

Safecoms InfoAware - FAQ

1. Will the system work with our IT Infrastructure?

InfoAware has been designed to have minimal impact on existing IT infrastructure and, in the majority of cases, does not require any additional hardware, software or network equipment. All software is provided on the installation media and no additional licensing is required. Further technical details are:

- Client Requirements: InfoAware is a standards compliant web application, so the only client requirement is a web browser e.g. IE, Firefox.
- Database requirements: Default installation document details a MySQL database, but we also support SQL server.
- LMS requirements: The InfoAware application acts as the LMS. It is a java web application and requires a servlet runner - we recommend and document the install using Apache Tomcat. If you already have a servlet runner in your infrastructure (e.g. WebSphere, JBoss, etc) you can use that to host InfoAware.
- Other requirements: InfoAware runs within the servlet runner which deals directly with HTTP (or HTTPS) requests. Providing those ports are available that is all that is required. The server hosting InfoAware requires;

Java Runtime Environment 1.5 or above
Servlet Runner (e.g. Apache Tomcat)
Access to an SQL database (e.g. MySQL or SQL Server)

2. Can I link with Active Directory, allowing the Administrator to import directory and user information?

InfoAware provides a link to Active Directory allowing the Administrator to import directory and user information.

3. What are the hardware requirements?

InfoAware has no specific hardware requirements for the client and is typically installed on a web or Intranet server where approximately 250Mb of disk space is required.

4. Will InfoAware run with browsers such as IE and Firefox?

InfoAware will run within an industry standard browser and does not require any additional client downloads or software.

5. Can I export data from InfoAware?

Data can be exported in csv or XML formats.

6. Is the system accessible to people with disabilities?

The InfoAware e-learning system and content has options to provide support for disabled persons. InfoAware uses CSS templates which can provide a different view for disabled people. For example super large fonts in black/white only. Additionally the video content can

be supported with audio scripts and descriptive text files which can be provided to disabled persons.

7. Can the system be used in silent mode?

All content is provided with an audio track. Where sound is not required (or not supported by the hardware) the audio text is displayed as sub titles – either on the video or in an adjacent window.

8. Can I apply my own theme to the application (logo, corporate colours/branding)?

One of the strengths of InfoAware is the ease of customisation. For the vast majority of users the system is customised to reflect branding (corporate style guides), terminology, policies and procedures. It is also possible to include images and video of staff and offices to help engage users.

New modules, specific to the organisation can be added, or modules omitted which may not be of relevance to the user.

Our approach is to theme the application so that the user perceives no difference accessing the application and it 'looks and feels' part of your own Intranet.

9. Do you support other languages?

Non-English languages are supported through the use of subtitles (see above). InfoAware is also currently available in English, Dutch and German – we also develop translations as required by customers.

10. Can I customise and develop content?

InfoAware can be easily customised and new content included to meet new and emerging requirements. Content can be developed in a range of different formats and then hosted by InfoAware. This ensures that you are not restricted in your ability to create and update content.

11. Can I use the system to evaluate and certify student knowledge?

Tests can be set up against each module and each course in the system. This is easily set up by the Administrator who can add, remove and edit questions, view reports and export results.

12. Can I deploy the system to individual students, can students self-register for courses and does it support end-of-topic/course self-assessment tests the results of which are captured against the user id?

Minimal on-going administration is required by the system. Repetitive processes (such as sending out email reminders) have been automated. The system supports self-registration. Tests can be set up against each module and each course in the system. This is easily set up by the Administrator who can add, remove and edit questions. Results are stored against each user for later reporting and export.

13. Can I restrict the ability to design modules and content, upload content, design and questions?

This functionality is only available to Administrators of the system

14. Can users print certificates depending on the score achieved?

On successfully completing a test a Student has the option to print a certificate. Bespoke certificates can be uploaded by the Administrator and be auto-populated by the system.

15. Can external weblinks pass-through user permissions to facilitate audit trails of sites accessed to be recorded?

The Administrator is able to set up external weblinks in InfoAware in a way that ensures an audit trail of sites accessed is kept in the database for later reporting.

16. Can the system reissue courses to students for refresher training?

Courses can be redeployed to Students for refresher training by the Administrator. Additionally the system can be configured to send automated reminders to Students for refreshers based on pre-determined periods.

17. Does the system allow management reporting?

All Student data can be reported as standard. The system also allows the Administrator to export student data in CSV and XML formats to load into external reporting tools and other systems.

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