

New Skies Training

This document outlines the range of programmes that we can provide, all of which are designed to help you maximize the benefits of being a New Skies user.

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Available Training Programmes

PROLOGIS offers 3 very different training programmes, all of which have been developed to recognize the range of knowledge levels that your users will have, and the various job functions that users will come from.

The three programmes are as follows:

- 1) Application based classroom training for new users
- 2) Business area based classroom training for new users
- 3) Individual professional training for advanced users

1) Application based classroom training for new users (on-site)

In these sessions, users will be trained on specific NSK applications. Our training methods involve using a combination of detailed demonstrations and practical exercises, from which users will understand how to use each specific application most efficiently.

Below are the applications and associated functionality that are covered.

1. SkyManager/SkyUtilities*

- Payment set up
- Currency set up
- Agency credit account management
- Geographical set up
- Revenue management
- Code set up
- System settings
- DCS set up / PNL / PFS
- FYIs
- Queues
- User & Agency administration
- Roles & Permissions
- Watch List
- Notifications
- Vouchers
- Discount management
- Jobs & sessions
- SSRs
- SkyPay

*name depends on the release, in release 2.x + it is called SkyUtility

Duration of full programme: estimated 3 days of training.

2. Fee & tax manager

- General structure
- Different fee types
- Fee set up
- Rules
- Regionality
- Fee tester

Duration of full programme: estimated 1 day of training.

3. SkySchedule

- General structure
- Aircraft (physical) configuration
- Aircraft sales configuration
- SSIM load/extract
- Compare Schedule
- Activation
- Create / change / cancel flights
- Reaccommodation
- Connections
- Synchronize inventory
- Schedule History

Duration of full programme: estimated 1 day of training.

4. SkyFare

- General structure
- Fare rules
- ATPCO categories
- Fare Basis Codes
- Footnotes
- Create/Change
- Fares
- Special Fares
- Fare Import/Extract
- Global fare change
- Batch jobs / History

Duration of full programme: presumably 1.5 days of training.

5. SkySpeed

Create a booking with all steps:

- Availability
- Flight Results
- Passenger Info
- SSR reservation
- Contact Info
- Seat Assignment
- Payment Info
- Comments
- End Record
- Fees Screen
- Breakdown
- History
- Retrieve a booking
- Change / cancel a booking:
 - Date/Time change
 - Route / Name Change
 - Divide / Move
 - Add/Remove SSRs
 - Add/Delete/Override Fees
- Customer Management
- Create / look up customer
- Look-up customer
- Voucher Management
- Queue processing
- Flight Manifest
- Credit history
- Flight Following

Duration of full programme: estimated 3 days of training.

6. SkyPort

- Airport Check-In
- Boarding
- IROP / Ad Hoc schedule
- Inventory (Lid/Cap, Cancel/Suspend)
- SSR maintenance
- Aircraft Mishap / AOG
- Messaging
- Special reports

Duration of full programme: presumably 2 days of training e.g. for an airport supervisor

7. SkyReport

- Permissions
- Link Reports
- Running Reports
- Output/Extract
- Subscriptions
- Charge Groups
- Individual reports to be trained as agreed

Duration of full functional programme: estimated 0.5 days of training plus time to explain specific reports in detail.

8. ODS / HODS*

- Overview of ODS / HODS and architecture
- Introduction to Microsoft SQL Server 2005
- HODS database model & structure
- Table groups & relations
- Enumerations
- Version concept & tables
- Typical issues and best practice
- Procedure to create customized reports
- Advanced topics like Workbench, Stored Procedures, Execution Plans

Special requirements for ODS / HODS training:

- We recommend a maximum number of 4 people per training
- The attendees must have SQL knowledge
- PROLOGIS requires access to the test ODS /HODS

*name depends on the release, in release 2.x + it is called HODS

Duration of full programme: presumably 2 days of training.

9. SkyPrice

- General Revenue Management issues (if requested, basic training)
- Basic system overview
- Optimization , forecast and price sensitivity filter
- Competitor price load
- Optimization
- Report and graphs
- Flight- / work list
- AU modification & transfer
- Adjustments

Duration of full programme: estimated 2 days of training.

2) Business area based classroom training for new users (on-site)

Based on your company structure and our detailed knowledge of both the airline business and the NSK system, we are able to create individual training schedules for your various business users. By considering the full range of applications listed above, we can prepare unique programmes targeted at specific users or departments, such as Revenue Management or Scheduling.

This approach minimises overall training time, and ensures that the training is process driven, as only those applications needed for each specific job function is covered. As a result, users will gain a more detailed understanding of how the various NSK applications are integrated together and support their job function.

Please find below an example programme for a Scheduling department:

- SkyManager (Geography, Queue processing)
- SkySchedule (all functions from creation of a schedule to reaccommodation)
- SkySpeed (Create & Look up PNRs, Actions in case of flight changes)
- SkyReport (Running Reports, Subscriptions, Introduction of useful reports)

Special requirements for business area based classroom training:

- PROLOGIS requires 0.5 - 1 day per defined department (based on complexity of the department) to prepare individual documentation.

3) Individual professional training for advanced users (on-site)

These training sessions are designed for users who are already familiar with the basic New Skies functions. As a result of the training, users will gain a deeper knowledge of the NSK system, designed to achieve specific business needs; and a broader understanding of the system as a whole, and the integration of its various components..

Please find below examples of advanced training programmes:

- Create specific kinds bookings in SkySpeed
- Efficient set up and maintenance of special fares (Summer seat sale, Free fares, ...)
- 'Easy to follow'/maintain queue structuring (schedule changes, finance, ...)
- Differences in a new release and how to use them

Requirements for Training

In order to deliver high quality training we would kindly request the following:

- PROLOGIS requires a minimum of 3 weeks advanced notice for training.
- The airline should define the detailed functionality that should be trained:
 - per application for application based training or
 - per department for business area based trainingIn order to do this, the airline will receive a selection sheet where they can mark the required functionality per NSK application or assign their departments to certain functionality.
This is done a) to determine the final effort required and b) to avoid unnecessary functionality being trained.
- PROLOGIS requires access to the airline's New Skies test or training system for training preparation (2 weeks prior training).
- The airline provides the training room.
- The maximum number of attendees is dependent upon the number of available training PCs, we recommend a maximum 2 people per PC.
- The training will be done based on the available Navitaire system documentation, further documentation e.g. processes-related or customer individual training material can be delivered on request for an additional charge.
- The training will be conducted by one PROLOGIS consultant per session.
- A full training day is usually planned from 0900 – 1800 incl. breaks.