



govService

TRAINING SOLUTIONS

*Multiple training solutions for
you and your team*





Standard Courses

Off the shelf courses designed to enable you to get the most out of the Granicus govService platform.

COURSE	WHO'S IT FOR?	BRIEF DESCRIPTION	LENGTH	PRE-REQS
Service Designer	Those wanting to build forms for public or internal use	This course covers how to build forms from scratch. The govService platform has many different types of fields to build with, along with many different features to help customise forms exactly how you want them. This session will not only explore these fields, but also features such as Display Conditions, Calculations, Functions and subforms.	2 Days	An appreciation of programming & design concepts e.g. forms, fields, validation, process maps is advised
Processes & Integrations	Those wanting to build processes, add outputs and integrate with other systems	This course gives an in-depth look at how to build processes, and then add Integrations to them. A process combines different forms you've built, to work together as one big service, using different types of workflow and conditioning. Integrations allow us to then use that information and do things with it, from simply sending it in emails, to advanced API and database integrations.	2 Days	Service Designer Course
Customer Service Hub	Customer Service Users & Managers	Customer Service Hub is used to effectively raise cases on behalf of citizens or organisations, whether that be through a phone call, face-to-face contact, or emails etc. This course will give an overview of a typical CSA journey raising a case through a workspace. Followed by an in-depth demonstration on how to set this site up in the Admin settings will be given.	0.5 Day	None
Customer & Staff Portals	Digital Platform Manager's and Administrators	The Customer & Staff Portals work together to collect information through a published service, then get tasks of work completed by the back office. This session will run through how we publish those services to each site, as well as how these pages can be customised fully by you through the 'Admin Console'.	0.5 Day	Service Designer and Processes & Integrations Courses
PageBuilder - Bootstrap	Those who design and manage the corporate website and intranet	PageBuilder can be used to create a custom web page on either your Customer or Staff Portal. This course will show you how to create a page using different types of components, as well as being complimented by the use of Tokens and Permissions.	0.5 Day	Basic knowledge of web design, HTML and CSS is advised
Introduction to Realtime Reporting	Those who are going to build reports using govService data and those who want an understanding of what is possible	This course provides an overview of Realtime Reporting; what it is, how to configure, what data is available to customers and how they make that data available to the Reporting tool of your choice. It also reviews form & process build best practice to aid reporting and considers the impact of platform changes and data retention on the reporting database. <i>Note: this does not train people in their preferred Reporting Tool.</i>	0.5 Day	Understanding of the govService platform and knowledge of the Reporting Tool to be used is advised

COURSE	WHO'S IT FOR?	BRIEF DESCRIPTION	LENGTH	PRE-REQS
MyServices - Freedom of Information	Those who manage govService processes & the FOI Team	The purpose of this course is to provide attendees with everything they need to use and configure the FOI MyServices confidently. An overview of the process workflow followed by a demo will act as a useful introduction. All configuration options found in both FOI admin forms will be explained and trainees will also have the opportunity to experience all user journeys first-hand.	0.5 Day	Basic understanding of the govService platform Customer and Staff Portals
MyServices - Apply for a Blue Badge	Those who manage govService processes & the Council's Blue Badge Team	In this course we will provide you an overview of all the Blue Badge MyService Suite and how they all connect to the main Apply for a Blue Badge MyService. We will show you how the MyService is configured via the Admin form and also do a walkthrough of the different user journeys such as via Self & Service. During the walkthrough we will also cover different Eligibility types such as Automatic & Subject to Further Assessment.	2 Days	An appreciation of programming & design concepts e.g. forms, fields, validation, process maps is advised
MyServices - Appeal a Blue Badge Decision	Those who manage govService processes & the Council's Blue Badge Team	In this course we will focus on the Blue Badge Appeals MyService and explain to you how it links with the main Apply for a Blue Badge MyService. We will also provide an overview of the Admin form and different User Journeys.	0.5 Day	MyServices - Apply for a Blue Badge Course
MyServices - Renew a Blue Badge	Those who manage govService processes & the Council's Blue Badge Team	In this course we will focus on the Blue Badge Renewals MyService and explain to you how we validate the Badge Holders details to enable them to Renew their badge without any further assessment. We will also explain to you how the MyService handles different Badge Statuses. We will also provide an overview of the Admin form and different User Journeys.	0.5 Day	MyServices - Apply for a Blue Badge Course
MyServices - Adhoc Blue Badge Processes	Those who manage govService processes & the Council's Blue Badge Team	In this course we will go through the basic Blue Badge MyServices that are citizen and back office facing. We will also provide an overview of the Admin forms and cover some User Journeys.	0.5 Day	MyServices - Apply for a Blue Badge Course
MyServices - Contact Us	Those who manage govService processes and those who administrate the compliments & complaints process	This course provides an overview of the end-to-end Contact Us process, including example citizen/CSA/back office staff journeys, as well as how the process can be customised to local requirements. Attendees will walk away familiar with the different configuration options within the process, along with hands-on experience of submitting example cases and handling these cases from within the govService platform.	0.5 Day	Basic understanding of the govService platform Customer and Staff Portals



Build Your Own Course

If a standard course doesn't quite fit or your interested in brushing up on a specific area, build your own from the following list of topics.

**Minimum length 0.5 day*

TOPIC	PURPOSE	BRIEF DESCRIPTION	LENGTH
Fields on a Form	Overview of the govService form fields	This course gives an in-depth look at each type of field that can be built onto govService forms. Most of the important settings will be explained, along with when these fields may be used. Trainees can build and practice fields alongside the session.	0.5 Day
Display Conditions	<ul style="list-style-type: none"> • How to build display conditions • Different syntax/logic available • Multi-conditional logic 	Display conditions allow fields and sections on a form to appear dynamically. These will be demonstrated with multiple examples, which trainees can build with the Consultant. Different behaviours and logic will be explored, along with multi-conditional logic.	0.5 Day
Subforms	<ul style="list-style-type: none"> • Building a subform, & when to use • Repeatable subforms • Pros & cons to using a subform 	Subforms allow sets of pre-built fields to be dropped into new services that are being developed, within just a couple of clicks. During this course, you will learn about the pros and cons to using subforms, as well as how these can become 'repeatable' to take sets of data.	0.5 Day
Calculations & Functions	<ul style="list-style-type: none"> • How to build a calculation • Different syntax/logic available • How to build & use functions 	The govService platform is very powerful when it comes to Calculations, and this session will take you through how they can be built. Different types of syntax will be explored, as well as leading on to Functions, which add a whole other level of flexibility to calculating with the data collected in forms.	0.5 Day
Data Names & Tokens	<ul style="list-style-type: none"> • How data names should be built • How tokens work • Environment & Generic tokens 	Data names are the key to how the platform passes data around forms and integrations. In this session we'll explore how these should be named, and then how they get used as Tokens to move this information. This course also explores Environment and Generic tokens, which can bring a whole host of other information from elsewhere into our service.	0.25 Day

TOPIC	PURPOSE	BRIEF DESCRIPTION	LENGTH
Building a Process	Build a 3-5 stage process with the group	Once you're comfortable building fields onto forms, you will want these to be part of a process. Processes allow forms to work together at different 'Stages', so we can collect information from one place and pass it to many other places, such as a back office. This course will give an in-depth overview of how the Process Designer works, and all the different types of workflow that can be built.	1 Day
Integrations	<ul style="list-style-type: none"> • Overview of the main integration types • Building examples 	Integrations are how we take the information collected in a service, and do something with this. These can vary from simple email/PDF integrations that send information somewhere, to Web Services and Database integrations that can store and manipulate data with other systems. This course will run through different options available such as the above, and more.	1 Day
CaseViewer Overview	<ul style="list-style-type: none"> • How to view tasks in CaseViewer • Set up pre-made/custom filters • CaseViewer admin 	CaseViewer is a powerful feature which allows work to be done by a 'back office', as it displays any information collected, then allows actions and work to be taken on these cases. This course will give an overview of how CaseViewer works, with permissions groups and users being assigned pieces of work, or 'tasks'.	0.5 Day
Permissions & Task Assignment	<ul style="list-style-type: none"> • How to build Permission Groups • How to add users, and plug into stages • How these work Dynamic vs Static 	This course will focus on Permissions Manager, how we create Groups and then place users into these groups to give different levels of access to your staff. These users and groups can then be plugged into different Processes, allowing only certain staff to see the pieces of work they need to see.	0.5 Day
Database Integrations	<ul style="list-style-type: none"> • How to add a System • How to build a database integration • How to use this inside a form 	Database Integrations allow data to be collected from a form, then inserted into a database. Alternatively we can just pull information out of a database, ready to be used inside a service. This course will explore both of these options and more.	0.5 Day

TOPIC	PURPOSE	BRIEF DESCRIPTION	LENGTH
LLPG	<ul style="list-style-type: none"> How to update & test the LLPG DB How to use this inside a form 	<p>Most local authorities have a Local Land and Property Gazetteer (LLPG) that is maintained and updated frequently. Granicus can store your LLPG data for you, and this course will run through how that works, how to bring that LLPG data out of our database, and into your services.</p>	0.25 Day
Web Services / HTTP	<ul style="list-style-type: none"> How to build a web service integration How to use this with a form 	<p>Web Services are essentially a way of allowing different systems to communicate with each other. This could be to store data collected in govService elsewhere, or just to run a function on information by using another system's API. Either way, this course will run through some example Web Services, how to build these and use any returned information.</p>	0.5 Day
SharePoint Integrations	<ul style="list-style-type: none"> How to build a SharePoint integration Working example 	<p>SharePoint is Microsoft's document management and storage solution. This course will run through how we can connect govService to SharePoint to store any uploaded documents in specific folders and areas using integrations.</p>	0.25 Day
S3 Integrations	<ul style="list-style-type: none"> How to connect to customer's S3 bucket How to build the integration with a form 	<p>If you wish to store any uploaded files and documents on an Amazon S3 server, then this course will run through how to set this type of integration up.</p>	0.25 Day
Email Integrations	<ul style="list-style-type: none"> How to set up these APIs with keys How these work on/between processes 	<p>Probably the most common type of integration built is simply to send an email. However basic these sound, this course will give you a great insight into how to do this properly. It will then go a bit more advanced and show you how to dynamically send different messages in an email, as well as display repeatable data in a smartly formatted way.</p>	0.5 Day
FillTask / StartThread APIs	<ul style="list-style-type: none"> How to set up these APIs with keys How these work on/between processes 	<p>FillTask and StartThread APIs are used to effectively emulate a human filling in a form, whether that be completing a task in a case, or kicking off an entirely new case from scratch. This course will go into depth on how to set these up, and when these can be used to your advantage.</p>	0.5 Day



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If you're interested in booking a course or require further information please contact us at UKSalesTeam@granicus.com