

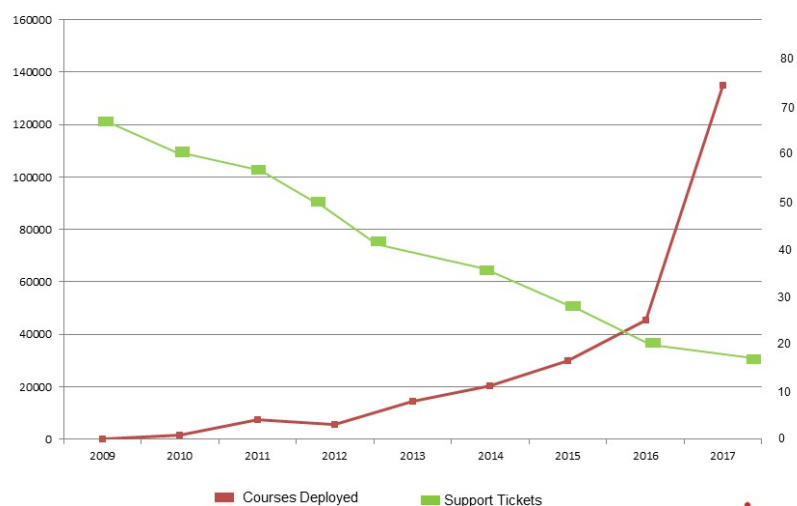
## Experience and Background in Cloud-based eLearning

SSi, Inc. (Safety & Security Instruction) is the leader in cloud-based training development with the most deployed airport systems of any company in the United States. For more than a decade, SSi has delivered eLearning to airports across the country, with over 1.5 million training events annually. These scalable and flexible choices use a secure protocol (HTTPS) for keeping all data encrypted when shared between the interactive Learning Systems (iLS™) platform and a user’s browser. No data is shared with party entities or accessible without a client’s configurable IP validation or restriction. Additional industry standards for encryption of data at rest, ID validation and other additional security measures can be employed.

SSi meet the unique needs and budgets of various size airport operations across the US. Over the past 8 years, SSi has deployed, or transitioned, many airports from their On-Premise systems to Software-as-a-Service (SaaS) cloud-hosted platforms. This results in an increase of the number of eLearning, web-based training courses being taken by students accessing content from the cloud. These airports systems are deployed from the SSi private secured cloud and include the iLS™ for Broward County Aviation Department (BCAD).

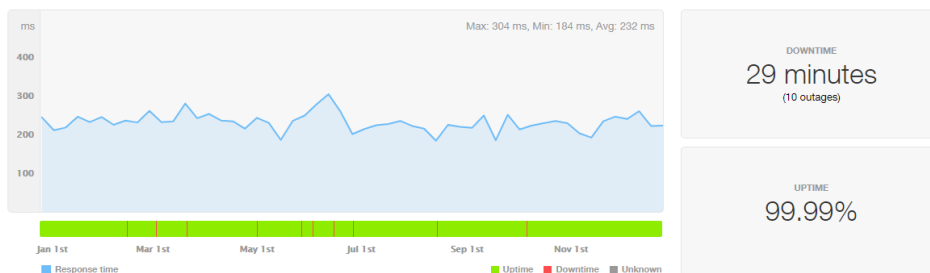
SSi IT staff remain focused on providing clients with enhanced response to the occasional support call by maintaining a technical ticketing system to initiate and track requested support issues. Fort Lauderdale-Hollywood International Airport (FLL) will soon have its iLS™ system integrated with AlertEnterprise! Identification Management System (IDMS) via a compliant API to seamlessly and securely exchange training data for all users. SSi provides compatibility troubleshooting for third-party services, applications, and plug-ins required to access and work with the iLS™ as part of its service agreement. As reflected in the graphic above, SSi has realized an overall decrease in support tickets over the past 5 years while at the same time increasing the number of courses deployed.

**Courses Deployed vs Support Tickets**



SSi can provide remote diagnosis and problem resolution for customers. It is important to note, that to date, SSi has been successful in resolving issues via remote access and has not required on-site airport staff IT resources for more than operational or routine back-up duties.

SSi guarantees a 99.9% uptime service level needs. The iLS™ deployed at FLL has also been functional



at several airport locations for over 10 years and has been maintained, updated and functionally enhanced to meet changing web technology and airport regulatory requirements.

## Qualified Staff

For the past 20+ years, personnel at SSi staff have been providing safety and security instructional programs and consulting to airports nationwide. The SSi team of aviation subject matter experts, instructional design professionals, and interactive technology developers have designed the most cost effective interactive computer-based training and learning management system developed for Airports by Airports.

Our project team includes aviation consultants with experience from airports, airlines, and public safety, all of whom maintain close relationships with the Department of Homeland Security (DHS), Transportation Security Administration (TSA), Federal Aviation Administration (FAA), and the International Civil Aviation Organization (ICAO). Through the sharing of subject-matter expertise and regulatory best practices, we ensure our products meet the latest regulatory requirements.

SSi has assigned four staff to spearhead collaboration and content development directly with the assigned FLL Project Team. Chris Pheasant, Director of Security, will ensure the project team completes all deliverables expeditiously. He will be supported by Scott Simpson, Client Services Director, Kavita Singh, Curriculum Scriptwriter, as well as Lorena de Rodriguez, President of SSi.

Chris Pheasant is a POST certified police officer with the Sacramento County Sheriffs office and has delivered training to airport law enforcement officers and security coordinators for more than 10 years. He has expert knowledge in Emergency Response as a trainer and program manager.

Scott Simpson has developed and designed computer-based training systems at airports in the US. He is a trainer for Airports Council International's Safety Certificate program and instructs at ACI Global Training Hub locations in SMS Introduction or Implementation, Airside Safety and Operations, Emergency Response and Crisis Management, Accident and Incident Investigations, and other courses.

Kavita Singh is a gifted eLearning scriptwriter and skilled at ensuring learning objectives are met in all courses. Her aviation background allows for audience appropriate messaging which can assist learners to recall information and improve skill.

Lorena de Rodriguez has created participatory workshops and programs for aviation companies and airports for more than 20 years. She has evaluated many airport full-scale emergency exercises and consults on airport security manual writing. In addition, she advances a safety culture approach to all compliance programs.

## References

Today more than 45 large, medium, and small hub airports as well as several general aviation facilities benefit by utilizing the learning management features of the iLS™ to deliver required training. Our references and point of contact is generally a member of the operations, safety, or security staff of our client airports.

SSi, Inc. is a National Women Business Owner Corporation (NWBOC) certified women-owned small business enterprise (WOSB) organized as an S-Corporation and certified as a DBE in Arizona and Florida. SSi, Inc. is member of Airports Council International (ACI-NA) World Business Partner (WBP), American Association of Airport Executives (AAAE) corporate committee, Florida Airports Council (FAC), Airports Consultants Council (ACC), and other state and national aviation organizations. The principal production studio is located at 3811 E. 24<sup>th</sup> St. Phoenix and has offices with key staff in Tucson and Dallas.

Example Course Screenshot

