



Professional Services: Customer & Reseller Training

Customer & Reseller Training is perfect for DigitalGlobe customers who want to maximize the value of their DigitalGlobe Global Basemap (GBM) Offline, Cloud Services (DGCS), or FirstLook purchases by receiving advanced training for their staff. This service will help customers better understand and use DigitalGlobe standard products and software solutions, as well as help resellers make more informed decisions on improving sales in their regions. Professional training classes are offered in a variety of formats to suit the students' needs, either onsite or online.

Product learning map

The training classes offered by Professional Services offer a product learning map that helps students understand and how to gain value from their DigitalGlobe product purchase:

DGCS

- » Learn the advanced features of DGCS and the various web services provided by the platform
- » Learn how to integrate and use the ImageConnect plugin that utilizes the platform in ArcMap
- » Learn how to integrate various COTS tools into the DGCS platform for imagery consumption

FirstLook

- » Learn the advanced features of FirstLook services and the benefits they provide a user
- » Learn how to use the GeoRSS feed to get notifications of interesting events and imagery update alerts

GBM offline

- » Learn the details of the GBM Offline bulk tile format (BTDF) for large imagery deliveries
- » Learn strategies for integrating the content into a workflow



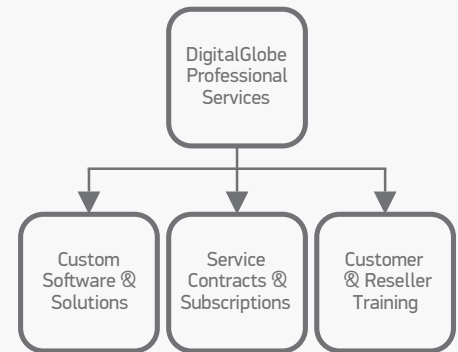
Rio de Janeiro, Brazil

Class descriptions

Product	Prerequisite	Description
ImageConnect - Advanced	Students should be familiar with ArcGIS ArcMap software. They will need a laptop configured with ArcMap 10.x.	A two-day course taught by a DigitalGlobe instructor covers the usage of the ImageConnect plugin in ArcMap 10.x. Students will install the plugin on their machine and will walk through a number of exercises that will help them understand the features of the plugin: proxy server, WMS, WMTS, WFS metadata, imagery profiles, and numerous other features.
DGCS - Advanced	Students should be familiar with HTTP GET/POST methodology. They will need a laptop configured with web browser with firebug and will also need Fiddler installed.	A two-day course taught by a DigitalGlobe instructor covers the OGC services provided by the DGCS platform, including WMS, WMTS, WCS, and WFS. Students will learn about RESTful APIs, how to inspect API calls made through their web browser, how to debug calls made incorrectly through the use of Fiddler, and the OGC nuances of the different web services mentioned above.
My DigitalGlobe - Advanced	Intro to DGCS. Students will need a laptop configured with web browser.	A one-day course taught by a DigitalGlobe instructor covers the usage and best practices of My DigitalGlobe and the Alert Self Service.
GBM Offline - Advanced	Students will need a laptop with enough storage to contain large BTDF files. Minimum 5GB free storage.	A one-day course taught by a DigitalGlobe instructor covers the bulk tile (BTDF) format in detail and explains to the student in vast detail the directory structure and layout of BTDF, Zoom 9 partitions, and some strategies for consuming the content in a workflow.
FirstLook - Advanced	Students will need a laptop configured with web browser.	A one-day course taught by a DigitalGlobe instructor covers the usage of FirstLook services, the FirstWatch GeoRSS, and imagery update alerts.
DGCS COTS Integration - Advanced	Intro to DGCS. Students will need a laptop configured with one of the COTS tools listed in the description.	A one-day course taught by a DigitalGlobe instructor covers the integration of DGCS into one of the following COTS software packages: MapInfo, ArcMap, GAIA, or Google Earth.

Professional Services offerings

Service Contracts & Subscriptions exist within the DigitalGlobe Professional Services product line:



Delivery methods

Instructor: A highly-trained DigitalGlobe instructor will present the material in person, either at a customer location or at the DigitalGlobe headquarters in Longmont.

Webex: A highly-trained DigitalGlobe instructor will present the material live via the Webex utility to a group of customers who are watching remotely via their Internet connection.