

# Training catalog 2024

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Tailored  
training programs

**init**

# Your success through competent training

**Dear INIT customer,**

INIT systems are used successfully around the world. An essential component of this success is our advanced education and support concept. The advantages are clear: even the best systems can only excel when their users know how to use them.

That is exactly why we stand by your side: we support you, so that you can use your tailor-made INIT system with the greatest possible efficiency in your operations.

Our team offers you support, conducts practical training and creates extensive, understandable documentation and training documents.

Usually, training courses start during the introduction of a new system. In addition, it makes sense to repeat the training at regular intervals. Our experience shows that, for example, knowledge is lost due to staff changes. As a rule, colleagues only pass on what they like to use themselves or what they have retained from their own training. In addition, updates or new program modules can lead to changes in the operation of our system solution. For a long-term efficient use of the INIT systems, repetitive or advanced training courses are necessary.

This training catalog gives you an overview of all standard training courses. These customized training courses reflect the scope of the project and the level of knowledge of the participants. In addition, we are also happy to offer you individual training that focuses on specific details of our system solution. You can be trained either at your company premises or at INIT. We also offer you the option of ordering certain training courses as videos. This way you have the knowledge permanently available in your company.

Our team has years of experience in public transport and in managing our systems. Therefore, we are also happy to provide advice on how to improve your operations if required. Additionally, we are always available to arrange a meeting at your premises to explain how you can further benefit from our solutions.

**We look forward to hearing from you.**

**Your trainer team**



Dr. Michael Caspari  
Management



Eike Bunk



Alex Galdin



Nikolaus Herbert



Ralf Scholz



Curtis Stone



Scott Werner

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We offer you a variety of training forms, which we adapt individually to your needs. Not only do we tailor the training content to the INIT solution you are using, we also adapt the training forms according to your requirements.

## 1. On-site training

### **A trainer from our experienced team comes to you**

With a lead time of only a few weeks, we organize together with you a training directly on your premises. For this purpose, we discuss the individual training topics in advance and prepare specially adapted training materials, which we provide during the on-site appointment. We try to demonstrate as much as possible in a practical way in the live system and make full use of the media available to you on your premises.

On-site training is the best solution for knowledge transfer when purchasing new INIT software. But also refresher courses and training during productive operation of our solutions – e.g., directly at your control center – are recommended.

## 2. Online training

### **Remote training, but just as individual as at your premises**

Especially if you have some specific training topics for systems that have been in use for a long time: We also offer digital courses. During the pandemic, on-site training was not always possible, so we can draw on a wealth of experience for online training courses.

We will schedule an appointment with you and send you an invitation by email. On the training day, your employees can dial into the training session from anywhere in the world. During the training, we use presentations, but can also show the functionalities directly in the productive system. So, here too, you will not miss out on the practical experience.

Online training is suitable for most of our training courses, if you need your training sessions to be available in a faster and easier way. Generally, we use MS Teams as platform for our training and tuition webinars. To attend an online course, you can access the training session via any suitable browser or directly via MS Teams. If you use other tools, please contact us: We react flexibly to your requirements.

### 3. Training at INIT in Karlsruhe

#### **You come to us**

There are topics that we can best demonstrate to you directly at our premises, e.g. in Karlsruhe. The training participants come to our premises and attend the training in one of our course rooms. The training contents are customized to your INIT systems and have therefore a very practical angle.

We recommend this training form especially for the initial training for all very technical contents. For example, we can best demonstrate the exchange of an on-board computer in Karlsruhe, so that your workshop personnel will have no problems with the device installation. Why not combine your training with a sightseeing tour of our beautiful city!

### 4. Video training

#### **We come to you on the screens – as often as you want**

Many of our customers are faced with the question of how they can secure their know-how and transfer it to new employees in a sustainable manner. It is also important that you can revisit the functions of our solutions, which you might not use on a daily basis, but which you then urgently need. Our video training courses are ideal for this purpose.

We regularly produce and revise videos about the most important functions of our systems and their application. You can then use these videos in your company as you wish, demonstrate them and make them available to all employees. This ensures that information will not get lost and that you are always fully familiar with the use of our systems.

### Any questions?

Feel free to contact us for any further questions. Do you need a particular training form that you are missing here? No problem. We prepare each training individually in close collaboration with you.



## Training contents

- Main functions of the system
- Tasks and abilities of the system
- System architecture
- System components (field devices and central system)
- Effects on operational processes
- Advantages of the system
- Implementation and training concept
- Support and operation by INIT

## Training goal

The participants acquire an overview of the system as well as a functional understanding of hardware and software.

### Target audience

Managers and stakeholders

### Scope

1 training session with  
1 trainer for a maximum of  
25 participants for 2 hours

### Prerequisites

Connection to the system  
solution offered

### Documentation

*Printed (for each participant):*  
- Training presentation  
- Certificate of attendance



# MOBILE-PLAN: Timetable, block and duty planning

## Training contents

- Version administration
- Master data management
- Basics of timetable, block and duty planning

*Optional training contents in accordance with the scope of delivery in the project:*

- Expansion of electromobility
- Management of GIS data / city map display
- Handling with interfaces
- Publication modules
- Optimization with MOBILEopti<sup>2</sup>
- Import of statistical data into planning through MOBILEloop
- Multimedia data center and infotainment

## Training goal

The participants learn about the planning process (timetable, block and duty planning) in MOBILE-PLAN including the extra modules included in the scope of delivery in the project (e.g. publication modules or interfaces to up- and downstream systems).

### Target audience

Timetable, block and duty planner, if required, employees who maintain the data for the network, vehicle, ITCS and passenger information

### Scope

1 training course with 1 trainer for 5 – 8 participants for 3 – 5 days (varies according to the scope of delivery in the project)

### Prerequisites

- Knowledge of transport network and timetables
- Where appropriate, attendance of the course *MOBILE-PLAN: Data provision – Overview and introduction*

### Documentation

*Printed (1 copy per training course):*

- Current manual

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# MOBILE-PLAN: Data provision – Overview and introduction

## Training contents

- Program handling
- Basic setup
- Day types / activity types / assignment types / absence types
- Calendar administration / user management
- Expansion of electromobility
- Data rights / function rights
- Program parameters / Control parameters
- Long-term planning
- Employee assignment
- Rota definition / rota matrix
- Roster generation / Medium-term planning
- Duty swapping / absences
- Short-term dispatching
- Working with additional personnel
- Handling duties
- Activity report
- Quick info / extra duties / online help

*Optional training contents in accordance with the scope of delivery in the project:*

- Definition of passenger information displays
- Multimedia data center and infotainment

## Training goal

Participants learn about the MOBILE-PLAN data management system including all interfaces to up- and downstream systems. Furthermore, all options for data maintenance for network, vehicle, ITCS and passenger information are explained.

### Target audience

Employees who maintain data on the network, vehicle, ITCS and passenger information

### Scope

1 training course with 1 trainer for 5 – 8 participants for 2 days

### Prerequisites

- Knowledge of transport network and timetables
- Where appropriate, attendance of the course *MOBILE-PLAN: Timetable, block and duty planning*

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual





# MOBILE-PERDIS: Personnel and vehicle dispatching – PS1 (beginner training course)

## Training contents

### MOBILE-PERDIS system overview

- General use of the program
- Basic features
- Day types / activity types / allotment types / absence types
- Calendar administration / user management
- Data rights / functional rights
- Program parameters / control parameters
- Long-term planning
- Employee assignment
- Rotation definition / rotation matrix
- Roster preparation / medium-term planning
- Service switching / absences
- Current disposition
- Additional personnel
- Adaptation of services
- Service standards
- Record of activity
- Quick information / special services / online help

## Training goal

The participants of the training learn about planning tasks, starting with long-term planning (creating rotas and rosters), then medium-term planning (entering absences, changing the roster in the future), to the operational daily dispatching tasks (modifying duties, splitting duties, etc.). They will further get knowledge of basic administrative settings in MOBILE-PERDIS.

### Target audience

Dispatchers, control center employees, traffic master

### Scope

1 training course with 1 trainer for 4 – 10 participants for 2 days

### Prerequisites

- Basic knowledge of personal computers
- Knowledge of planning processes

### Documentation

*Printed:*

- Instructional materials
- Certificate of attendance



# MOBILE-PERDIS: HolidayPlanner – HP (Advanced vacation planning)

## Training contents

- General introduction into vacation planning
- Preparation of vacation planning
- Holiday entitlement rules
- Planning with vacation groups
- Individual vacation planning
- Vacation balances
- Statistics
- Program parameters
- Tips and tricks

## Training goal

The participants of the training learn about the vacation planning tool HolidayPlanner. They learn how to set up vacation entitlements, create groups and how to handle them for group planning of vacation. They will also be enabled to do the individual planning of vacation, taking care of the needs of both the employees and the company.

### Target audience

Vacation planners, dispatchers

### Scope

1 training course with 1 trainer for 4 – 10 participants for 2 days

### Prerequisites

- MOBILE-PERDIS familiarity
- Knowledge of personnel accounting
- Basic knowledge of personal computer usage

### Documentation

*Printed:*

- Instructional materials
- Certificate of attendance



# On-board computer and ticket printer: Driver training for multipliers



## Training contents

- Overview of the on-board computer and vehicle system
- Driver logon
- Block login and positioning

### Ticketing:

- Using of sales functions
- E-ticketing
- Using paper rolls and the printer unit

### MOBILE-ITCS functions:

- Communication with the control center
- Messages and instructions
- Measures of MOBILE-ITCS

*Optional training contents in accordance with the scope of delivery in the project:*

- Traffic signal priority
- Vehicle navigation
- Forms
- Passenger information in the vehicle

## Training goal

Participants learn about dealing with the on-board computers including ticketing functions and/or MOBILE-ITCS functions and communication with the control center. After the training, participants will be able to act as multipliers.

### Target audience

Driving instructors, driving managers, control center leaders and selected drivers

### Scope

1 training session with 1 trainer for a maximum of 10 participants for half a day

### Prerequisites

Knowledge of operational processes and/or special features of driving operation

### Documentation

*Printed (1 copy per training course):*

- Current manual

*Printed (for each participant):*

- Training presentation

- Quick info

- Explanatory note where appropriate

- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation

- Current manual

- Quick info

- Explanatory note where appropriate



# MOBILE-ITCS: Dispatching – Overview and introduction



## Training contents

- MOBILE-ITCS introduction
- Data flow and system overview
- Vehicle system
- Communication between driver / vehicle and the control center
- Expansion of electromobility
- Traffic monitoring
- Traffic control
- Passenger information
- Documentation
- Typical use cases

*Optional training contents in accordance with the scope of delivery in the project:*

- Control of the stop display (MOBILE-STOPinfo)
- Control of ticker text
- Announcements in vehicles
- Use of forms (MOBILEforms)
- Mobile disposition (MOBILEmodi)
- Control of on-demand services (MOBILEcall)

## Training goal

Participants learn about monitoring and controlling of public transport services. They learn how to get an overview of the current status of the traffic network, use measures in order to regulate services and to control the passenger information systems.

### Target audience

Dispatchers, MOBILE-ITCS administrators

### Scope

1 training course with 1 trainer for 5 – 8 participants for 1.5 days

### Prerequisites

- Knowledge of transport network and timetables
- Knowledge of the use of vehicles

### Documentation

*Printed (1 copy per training course):*

- Relevant manuals

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Relevant manuals



# MOBILE-ITCS: Dispatching in productive operations

## Training contents

- Repetition: Communication between driver / vehicle and the control center
- Repetition: Traffic monitoring
- Repetition: Traffic control
- Repetition: Passenger information
- Explanation and discussion of current events in operations
- Typical use cases

## Training goal

Participants extend their knowledge of monitoring and controlling the transport service as well as passenger information.

### Target audience

Dispatchers

### Scope

1 training session with 1 trainer  
for 5 – 8 participants for 1 day

### Prerequisites

Attendance of the training  
course *MOBILE-ITCS:  
Dispatching – Overview and  
introduction*

### Documentation

*Printed (for each participant):*  
- Training presentation  
- Certificate of attendance



# MOBILEcall: Dispatching – Overview and introduction

## Training contents

- Introduction to on-demand service
- Data flow and system overview
- Vehicle system
- Communication between driver / vehicle and the control center
- Traffic monitoring
- Traffic control
- Passenger information
- Documentation
- Typical use cases

## Training goal

Participants learn about monitoring and controlling of on-demand service.

### Target audience

On-demand service dispatchers  
and administrators

### Scope

1 training session with 1 trainer  
for 5 – 8 participants for half  
a day

### Prerequisites

- Knowledge of on-demand  
transport services
- Knowledge of the use  
of vehicles

### Documentation

*Printed (1 copy per training course):*

- Current manual

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# MOBILEcall: Dispatching in productive operations

## Training contents

- Repetition: Communication between driver / vehicle and the control center
- Repetition: Traffic monitoring
- Repetition: Traffic control
- Repetition: Passenger information
- Explanation and discussion of current events in operations
- Typical use cases

## Training goal

Participants expand their knowledge about observation and control of on-demand service.

### Target audience

Dispatchers

### Scope

1 training session with 1 trainer  
for 5 – 8 participants for half  
a day

### Prerequisites

Attendance of the training  
course *MOBILEcall:*  
*Dispatching – Overview and*  
*introduction*

### Documentation

*Printed (for each participant):*  
- Training presentation  
- Certificate of attendance



# MOBILE-ITCS: Overview and introduction for administrators

## Training contents

- MOBILE-ITCS and features
- Data provision and databases
- Device management (MOBILEflow)
- Processes and the concepts behind them
- Control and administration of the software processes
- Installation and update strategies
- Servers, directories and installations
- Fault search and examples
- Test possibilities
- Configuration
- User management
- Support and operation by INIT

*Optional training contents in accordance with the scope of delivery in the project:*

- Emergency response: Fallback voice radio communications

## Training goal

The participants learn about administration of MOBILE-ITCS. This includes monitoring processes and servers, data provision and data base control, as well as the use of radio systems. Furthermore, possible available backup concepts and test options are described. In addition, the INIT support process is explained.

### Target audience

MOBILE-ITCS administrators  
and control center leaders

### Scope

1 training session with 1 trainer  
for 5 – 8 participants for 1 day

### Prerequisites

Knowledge about the IT system  
with installed hardware and  
software in central system and  
field devices

### Documentation

*Printed (1 copy per training course):*

- Relevant manuals

*Printed (for each participant):*

- Training presentation

- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation

- Relevant manuals





# Updating of the geographic information system (GIS)

## Training contents

- Introduction and system overview
- OSM data processing
- OSM import, data processing and data management
- MOBILE-PLAN routing
- Device management

## Training goal

The participants acquire knowledge about the use of the GIS in the INIT system as well as the existing relationships. The possibilities of OSM data processing and routing in MOBILE-PLAN are explained. Finally, the data processing and data management are clarified.

### Target audience

Timetable, block and duty planners, administrators and control center leaders

### Scope

1 training session with 1 trainer for 5 – 8 participants for half a day

### Prerequisites

- Knowledge of transport network and timetables
- Knowledge about the IT system with installed hardware and software in the central system and field devices

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation



# MOBILEforms: Overview and introduction

## Training contents

- Overview MOBILEforms
- Handling of forms
- Handling of form list
- Interrelations MOBILEforms and MOBILE-ITCS
- Data set editor and configuration

## Training goal

The participants acquire knowledge of the use and handling of the MOBILEforms tool.

### Target audience

Dispatchers, relief units, staff handling accidents, MOBILE-ITCS administrators, if applicable staff handling complaints, planners and passenger information staff

### Scope

1 training session with 1 trainer for 5 – 8 participants for half a day

### Prerequisites

Knowledge of operational processes

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation



# MOBILEforms: Administration and form creation

## Training contents

- Using the forms list
- Using a form
- User management
- Edit and manage forms
- Data set editor
- Processes and directory structure
- Summary and explanation of forms already created
- Administration of the forms list
- Reporting: DB scheme
- Support by INIT

*Optional training contents in accordance with the scope of delivery in the project:*

- Reporting server

## Training goal

The participants learn how to construct forms and integrate them in MOBILEforms. Furthermore, the various reporting options are explained.

### Target audience

MOBILE-ITCS administrators,  
control center leaders and  
IT employees

### Scope

1 training session with 1 trainer  
for 5 – 8 participants for 1 day

### Prerequisites

Knowledge of HTML, CSS and  
JavaScript

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# MOBILEstatistics: Overview and introduction



## Training contents

- System overview
- Data basis and the MOBILEstatistics database
- Operating day browser
- Interactive report
- Queries
- Query examples for punctuality and operating performance
- Operational overview and the dashboard
- Support and operation by INIT

*Optional training contents in accordance with the scope of delivery in the project:*

- Passenger projection and queries examples for passenger numbers

## Training goal

The participants learn about statistical reporting in public transport operations. They learn which statistical reports help continuously improve transport operations.

### Target audience

Timetable, block and duty planner personnel, operating analysts and business intelligence employees, administrators, works committees, managers

### Scope

1 training session with 1 trainer for 5 – 8 participants for 1 day

### Prerequisites

- Knowledge of transport network and timetables
- Knowledge of the use of vehicles

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# MOBILEefficiency: Overview and introduction

## Training contents

- System overview
- Data basis and the MOBILEefficiency / MOBILEstatistics database
- Operating day browser
- Interactive report
- Events
- Route report
- Dashboard
- Support and operation by INIT

## Training goal

The participants learn about statistical reports of public transport operations with the special focus on driving efficiency, safety-related events and electromobility.

### Target audience

Timetable, block and duty planner personnel, operations analysts and business intelligence employees, administrators

### Scope

1 training session with 1 trainer for 5 – 8 participants for half a day

### Prerequisites

- Knowledge of transport network and timetables
- Knowledge of the use of vehicles

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# MOBILEreports: Overview and introduction

## Training contents

- Introduction to the database interface to MOBILEstatistics and MOBILEforms
- Introduction to Crystal reports
- Creation of simple reports

## Training goal

The participants extend their knowledge about statistical reporting in transport operations. They learn about the options for organizing a reporting system.

### Target audience

Timetable, block and duty planner personnel, operations analysts and business intelligence employees, administrators

### Scope

1 training session with 1 trainer for 5 – 8 participants for 1 day

### Prerequisites

- Attendance of the training course *MOBILEstatistics: Overview and introduction*
- Basic knowledge of SQL
- Knowledge of Crystal reports

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# MOBILEsurvey: Improving stop coordinates and distances

## Training contents

- Vehicle positioning of the on-board computer
- Overview of MOBILEsurvey
- Selection of vehicle data
- Cluster formation
- Planing data import and assignment
- Export into the planning system
- Data flow and options

## Training goal

The participants learn how to improve stop coordinates and distances. Both are essential prerequisites for accurate vehicle positioning as well as precise data in MOBILE-ITCS and MOBILEstatistics.

### Target audience

Employees who maintain data about the network, vehicles and ITCS

### Scope

1 training session with 1 trainer for 5 – 8 participants for half a day

### Prerequisites

- Knowledge of transport network and timetables
- Knowledge of the use of vehicles

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# MOBILEvario: Overview and introduction



## Training contents

- Overview MOBILEvario, dataflow and system users
- Creating and editing system users and authorizations (VARIO Administration)
- Administration of personnel and driver cards (MOBILEvario Driver Management)
- Checking printed and electronic tickets
- Handling cancellations and special tickets
- Handling cashless payments and electronic tickets
- Sales control, accounting and sales statistics (MOBILEvario Revenue Management)
- Overview of tariff and fare matrix maintenance, including ticket prices and layouts for sales channels (MOBILEvario Tariff Management)
- Device management (MOBILEflow)
- Support and operation by INIT

*Optional training contents in accordance with the scope of delivery in the project:*

- E-ticketing (MOBILEvario Tariff Management)
- MOBILEvario Student Management / Abo Management (administration of pupil and subscriber tickets)
- Administration of fare evaders (MOBILEvario Fare Evasion)
- Administration of forms (MOBILEvario Form Designer)
- Administration of sales data exports (MOBILEvario Sales Export)

## Training goal

The participants learn how to supply the sales devices with the required data, to manage debtor accounts and to interpret the sales data provided.

### Target audience

Administrators of the ticketing background system, cash auditors and billing personnel

### Scope

1 training course with 1 trainer for 5 – 8 participants for 2 days

### Prerequisites

- Knowledge of the billing processes in transport operation, including driver accounting
- Knowledge about transport network and special features of transport operations
- Knowledge of the tariff and ticketing system

### Documentation

*Printed (1 copy per training course):*

- Relevant manuals

*Printed (for each participant):*

- Training presentation
- Explanatory note where appropriate
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Relevant manuals
- Explanatory note where appropriate





## Training contents

- Administrative activities in MOBILEvario
- Rollers and profiles for all users except driving personnel
- Management of the complete sales system
- System Monitoring MOBILEsymon if necessary when Ticket Vending Machine or operations are included

## Training goal

The participants acquire knowledge about the administration of MOBILEvario. This includes the monitoring of processes and servers, and data supply. In addition, any existing backup concepts and test options will be covered. Furthermore, the INIT support process is explained to the employees.

### Target audience

Administrators of the ticketing background system

### Scope

1 training session with 1 trainer for 5 – 8 participants for 2 hours

### Prerequisites

Attendance of the training course *MOBILEvario: Overview and introduction*

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manuals



# MOBILEvario: Tariff data administration and MOBILEflow data provision



## Training contents

- Tariff and fare matrix maintenance, including ticket prices and layouts for sales channels (MOBILEvario Tariff Management)
- Device management (MOBILEflow)

*Optional training contents in accordance with the scope of delivery in the project:*

- E-ticketing

## Training goal

The participants learn how to create and maintain tariff and fare matrices. Tickets, ticket layouts and prices are discussed. In addition, release to test devices is handled and change control is discussed.

### Target audience

Employees who maintain tariff and fare matrix data in the ticketing background system

### Scope

1 training session with 1 trainer for 5 – 8 participants for 1 day

### Prerequisites

Completion of the training course *MOBILEvario: Overview and introduction*

### Documentation

*Printed (for each participant):*

- Training presentation
- Explanatory note where appropriate
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manuals
- Explanatory note where appropriate



# MOBILEvario: Customer Service Workstation – Overview and introduction for multipliers

## Training contents

- Overview of the MOBILEvario Customer Service Workstation
- Manage and maintain customer contracts
- Manage customer chip cards
- Load products and funds onto chip cards
- Paper ticket sale in the MOBILEvario Customer Service Workstation
- Working with the thermal printer

*Optional training contents in accordance with the scope of delivery in the project:*

- Online portal for customers
- Online portal for company customers
- Data maintenance for online portals for customers and company customers

## Training goal

The participants learn about customer chip cards, contracts and the processes in e-ticketing. After the training, participants will be able to act as multipliers.

### Target audience

Employees in the customer center, administrators of the ticketing background system

### Scope

1 training session with 1 trainer for 5 – 8 participants for half a day

### Prerequisites

Knowledge of the tariff and ticketing system

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# EVENDpc pre-sales device / EVENDgo mobile sales device: Overview and introduction for multipliers

## Training contents

- Overview of the pre-sales device EVENDpc and/or mobile sales device EVENDgo
- Sales login
- Paper ticket sales on the pre-sales device
- Working with the thermal printer

*Optional training contents in accordance with the scope of delivery in the project:*

- Load products and funds onto chip cards

## Training goal

The participants learn how to use the pre-sales device with its sales functions. After the training, participants will be able to act as multipliers.

### Target audience

Employees in pre-sales centers, retailers

### Scope

1 training session with 1 trainer for 5 – 8 participants for 2 hours

### Prerequisites

Knowledge of the tariff and ticketing system

### Documentation

*Printed (for each participant):*

- Training presentation
- Explanatory note where appropriate
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# Mobile checking device EVENDgo: Overview and introduction for multipliers

## Training contents

- Overview of the mobile checking device EVENDgo:
- Login to validation service
- Controlling tickets
- Controlling chip cards

*Optional training contents in accordance with the scope of delivery in the project:*

- Collection of fare evasion fines
- Working with the thermal printer

## Training goal

The participants learn how to use the checking device and the corresponding sales functions. After the training, participants will be able to act as multipliers.

### Target audience

Ticket checkers

### Scope

1 training session with 1 trainer for 5 – 8 participants for 2 hours

### Prerequisites

Knowledge of the tariff and ticketing system

### Documentation

*Printed (for each participant):*

- Training presentation
- Explanatory note where appropriate
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# MOBILEvario: Vario Statistics (VASA) – Overview and introduction

## Training contents

- Overview of MOBILEvario Vario Statistics (VASA)
- Creation of simple and more complex reports
- Store and reuse filters
- Create recurring reports
- Ad hoc reports for quick analyses
- Export of reports

## Training goal

The participants learn about statistical analysis of sales information.

### Target audience

Administrators of the ticketing system, cash auditors and billing personnel

### Scope

1 training session with 1 trainer for 5 – 8 participants for half a day

### Prerequisites

Completion of the training course *MOBILEvario: Overview and introduction*

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Current manual



# IT administration

## Training contents

- Hardware and network overview
- Wi-Fi operation mode and RADIUS authentication
- Possibilities of monitoring hardware and network
- Antivirus and patch management as well as update strategies
- Organization of workplaces (VoC console, connection to the Tetra system and customer center)
- Organization of the Citrix farm, releasing an application
- Monitoring data security, administrative activities
- Time synchronization
- User management, Active Directory
- Administrative access (management console, Firewall, SAN)
- Fault detection and elimination
- Access to manufacturer support
- Licenses (licenses supplied, information about INIT licenses)
- Starting and shutting down the server
- Support and operation by INIT

## Training goal

The participants obtain an overview of the system's server and network architecture. They are enabled to undertake operation and monitoring of data security. They are also taught how to use patch and antivirus management, if available in the project.

### Target audience

IT personnel, optionally system administrators or project leaders

### Scope

1 training session with 1 trainer for 5 – 8 participants for 1 day

### Prerequisites

Knowledge of Windows Server and network components

### Documentation

*Printed (for each participant):*

- Training presentation
- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation
- Relevant manuals



# Workshop training: Vehicle equipment

## Training contents

- Overview of vehicle equipment
- Design and functioning of individual components and units
- Hardware maintenance and repair
- Test functions and parameters in EVENDpc / COPILOTpc
- Analysis of fault patterns
- Fault tracing and fault recovery at the module level
- Device testing and prophylactic measures for trouble avoidance
- Customer-specific examples
- Guarantee and repair process

## Training goal

The participants learn about professional fault detection and elimination for on-board computers and their peripherals.

### Target audience

Maintenance personnel, employees in depot

### Scope

1 training session with two trainers for 5 – 8 participants for 1 day

### Prerequisites

Knowledge of maintenance of vehicle equipment

### Documentation

*Printed (1 copy per training course):*

- Relevant manuals

*Printed (for each participant):*

- Training presentation

- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation

- Current manual

- Circuit board drawings and circuit diagrams

- Test functions and parameters

- Vehicle electric diagrams

- Exploded diagrams of devices

- Error report form





# Workshop training: Ticket vending machines

## Training contents

- Overview of ticket vending machines (mobile & stationary)
- Design and functioning of individual components and units
- Hardware maintenance and repair
- Test functions and parameters of ticket vending machines
- Analysis of fault patterns
- Fault detection and elimination at the module level
- Device testing and prophylactic measures for trouble avoidance
- Customer-specific examples
- Guarantee and repair process

## Training goal

The participants learn about professional fault detection and elimination for ticket vending machines.

### Target audience

Maintenance personnel

### Scope

1 training session with two trainers for 5 – 8 participants for 1 day

### Prerequisites

Knowledge of maintenance of route equipment

### Documentation

*Printed (1 copy per training course):*

- Relevant manuals

*Printed (for each participant):*

- Training presentation

- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation

- Current manual

- Circuit board drawings and circuit diagrams

- Test functions and parameters

- Vehicle electric diagrams

- Exploded diagrams of devices

- Error report form



# Workshop training: Stop displays

## Training contents

- Overview of stop displays
- Design and functioning of individual components and units
- Hardware maintenance and repair
- Test functions / parameters
- Analysis of fault patterns
- Fault detection and elimination at the module level
- Device testing and prophylactic measures for trouble avoidance
- Customer-specific examples
- Guarantee and repair process

## Training goal

The participants learn about professional fault detection and elimination for stop displays.

### Target audience

Maintenance personnel

### Scope

1 training session with two trainers for 5 – 8 participants for 1 day

### Prerequisites

Knowledge of maintenance of route equipment

### Documentation

*Printed (1 copy per training course):*

- Relevant manuals

*Printed (for each participant):*

- Training presentation

- Certificate of attendance

*On a flash drive*

*(for each participant):*

- Training presentation

- Current manual

- Circuit board drawings and circuit diagrams

- Test functions and parameters

- Vehicle electric diagrams

- Exploded diagrams of devices

- Error report form

## Prices and services

Upon request, we would be pleased to send you an individual training offer. Instructional materials are generally included in the price. Potential costs for travel and hotel accommodations are not included.

## Terms and conditions

### Area of application

The following terms and conditions apply in addition to INIT's delivery and payment conditions and only apply to the legal relationship between the ordering customer and INIT for the planned training agreement. Other contractual relationships remain unchanged.

### Place and time

Training courses occur after written confirmation at the time agreed and at the place agreed with you at your transport company or at INIT premises. Single or multiple-day training courses begin at 9:00 am and end at 4:30 pm if not otherwise arranged.

### Training prerequisites and success

The training courses are held in German, English or French after prior agreement. The number of participants is limited as specified in the training catalog. We advise against greater numbers of participants because they can negatively affect training success. The customer must ensure that the participants satisfy the prerequisites for the training course. For courses not held at INIT's premises, the customer must also ensure that spatial and technical requirements for the training session are met. These include:

- Enough space for 1-2 teachers and the course participants,
- adequate furnishings (tables, chairs, etc.) to arrange the participants reasonably and accommodate the training devices and materials,
- a PC workplace with system access for the teacher,
- a projector and screen,
- depending on the type of training: a place to test the transport company's vehicle equipment,
- ideally, a PC workplace with system access for every two participants.

If training goals are not achieved on account of prerequisites not satisfied by the customer, it is the customer's liability and INIT will not refund training costs.

### Training offers

Training courses are offered for the prices specified in the offer, plus legally valid VAT. The prices apply, unless otherwise specified, exclusively for the training. Instructional materials and

### Overview of services

- Training by specially trained personnel
- Instructional materials customized for the training courses
- Drinks and one snack per day (for training at our premises)

participation certifications are included in the prices. Drinks and one snack per day are included for training courses at our premises. Unless explicitly otherwise specified in our offer, charges for travel, accommodation and expenses as well as for technical equipment will be invoiced in addition to the price of the course. These will be added up and invoiced when the course is completed. The training costs are due in full 14 days after completion of the training course and receipt of the invoice.

### Date changes and cancellations

We reserve the right to change the dates of training courses or cancel them e.g. in case of a teacher's unavailability, too low participant numbers, non-fulfillment of the course's prerequisites or in case of force majeure. In these cases, the customer has the option of rebooking on another date or cancelling the training course. If a course must be cancelled the above-mentioned reasons, no claims can be made in excess of the course fees. Course cancellations by the customer must be done in writing. The following cancellation periods apply:

- Courses can be cancelled without charge up to 4 weeks before the course date.
- For cancellations up to two calendar weeks before the training date, we charge a flat sum of 200 euros.
- For cancellations less than two calendar weeks before the course begins, we will charge 50 % of the course fee.
- In case of cancellation one workday before the training date, or no cancellation at all, we will charge the full fee for the course.

The customer has the right to send replacement participants.

### Data protection

The information you provide when registering for the course are necessary for the performance of the contract (Art. 6 § 1 b) EUGDPR [European General Data Protection Regulation]. Furthermore, we use these data on the basis of our legitimate interest IAW Art. 6 § 1 f) EUGDPR to inform you from time to time by post or email about thematically appropriate training course offers. You may at any time withdraw your consent to process your information for informational purpose. Your data will not be transmitted to domestic or foreign third parties. The contact information of our data protection officer, a list of your rights in accordance with

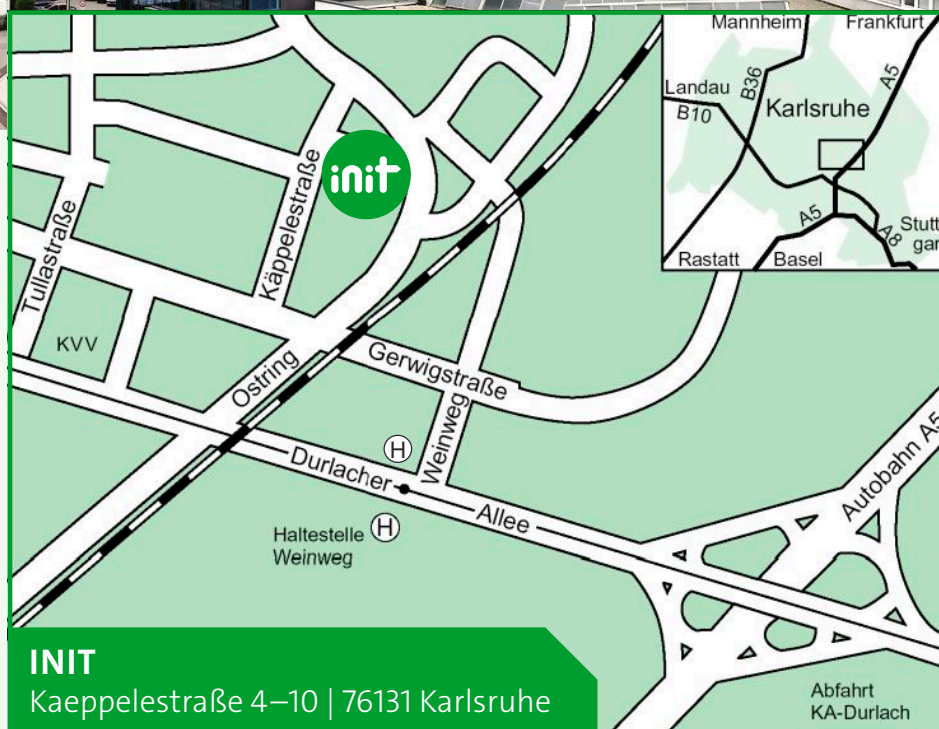
EUGDPR as well as further information on data protection can be accessed in the general data protection references on our homepage [www.initse.com](http://www.initse.com).

Copy and use of the documents and information is only permitted as far as this is required for your own use, company internal further training or maintenance. No other usage is allowed.  
The place of jurisdiction is Karlsruhe.

### Confidentiality / Rights of use / Copyright

All information, documents and documentation released to you are to be handled confidentially and must not be passed on to third parties.

## How to find us



### By car

- A5 motorway, exit KA- Durlach, ATTENTION: Direction Karlsruhe
- Turn right at the first stoplight (Weinweg)
- Turn left at the next stoplight (Gerwigstrasse)
- At the next stoplight straight ahead
- Turn right on the next street (Käppelestraße)
- Street entrance is on the right, after the Bauhaus hardware store

### By streetcar

- From the central station take streetcar line S4 direction "Eppingen/Heilbronn" to the streetcar stop "Weinweg" and then go five minutes by foot
- Or take streetcar line 2 direction of "Wolfartsweiler" to streetcar stop "Weinweg" and go five minutes by foot







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INIT is the worldwide leading supplier of integrated planning, dispatching, telematics and ticketing systems for buses and trains. For more than 40 years, we have been assisting transport companies in making public transport more attractive, reliable and more efficient.

**INIT Group**



[sales@initse.com](mailto:sales@initse.com) | [www.initse.com](http://www.initse.com)



The Future of Mobility