# SimVenture <u>CVOlution</u>



Control Tower Manual v10





This document supports coordinators in making full use of the extensive functionality of SimVenture Evolution.

If you are using SimVenture Evolution for the first time, we recommend that you start by reading the *Orientation Guide* which covers the first steps involved in setting up the system to suit your specific needs.

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### **Document Navigation and Links**



Click to navigate directly to each section.



Click to return to the Contents page.



Click to return to the Comprehensive Task List page.



Click to view videos in a new browser window.



# Control Tower Interface Tips

Managing the various elements within the Control Tower is made easier if you know a few simple tips which are incorporated within the interface.

### **Default Page Layouts**

Each page displays in a default layout which can usually be amended in different ways to suit your purpose. The layout returns to the default setting each time you start a new session. To reset to the default views without logging out, simply refresh your browser window (F5).

### **Customising Page Layouts**

You can organise pages to suit your requirements in the following ways:

#### Column Sorting – re-arrange the order of items in a list

Each column can be sorted in ascending or descending order by simply clicking the column's title bar.



Note the arrow indicating the current setting.

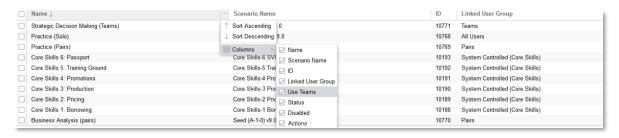
#### Column sizing - change the width of a column

To change the width of a column Click + drag - hover over the right-end of a column header and drag to re-size the column.

A double click – sets the column width to accommodate the longest item in the column.

#### **List Content**

To show or hide columns within a list hover over the right-end of a column header, click the dropdown and then 'Columns' from the displayed list. Unchecking any item in the list will remove it from view for the current session.





# Control Tower Interface Tips

#### **Selection shortcuts**

Keystroke shortcuts help you make selections from a list.

By default, each new selection is added as you click the boxes within the list. Other alternatives are:

#### **Select All**

Click the column header checkbox to select (or deselect) every item in the list.

#### Companies (5) - Linked to usergroup: Company ... Name $\checkmark$ 5 The A Team $\checkmark$ 4 Pedal Pushers $\checkmark$ 3 Cycle Central 2 Best Bikes $\checkmark$ Go Bikes!

### 'Fill' Select

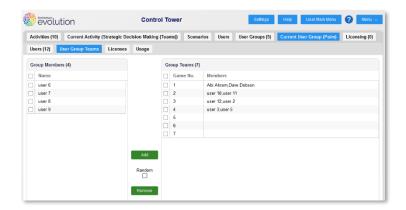
Click a checkbox then Shift + click another checkbox to 'fill select' all items between the two.



### 'Object' Management

This two-panel layout appears regularly within the interface to allow 'objects' within the system (Users, Activities, Licenses etc.), to be moved from one panel to another.

- 1. Select an 'object(s)' in either panel.
- 2. Use the buttons in the space between the panels to move the object to the right or left respectively.



The system will indicate if you need to make selections in both panels. Often, selected object(s) in the left panel require a 'destination' to be selected in the right panel.

Movements from right to left are effectively 'deselections', returning an object to a collective group. Selections in the right panel will simply be returned to the left panel in their default order.



### ♠ Control Tower Interface Tips

### **Object Order**

The system uses some fixed approaches for moving multiple objects between these panels. These are particularly useful when arranging long lists of Users into Teams.

When multiple objects have been selected, transfer is handled by taking the first selected object on the left and placing it in the first available selection on the right, repeating this process until all the selected objects have been allocated.

The 'Random' button simply randomises the order in which the selections are moved. It takes a little practice to get used to the process but it does save time in the long run.

If the outcome you see doesn't match your expectations simply move all the objects from the right panel, refresh your screen and reselect.

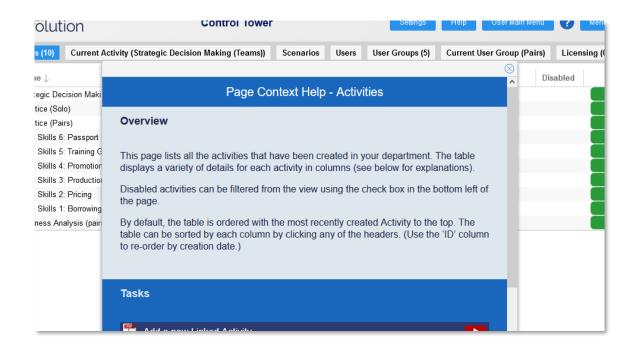
### **Page Context Help**

The Page Context Help button opens a window relating specifically to the Control Tower page you are currently working in.



The content of this window outlines the functionality of the page and includes:

- an overview of the contents of the page
- a list of the tasks that can be carried out within the page linking to details on how to carry out each task
- a reference section listing and defining terms used within the current page





# **♦** Comprehensive Task List

Navigation Icons	Comprehensive Task List		Task Instructions (Text)	-	Task Instructions (Video)		
------------------	-------------------------	--	--------------------------	---	---------------------------	--	--

Setup			
Manage your Coordinator Account			
Change Coordinator Account Settings	<b>▶ ▶</b>	Settings	
Create a new Activity			
Add a new User Group	<b>▶ ▶</b>	User Groups / Add new User Group	
Add a new Linked Activity	<b>▶</b>	Activities / Add new Activity	
Activity settings explained	•		
Manage User Signup & Licensing			
Manage & Monitor User Signup	<b>&gt;</b>	Users / Licenses	
View License Batch Details	•	License Batches	
Assign and Remove User Licenses	•	Users / Licenses	

Ongoi	Ongoing Monitoring & Management			
Monitor				
Monitor Performance Data	<b>P</b>	Activities / Open / Inspect		
View a Company within an Activity	<b>&gt;</b>	Activities / Open / Companies / Open		
View the Leaderboard for an Activity	<b>&gt;</b>	Activities / Open / Leaderboards		
Monitor Activity Progress Data	<b>&gt;</b>	Users / Activity Progress		
Monitor User Usage Data	•	Users / Usage		
Monitor Activity Usage Data	<b>&gt;</b>	Activities / Open / Usage		
Manage Existing Activities				
Disable or Enable an Activity	<b>&gt;</b>	Activities / Check Activity / Disable or Enable		
Delete an Activity	<b>&gt;</b>	Activities / Check Activity / Delete		
Add a new Unlinked Activity	<b>&gt;</b>	Activities / Add new Activity		
Batch rewind games within an Activity	<b>&gt;</b>	Activities / Open / Companies / Batch rewind		
Modify Companies within an Activity	<b>&gt;</b>	Activities / Open / Companies / Modify Companies		
Export the Team set up for an Activity		Activities / Open / Companies / Actions / Export		
Edit Settings for an Activity		Activities / Open / Settings		
Manage Existing User Groups				
Export User Group Details	<b>&gt;</b>	User Groups / Export to csv		
Enable or Disable user Groups	<b>&gt;</b>	User Groups / Check User Group(s) / Disable		
Edit User Group name	<b>&gt;</b>	User Groups / Open / Add/Remove Users		
Add or remove User Group members	<b>&gt;</b>	User Groups / Open / Add/Remove Users		
Edit User Group Teams		User Groups / Open / User Group Teams		
View User Names instead of full names		Menu / Replace Full Name with User Name '		
Manage User Accounts				
View User Details	<b>&gt;</b>	Users / View		
Remove Active User Licenses	<b>&gt;</b>	Menu / Allow removal of active licenses		
Delete Users	<b>&gt;</b>	Users / Delete		
Export User Lists	<b>&gt;</b>	Users / Export to csv		



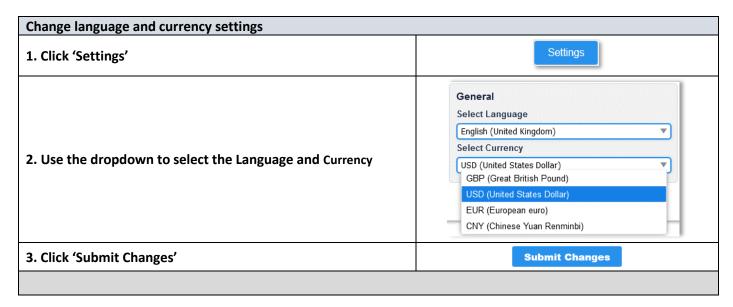
# ♠ Comprehensive Task List – Setup

### **Manage your Coordinator Account**

Your Coordinator account is set up in a standard format.

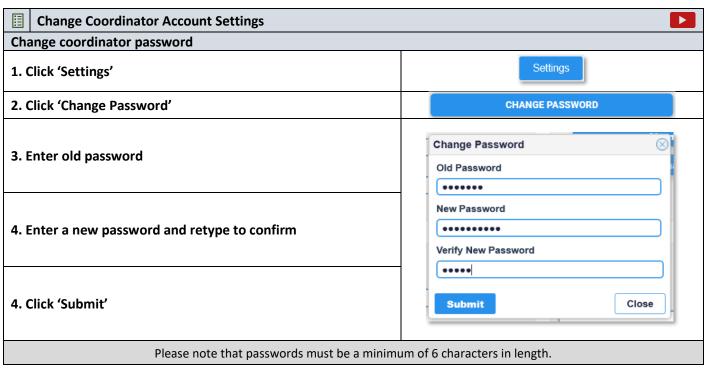
Make changes to your profile settings to ensure that they are correct and secure.

Change coordinator name		
1. Click 'Settings'	Settings	
2. Enter a 'First Name' and 'Last Name'	Change Name First Name  coord  Last Name	
3. Click 'Submit Changes'	Submit Changes	
You are given a generic name (eg.'Coord 1') when your department is set up. Changing your name within the settings eases identification, particularly when multiple coordinator accounts exist within the same department.		



#### **Control Tower Manual**





Change coordinator contact email			
1. Click 'Settings'	Settings		
2. Click 'Change Email'	Change Email		
3. Enter your SimVenture Evolution Account Password*	Change Email		
4. Enter and confirm your contact email	Contact Email Confirm Email		
5. Click 'Submit	Submit Close		
*This is required to verify that you have permission to make the amenda	ment.		
The email provided for the purpose of contacting you in the event that you have forgotten your user name or password. We may also use this email to contact you if we need to gather more information in the event of a system problem. It will not be			

used for any other purpose.

### **Control Tower Manual**



# ♠ Comprehensive Task List – Setup

Change game options		
1. Click 'Settings'	Settings	
2. Click the checkbox to toggle the sound	Game Options Sound On  Background Image	
3. Click 'Submit Changes'	Submit Changes	
This option affects the music that is played when a quarter is run within the simulation.		

Change Background Image		
1. Click 'Settings'	Settings	
2. Select a background from the dropdown list	Oame Options Sound On □  Bestignand image    National	
3. Click 'Submit Changes'	Submit Changes	
This option determines the background that displays when you log in to the system.		



# ♠ Comprehensive Task List – Setup

### **Create a new Activity**

Whilst the *Standard Setup* includes a range of Activities designed to help Users familiarise themselves with the simulation, you will probably want to add further Activities to suit the requirements of your own programme of work.

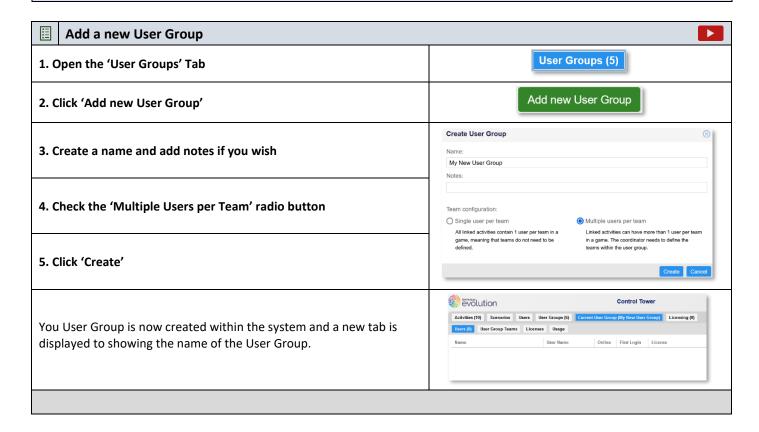
We recommend that you use linking to set up your Activities as it simplifies the process and is likely to save time when Participants and Users change at a later stage.



This requires that you set up a User Group before creating an Activity, so that you can create a link between them.

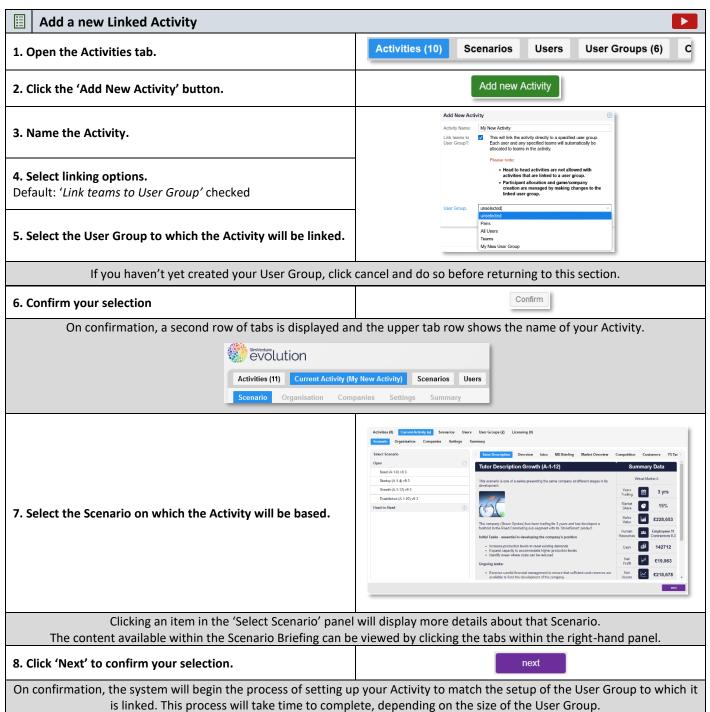
The 'All Users' group can be linked to any Activities that are intended for individual work.

To create Activities where Users work in teams you will need to set up User Groups to reflect the make up your Teams. A separate user Group will be needed for each team setup you require, but a User Group can be linked to multiple Activities which will all mirror the structure defined within that User group.





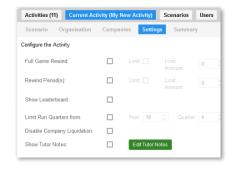
# Comprehensive Task List – Setup



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9. Configure the Activity Settings



A range of settings is available to allow you to control the way the Activity is configured. Hovering over each option will display an explanation of each setting (See 'Activity settings explained' (below) for more details.

#### 10. Click 'Next' to confirm your selection.

next

Activity details are provided for you to check. You can return to the 'Settings' at this point or edit the name of your activity but you cannot change the associated Scenario or User Group. If you need to do this you will need to stert the process again and delete the Activity made in error.

#### 11. Click 'Make Activity Live'



The status of your activity will be displayed in the Activities tab as 'Creating Live Activity' whilst it is added to the system's database. On completion of this process it will be marked 'Live' in the Status column and will be available to participants.



You may choose not to make the Activity live at this stage. It will still be visible in the Control Tower but it's status will be 'Awaiting Go Live' and it will not be accessible to Users



# ♠ Comprehensive Task List – Setup

### Activity settings explained

#### **Full Game Rewind**

Allows Users to rewind the Activity back to its original starting point. This removes all data and decisions made in any quarters the User has already run. Under this setting Users have access to unlimited full game rewinds.

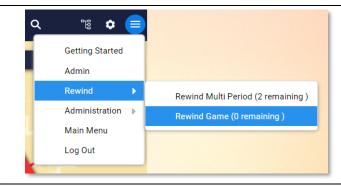
To restrict the number of rewinds available, click the 'Limit' checkbox and use the spinners to specify the maximum number available.

#### Rewind Period(s)

Allows Users to rewind the Activity, specifying how many quarters will be rewound. This removes all data and decisions made in any rewound quarters but leaves any specified actions within the quarter that has been rewound to.

To restrict the number of rewinds available, click the 'Limit' checkbox and use the spinners to specify the maximum number available.

Users access rewinds via the Menu button in the top right-hand corner of the Activity. If limits have been set, these are also indicated.



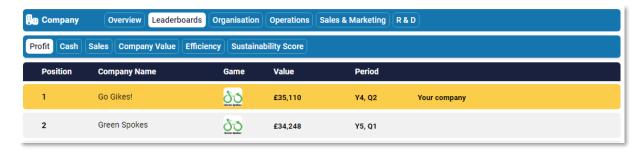
Coordinators can also perform rewind functions for individuals or multiple teams within an Activity.

#### **Show Leaderboard**

Allows Users to view a Leaderboard showing how all the Teams within the Activity are performing in a range of predetermined data items which can be toggled via tabs.

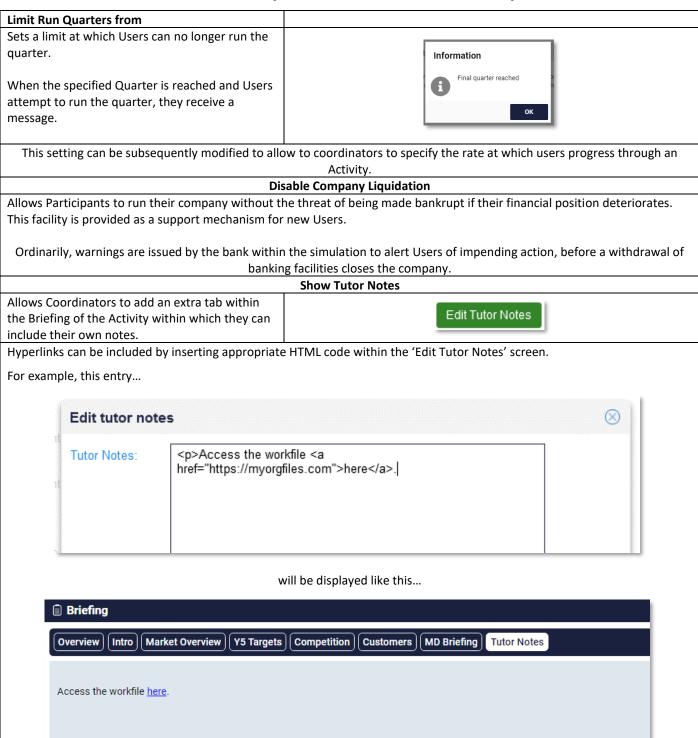
Coordinator can always see the Leaderboard for an Activity from within the Control Tower.

Users access the Leaderboard via the 'Company' section of the simulation.





# ♠ Comprehensive Task List – Setup





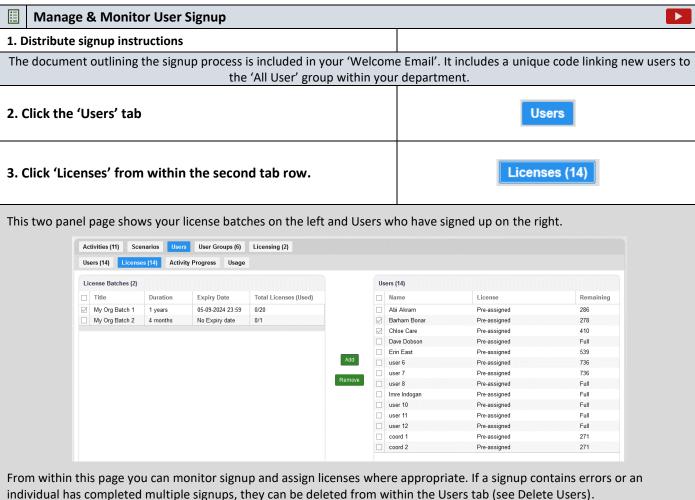
# Comprehensive Task List – Setup

### **Manage User Signup & Licensing**

Your learners will need to sign up in order to be included as users within your department.

A PDF document will be provided to for you to distribute to your learners. This guides them through the process whilst you monitor and manage their access to the simulation from the Control Tower.

Once users have completed signup they will only have access to the 'Walkthrough Videos', providing an overview of the simulation. In order to give them full access to activities within the simulation you will need to assign each user a license (see below).



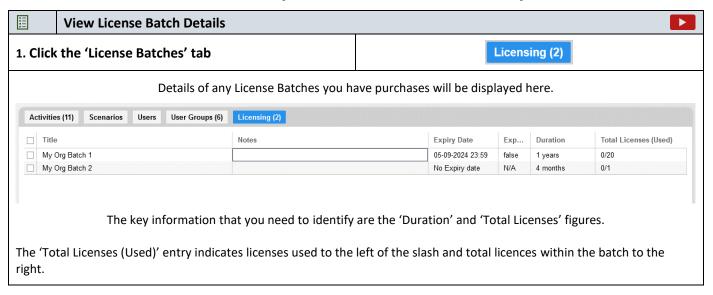
individual has completed multiple signups, they can be deleted from within the Users tab (see Delete Users).

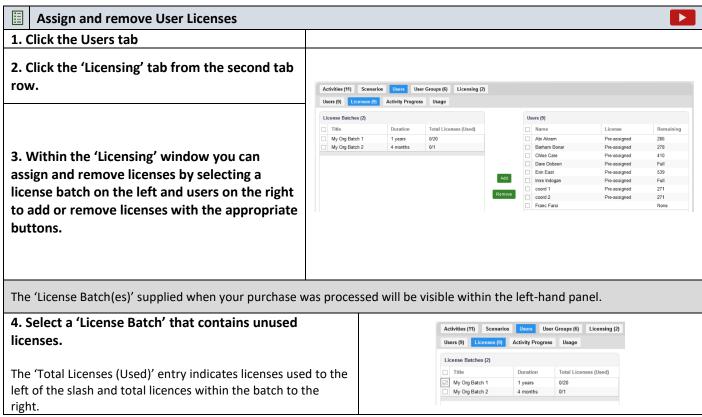
In the example above, a number of users have already signed up and 8 have already had licenses assigned to them.

Once signup is complete a user will be able to view the Walkthrough videos within their Dashboard but will not be able to access Activities until they have been assigned a license.



# ♠ Comprehensive Task List – Setup

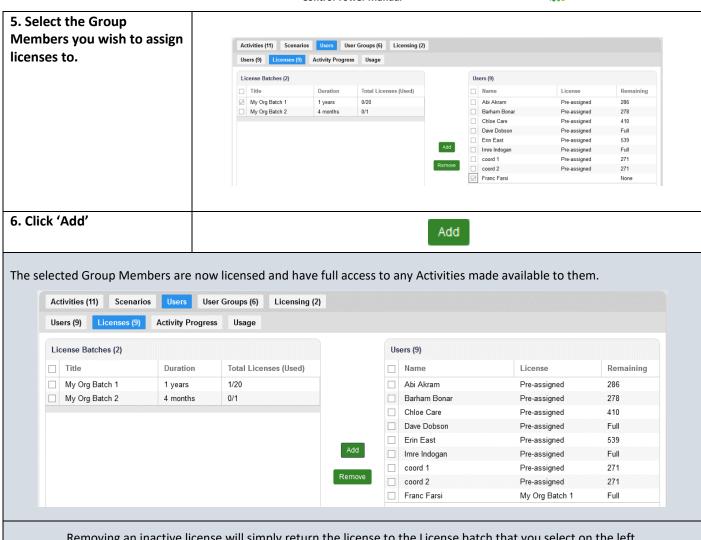




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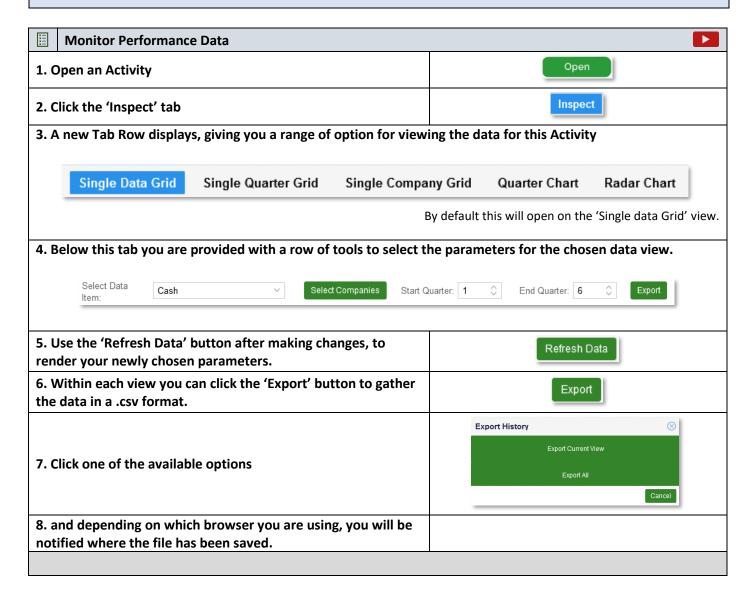
Removing an inactive license will simply return the license to the License batch that you select on the left.

Note that by default you will not be able to remove an 'active' license. This is to avoid the chance that a License is removed in error. Should you wish to remove an active license please see 'Remove Active User Licenses'.

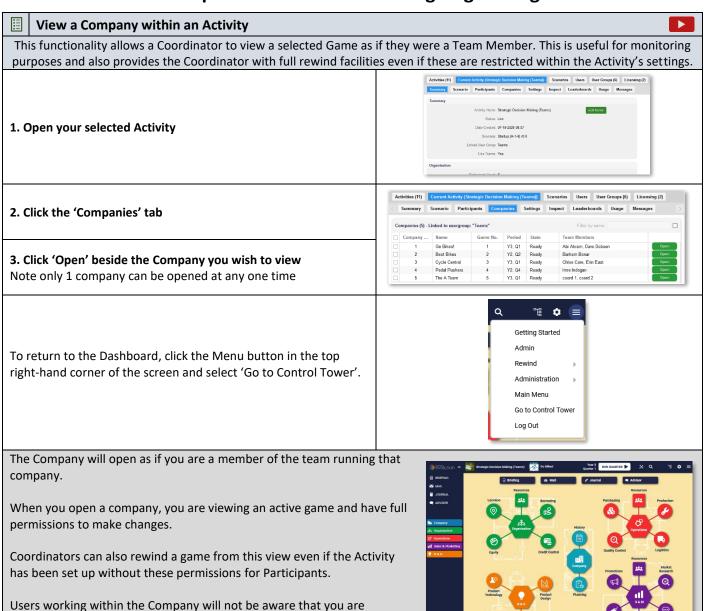


### **Monitor**

Data relating to how Users are performing within an Activity can be viewed in a range of different formats. This allows coordinators to conduct a general overview across multiple teams or to make a more detailed look at a specific teams' performance.

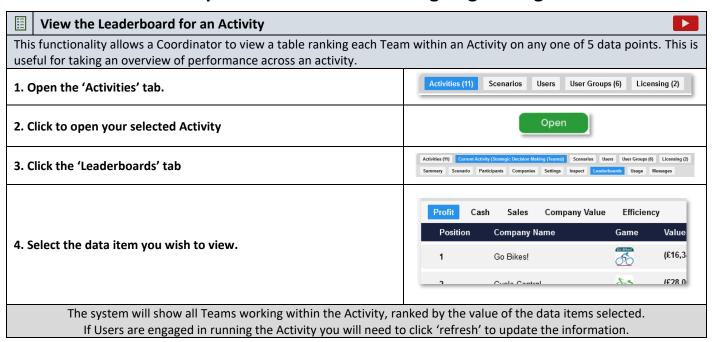


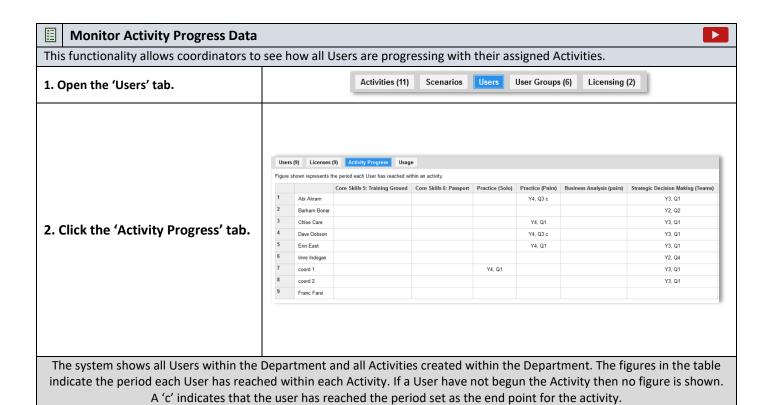




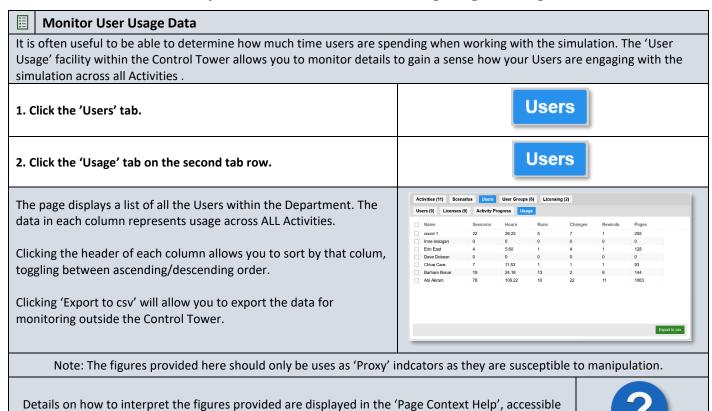
viewing.

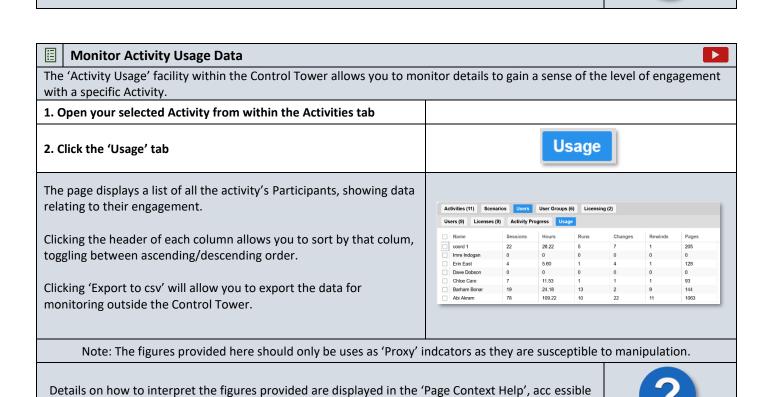












via the 'help' button.

via the 'help' button.

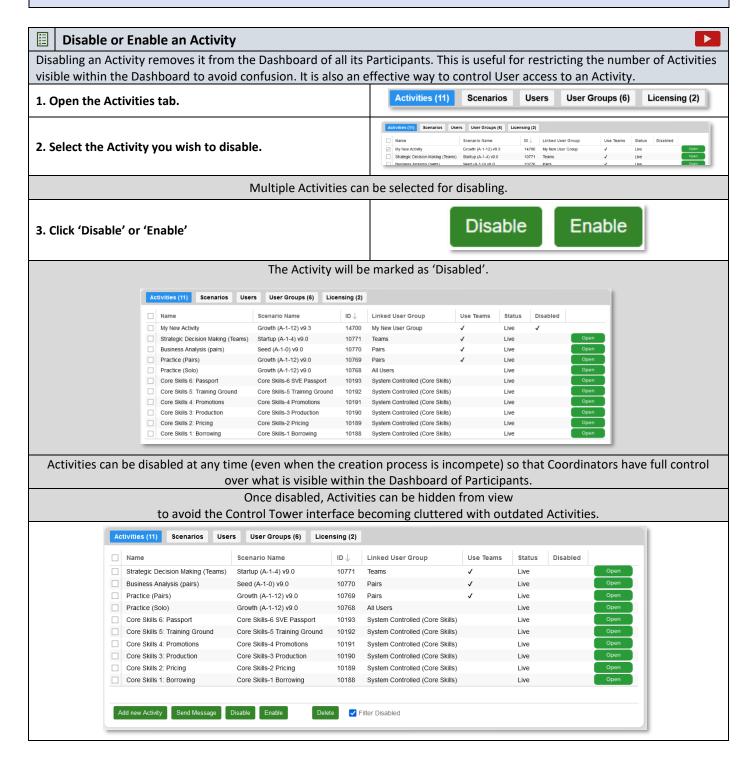


### **Manage Existing Activities**

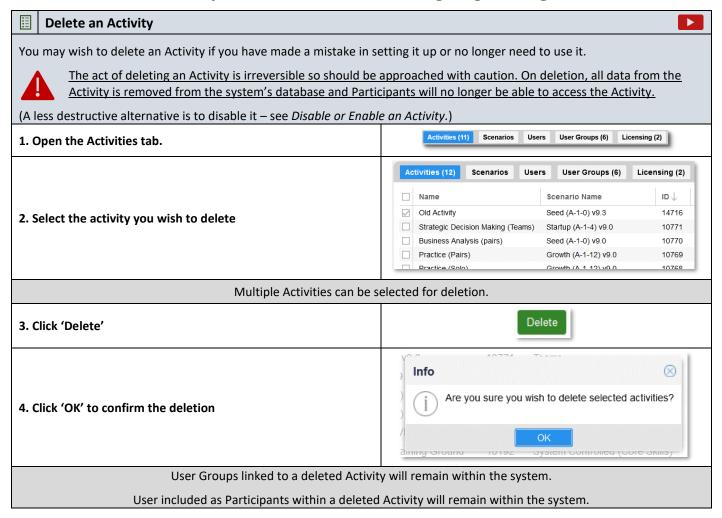
Once you have created Activities you may wish to make alterations to them as you progress through your programme. The system allows for a variety of changes to be made, although you need to note that there are some limitations depending on the current status of Users within the Activity.



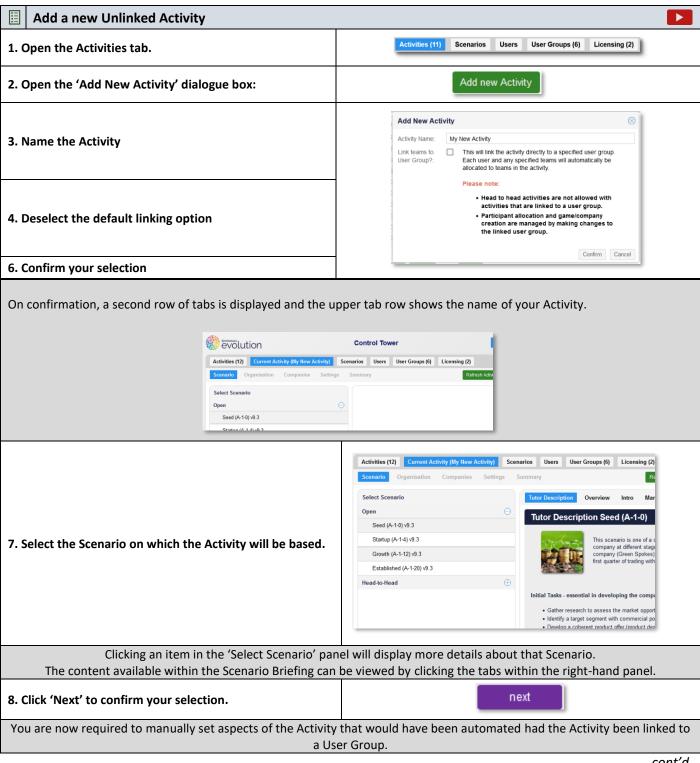
Some actions may result in the Users losing the data relating to an Activity. The system will alert you to possible destructive actions but please take care when altering Activities where Users have already begun to run quarters.











cont'd...

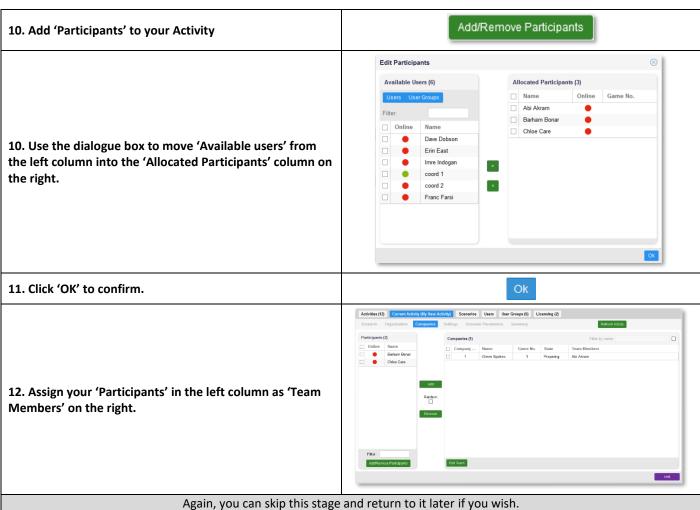
9. Select the number of Teams your require within the activity and click 'Next'



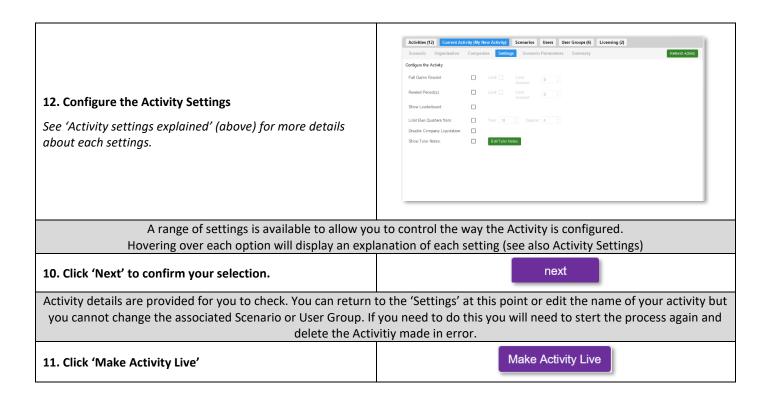
If you are unsure at this stage simply leave the figure at 1. You will be able to edit this at a later stage if needs be. Note that the larger the figure you enter, the more time the system will take to move onto the next step.

#### **Control Tower Manual**





cont'd...



#### **Control Tower Manual**



Depending on how many Teams and Participants are included in the Activity it may take a while to 'Go Live' on the system. The status of your activity will be displayed in the Activities tab as 'Creating Live Activity' whilst it is added to the system's database. On comletion of this process it will be marked 'Live' in the Status column and will be available to participants.

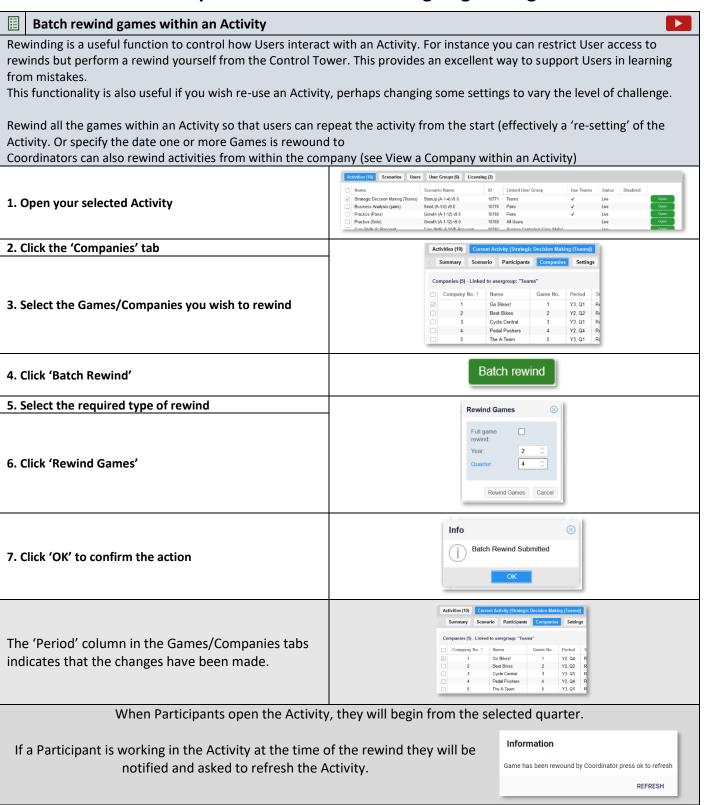


You can identify an Unlinked Activity from within the Activities Tab where the Activity will be labelled with 'None' in the relevant 'Linked User Group' column.

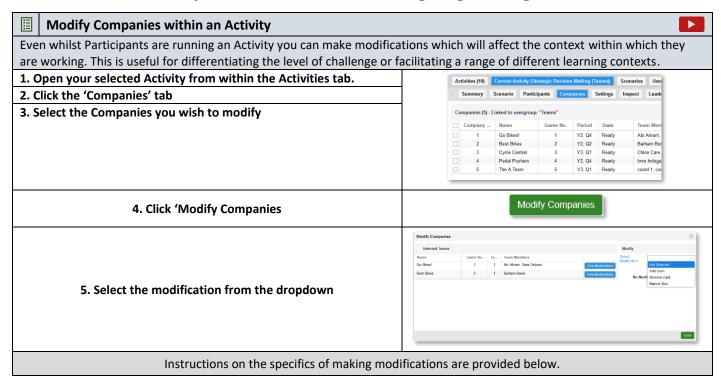
You may choose not to make the Activity live at this stage. It will still be visible in the Control Tower but it's status will be 'Awaiting Go Live' and it will not be accessible to Users

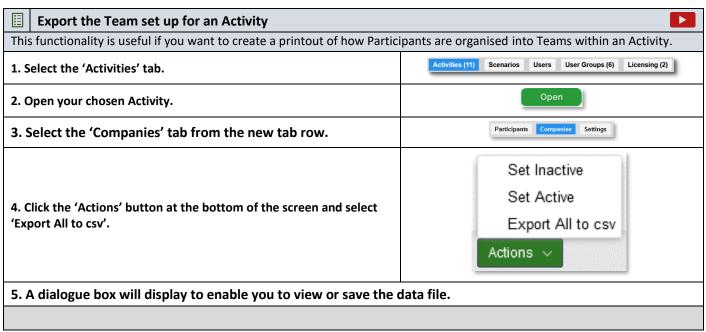
You Unlinked Activity is now created. The Teams and Participants within this Activity will remain the same unless you re-open the Activity and make alterations by hand.



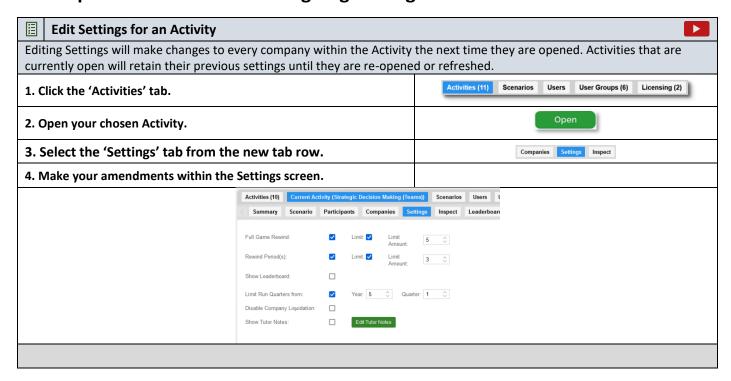








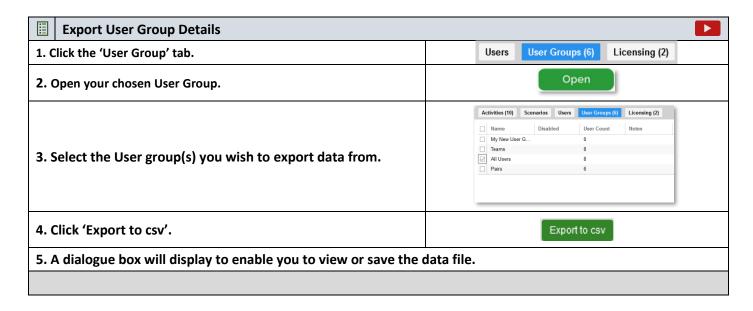




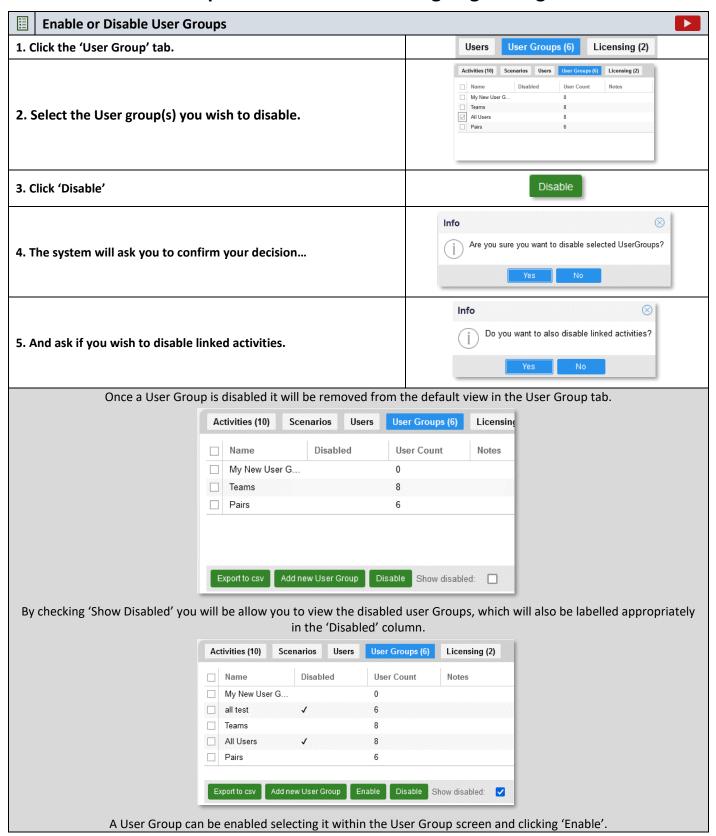
# Comprehensive Task List – Ongoing Management

### **Manage Existing User Groups**

User Groups can be amended to account for new learners or to alter the organisation of existing users within the User Group.



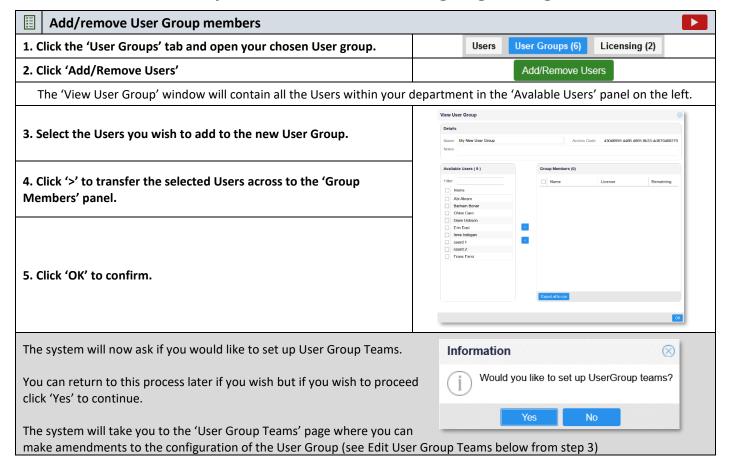




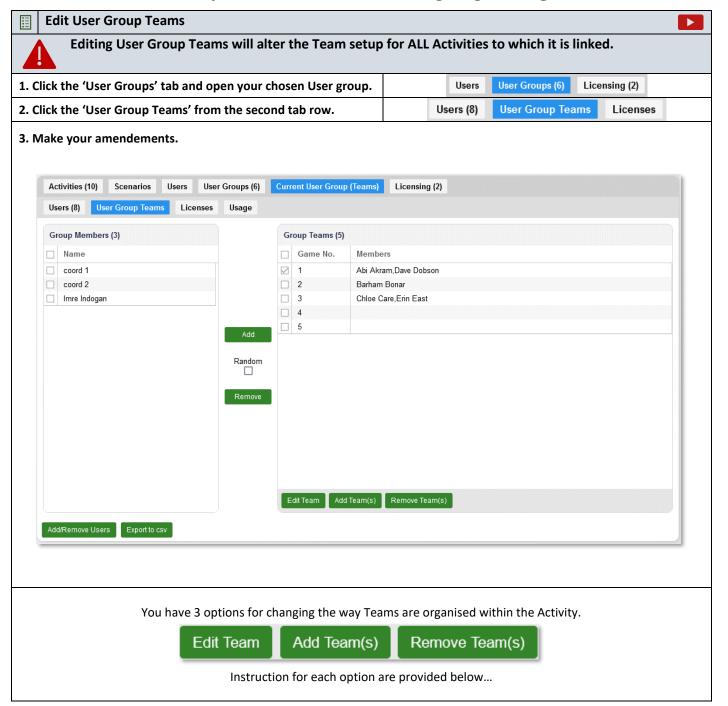


Edit User Group name				
1. Click the 'User Group' tab.	Users User Groups (6) Licensing (2)			
2. Open your chosen User Group	Open			
3. Click 'Add/Remove Users'.	Add/Remove Users			
4. Within the 'View User Group' window, change the 'Name' entry.	View User Group  Details  Name: My New User Group  Notes:  Available Users ( 9 )			
You can also annotate the User Group within this window.				



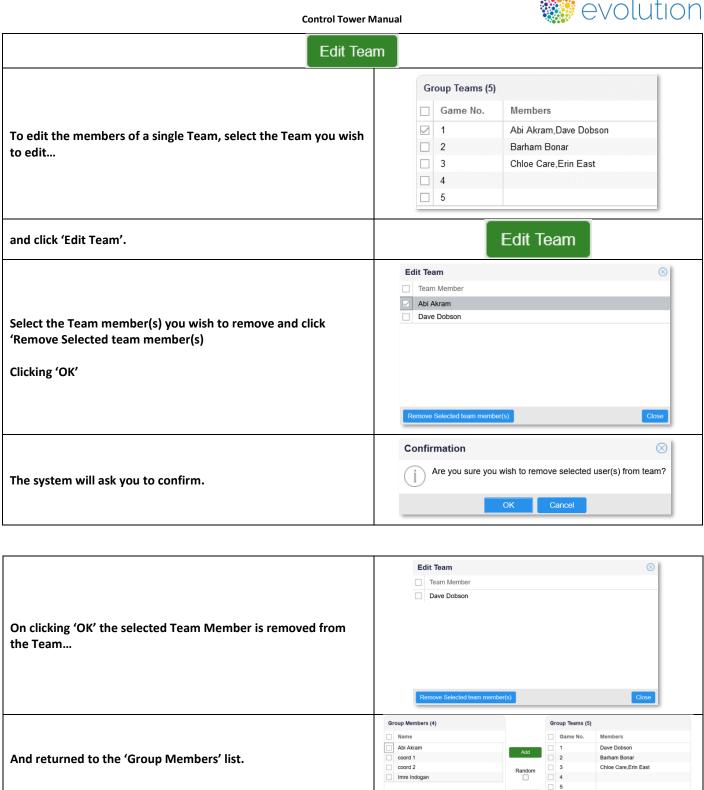






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Add Team(s) Add Team(s) Clicking the 'Add Team(s) button opens a window which allows Team Count: min: 1, max: 500 you to select how many Teams you wish to add...

#### Control Tower Manual



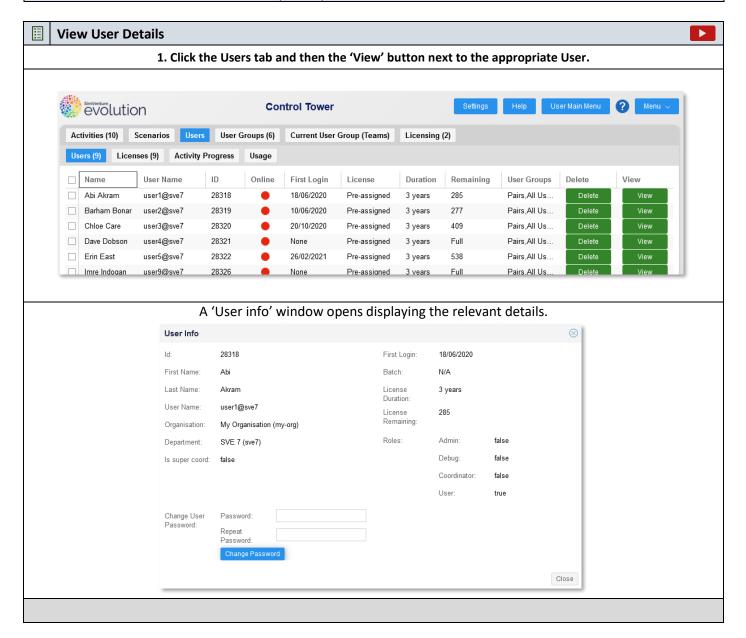
Control rower Manu	ai · · · · · · · · · · · · · · · · · · ·
	Group Teams (15)
	Game No. Members
	1 Dave Dobson
	2 Barham Bonar
	☐ 3 Chloe Care,Erin East
Clicking 'Create' will add the Teams within the User Group	□ 4
	□ 5
	□ 6
	□ 7
	□ 8
	Edit Team Add Team(s) Remove Team(s)
Remove Team(s	
	Group Teams (6)
	Game No. Members
	☐ 1 Dave Dobson
	2 Barham Bonar
	☐ 3 Chloe Care,Erin East
To remove Teams from an Activity, select the Team(s) you wish	☑ 4
to remove and click 'Remove Team(s).	☑ 5
	☑ 6
	Edit Team Add Team(s) Remove Team(s)
	Group Teams (3)
	Game No. Members
	☐ 1 Dave Dobson
	2 Barham Bonar Chloe Care,Erin East
On confirmation the selected Teams will be removed from the	Unide Gale,Enii East
list.	
	Edit Team Add Team(s) Remove Team(s)

\*Click the Help button to view more detailed information on using the '2-panel interface'.



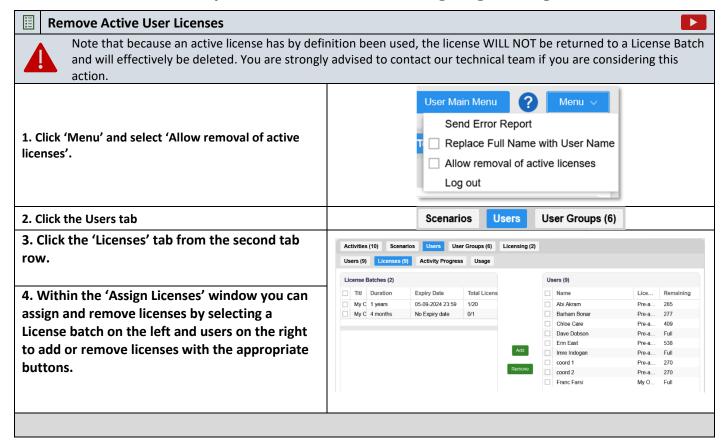
### **Manage User Accounts**

User accounts are held solely at the discretion of the Coordinator so the system allows you to manage User access and monitor the current status of all Users within your Department.



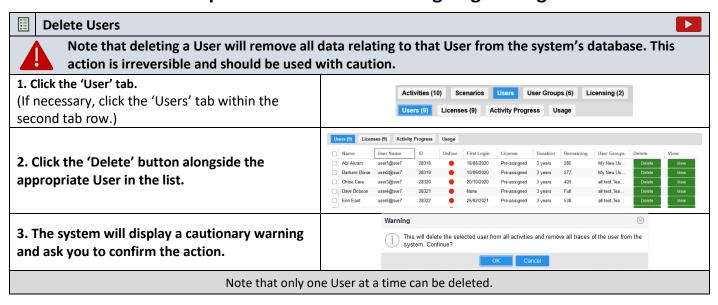


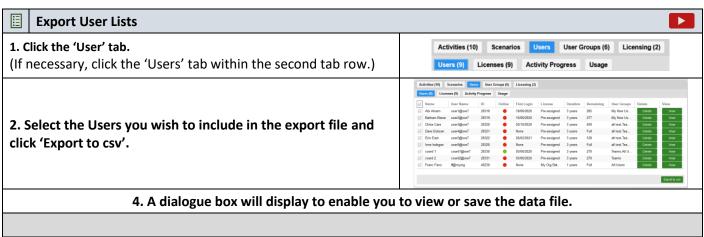
# **♦** Comprehensive Task List – Ongoing Management





## ♠ Comprehensive Task List – Ongoing Management







### Department

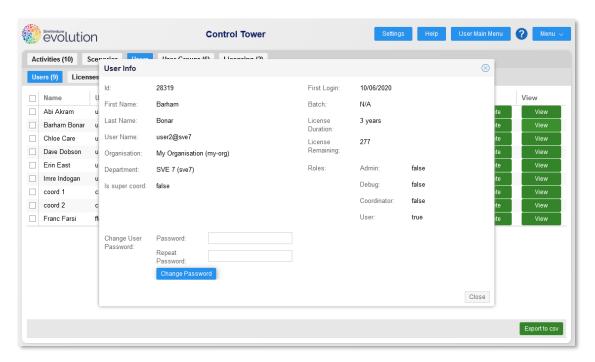
Whenever an organisation purchases SimVenture Evolution, we create a new 'Department' within our database to keep information relating to that organisation ordered and ring-fenced securely on our servers.

Within each organisation we often find that different groups of people want to use the simulation for slightly different purposes, or that they work with different cohorts within the organisation. To help simplify the administration in these situations we sometimes create multiple Departments within each organisation to reflect the needs of each group.

If you request more than one coordinator account for your department, each coordinator is given password protected access to the CT and they all see the same content when they access their accounts.

Each time you purchase SimVenture Evolution licenses, a new Department will be created to accommodate your new programme and new usernames and passwords are provided to ensure secure access to the system.

You can see the names we assign to your Organisation and Department by clicking 'View' alongside any User listed within the Users tab of the Control Tower.



On occasions it may be useful for you to communicate some of this information to us so that we can provide you with technical and administrative support.

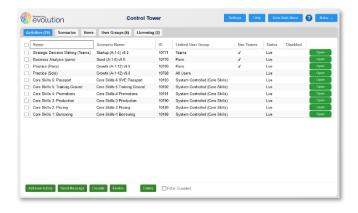


#### Coordinator

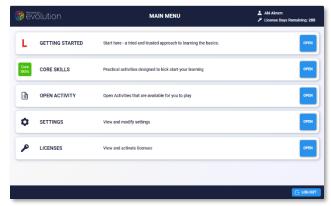
Coordinators are effectively a special class of user. Their accounts are created as part the 'standard setup' and in addition to all the rights and characteristics of a user, coordinators are also able to set up and manage activities for users within their department.

When a coordinator logs into the system they access the Control Tower by default. Coordinators also have access to their own dashboard, which is identical to that of a user.

#### **Coordinators' Default Interface**



#### **Coordinators' Dashboard Interface**

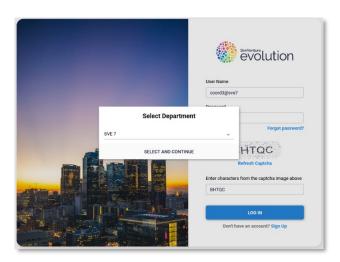


### **Super Coordinator**

A Super Coordinator has all the permissions of a Coord but has the additional capacity to view all the Departments within their Organisation.

At login, they have the choice to select which Department to open, effectively replacing the need to have different multiple login credentials.

Note that a Super Coordinator can work within only one Department at a time and so cannot view data and information across multiple Departments at the same time.



This functionality is useful in situations where a large number of Coordinators and Users are working on the same programme, to allow an individual to oversee multiple Departments within an Organisation,



#### User

Someone who has a registered account within the system is known as a user. On receiving instructions from a Coordinator, individuals complete the registration process which begins with an on-line 'Sign up' form, which automatically enrols them with the All Users' user group.

They are subsequently assigned a license by their Coordinator after which they can open and run activities within their own user interface (Dashboard) for the duration of their license. User access is wholly controlled by their coordinator(s) via the Control Tower.



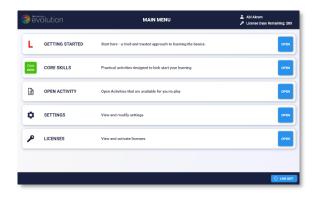
The unique 'Access Code' contained within the instructions links users with the coordinator's department in the system.

On successful submission of the form, users are able to view 4 short 'Walkthrough Videos' to introduce them to the simulation but at this stage they will not be able to access Activities.

As Users sign up they are automatically listed within the Control Tower and can then be assigned a license by their coordinator to complete their registration.

Once user registration is complete, every user has access to the Core Skills activities which guide them through the basics of working with the simulation.

Coordinators can then create further activities for users to undertake as individuals or groups.



Users have the following unique data which cannot be amended within the system:

Username: A unique name created by the user in the sign up form which is used when logging into the system.

ID: A unique numeric identifier created by the system on successful submission of a sign up from.

The following data can be amended by the user from within their account settings:

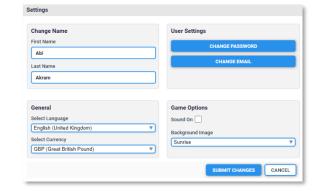
Name: The first and last name of the user, created on sign up.

**General:** Language & Currency settings selected from available options.

**Game Options:** Toggling of sound used within the simulation interface.

**Password:** Created by the user on sign up and used for logging into the system.

The coordinator cannot view the password but is able to change individual user passwords from within the Control Tower.



Contact Email: The address used by the system to communicate directly with users in relation to technical errors.



## Licensing

As users sign up, they are automatically listed within the Control Tower as part of your department. At this stage they are able to access their dashboard and view the 'Walkthrough Videos' but are not yet able to open activities within the system.

This two-stage process allows the coordinator to manage the process and ensure that licenses (and access to activities) are allocated appropriately before they are activated.

Sign ups made in error can be deleted and new users can be added to the system at any time. Any unused licenses can be transferred for use at a later date by contacting the SimVenture Team.

#### License Batches

A license batch is a group of licenses created by the SimVenture Team when you purchase the simulation. The license batch will be visible within the Control Tower as part of your 'Standard Setup'.

### License

A license is assigned to a user by a coordinator, from within the Control Tower. Each time limited license allows a user full access to their own user interface (dashboard). Users can then access the introductory, 'Core Skills' activities as well as activities available at the discretion of the coordinator.

Unused licenses can be removed from one user and reassigned to another user from within the Control Tower.

Each license has the following attributes:

Batch name	The name of the batch that contains this license	
Notes	Created by us when your account is set up. Usually indicates the Invoice Number relating to	
	the purchase	
Duration	A length of time in years, months, weeks and days. This is the length of time that the lic	
	remains valid after the user with the license first opens any activity.	
Expiry Date	A fixed end date, after which the license will be invalid.	
Remaining	The number of days before the license will expire and be invalid. This takes into account both	
	the duration and the expiry date. If it shows full then the license has not yet been used.	



### User Group

User Groups are the starting point for you to organise how users engage with activities. They enable you to organise the users in your department into various sub-groups, which then act as templates for the Activities that you create.

An 'All Users' group is created as part of your 'Standard Setup'. It contains every user who completes the sign up process using its unique code. Any User Group that you create is a sub-group of the 'All Users' group.

When you create an activity, you will link it to a User Group which acts as the template to define how users are organised within the activity. So by setting up a user group first, you can easily create multiple Activities that all have the same configuration of Users.

User groups fall into 2 categories:

Cingle Hear new Team	User Group 'All Users'		
Single User per Team	6 Games	6 Teams	
A single format accommodates individual work.	Game 1	<b>.</b>	
The system automatically creates a <b>one-to-one correspondence</b> between Users and Teams.	Game 2		
	Game 3	•	
The Activity contains enough games for every individual to participate in <b>'teams' of one</b> .	Game 4		
Only 1 user group of this kind is needed.	Game 5		
5, 2 ass. 8. sap 51 tills killa is neededi	Game 6		

Multiple Heavy new Tears	User Group 'Pairs'		User Group 'Threes'	
Multiple User per Team	3 Games	3 Teams	2 Games	2 Teams
Customisable formats accommodate group work.  The coordinator defines the number of teams that are	Game 1	<b>2 2</b>	Game 1	•
created within the Activity.  The coordinator defines which Users make up each team.	Game 2	<b>.</b> .		_
Multiple user groups of this kind are needed to reflect each				
of the required configurations.	Game 3	<b>.</b>	Game 2	•

In addition to providing a central interface from which to manage licensing, the 'All Users' group can be linked to activities which are intended for individual work.

If multiple activities are linked to the same user group, they will all reflect the structure of that user group.



If the structure of a user group is changed, all activities linked to that user group will be automatically changed to reflect the new structure.



## Activity Linking

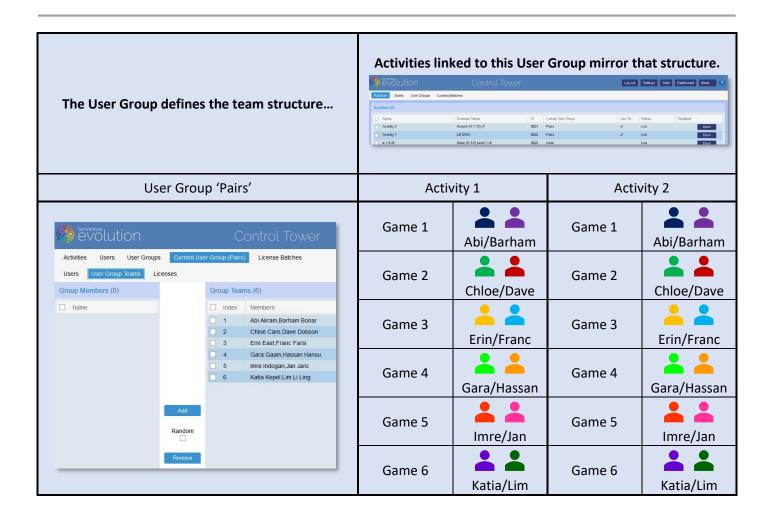
An Activity is usually set up to link directly to an existing User Group. The participants, games and teams are then managed automatically by the computer to match the equivalent settings in the User Group.

This allows a coordinator to base multiple Activities on the same User Group, so that the organisation of Participants can be managed in one place.

This feature is not available for Activities based on Head-to-Head scenarios. Their organisation is created using a manual system, with the coordinator assigning participants and team members directly within the setup process.

### User Group Teams

User group teams are created by coordinators during the setup of a 'Multiple User per Team' user group. They define how the users within the user group are organised. This organisation is then replicated whenever an Activity is linked to this User Group.



User group teams can be edited at any time to accommodate new users or create alternative teams.



Caution! A change made to a user group team structure will reorganise the team structure of **ALL** activity linked to the user group.



#### Scenarios

Scenarios are created by the SimVenture Team to provide different business contexts and challenges within the simulation. They're used as templates upon which coordinators can base new activities.

#### **Scenario Variation**

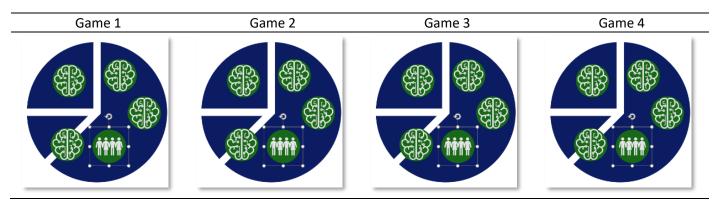
Each scenario defines the internal and external context of the virtual company, for instance, one scenario features a company with a single employee, no product and no market share in its first year of trading. The virtual company in another scenario has 11 employees and a successful product achieving 11% market share as it enters its third year of trading.

New scenarios are added to the system on a regular basis to broaden the application of the simulation and present different levels of challenge for users.

Scenarios fall into 2 categories:

**1. Standard Scenarios** can contain any number of games in which one, user run company competes against a number of computer controlled companies within the same virtual market.

These are the most commonly used of our scenarios. They can accommodate individual or team approaches.



They are also widely used to run *Parallel Competitions* where Users all have the same starting point and compete to achieve the best result based on a prescribed data point.

For parallel competitions, the Leaderboard is often made visible to Users to allow them to see how they are progressing compared to others within the same Activity.



Note that Users do not compete *directly* against each other within this type of Activity.



#### Scenarios continued

**2. Head-to-Head Scenarios** contain a single game in which a maximum of 6 Companies (made up of Individuals or Teams) compete within the same virtual market.

This means that the progress of each Company within the Activity impacts on the other Companies. This is more like the real world than a Parallel Competition and presents Users with a significantly higher level of challenge.

Note that the number of companies that can be run in a Head-to-Head Activity is limited to 6.

Also be aware that this format requires all Companies to Run the Quarter before the simulation can progress.



In view of the complex nature of this type of Scenario we suggest that you contact your Learning Development manager to discuss set up and administration.

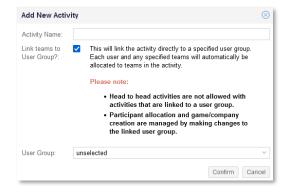


## Activity

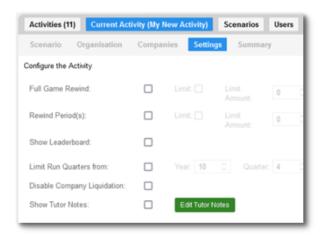
An activity is set of games, all based on the same Scenario and using the same configuration, into which multiple Users can be included. Generally, activities are linked to a previously created User Group which determines the way that Users are organised within the Activity.

Activities are created, managed and monitored via the Control Tower.

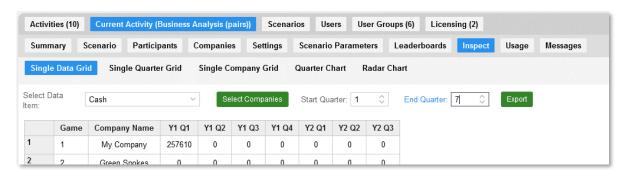
The setup process includes Activity Settings and Parameters which vary aspects of the simulated environment. This allows the Coordinator to manipulate the level of challenge for users within the Activity.



Once created, an Activity can be managed to accommodate more or less Users, re-organise Teams and even amend settings. (Note that, if users have already started the Activity, amendments may adversely affect their progress).



As Users engage with the Activity, Coordinators can easily monitor progress and data from within the Control Tower.



#### **Control Tower Manual**



# **▲** Core Concepts

### **Game**

A game is single instance of a simulated business environment. There can be many games within each activity. Each game consists of a number of companies, some of them controlled by teams and others controlled by the computer. Each game can run independently of the other games in an activity. The game can only run the quarter (run the simulation to process user decisions) when all human teams have elected to run the quarter.

## Company

A company is a single trading entity within a game. There can be multiple companies within a game, some of them controlled by human teams and others by the computer.

#### Team

A team represents the user(s) who are allocated to run one of the companies within an activity. Teams can be made up of single or multiple users. Where multiple users work within a team, they are all able to access the company separate machines.

#### **Control Tower Manual**



# **▲** Troubleshooting

General Tactics: Occasional rendering errors and 'hangs' can often be resolved by simply refreshing the browser window or logging out and back into the system.

Issue	Solution
User has forgotten password	Click the 'Users' tab and click 'View' to see the 'User Info' window.
, and the second	Enter a new password and click 'Change Password'
User sees message 'No Valid License'	The User does not have a current license.
G	Click the 'Users' tab and then the 'Licenses' tab in the second tab row.
	Assign a new license to the appropriate User.
User can't see activities in dashboard	Ensure that the user has logged in with the correct credentials by hovering over
	the SimVenture Evolution icon top left of screen.
	Check that the User is included within the Activity by opening it and viewing the
	'Companies' tab.
	Ensure that the Activity is not disabled by viewing the Activities tab and checking
	its status.
User has run out of rewinds.	Coordinators are able to override rewind restrictions included within the
	Activity's Settings.
	Open the Activity and select the 'Companies' tab. Click to 'Open' the appropriate
	Company.
	Once the simulation opens click 'Menu' and select the desired rewind.
	To return to the Control Tower, click 'Menu' and select 'Go To Control Tower'
The page appears to have layout errors	Ensure that Microsoft Explorer is not being use. If so, open the simulation in
	another browser.
	Refresh browser window
	Log out & back in (the system will retain data stored since the last 'Run
	Quarter').
Send an Error Report	'Menu' – Send Error report
	To report technical errors
	Here is a checklist of information that we would need (ideally) in order to
	investigate a problem with the software:
	The organisation and area in question.
	The name of the activity.
	<ul> <li>The name and username of the student(s) involved.</li> </ul>
	<ul> <li>The exact date and time when the problem occurred.</li> </ul>
	<ul> <li>The quarter in the game that problem occurred in.</li> </ul>
	The computer hardware used.
	The browser version used.
	The symptoms of the problem in detail - exactly what did the student
	see? Screenshots are useful here if at all possible. Screenshots should
	ideally be at the same resolution as the screen and show the whole
	screen if possible, not just a crop from it. I need to be able to read the
	text and numbers clearly. The more detail there is, the better.
	<ul> <li>A way to reproduce the problem? Are they (or you) able to give a</li> </ul>
	sequence that I can use to see the problem for myself? This is the Holy
	Grail in most cases if it is possible.
	Any steps you have taken to investigate the problem and the
	communications you have had with the student.
	Anything else that you think may be relevant. Even seemingly irrelevant
	details can sometimes make the difference.
	An indication of the urgency is also helpful to allow me to prioritise
	things and to decide what sort of fix is needed and when.