



The Client

The client is one of the largest municipal police forces in the United States and serves as the law enforcement agency for a major metropolitan area. With a workforce of approximately 36,000 officers and 19,000 civilian employees, the client is accountable for providing New York City with public safety, law enforcement, traffic management, counterterrorism measures, and emergency response to disasters. The client has established various bureaus throughout the city to enforce, investigate, and administer the law. The client's uniformed civilian employees are deployed to reinforce traffic safety and school safety to the protect people and public schools of New York City. The city's schools serve over a million students per year.

The Requirement

With the vision of reducing crime rates and preventing terrorism by expertly and efficiently identifying crime suspects, the client proceeded to implement a sophisticated software technology that aids in identifying suspects from video surveillance systems. This system integrates the facial recognition software and provides real-time public safety data that enables police force investigators and forensics teams to track criminal activities.

One of the supporting elements of the software in this high-profile technology is Adobe Photoshop. The client intended that its management level officers, forensic officers and photographers gain proficiency in using Adobe Photoshop for the Forensics units, which can further train the entire force in the necessary skills.

The Challenge

The client was looking for a fully customized training solution that could help the selected staff acquire efficiency in using the planned system's fully-integrated facial recognition capabilities, thus leveraging the benefits of the new technology. The involved challenges were:

- Planning and executing a niche training solution that could help the client's staff acquire vital skills, which would contribute to attaining its goal for the nation's benefit
- Formulating a fully-customized training solution, catering to the distinct learning needs of the client organization
- Instilling far-reaching understanding in the staff, to optimize the image capturing and editing capabilities

The Solution

As the best solution, NetCom Learning proposed a comprehensive 'train the trainer' Adobe Photoshop training program consisting of multiple sessions throughout the year. A three-session highly-customized Adobe Photoshop training program was planned and delivered at NetCom Learning's classrooms, encompassing the entire set of client requirements.

The **instructor-led customized Adobe Photoshop CS5 for Forensics** training was successfully delivered featuring:

- A three-session classroom-based program in the to 'train the trainer,' focusing on training 10 people with hands-on experience and individual assistance
- Hands-on training sessions delivered in regular class mode for basic, intermediate and advanced users, along with the forensics competencies of the software
- Customized content training program exclusively developed for the police force, including advanced instruction in Adobe Photoshop CS5 for Forensics
- Advanced training to exploit Photoshop features and toolsets within the framework of the facial recognition software
- Custom-tailored coursework and content, as well as practical lab sessions, including a test environment to verify the implementation of acquired skills in the trained staff

NetCom Learning delivered this all-inclusive training with an industry expert instructor, who has several years of experience in Adobe Photoshop course development and architecture.

Impact & Benefits

The traffic and streets cameras were installed across the city for facial recognition, not only to monitor the traffic and crime but to identify assailants who might perpetrate any crime.

Netcom Learning is an authorized Adobe training partner to deliver extensive Adobe products training, accommodating all industry-specific learning requirements. This customized three-session training solution comprehensively addressed the critical training needs of the metropolitan police force.

The training imperatively affected the overall performance of the organization by:

- Efficiently training 30 newly-skilled participants from all levels of the police force
- Providing step-by-step instructions in helping the police photographers, forensic staff and other officers gain the desired skills to train their subordinate staff in the hassle-free implementation of the new technology
- Training the involved parties in leveraging the forensic capabilities of the software for images captured by the cameras
- Implementing a fully-functional and multi-faceted program to allow the metropolitan police force to enforce the new facial recognition system for increased monitoring capabilities to prevent crime and terrorist attacks

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NetCom Learning is an award-winning global leader in training, learning solutions, and talent development. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning.

With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

We believe that an organization's ability to learn—and translate that learning into rapid action—is the ultimate competitive advantage.



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