

Workshops

Scope of services offered

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This document describes the scope of service of the workshop range.

1. Preliminary remark

(1) The purpose of i-doit workshops is transferring the knowledge surrounding the use and operation of the software. The applies to both the open and pro versions of i-doit.

(2) synetics provides workshops only for the respective latest released versions of the software which it has programmed or delivered, as well as for the corresponding previous version (major release).

(3) As a rule, online workshops are carried out via remote data transfer. The user shall provide at his own cost the technical requirements necessary for this purpose at his site (Internet access, audio).

2. Scope of service

(1) The standard workshop range is as follows:

- Online workshop "I do IT"
- Day workshop (1-3 days)

3. Service level

(1) The online workshop is offered regularly. Current dates and a registration option are available on the website www.i-doit.com. The duration is approximately 2-3 hours. The number of participants is limited to a maximum of 25 people. There is an opportunity to pose questions.

(2) The day workshop is a service for which the duration, date, place and participants can be agreed upon individually. The classroom-based training is taught by skilled trainers. The number of participants is limited to a maximum of 8 people. The duration can be between 1-3 days, depending on the scope.

4. Contents and execution

(1) The online workshop provides a compact overview of the most important areas of i-doit. In addition to the basics of configuration, operation and introductory considerations, it includes the observation of advanced functions, such as service modelling, report or the integration in the company landscape. The workshop builds on interactive elements so that questions can be asked and issues can be discussed.

(2) The day workshop follows a module concept. Based on these topic blocks, workshop contents are compiled individually and thus can be customised to highlight various focal points. An overview of the current topic blocks is available on the website www.i-doit.com.