowledge of SQL server database administration
<b>Required for</b>	Airport system administrators
<b>Course Description</b>	This course focuses on SITA's APC suite of products, Airport Regional Airport, AirportConnect OPEN, and AirportConnect, and how these products incorporate the IATA standards of CUTE, CUSS, and CUPPS. This course will also show System Administrators how to install, support, maintain, and troubleshoot a Windows 2008 Server and Windows7 client environments.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Manage user and application administration of a Windows 7 AirportConnect Server</li><li>▪ Run general reports on network/server performance</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introduction and Course Overview</li><li>▪ Introduction to APC CUTE</li><li>▪ Domain Name System (DNS)</li><li>▪ Dynamic Host Configuration Protocols (DHCP)</li><li>▪ Organizational Units and Group Structures</li><li>▪ Distributed File System</li><li>▪ Remote Desktop</li><li>▪ Workstation Image Process</li><li>▪ APC Configurator</li><li>▪ Group Policy and User Management</li><li>▪ Fine Grained Password Policy</li><li>▪ Security, Rights and Permissions</li><li>▪ Deployment Management</li><li>▪ Disaster Recovery and Back Up</li><li>▪ XS Remote Install (XSRI)</li><li>▪ Common Use Self Service (CUSS) Scheduler</li><li>▪ Common Use Passenger Processing Systems (CUPPS)</li><li>▪ Overview of Gateway Protocols</li><li>▪ XS Gateway</li><li>▪ Antivirus</li><li>▪ Windows Systems Update Service (WSUS)</li></ul>





<b>Course Name</b>	<b>AirportConnect (APC) CUTE Virtualized System Administration</b>
<b>Course Code</b>	APC404
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	24.0 hours (3 days)
<b>Course Prerequisite(s)</b>	APC 403; Pre-existing technical knowledge of the APC or other Common Use platforms; MCSA 2008 is highly recommended
<b>Required for</b>	Airport system administrators, SITA Implementation Engineers
<b>Course Description</b>	This course is designed for APC System Administrators or Implementation Engineers who are responsible for the installation and operation of the AirportConnect Virtual Symantec Management Platform (SMP). Students will use the Symantec Management Console to configure key system items such as jobs, tasks, policies, organizational groups, targets and filters.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Navigate the Symantec Management Console to configure Organization Groups, Automation Policies for Airline applications and apply resources filters to software filters</li><li>▪ Edit SQL queries assigning terminal and workstation id's</li><li>▪ Schedule and deploy software packages to APC workstations</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Understanding the Symantec Management Platform</li><li>▪ SMP Hierarchy</li><li>▪ Symantec Management Console</li><li>▪ Installing and Setting up Symantec Management Agent</li><li>▪ Creating and Managing Policies</li><li>▪ Creating and Managing Organization Views and Groups</li><li>▪ Deploying Packages</li><li>▪ Creating Config Shares</li><li>▪ Applying Resource Filters to Software Filters</li><li>▪ Importing MSD Policy</li><li>▪ Importing Named Targets</li><li>▪ Testing the MSD Policy</li></ul>



<b>Course Name</b>	<b>AirportConnect (APC) CUSS Win7/ vCUSS System Administration</b>
<b>Course Code</b>	APC405
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	40 hours (5 days)
<b>Course Prerequisite(s)</b>	N/A
<b>Required for</b>	SITA Site Admins
<b>Course Description</b>	This course provides the necessary knowledge needed to support AirportConnect Virtual Common Use Self-Service (CUSS) system. Students will use the Symantec Management Console (SMC) not only to deploy virtual CUSS Applications but also to configure system objects such as organizational groups, jobs, filters, and Managed Software Delivery (MSD) policies.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Describe CUSS standards and SITA implementation of CUSS</li><li>▪ Identify different types of kiosks</li><li>▪ Describe CUSS and the functionality of CUSS components</li><li>▪ Install the CUSS platform, applications, and peripherals</li><li>▪ Configure, schedule, and upgrade CUSS applications Troubleshoot CUSS implementation issues</li><li>▪ Use and describe the SITA Kiosk Monitoring Solution</li><li>▪ Explain the technological innovation SITA has put in place to improve support to its customers.</li><li>▪ Describe the Symantec Management Platform and virtual CUSS application layers that have been introduced to remove application dependencies on the APC CUSS platform.</li><li>▪ Deploy Virtual CUSS Applications</li><li>▪ Configure System Objects</li></ul> <p>Lesson/Topics Include:</p> <ul style="list-style-type: none"><li>▪ CUSS systems and standards</li><li>▪ Types of Kiosks</li><li>▪ The APC CUSS Platform, applications, and peripherals</li><li>▪ Installing and upgrading the CUSS app</li><li>▪ Kiosk troubleshooting, logs, and procedures</li><li>▪ The Kiosk Monitoring Tool (KMOSS)</li><li>▪ Introduction to Symantec Management Platform (SMP)</li><li>▪ Virtual CUSS Application deployment</li><li>▪ SMP Console as the overall system management interface</li></ul>



<b>Course Name</b>	<b>AirportConnect (APC) Windows 7 for Maintenance Technicians</b>
<b>Course Code</b>	APC504
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	24.0 hours (3 days)
<b>Course Prerequisite(s)</b>	Pre-existing technical knowledge of the APC products
<b>Required for</b>	Airport maintenance technicians, SITA staff occupying a maintenance technician role
<b>Course Description</b>	This course is designed for APC Maintenance Technicians who are responsible for the daily operation of the AirportConnect platform and peripheral devices. Students will use Microsoft and SITA developed tools to configure DHCP, Airline Users / Groups and APC workstations. Students will configure APC peripheral devices for use with APC workstations.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Build DHCP Scopes &amp; Install Airline Users in Active Directory</li><li>▪ Image an APC workstation via Windows Deployment Services</li><li>▪ Install &amp; configure APC components and devices using the APC Configurator</li><li>▪ Clean and perform preventative maintenance of APC peripheral devices</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introduction to APC CUTE</li><li>▪ AirportConnect Overview</li><li>▪ Domain Name System</li><li>▪ Dynamic Host Configuration Protocols</li><li>▪ Organization Units – User and Group Structures</li><li>▪ Distributed File System</li><li>▪ Remote Desktop</li><li>▪ Workstation Image Process</li><li>▪ APC Configurator</li><li>▪ Group Policy and APC User Management</li><li>▪ Management</li><li>▪ XSRI</li><li>▪ Maintaining Peripherals</li><li>▪ Printer Menus</li><li>▪ Firmup</li><li>▪ XSSIM User Interface</li><li>▪ TSTPMAPI</li><li>▪ Overview of Gateway Protocols</li><li>▪ XS Gateway</li><li>▪ Antivirus</li><li>▪ Windows System Update Services (WSUS)</li></ul>



<b>Course Name</b>	<b>S5 Kiosk Maintenance</b>
<b>Course Code</b>	APC516e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	30 minutes
<b>Course Prerequisite(s)</b>	Technical maintenance experience
<b>Required for</b>	Airport maintenance technicians responsible for service and repair of S5 kiosk units
<b>Course Description</b>	This course is designed for local airport maintenance providers responsible for general maintenance operations on S5 kiosks. The course includes familiarization with the internal components of the kiosk unit, power safety, identification and replacement of failed components, preventative maintenance and cleaning.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Open the kiosk unit</li><li>▪ Safely power off the kiosk for maintenance<ul style="list-style-type: none"><li>- Power on and restart the kiosk</li></ul></li><li>▪ Describe internal components</li><li>▪ Identify and replace failed components</li><li>▪ Perform routine kiosk maintenance</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introduction</li><li>▪ Review of power safety guidelines<ul style="list-style-type: none"><li>- Warning stickers on kiosk components</li></ul></li><li>▪ Familiarization with kiosk components</li><li>▪ Replacing hardware components</li><li>▪ Performing preventative maintenance<ul style="list-style-type: none"><li>- Cleaning</li></ul></li></ul>



<b>Course Name</b>	<b>S4 Kiosk Maintenance</b>
<b>Course Code</b>	APC515e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	30 minutes
<b>Course Prerequisite(s)</b>	Technical maintenance experience
<b>Required for</b>	Airport maintenance technicians responsible for service and repair of S4 kiosk units
<b>Course Description</b>	This course is designed for local airport maintenance providers responsible for general maintenance operations on S4 kiosks. The course includes familiarization with the internal components of the kiosk unit, power safety, identification and replacement of failed components, preventative maintenance and cleaning.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Open the kiosk unit</li><li>▪ Safely power off the kiosk for maintenance<ul style="list-style-type: none"><li>- Power on and restart the kiosk</li></ul></li><li>▪ Describe internal components</li><li>▪ Identify and replace failed components</li><li>▪ Perform routine kiosk maintenance</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introduction</li><li>▪ Review of power safety guidelines<ul style="list-style-type: none"><li>- Warning stickers on kiosk components</li></ul></li><li>▪ Familiarization with kiosk components</li><li>▪ Replacing hardware components</li><li>▪ Performing preventative maintenance<ul style="list-style-type: none"><li>- Cleaning</li></ul></li></ul>



<b>Course Name</b>	<b>S3 Kiosk Maintenance</b>
<b>Course Code</b>	APC514e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	30 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Maintenance Technicians
<b>Course Description</b>	This course is designed to train local airport Kiosk maintenance providers on how to replace defective hardware components in existing Kiosks and provide routine maintenance.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Replace defective hardware components in existing Kiosks, and</li><li>▪ Provide routine maintenance.</li></ul> <p>Lessons/Topics Included:</p> <ul style="list-style-type: none"><li>▪ Introduction and S3 Kiosk Overview</li><li>▪ Maintaining Kiosk H/W</li><li>▪ Replacing components (standard and optional)</li></ul>

<b>Course Name</b>	<b>SITA AirportConnect for Agents eLearning</b>
<b>Course Code</b>	APC101e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	30 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	End Users
<b>Course Description</b>	This course is designed to show how to perform basics task within the AirportConnect system, including system access, system navigation, and troubleshooting common issues.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to perform the following tasks within the SITA AirportConnect program:</p> <ul style="list-style-type: none"><li>▪ Log into and Logoff from AirportConnect</li><li>▪ Open or Exit an airline application</li><li>▪ Open a second airline application</li><li>▪ Switch between open airline applications</li><li>▪ Troubleshoot common issues within AirportConnect</li></ul>



## MaestroDCS

<b>Course Name</b>	<b>MaestroDCS for Data Administrators and Supervisors</b>
<b>Course Code</b>	MAE101
<b>Delivery Mode</b>	Instructor Led
<b>Duration</b>	8.0 hours
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	MaestroDCS Check-in Administrators and Supervisors
<b>Course Description</b>	This course provides airline or handling agent management level personnel with knowledge required to configure the MaestroDCS environment.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Administer MaestroDCS users and locations</li><li>▪ Manage aircraft</li><li>▪ Configure airline business rules</li><li>▪ Create flights and flight schedules</li><li>▪ Configure and maintain peripherals (printers and workstations)</li><li>▪ Retrieve airline statistical information</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introduction and Course Overview</li><li>▪ Login Administration</li><li>▪ Create and maintain:<ul style="list-style-type: none"><li>- Logins</li><li>- Locations</li><li>- User Groups</li></ul></li><li>▪ Aircraft Administration<ul style="list-style-type: none"><li>- Maintain Aircraft type, Classes and Master seatmaps</li></ul></li><li>▪ Airline Administration<ul style="list-style-type: none"><li>- Set up airline parameters</li></ul></li><li>▪ Airport Administration<ul style="list-style-type: none"><li>- Set up airport parameters</li></ul></li><li>▪ Flight Administration<ul style="list-style-type: none"><li>- Flights and Flight Schedules</li></ul></li><li>▪ Flight Control</li><li>▪ Printer Administration</li><li>▪ Airline History</li></ul>



<b>Course Name</b>	<b>MaestroDCS for Airline Agent End Users</b>
<b>Course Code</b>	MAE102
<b>Delivery Mode</b>	Instructor Led
<b>Duration</b>	4.0 hours
<b>Course Prerequisite(s)</b>	None for Airline Agents; MAE101 for Supervisors
<b>Required for</b>	Airline (check-in) agents and supervisors
<b>Course Description</b>	Provides Check-in Agents with the knowledge required to use MaestroDCS. Topics include flight control, passenger check-in & boarding, and reports.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to perform functions:</p> <ul style="list-style-type: none"><li>▪ Check-in and boarding passengers</li><li>▪ Retrieve statistical information about the passenger processing</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introductions and Course Overview</li><li>▪ Flight Control Functions</li><li>▪ Check-in Process</li><li>▪ Boarding Process</li><li>▪ Reports</li></ul>





## Passenger Flow Monitoring 4.X

<b>Course Name</b>	<b>SITA Airport iFlow for End Users</b>
<b>Course Code</b>	PFM101e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	.66 hours (40 minutes)
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Airport administrators using iFlow to monitor passenger movement patterns, perform historic path and dwell time analyses, or track airport assets.
<b>Course Description</b>	This course is designed to familiarize airport customers with the use of iFlow to track passengers anonymously by Wi-Fi device signals. Users learn how to view passenger movements and dwell times in real time, perform historic path and dwell time analyses, and track assets. Additional lessons for users with administrative rights show users how to manager airport zones configured for iFlow, manage iFlow user accounts, and administer assets.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Access the iFlow interface</li><li>▪ Perform path and dwell time analyses</li><li>▪ Generate reports</li><li>▪ Explain how data is processed in nightly batch runs</li><li>▪ Track physical and human assets</li><li>▪ Create airport zones</li><li>▪ Manage user accounts</li><li>▪ Configure assets</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Introduction</li><li>▪ Lesson 1: Accessing the Interface<ul style="list-style-type: none"><li>- Logging in</li><li>- The user interface</li><li>- The Live View</li></ul></li><li>▪ Lesson 2: Path Analysis<ul style="list-style-type: none"><li>- How iFlow detects WiFi signals and maps their movement paths</li><li>- Using the Path Analysis function</li><li>- Path icons</li><li>- Filtering path data</li></ul></li><li>▪ Lesson 3: Dwell Time Analysis and Reports<ul style="list-style-type: none"><li>- Why analyze dwell time</li><li>- Displaying and filtering historic dwell time data</li><li>- Table and chart data views</li><li>- Viewing live dwell times</li></ul></li><li>▪ Lesson 4: Processing Data<ul style="list-style-type: none"><li>- How data is gathered and processed</li><li>- Nightly batch data processing</li><li>- Data formats</li></ul></li><li>▪ Lesson 5: Asset Tracking<ul style="list-style-type: none"><li>- Viewing assets on the Live View</li><li>- Human and physical hardware assets</li></ul></li></ul>



- Lesson 6: Managing Airport Zones
  - Zones overview
  - Using the Zone Editor to create airport zones
  - Editing zones
- Lesson 7: Managing User Accounts
  - Adding user accounts
  - User passwords
  - Editing user account information
  - Enabling and disabling user accounts
  - Deleting user accounts
- Lesson 8: Asset Administration
  - Displaying assets
  - The asset hierarchy
  - Searching for assets
  - Filtering asset views
  - Adding assets
  - Edit asset information
  - Deleting an asset



<b>Course Name</b>	<b>SITA Airport iValidate for End Users</b>
<b>Course Code</b>	PFM102e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	.5 hours (30 minutes)
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Airport Security Agents using iValidate to scan passenger boarding passes and administrative users who run usage reports for airport management.
<b>Course Description</b>	This course is designed to familiarize airport Security Agents with the iValidate functions Checkpoint and Security Checkpoint for scanning passenger barcoded boarding passes. The lesson on reports will also be of interest to administrators wishing to run statistics reports for iValidate and iTrack.
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>▪ Explain how iValidate can help Security Agents do their job</li><li>▪ Access iValidate on a desktop workstation or hand held terminal device (HHT)</li><li>▪ Use the iValidate functions CheckPoint and Security CheckPoint on a workstation or HHT to scan passenger boarding passes</li><li>▪ Describe the differences when using iValidate with airline DCS</li><li>▪ Work eGate systems equipped with iValidate</li><li>▪ Generate iValidate and iTrack reports for airport management</li></ul> <p>Lessons/Topics Include:</p> <ul style="list-style-type: none"><li>▪ Lesson 1: Introduction<ul style="list-style-type: none"><li>- Overview</li><li>- SITA Passenger Flow Monitoring</li><li>- The challenge of airport security</li><li>- How iValidate helps</li></ul></li><li>▪ Lesson 2: Accessing an iValidate Workstation<ul style="list-style-type: none"><li>- Logging on to a desktop workstation</li><li>- Password security</li><li>- Error messages</li><li>- Logging off</li></ul></li><li>▪ Lesson 3: Using iValidate CheckPoint on a Workstation<ul style="list-style-type: none"><li>- iValidate functions: CheckPoint and Security CheckPoint</li><li>- Scanning boarding passes</li><li>- Information displayed on screen</li><li>- Problems scanning boarding passes</li><li>- Error messages</li></ul></li><li>▪ Lesson 4: Using iValidate Security CheckPoint on a Workstation<ul style="list-style-type: none"><li>- Security CheckPoint validation checks</li><li>- Duplicate Validation to see if the boarding pass was previously scanned</li><li>- Data Validation to compare boarding pass data to airport/airline flight data</li><li>- Red alert detail when validation fails</li><li>- Error messages</li><li>- Validation against airline departure control Systems (DCS)</li></ul></li><li>▪ Lesson 5: Using iValidate on a Hand Held Terminal (HHT)</li></ul>



- Wireless access
- Using CheckPoint and Security CheckPoint on a HHT
- Scanning boarding passes with a HHT
- Validation details and red alerts
- Cleaning the HHT screen
- Lesson 6: Using iValidate with eGate
  - eGates perform the same validation checks as Security CheckPoint
  - Validation failure alert message
- Lesson 7: iValidate and iTrack Reports
  - Generating reports step-by-step
  - Adding report fields
  - Filtering report data
  - Emailing the report
  - Output report to a spreadsheet



<b>Course Name</b>	<b>Passenger Flow Monitoring (PFM) 4.12 iTrack/iValidate Installation</b>
<b>Course Code</b>	PFM400
<b>Delivery Mode</b>	Instructor-Led
<b>Duration</b>	3 Days
<b>Course Prerequisite(s)</b>	APC 402 APC Windows 7 for Delivery Implementation Engineers Training APC 503 APC Windows 7 System Administration MS SQL 2008 (as defined in SGS PSSRD and archived in the SITA SkillPort Library) Pre-existing technical knowledge of the APC or PFM products
<b>Required for</b>	SITA Delivery Implementation Engineers and System Administrators
<b>Course Description</b>	This course is designed for SITA technical staff that is responsible for the installation, configuration and operations of the PFM server(s) for version 4.x
<b>Course Objectives / Lessons and Topics</b>	<p>At the end of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>Describe the technical variants of the PFM product</li><li>Build and configure a PFM single or multi-server using tools such as SITA Automated Installation Framework software, Active Directory User Console and the Group Policy Management Console</li><li>Install and configure PFM Client on an APC workstation by launching the PaxServices Installation Wizard and using XSRI. PFM Services such as Pax Validate will be configured using the PFM Pax Configurator.</li><li>Install and configure PFM Reporting and Proxy Server using Internet Information Services Manager and MS SQL 2008 Management Studio</li></ul> <p>Lessons/Topics Included:</p> <ul style="list-style-type: none"><li>PFM Product Overview</li><li>PFM iValidate / iTrack Server Build</li><li>PFM iValidate / iTrack Client Application</li><li>DCS Validation</li><li>PFM Proxy Server</li></ul>



## Passenger Flow Monitoring 5.0

<b>Course Name</b>	<b>iValidate and CommonUseAnalyzer Overview</b>
<b>Course Code</b>	PFM104e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	15 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	SITA Implementation Engineers/ Site Administrators
<b>Course Description</b>	An eLearning presentation which introduces iValidate and CommonUseAnalyzer as the two main PFM 5.0 clients. This eLearning covers the functionality of each client and discusses which client is installed by default and which can be installed as an add-on service.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Identify PFM 5.0 clients</li><li>▪ Distinguish between the functionality of the two clients</li><li>▪ Identify which client is installed by default and which can standalone or be installed as an add-on service</li></ul>

<b>Course Name</b>	<b>WebTop Overview</b>
<b>Course Code</b>	PFM406e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	15 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	SITA Implementation Engineers/ Site Administrators
<b>Course Description</b>	An eLearning presentation which shows the interface of WebTop. It also demonstrates the iTrack GUI, tasks associated with User Management, Airport Configuration, and Workstation Configuration.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Identify the modules included in WebTop</li><li>▪ Recognize the components of iTrack GUI</li><li>▪ Recognize tasks associated with User Management</li><li>▪ Recognize tasks associated with Airport Configuration</li><li>▪ Recognize tasks associated with Workstation Configuration</li></ul>



Course Name	<b>PFM 5.0 Services Overview</b>
Course Code	PFM103e
Delivery Mode	eLearning
Duration	15 minutes
Course Prerequisite(s)	None
Required for	End Users, SITA Implementation Engineers/ Site administrators
Course Description	An eLearning presentation that describes the services within PFM, and the purposes and dependencies of each service.
Course Objectives / Lessons and Topics	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>Identify PFM services and purposes of each</li><li>Recognize the dependencies associated with each service</li></ul>

Course Name	<b>PFM 5.0 WebTop Configuration</b>
Course Code	PFM 415e
Delivery Mode	eLearning
Duration	30 minutes
Course Prerequisite(s)	None
Required for	SITA Site Administrators
Course Description	An eLearning presentation which demonstrates how to configure different tiles in WebTop so that you may use and maintain it regularly.
Course Objectives / Lessons and Topics	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>Administer users, roles, and permissions with <i>User Management</i> tile</li><li>Set up an airport topology with <i>Airport Configuration</i> tile</li><li>Configure the iTrack/iValidate profile of workstations with <i>Workstation Configuration</i> tile</li><li>Configure validation profiles of devices with <i>Validation Profile</i> tile</li></ul>



<b>Course Name</b>	<b>PFM 5.0 Implementation Engineer Training</b>
<b>Course Code</b>	PFM401
<b>Delivery Mode</b>	ILT
<b>Duration</b>	5 days
<b>Course Prerequisite(s)</b>	<ul style="list-style-type: none"><li>▪ SQL Server 2008 Installation</li><li>▪ SQL Server 2008 Instance and Database Configuration</li><li>▪ SQL Server 2008 Security Management</li><li>▪ SQL Server 2008 Database Monitoring and Performance</li><li>▪ SQL Server 2008 Backups, Restores and Database Snapshots</li><li>▪ SQL Server 2008 High Availability and Disaster Recovery</li><li>▪ SQL Server 2008 Database Management</li><li>▪ SQL Server 2008 Data Management</li><li>▪ APC 402 Implementation Class</li></ul>
<b>Required for</b>	SITA Implementation Engineers/Site Administrators
<b>Course Description</b>	This instructor-led training course introduces PFM products and demonstrates how to install and configure the product with plenty of hands-on exercise. The course also presents how to test the implementation, common issues that may arise, and possible resolutions.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Describe products in the PFM suite</li><li>▪ Explain the purpose of the products</li><li>▪ Identify how different modules fit into the overall architecture</li><li>▪ Install single-server configuration</li><li>▪ Install multi-server with SAN and cluster</li><li>▪ Configure proxy server</li><li>▪ Configure mobile devices</li><li>▪ Configure WebTop</li><li>▪ Test PFM implementation</li><li>▪ Troubleshoot problems with PFM implementation</li></ul>





<b>Course Name</b>	<b>PFM 5.0 for Site Administrators</b>
<b>Course Code</b>	PFM 410
<b>Delivery Mode</b>	ILT
<b>Duration</b>	5 days
<b>Course Prerequisite(s)</b>	<ul style="list-style-type: none"><li>▪ SQL Server 2008 Installation</li><li>▪ SQL Server 2008 Instance and Database Configuration</li><li>▪ SQL Server 2008 Security Management</li><li>▪ SQL Server 2008 Database Monitoring and Performance</li><li>▪ SQL Server 2008 Backups, Restores and Database Snapshots</li><li>▪ SQL Server 2008 High Availability and Disaster Recovery</li><li>▪ SQL Server 2008 Database Management</li><li>▪ SQL Server 2008 Data Management</li><li>▪ APC 402 Implementation Class</li></ul>
<b>Required for</b>	SITA Site Administrators
<b>Course Description</b>	This instructor-led training course introduces PFM products and demonstrates how to configure the product with plenty of hands-on exercise. The course also presents how to troubleshoot common issues that may arise, and possible resolutions.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Describe products in the PFM suite</li><li>▪ Explain the purpose of the products</li><li>▪ Identify how different modules fit into the overall architecture</li><li>▪ Identify PFM services and the function of each service</li><li>▪ Install PFM software packages on workstation</li><li>▪ Install PFM software packages on mobile devices</li><li>▪ Configure WebTop</li><li>▪ Perform end-user tasks associated with WebTop</li><li>▪ Perform end-user tasks associated with iValidate</li><li>▪ Troubleshoot problems with PFM products</li></ul>



## Day of Travel Services

<b>Course Name</b>	<b>Provisioning BluFi and Beacon Devices</b>
<b>Course Code</b>	DoTS401e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	10 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	SITA Site Administrators
<b>Course Description</b>	An eLearning presentation which shows the processes for provisioning BluFi and Beacon devices, which are part of the Day of Travel Services product. This eLearning also includes basic troubleshooting, plus resources relevant to the beacon system.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Deploy and provision BluFi devices</li><li>▪ Deploy and provision Beacons</li><li>▪ Update devices via the BluVision portal</li><li>▪ Troubleshoot basic issues with device installation</li></ul>

## Day of Operations

<b>Course Name</b>	<b>AirportPulse User Management</b>
<b>Course Code</b>	DoO400e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	5 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Airport Administrative Users of the SITA AirportPulse portal
<b>Course Description</b>	This course is designed to teach airport admin users how to create profiles for new users on the Airport Pulse application
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Sign in as System Administrator</li><li>▪ Access the User Management Function</li><li>▪ Create a New User</li><li>▪ Assign a Role to the User</li></ul>



<b>Course Name</b>	<b>SITA AirportPulse: General Navigation</b>
<b>Course Code</b>	DoO200e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	5 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Local airport users of the SITA AirportPulse portal
<b>Course Description</b>	This training introduces the Home page in the portal as well and demonstrates the navigation required to use the portal.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Access modules within the SITA AirportPulse portal</li><li>▪ Locate additional information using the side bar menu</li></ul>

<b>Course Name</b>	<b>SITA AirportPulse: Modules Overview</b>
<b>Course Code</b>	DoO201e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	5 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Local airport users of the SITA AirportPulse portal
<b>Course Description</b>	This training demonstrates how to access and use the most common modules in the SITA AirportPulse information portal. The training also describes the types of information available in portal modules.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Access modules within the SITA AirportPulse portal</li><li>▪ Locate additional information in the Home module</li><li>▪ Describe what information can be found in each module</li></ul>



<b>Course Name</b>	<b>SITA AirportPulse: Common Use Analyzer Module</b>
<b>Course Code</b>	DoO202e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	6 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Local airport users of the SITA AirportPulse portal
<b>Course Description</b>	This training demonstrates how to access and use the Common Use Analyzer Module, found in the SITA AirportPulse information portal. The training shows how to navigate through the submenus, and use Input Controls to filter and search for information.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Access reports within the Common Use Analyzer module</li><li>▪ Navigate modules, submenus, and reports to locate information</li><li>▪ Apply and clear filters using Input Controls</li></ul>

<b>Course Name</b>	<b>SITA AirportPulse: Data Explorer Module</b>
<b>Course Code</b>	DoO203e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	5 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Local airport users of the SITA AirportPulse portal
<b>Course Description</b>	This training simulation demonstrates how to access and use the Data Explorer Module, found in the SITA AirportPulse information portal. The simulation shows how to use common tools and the types of information found in the in the module.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Access dashboards within the Data Explorer module.</li><li>▪ Create and save custom reports.</li><li>▪ Apply and remove information filters</li></ul>



<b>Course Name</b>	<b>SITA AirportPulse: Flow Analyzer Module</b>
<b>Course Code</b>	DoO204e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	5 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Local airport users of the SITA AirportPulse portal
<b>Course Description</b>	This training simulation demonstrates how to access and use the Flow Analyzer Module, found in the SITA AirportPulse information portal. The simulation shows how to use common tools and the types of information found in the in the module.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Access the Flow Analyzer module</li><li>▪ Navigate within each dashboard to locate information</li><li>▪ Use dashboard tools to customize information shown</li></ul>

<b>Course Name</b>	<b>SITA AirportPulse: Flow Predictor Module</b>
<b>Course Code</b>	DoO205e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	5 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Local airport users of the SITA AirportPulse portal
<b>Course Description</b>	This training simulation demonstrates how to access and use the Flow Predictor Module, found in the SITA AirportPulse information portal. The simulation shows how to use common tools and the types of information found in the in the module.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Access dashboards within the Flow Predictor module</li><li>▪ Navigate dashboards to locate information</li><li>▪ Apply and clear filters using Input Controls</li></ul>



<b>Course Name</b>	<b>SITA AirportPulse: Operations Analyzer Module</b>
<b>Course Code</b>	DoO206e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	5 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Local airport users of the SITA AirportPulse portal
<b>Course Description</b>	This training simulation demonstrates how to access and use the Operations Analyzer Module, found in the SITA AirportPulse information portal. The simulation shows how to use common tools and the types of information found in the in the module.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Access dashboards within the Operations Analyzer module</li><li>▪ Navigate dashboards to locate information</li><li>▪ Apply and clear filters using Input Controls</li></ul>

<b>Course Name</b>	<b>SITA AirportPulse: Queue Analyzer Module</b>
<b>Course Code</b>	DoO207e
<b>Delivery Mode</b>	eLearning
<b>Duration</b>	5 minutes
<b>Course Prerequisite(s)</b>	None
<b>Required for</b>	Local airport users of the SITA AirportPulse portal
<b>Course Description</b>	This training simulation demonstrates how to access and use the Queue Analyzer Module, found in the SITA AirportPulse information portal. The simulation shows how to use common tools and the types of information found in the in the module.
<b>Course Objectives / Lessons and Topics</b>	At the end of this course, participants will be able to: <ul style="list-style-type: none"><li>▪ Access dashboards within the Queue Analyzer module</li><li>▪ Navigate dashboards to locate information</li><li>▪ Apply and clear filters using Input Controls</li></ul>