



HP Software Education Services

LEARN

**with HP Software Education Services and
maximize your software investment.**

Amazing Outcomes. Assured.



HP Software Education Services

HP Software training:

LEARN

**the full value of your
software investment.**

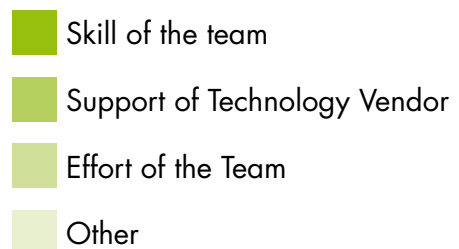
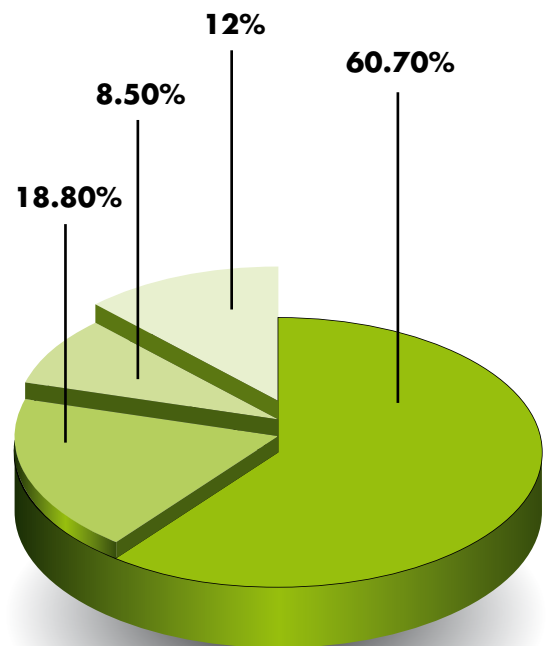
**You've purchased the most powerful
suite of IT management software available.
Now help your people maximize that
investment with training from HP Software
Education Services.**

HP Software Education Services is an innovative learning organization producing world-class training and delivering it globally via 100+ HP training centers, customer sites and online virtual courses. We transfer knowledge to IT professionals using the most appropriate delivery options and curriculums that fit their business needs, enabling them to extract greater sustained value from their HP software investments. Our Certified Instructors bring experience in industry and product support, ensuring end users can bridge the gap between technical expertise and effective real-life use of technology. Education Services produce amazing outcomes by bringing innovation to life in the workplace.

IDC: The Value of Training

IDC's Performance Impact Study, which evaluates the various factors that influence team performance, observes: "Aside from the technology, the most important factor in determining the success of a particular IT solution is the skill of the IT functional team. In fact, from a survey completed in 2008, we found over 60% of IT Managers believe that the skill of their teams is the most important success factor for critical IT functions."

The analysis also reveals that, when teams are properly trained, they derive more value from technology, and "their functional performance can be dramatically improved."





Training Delivery Options

We want to make sure your training is delivered in the way that best suits your organization's needs. Our flexible training delivery options are outlined below. If you have further questions about which training is right for you or if you would like us to design a bespoke program for your company, please contact us at hpsoftware.education.emea@hp.com

Public Training

We operate Public Training courses in training facilities around the globe and also online (VILT). Each course provides hands-on experience in a lab-based environment to replicate typical office-based conditions. Students have the opportunity to interact with our HP Certified Instructors.

Onsite Training

With Onsite Training we come to your location, minimizing the travel expenses of your team. We deliver standard or customized training courses to address your unique business needs. We can also provide Onsite Training at our premises for your staff should you require this.

Virtual Instructor Led Training (VILT)

Virtual Instructor Led Training (VILT) classes are live, instructor-led sessions that offer you training comparable to the tuition you would expect to receive in our traditional Public Training courses. Students connect to the virtual classroom and live equipment via the Internet, and are joined by the HP Certified Instructor who facilitates the live session for participants located around the globe. This training methodology saves you time, travel, and expenses while maintaining the quality of the training experience.

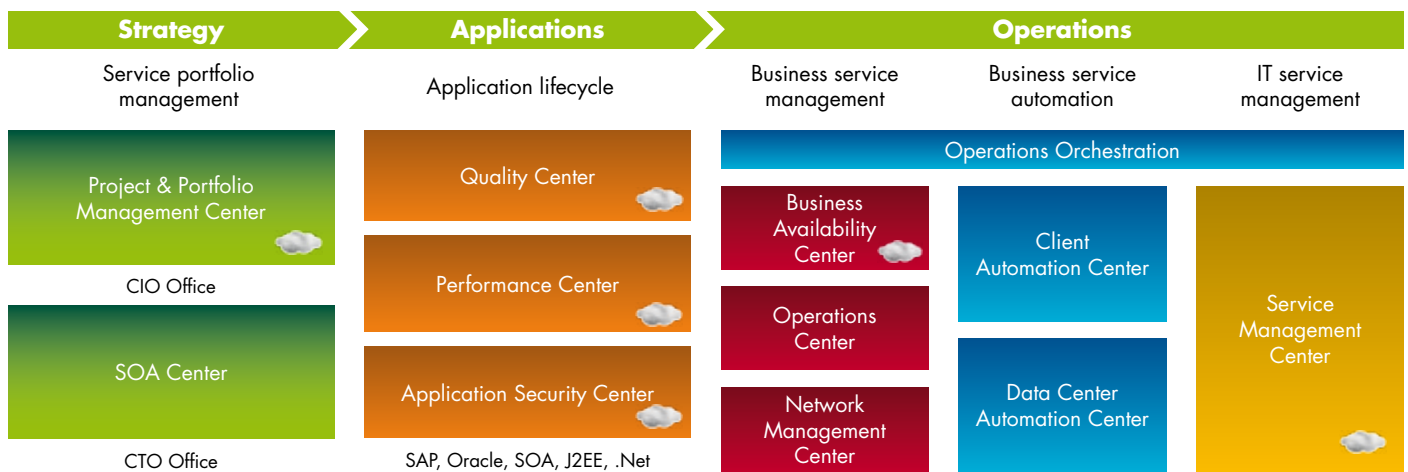
End User Training (EUT)

HP Software's End User Training (EUT) courses are online learning modules. The sessions deliver pre-deployment, just-in-time, post-deployment, and/or reference training on HP Software products. EUT courses are self-paced, learning materials that can be consumed anywhere at any time. With EUT, you can train your entire user population, worldwide, for a fixed price. EUT courses can be customized from rebranding materials with your logo and/or corporate colors, to adding your own screenshots, to developing your own custom training content, movies, FAQ, and glossary terms. As well as offering customization services, we provide instructor-led workshops to explain how to customize your own EUT course.

Web-Based Training

Web-Based Training (WBT) courses cover niche areas of expertise where public courses do not run. These self-paced, multimedia courses contain one or more of the following features: instructor tutorials, software demonstrations, hands-on exercises, and interactive assessments to test knowledge.

Business Technology Optimization software is based on three main IT functions



Center Overviews and Training Paths

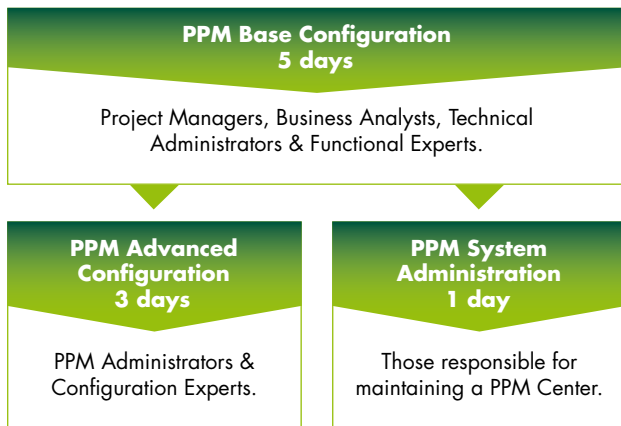
For full course content, please visit
<http://www.hp.com/software/education>

See below for courses, audience and recommended training paths.

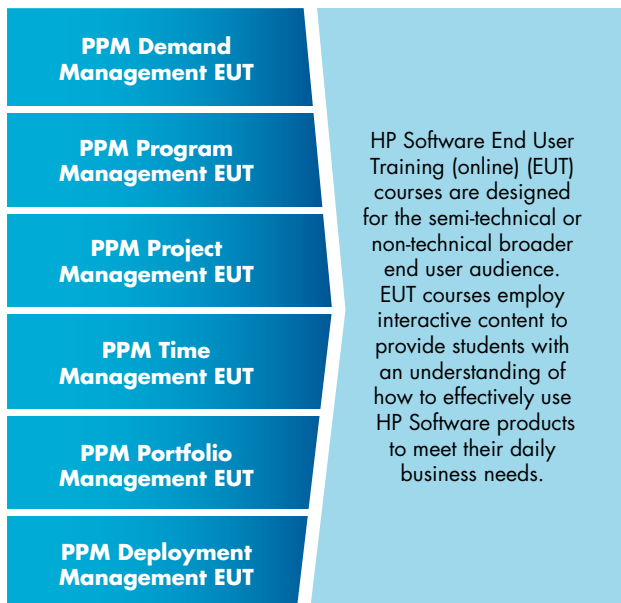
Project and Portfolio Management Center

HP Project and Portfolio Management (PPM) Center software provides visibility over the IT environment, resources and spend you need to make better business decisions, lower the total cost of running your business, and reduce risk.

Technical Training



End User Training



SOA Center

HP Service Oriented Architecture (SOA) enables application modernization and allows IT organizations to create composite applications in response to changing business requirements. SOA dramatically improves the flexibility and adaptability of your IT organization by accelerating time-to-market for new applications. SOA Center provides the essential elements for governance and management needed to scale your SOA architecture from pilot to full production.

HP training for SOA Center includes courses for Service Test and SOA Systinet. These courses are on demand – visit <http://www.hp.com/software/education> or email hpsoftware.education.emea@hp.com for more details.



HP Quality Center

HP Quality Center manages and governs quality processes and automates software testing across your application environment. It allows your IT organization to catch defects and correct them earlier in the application lifecycle so you can hit the "go live" button with confidence.

Technical Training

HP Quality Center Essentials
4 days

New Users of HP Quality Center
Quality Assurance Engineers
Quality Testers
Project Managers
HP Quality Center Administrators
Quality Assurance Leads
Other HP Quality Center users responsible for managing projects, users, and workflow customizations

HP Quality Center 10 skills update
1 day

The skills update class is for those students that are moving from an old version of HP Quality Center to new version.

Using HP Quality Center 10 Premier Edition
1 day

The Premier course focuses on the more advanced features of Premier Edition.

End User Training

HP Quality Center EUT (online)

All new end users of HP Quality Center.

HP Application Security Center

HP Application Security Center enables developers, quality assurance (QA) teams, and security experts to successfully conduct application security testing and remediation. The sophisticated, scalable system incorporates Web 2.0 technologies to analyze today's increasingly complex Web applications. It helps you fix any security vulnerabilities, such as Cross Site Scripting and SQL Injection, it uncovers throughout your application's lifecycle.

HP training for Application Security Center includes courses for WebInspect and QALinspect. These courses are on demand – visit <http://www.hp.com/software/education> or email hpsoftware.education.emea@hp.com for more details.

HP QuickTest Professional

Technical Training

HP QuickTest Professional Essentials
5 days

New Users of HP QuickTest Professional
Quality Assurance Engineers who will assume technical lead roles in the use of QuickTest Professional.
Quality Assurance Engineers who will support business analysts using Business Process Testing.

End User Training

HP QuickTest Professional EUT (online)

All new users of HP Quality Center.

HP Performance Center

HP Performance Center helps you analyze and validate the performance of your applications against realistic stress load test scenarios. It helps you find the root of a problem by recognizing and diagnosing where bottlenecks might build up.

Technical Training

HP Performance Center Essentials
4 days

Experienced and new product users. Those responsible for or involved in performance testing products.

HP LoadRunner Essentials
5 days

Quality Assurance & Performance Engineers.
Users of HP LoadRunner who need to create scripts to load test their Web applications. Executives involved in any aspects of the load testing process.

HP Business Availability Center

HP Business Availability Center (BAC) Enterprise applications play an increasingly important role in running the business, automating nearly all key processes; you can't book an order, provision a new employee, or close your books at the end of the quarter without IT. With BAC, you can support the smooth operation of the business by managing the health of services and applications, improving their availability, performance, and effectiveness.

Technical Training

Scripting with VuGen for Business Availability Center 2 days

New Users to Virtual Users Generator who will create and manage VUGen scripts for application monitoring in either BAC or SiteScope.

Business Availability Center Essentials 5 days

New users of Business Availability Center including Database Administrators, System Administrators, Network Administrations, Operations Managers, Availability Engineers, SLA/OLA Administrators.

SiteScope Essentials 4 days

New & Experienced SiteScope Users. System Administrators, Operations Team Members, anyone responsible for the installation & maintenance of critical systems using SiteScope.

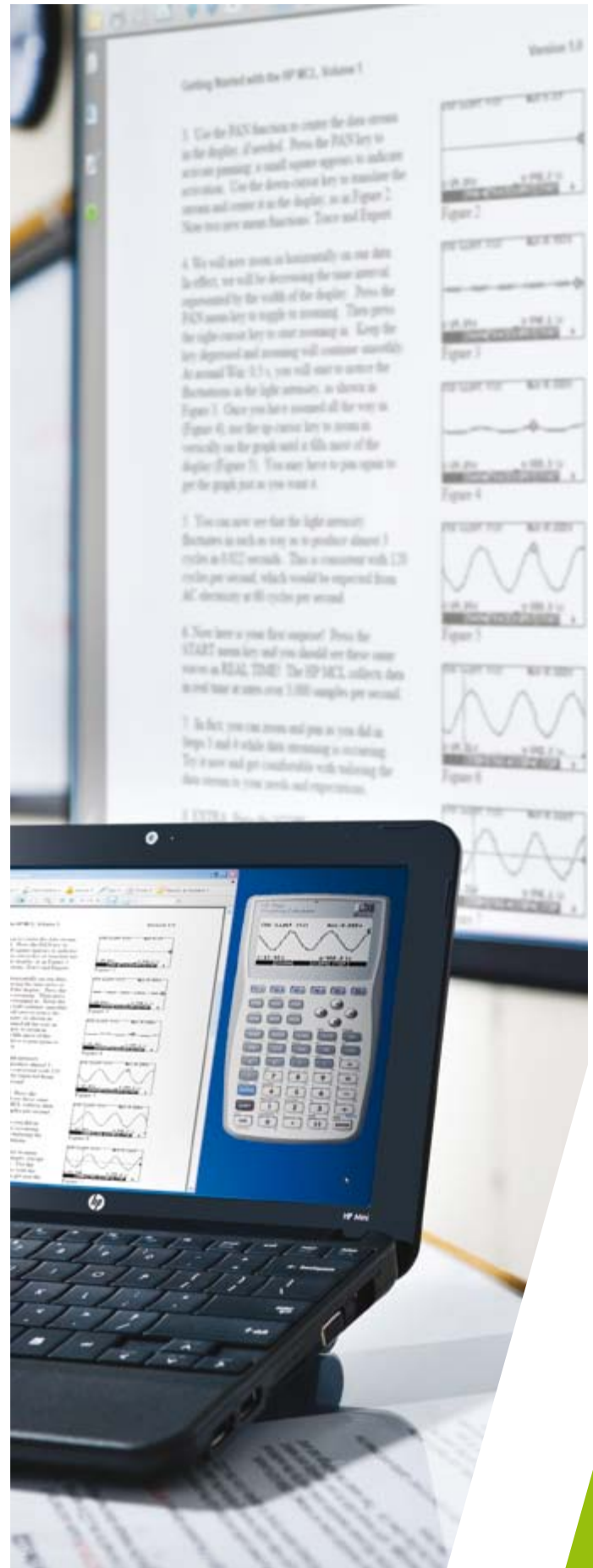
Universal CMDB Essentials 5 days

Those in charge of configuration management, documentation & storage of business services and their related assets and relationships. Project Managers, Application Modelers, Discovery Engineers & UCMDB implementation consultants. Integration specialists implementing data federation across the different business silos & software product families.

End User Training

Business Availability Center EUT (online)

All new users of Business Availability Center.





HP Network Management Center

For both network operations teams and CIOs, today's complex IP network environment poses special challenges addressed by HP Network Management Center. It provides visual displays of your network and elements, along with tools for quickly identifying and correcting outages or bottlenecks. It also provides detailed reporting for inventory, trend/capacity analysis, and documentation of achieved service levels. By understanding the network and its relationships, Network Management Center optimizes network availability, adaptability, and performance.

Technical Training

Network Node Manager i-Series Essentials 5 days

System and Network Administrators.

Performance Insight Software Administration: I 5 days

Administrators who are responsible for day-to-day administration of the Performance Insight environment.

Performance Insight Software Administration: II 5 days

Administrators responsible for maintaining multi-server distributed Performance Insight environments.

HP Operations Center

IT organizations must maintain and enhance the availability and performance of the core infrastructure and applications that support business processes. HP Operations Center helps your enterprise optimize the management of technology across IT domains and provides a reliable service infrastructure. Improving efficiencies and providing examinations of resource utilization and performance trends allows your experts to focus on more strategic tasks.

Technical Training

Operations Manager for UNIX (Operators) 2 days

This course is recommended for application or system support personnel, or anyone who needs an overview of the capabilities of the HP Operations Software product.

Operations Manager for UNIX I (Administration) 5 days

System and Network Administrators, Application Administrators.

Operations Manager for UNIX II (Advanced Administration) 5 days

System and Network Administrators, Application Administrators.

Operations Manager for Windows for Operators 2 days

This course is recommended for application or system support personnel, or anyone who needs an overview of the capabilities of the HP Operations Software product.

Operations Manager for Windows I (Administration) 5 days

System and Network Administrators, Application Administrators.

Operations Manager for Windows II (Advanced Administration) 5 days

System and Network Administrators, Application Administrators.

HP Client Automation Center

HP Client Automation Center (CA) automates key processes to reduce costs and improve service levels. It reduces security and compliance risks, and provides complete and continuous visibility of the state of client devices. The highly scalable management suite enables administrators to efficiently take inventory, deploy and maintain software and content across heterogeneous desktop platforms, and provide continuous patch and vulnerability management.

Technical Training

Client Automation: Essentials 5 days

Technical staff who need to fully understand the capabilities of the Client Automation product suite.



HP Data Center Automation Center

To deliver high levels of service, your IT organization must adjust quickly to the demands of the business. HP Data Center Automation supports the automation of routine, operational, and end-to-end processes across the IT infrastructure, including servers, network devices, and other assets. By automating mundane but necessary day-to-day operations, funding can be moved from administration to strategic initiatives, while administrators can spend more time on developing applications that build competitive advantage.

Technical Training

Managing Storage Essentials 4 days

System Administrators who need an in-depth understanding of Storage Essentials – the HP approach to industry standards used to accomplish Storage Resource Management (SRM).

Server Automation Fundamentals 2 days

New users of HP Server Automation.

Server Automation Administration and Maintenance 2 days

New users of HP Server Automation who have completed the Fundamentals class.

Network Automation Essentials 3 days

Technical staff who need to understand the features, architecture, installation, configuration, and usage of the HP Network Automation software.

Operations Orchestration Essentials 2 days

New users of HP Operations Orchestration.

End User Training

Network Automation EUT (online)

New users of HP Network Automation.



HP Software Education Services

HP Service Management Center

HP Service Management Center is a comprehensive, ITIL-based IT service and asset management solution. It reduces costs and increases customer satisfaction through the optimization of IT processes. By integrating IT service management with business service management and business service automation, IT is transformed into a strategic service provider.

Technical Training

Service Manager Essentials 5 days

Process Owners, Project Managers and Consultants who are new to HP Service Manager.

Service Manager Advanced 5 days

This class is targeted at System Administrators responsible for configuring and tailoring Service Manager for a customer's environment. The course focuses on the tools and utilities used to tailor a Service Manager system.

Asset Manager Software: Essentials 5 days

Administrators, Developers, Web Developers, Consultants and Managers who are managing the Asset Manager product.

Asset Manager Software: Tailoring 5 days

Administrators, Developers, Web Developers, Consultants and Managers who are managing the Asset Manager product.

End User Training

Introduction to Service Manager EUT (online)

All new users of HP Service Manager product.

Asset Manager EUT (online)

All new users of HP Asset Manager, including IT Managers, Organizational Managers, Integration Project Managers, and Administrators.

Information Management: Business Continuity & Availability

Technical Training

Data Protector Software Essentials 5 days

Storage and System Administrators using HP Data Protector software version on HP-UX, Windows or Solaris platforms.

HP Storage Data Protector Software Integration for Oracle/EVA 4 days

Storage and System Administrators using HP Software Storage Data Protector version on HP-UX, Windows or Solaris platforms.

HP Storage Data Protector 6 Software Integration for Microsoft Technologies 3 days

Storage and System Administrators using HP Software Storage Data Protector version and utilizing Microsoft technologies within their organization.

The Essentials class is the prerequisite to the other two classes.

Training Paths

Training paths provide a structured plan to build competence in HP Software. Some students might need to complete all paths, while others can select courses further down the line based on their competence.

On-Demand Courses

Training for the following product areas is available on demand: Systinet, DevInspect, WebInspect, Assessment Management Platform, QAInspect, Diagnostics, Business Process Testing, Service Test Management, WinRunner, TestDirector, Release Control, Real User Monitor, Network Node Manager, Route Analytics Management, Performance Manager, Connect-IT, DDMi, Decision Center and Neoview.

For all course descriptions and further details please visit <http://www.hp.com/software/education>

HP Software is recognized for providing the industry's most comprehensive range of IT management applications.

Training your teams so they are fully up to speed with the software is the best way to optimize its full potential. This encourages widespread adoption, reduces deployment risk, and ensures projected business benefits are achieved. We firmly believe that the best training available is from HP's software experts.

We know our products like nobody else, we have been doing this for a long time and refine our training based on feedback. Our course leaders have deep expertise in the IT sector and our labs provide a structured, highly effective learning environment. Furthermore, our certified courses are held in high regard across the industry.

Technology for better business outcomes

To learn more, visit www.hp.com

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