

Inside:

- Education solutions for business and IT
- Hot topics and new courses
- Course curriculum paths
- Course descriptions and local information



Training from HP

July – December 2009



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## HP Education Services

In today's technology-powered world, you depend on IT to fuel and drive your business. If the IT infrastructure is weak or processes are inefficient, your company is less productive and therefore less profitable. Conversely, the more effective IT is, the more competitive and successful your organisation can be. This dramatic shift in the way we view IT is known as business technology – technology that powers the business.

In this environment, not only is the technology important, but so are knowledgeable people who can implement and manage it – skilled technical professionals who are able to maintain a new infrastructure and adapt it for the future.

### Education = Skills = Success

Your IT staff, no matter how capable, need quality training when it comes to new hardware, software, operating systems, applications and processes. Your end-users also need to understand how to use new applications without frustration and wasted productivity.

When it comes to technology, who better to trust than HP? When it comes to education, HP Education Services have 30 years' experience in helping technical professionals and organisations worldwide achieve tangible business results.

HP Education Services provide training on the topics your staff need to improve efficiency. We also adapt new technologies for the classroom so you can enjoy modern and convenient delivery methods – like virtual rooms and labs, Remotely Assisted Instructional Learning (RAIL), web-based training and exciting simulations – as well as traditional classroom methods.

## Why training is important during an economic downturn

The current recession is having a broad impact on businesses around the world. As budgets come under pressure, training can become a target for what might seem like an easy way to cut costs. But there are many reasons why it is even more important for you to be developing your teams's skills NOW.

- In order to continue delivering great products and services, and maintain customer satisfaction, you must have skilled employees. Those skills come through training.
- Well-trained employees are more productive and efficient, allowing you to do more with fewer resources.
- In a poor economic climate, people remain your most valuable asset. Retaining your best employees and investing in their growth will increase their morale as well as their productivity.
- Use slower times to build skills. This will allow you to come out of the recession ahead of your competitors with strength and momentum, and allow you to capitalise on improving market conditions faster than your competitors.
- Make your team a key to your company's success. By having relevant employees trained in ITIL, Business Analysis and IT project management, you know how to align your department with the right business initiatives.
- Get the most out of your technology. Staff that are well trained on your technologies can help you to increase your return on IT investments.

## Why HP?

- **Have your team receive their training with NO TRAVEL!** RAIL (Remotely Assisted Instructional Learning) is live, online training with hands-on labs. You get all the benefits of being in a class without having to leave the office.\* If you have a group to train, consider a custom onsite – we will come to you.
- **Customised solutions** – Buy exactly what you need – we can tailor our education programmes to meet your business and learning needs and offer strategic consulting and planning to help you maximise return on your people and infrastructure investments.
- **Flexible purchase options** – In addition to buying by the course, you can attach training to your hardware purchase with HP Care Pack Services for training or add training to a support contract. These are convenient ways to set aside and protect your training budget for use when you need.
- **Training experience** – Maximise your HP technology investments with HP Education Services, bringing you over 30 years as a world leader in customer training.
- **HP product expertise** – Learn the depth of technology capabilities from the people who develop and engineer the products your business relies on.
- **Service management leadership** – HP Education professionals are among the foremost authorities in ITIL, project management and business analysis – and are contributing authors for ITIL V3.
- **Industry-leading partnerships** – Get the greatest return on your complete technology investment from our comprehensive training portfolio with industry partners such as Microsoft®, VMware and more.
- **Holistic approach** – Apply the combined power of people, processes and technology to run IT like business.
- **Desktop to data centre expertise** – Simplify your training needs with one vendor who offers courses that span the whole of your IT infrastructure.

\* Not yet available in all countries for all courses.

## HP Selected in Training Industry's 2008 Top IT Training Companies!

The "Top 20" list recognises the leading IT training companies for their:

- High quality of services and comprehensive capabilities
- Commitment to the IT training industry
- Leadership in shaping the IT training industry
- Best-in-class organisation focused on the IT skills marketplace
- Talented corporate leadership and professional staff, and tools, equipment and software training that demonstrate outstanding capabilities in the design, delivery and management of training services



## HP Learning Solutions

HP Learning Solutions are designed specifically according to your needs, culture and environment. We select the right mix of methods and tools to maximise learning success and ensure the improvement of your staff's performance. Focusing on the "people factor" in IT, HP complements formal training with informal activities such as on-the-job support, Web 2.0 methods and Electronic Performance Support Systems, to support a sustainable learning experience.

HP Learning Solutions provide training and education services for employees, managers and technical staff in Microsoft Office 2007, Windows Vista®, SharePoint® and Exchange, IT applications and topics like processes or compliance. HP Learning Solutions help you to transition to the new environment without losing productivity and increase the ROI of your IT projects.

[www.hp.com/learn](http://www.hp.com/learn)

## HP Service Management

In our fast-changing world, IT must be able to adapt quickly if businesses are not to be placed at risk.

IT infrastructure, people, processes and technology must be adaptive, cost-effective and service oriented to support virtually any business outcome. Service management that's based on best practices documented in the IT Infrastructure Library (ITIL) can help you to do this by transforming your IT into an effective supplier of business and customer-focused services. The result? IT will be seen by organisations as a value provider and not a business cost.

HP offers a comprehensive course curriculum, both ITIL V2 and V3 – from a half-day awareness course, to the ITIL Expert level in Service Management. To assist with the "buy-in" of the people process, HP can deliver hands-on (experiential) learning with our Service Management Simulation, which graphically demonstrates the impact that lack of processes can have on a business. Coupled with its natural team-building element, this learning can act as a keystone to all your HP Service Management training. Whatever your needs, HP can assist and provide you with a one-stop shop solution.

To view the complete ITIL and extended HP Service Management curriculum, please visit:

[www.hp.com/learn/itsm](http://www.hp.com/learn/itsm)

To view the Service Management Simulation, please visit:

[www.hp.com/learn/itsm-simulation](http://www.hp.com/learn/itsm-simulation)

## HP Business Analysis

Business analysis is about 1) ensuring that requirements are driven by business strategy, 2) that they are accurately used by the development team, and 3) that they are actually fulfilled when “go live” time arrives. Sound business analysis is crucial from the beginning to end of any project.

Projects frequently fail because what is delivered does not align with how the organisation does business. Professional business analysis, integrated into project management, helps ensure projects will optimally benefit an organisation. HP Business Analysis Education provides professionals who manage requirements – business analysts and others – with knowledge and skills critical to identifying business needs and determining solutions to business problems. It helps experienced professionals integrate the competencies required of large, enterprise-wide, complex projects. Our business analysis curriculum is consistent with the emerging IIBA Business Analysis Book of Knowledge (BABOK).

To view the curriculum, please visit:

[www.hp.com/learn/ba](http://www.hp.com/learn/ba)

## HP Project Management

As part of the HP Service Management training portfolio, which also includes ITIL and business analysis training, we offer a wide array of project management courses from fundamental – featuring our fun and unique Race to Results PM Simulation – to more advanced courses on leading project teams and building a project management office (PMO). HP Education offers a complete curriculum of project management courses with varying learning modalities, including a complete series of certified instructor-led courses, online courses and reference tools.

To view the curriculum, please visit:

[www.hp.com/learn/pm](http://www.hp.com/learn/pm)

To view the Project Management Simulation, please visit:

[www.hp.com/learn/race-to-results](http://www.hp.com/learn/race-to-results)

## HP Technical Training

HP trains more than 160,000 students a year to achieve peak performance with HP solutions. We offer a comprehensive portfolio of courses delivered through a variety of media, as well as a wide range of certification tracks and e-services. HP education experts will also customise standard course content based on your timelines, desired level of detail, medium and local language.

Content areas include:

- Storage and storage area networks (SANs)
- HP-UX, HP NonStop, OpenVMS, Linux, Windows®
- HP Insight Control Suite (ICE) for HP ProLiant and HP BladeSystem
- Application-specific training, including VMware and Citrix
- ProCurve

## HP Certified Professionals

HP Certified Professionals continue to be recognised worldwide as technology leaders. Certifications offered in areas ranging from presales to system administration validate the technical and sales competencies needed to plan, deploy and support HP technology solutions. The Continuous Learning Initiative enables HP Certified Professionals to maintain their technical advantage in an ever-changing business environment.

[www.hp.com/certification/emea](http://www.hp.com/certification/emea)

## Hot Topics and New Courses

### HP Insight Dynamics – VSE

To complement our very successful HP ProLiant curriculum, HP Education is now releasing a new four day “HP Insight Dynamics” (HG812S) course. This course combines the best of the infrastructure management portfolio – including HP Systems Insight Manager, Insight Control and Virtual Server Environment (VSE) – into one integrated offering for HP BladeSystem, ProLiant and Integrity servers.

[www.hp.com/learn/proliant](http://www.hp.com/learn/proliant)

### VMware

HP has a worldwide VMware authorised training centre present in more than 80 countries. We are the only vendor offering the official VMware curriculum to VCP certification and the associated HP Insight Control Suite training for deploying and managing virtual machines. Thanks to our virtual labs technology, it is available anywhere in the world.

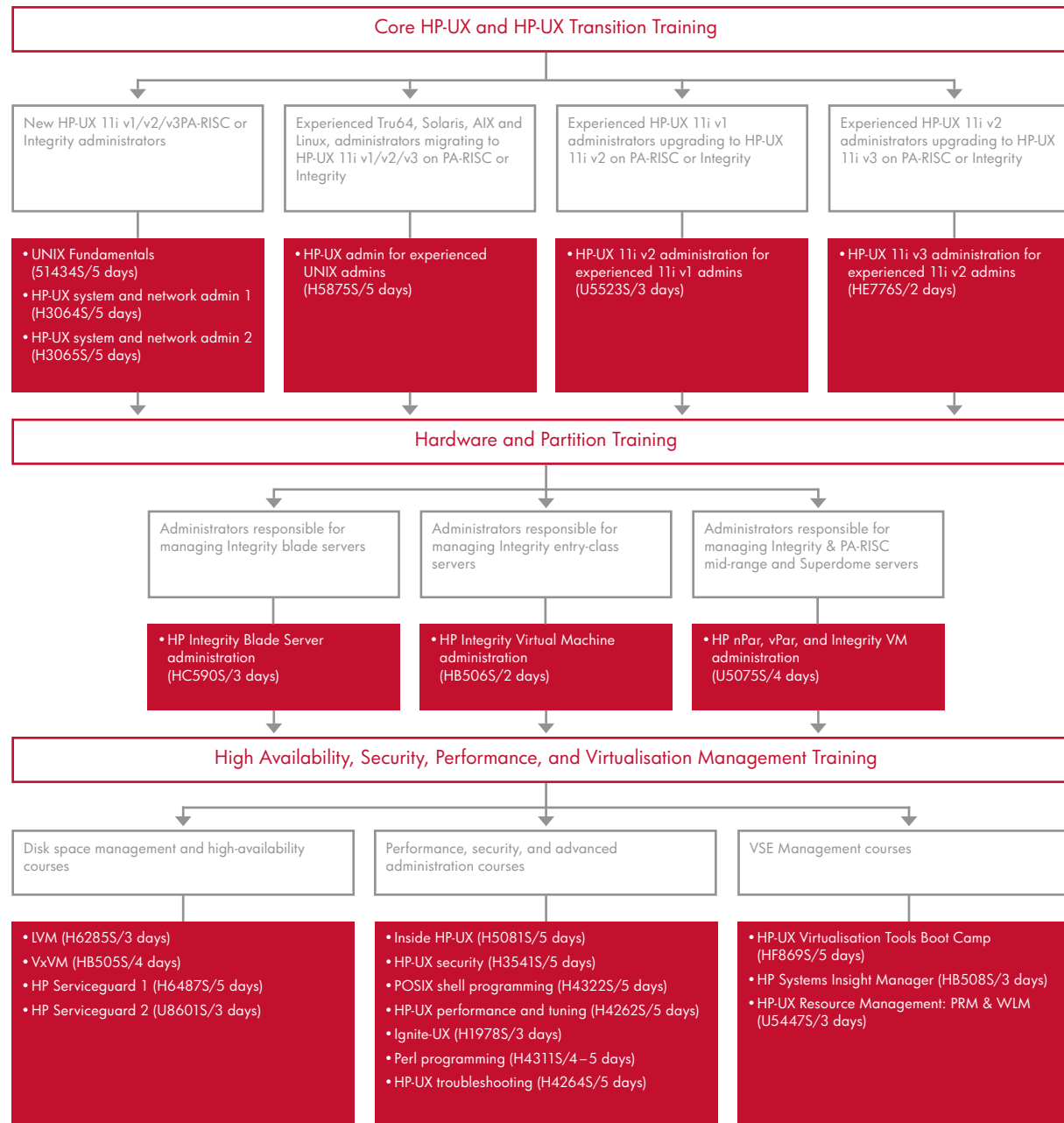
[www.hp.com/learn/vmware](http://www.hp.com/learn/vmware)

### HP StorageWorks

HP disk array product lines are always evolving and improving. Likewise, our curriculum is ever expanding and adapting to meet your needs, especially focusing on business continuity and availability. Training is also now available for new HP StorageWorks software products such as HP PolyServe.

[www.hp.com/learn/storage](http://www.hp.com/learn/storage)

## HP-UX Curriculum Paths



### Core HP-UX and HP-UX Transition Training

If you are new to UNIX®, our UNIX Fundamentals and HP-UX System and Network Administration I and II courses will give you a solid foundation to begin your HP-UX career. If you are an Experienced UNIX or HP-UX administrator, jump start your HP-UX career by attending one of our accelerated Experienced UNIX or HP-UX System and Network Administration courses.

### Hardware and Partition Training

Once you have mastered the core components of HP-UX, you are ready to start looking at techniques for partitioning your server through nPar, vPar or virtual machines options or alternatively studying the HP Integrity Blade Server solutions.

### High Availability, Security, Performance, and Virtualisation Management Training

The final step in your HP-UX training is to master the more advanced topics such as security, troubleshooting, performance, virtualisation tools and high availability. For these topics HP Education offers a wide range of classes which all include extensive hands-on lab sessions for you to consolidate what you have learned on your journey from novice to HP-UX expert.

# HP ProLiant Curriculum Paths

## HP ProLiant Curriculum Paths

The HP ProLiant curriculum provides the most efficient and effective way to install, manage and maintain both HP ProLiant and HP BladeSystem servers, and now includes Virtualisation Training. Let HP show you how to make the most of the best-in-class ProLiant technology and employ it as a tangible, competitive advantage.

### HP BladeSystem

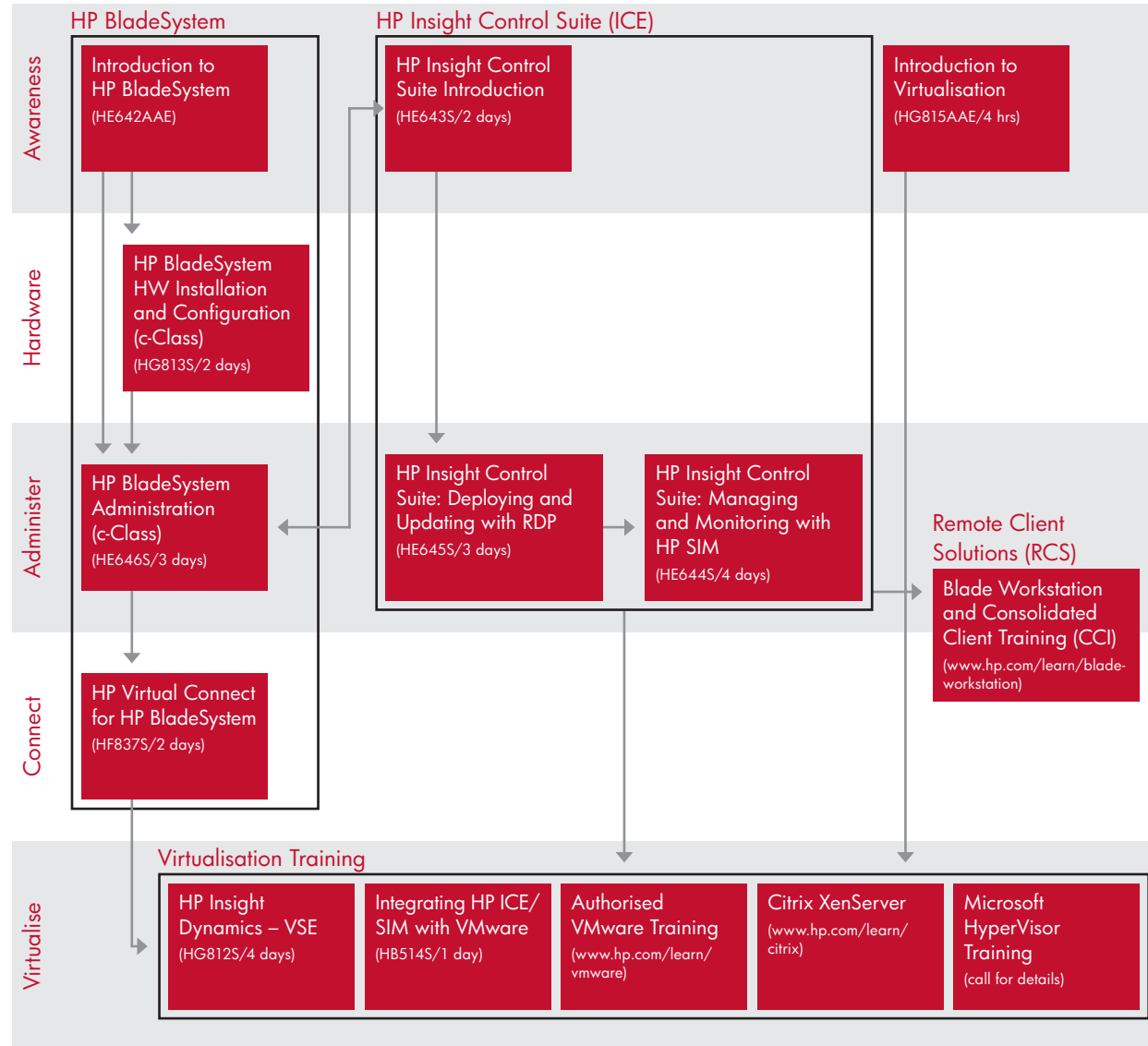
Start with our Introduction to HP BladeSystem, and follow up with the HP BladeSystem Installation and Configuration class, which provides hands-on installation and initial setup experience with a variety of HP c-Class BladeSystem hardware. Or jump straight into the HP BladeSystem Administration training and learn how to manage already deployed HP BladeSystem components. Follow up with HP Virtual Connect training to cover the integration and use of virtual connect (VC) Ethernet and fibre channel technology.

### HP Insight Control Suite (ICE)

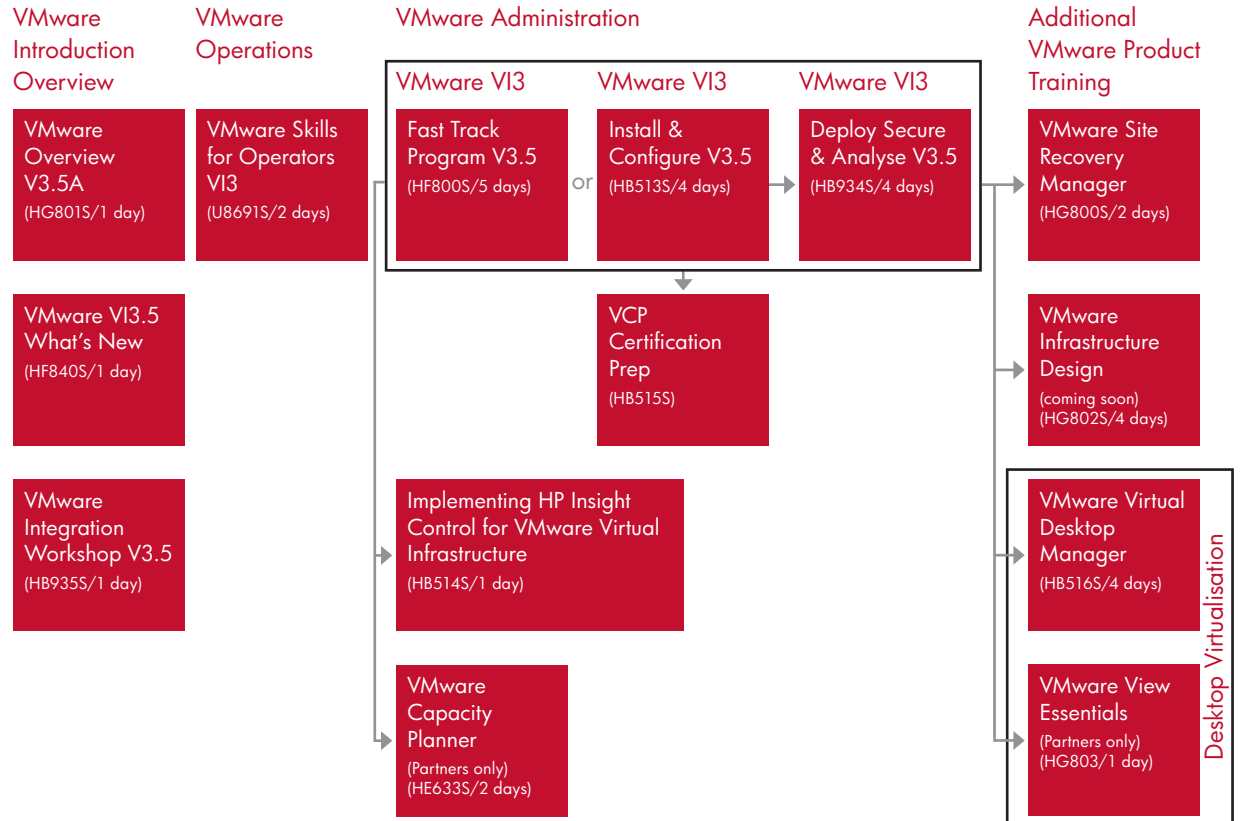
ICE delivers total control, enhanced flexibility, and tangible savings for your ProLiant infrastructure. Our ICE curriculum builds both core and advanced skills. Multi-level courses cover HP ProLiant server and blade deployment and management.

### Virtualisation Training

Our education services leverage HP proprietary technologies and partnerships with key players in the virtualisation market to offer instruction and course materials from the very experts that create, manage and enhance these technologies. HP Education Services help your employees bring HP's virtualisation solutions to life by equipping them with the knowledge and skills needed to implement, manage and use the various technologies underlying these solutions.

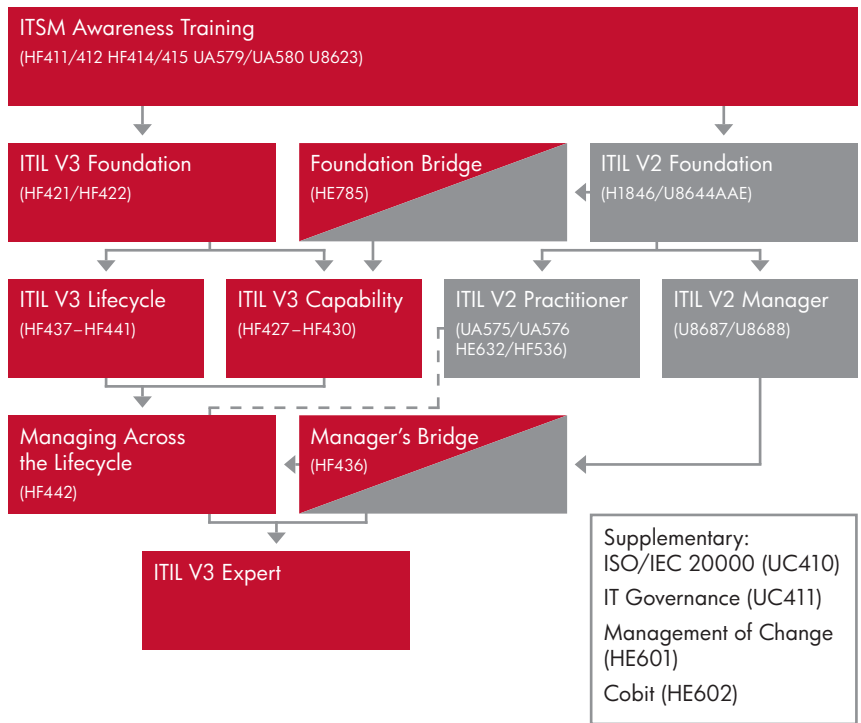


# VMware Curriculum Paths



HP can help you make the most of your VMware environment with the help of our extensive certified VMware training curriculum. HP is one of the largest VATC in the world and the first to train 10,000 students globally. Our training offers certified course material and highly qualified VMware-certified instructors. Customers can be confident that the quality and value of the VMware training delivered by HP will prepare them for the VMware Certified Professional (VCP) certification – all three of our VMware Administration courses will help you prepare for the VCP exam. We offer a full complement of VMware training, starting at the beginning with our Overview and Operations classes, which provide an introduction to the features of the VMware Infrastructure 3 and day-to-day management for deployments, leading on to courses for more experienced VMware Infrastructure 3 administrators, including Desktop Virtualisation, Site Recovery and Infrastructure Design.

# HP ITSM Curriculum for all Skill Levels



For full course selection and course schedules, please visit [www.hp.com/go/eem/education/itsm](http://www.hp.com/go/eem/education/itsm)

## ITIL V2 and V3 Awareness

HP's ITIL Awareness courses for ITIL V2 and V3 include ITIL for executives, ITIL Service Management Awareness and HP Race to Results Service Management Simulation, which are available in one-day or half-day sessions. These courses provide a brief introduction and general overview of ITIL, and – depending on the chosen course – include basic outline, justification, benefits and best practices.

## ITIL V2 Foundation

ITIL Foundation courses introduce the concepts of IT Service Management (ITSM). The courses describe a set of processes involved in developing an IT framework or, if it is an online course, a set of processes involved in the application of ITIL principles within an IT organisation. ITIL Foundation for ITSM offers the option of hands-on High Performance Simulation or a series of practical exercises that provide an interactive learning experience.

## ITIL V2 Practitioner

ITIL Practitioner courses focus on the implementation and management of various processes and functions to achieve control and stability within an IT Infrastructure.

## ITIL V2 Manager

ITIL Manager courses include ITIL Service Manager for Service Delivery and ITIL Service Manager for Service Support. Courses are based on the Service Management model described in ITIL V2 and use experiential education methods to build individual knowledge and skills within a group context.

## ITIL V3 Foundation and ITIL V3 Foundation Bridge

Differing in duration, both courses introduce the concepts of IT Service Management based on Version 3, including the lifecycle modules, and are available with exam options. ITIL V3 Foundation also offers the opportunity to learn ITSM concepts via an exciting and interactive Race to Results Service Management Simulation.

## ITIL V3 Lifecycle – 3-day courses with exam

ITIL Lifecycle courses cover different components, including Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. The fundamental aspects of communication and stakeholder management are also covered during the sessions.

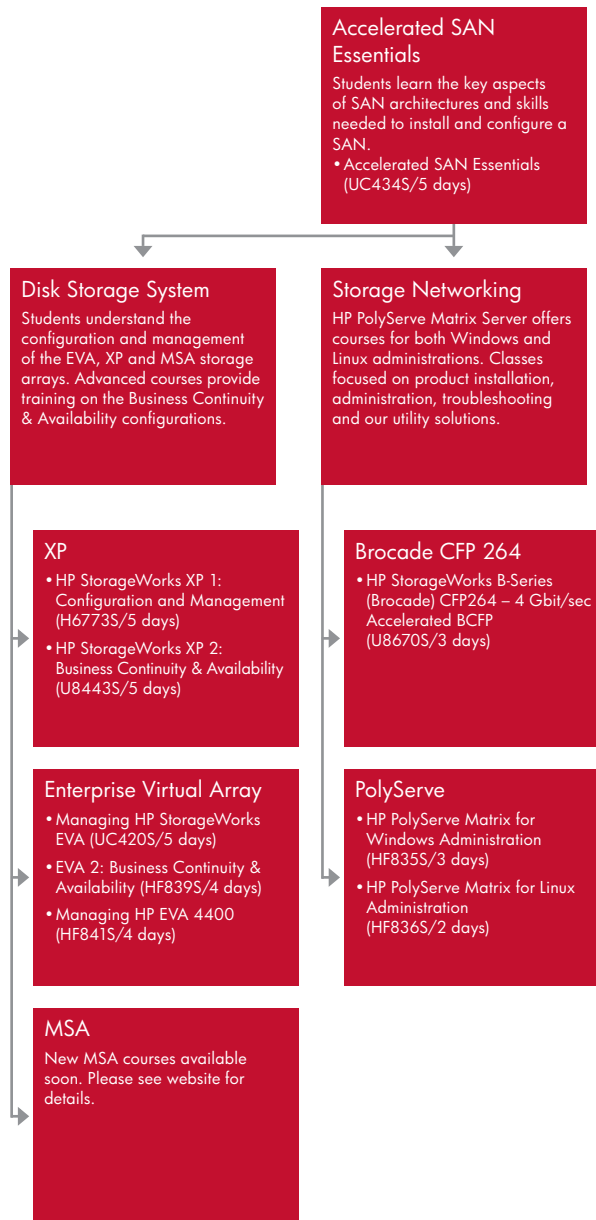
## ITIL V3 Capability – 5-day courses with exam

ITIL Capability courses provide in-depth coverage of the ITIL V3 areas of Operational Support and Analysis, Release, Control and Validation, Planning, Protection and Optimisation, and Service Offerings and Agreements.

## ITIL V3 Expert

To attain the Expert level, ITIL V3 Manager's Bridge and/or ITIL V3 Managing Across the Lifecycle courses have to be taken. The Manager's Bridge provides a management-level update on ITIL V3 for existing ITIL V2 Service Managers to attain their ITIL Expert certification. The purpose of the ITIL V3 Managing Across the Lifecycle course is to impart and test knowledge across the contents of the five ITIL V3 books, focusing on business, management and supervisory objectives, purpose, processes, functions and activities.

# HP StorageWorks Curriculum



Many customers enjoy the simplicity, agility and value of their HP StorageWorks solution. But most don't come close to using it to its full potential, simply because they are unaware of how to employ all the powerful tools that are part of their robust storage solution. This is where HP Education Services can help. Our course offerings will help your storage experts gain the required knowledge and skills necessary to obtain accredited engineer certification, raising your productivity and providing your business with a better return on IT.

Like HP StorageWorks products themselves, the HP Education Services that support them are simple, agile, and offer great value. HP Education Services provide training on Storage Networking, Disk Storage Systems, Storage Software and Storage Archiving.

Our major classes are described on the curriculum chart opposite.

## HP Care Pack for Education Services

The new HP Care Pack for Education Services are “upfront” or “prepaid” services. The packages are available directly through HP or your reseller; payment is made in full at the time of purchase.

### New Day Rate for Portfolio CarePack

HP provides customer with new care-packs which are based on number of days required.

**1 unit = 1 day** of public scheduled training for a specific portfolio/participant.

Care Pack Portfolio	Care Pack Code	Price
HP-UX/OpenVMS	HF382E	400 EUR
HP Education Storage	HF383E	500 EUR
ProLiant/Blade	HF385E	400 EUR
VMware	HF386E	400 EUR
TOTAL Education CP	U5466S#4BA	400 EUR

For more information on how to purchase HP Education Care Pack, please go to

[www.hp.com/go/eem/education/carepack](http://www.hp.com/go/eem/education/carepack)

## Attaching trainings to HP support contract

Continuous skills development is one of the key success factors of your IT environment: a skilled workforce is more motivated and performs better. HP offers a flexible purchase program which saves money and makes it easier for customers to get the most out of HP Education Services. When signing or renewing a support contract with HP, the planned budget for trainings is simply attached to the contract. The only decision customers have to make is which training their organization will need in the coming year. Adding trainings to the support contract means customers benefit from the discount levels of the contract. Customers can choose from the whole portfolio of trainings, which can be either custom made or delivered in a classroom.

If you are interested in purchasing or receiving further information, please contact us at the e-mail addresses and phone numbers on the back cover of this catalogue.

## Subscribe to HP Education Services Newsletter!

HP Education Services send periodically newsletters with the hottest news related to trainings’ release or schedule in our region. In order to subscribe, please send a mail to [ana-maria.petrasche@hp.com](mailto:ana-maria.petrasche@hp.com)

## New HP Training Center in Bulgaria

HP Education continues to grow and develop in EEM. For many years we have been delivering trainings from HP in EEM countries.

As a direct response to our customers needs, we established our first class facility in Sofia, Bulgaria and we will open our new HP Training Center in May 2009.

In order to get the most updated schedule and price information and to learn about the training curriculum offered by HP Education, visit:

[www.hp.com/go/eem/education](http://www.hp.com/go/eem/education)

If you cannot see the course you want, give us a call and we shall be pleased to schedule it for you.

## Location of new HP Education Center in Bulgaria:

Sofia  
258 Okolovrasten Pat Blvd.  
(across from Arena cinema Mladost)

## How to find us

For map and directions of the training center, please go to [www.hp.com/go/eem/map-bg](http://www.hp.com/go/eem/map-bg)

# €100 training voucher

This voucher can be used to claim a €100 discount from the list price of any course\* published in the HP Education Services public course schedule in any EEM country. It is only acceptable in its original form, so please cut around the dotted lines and then send it with your purchase order to the contact person in the country where you would like to attend the scheduled training (details are displayed on the last page of this catalogue).

This voucher cannot be used in conjunction with an HP Care Pack booking or any other discount offer. It cannot be applied to any third-party course bookings or examination fees.

All course bookings using the voucher are made in accordance with the HP Education Services standard terms and conditions, which may be viewed at [www.hp.com/go/eem/education](http://www.hp.com/go/eem/education)

Name:.....  
Company:.....  
Title:.....  
Address:.....  
Phone no:.....  
E-mail: .....

I would like to participate in the following course ..... and claim my €100 discount from the list price.  
Please send full course details to the contact person's e-mail or postal address.

Date: ..... Signed: .....

\* with the exception of UNIX and Linux trainings scheduled at HP ES Romania and the ITSM trainings scheduled by HP ES Bulgaria

## Bulgaria:

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## Slovenia and Other EEM Countries:

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Fax: +386 1 2307 468  
E-mail: valentina.erculj@hp.com

## Location of HP Education Center in Bulgaria



For more directions, please go to:  
[www.hp.com/go/eem/map-bg](http://www.hp.com/go/eem/map-bg)

# To learn more, visit [www.hp.com/go/eem/education](http://www.hp.com/go/eem/education)

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Technology for better business outcomes