



Inside:

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



Table of Contents

HP Education Services	2
Training during economic downturn	2
Why HP?	3
HP Training Portfolio	3-4
Curriculum Paths	
HP-UX	5
HP ProLiant	6
VMware	7
IT Service Management	8
HP StorageWorks	9
How to purchase HP courses?	10
Special Gift for HP customers	11

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 over 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. And their 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 with strength and momentum, ahead of your competitors, so you can capitalise on improving market conditions faster.
- Make your team a key to your company's success. By having relevant employees trained in IT Infrastructure Library (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 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 or add training to a support contract. These are convenient ways to set aside and protect your training budget for use when you need it.
- **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 to 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 Learning Solutions

HP Learning Solutions are designed 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 additional activities such as on-the-job support, Learning Management Systems and Electronic Performance Support Systems.

HP Learning Solutions provide education services for employees, managers and technical staff in Microsoft Technologies, IT applications and topics like processes or compliance. HP can help you increase user awareness, and ease the transition and acceptance of new technology without losing productivity, and increase the ROI of your IT projects.

www.hp.com/learn/customsolutions

HP Service Management

Change happens every day and it can affect IT applications, systems and processes that support your organisation. HP offers ITIL courses or custom training solutions that equip IT professionals and management with knowledge and skills to optimise IT Service Management (ITSM) processes.

Service management that's based on best practices documented in the ITIL can help you transform your IT into an effective supplier of business and customer-focused services.

HP offers ITIL V2 and V3 courses – 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. 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

To view the Service Management Simulation, please visit:

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.

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. 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

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

To view the Project Management Simulation, please visit:

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
- HP 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

Hot Topics and New Courses

HP Insight Dynamics – (VSE)

To complement our very successful HP ProLiant curriculum, HP Education Services are delighted to announce the launch of the 4-day HP BladeSystem Virtualization Tools using HP Insight Dynamics – VSE suite for HP ProLiant course (HG812S). This course will help you to understand the advanced infrastructure management capabilities of HP Insight Dynamics – VSE with focus on capacity planning and balancing resources. HP Insight Dynamics

– VSE is based on proven technologies from HP, such as the HP Virtual Server Environment (VSE) and HP Insight Control. And it takes advantage of HP Virtual Connect for HP BladeSystem to bring the flexibility of virtualisation to physical environments.

www.hp.com/learn/proliant

HP-UX Virtualization Tools Boot Camp (HF869S)

This hands-on course (HF869S) supports the new VSE Operating Environment on HP-UX 11i v3. You will gain an overview of the products and learn how to use Systems Insight Manager (HP SIM), Virtualization Manager, Capacity Advisor, Global Workload Manager, Instant Capacity, Application Discovery, Partition Manager, VM Manager, Process Resource Manager, and Secure Resource Partitions. See how the tools work together to enable you to better manage your systems and workloads.

VMware

VMware vSphere [v4] training

HP is pleased to announce the addition of VMware vSphere [4] training to our VMware portfolio. VMware vSphere transforms data centres into dramatically simplified cloud infrastructures to enable the next generation of flexible and reliable IT services. HP offers the full complement of VMware vSphere [v4] training classes. Whether you are new to VMware or a current VMware Certified Professional (VCP), we have classes suitable for your level of experience.

www.hp.com/learn/vsphere

HP Data Center

Increase staff and data centre productivity, and improve business outcomes, by taking courses from our Data Center portfolio. We offer Facilities content for managers: courses are designed to improve technology integration with processes that result in greater staff collaboration and productivity. We also offer our Optimized Data Center Simulation that will let you

experience the business benefits that increased collaboration and process integration between “Facilities” and “IT” can bring your DC operations.

www.hp.com/learn/datacentertraining

Citrix

HP is the only Global Training Affiliate of Citrix, meaning you get a complete HP solution perspective with our global scale and remote delivery options. Increase your competitive advantage by maximising your organisation’s ability to implement and run XenServer on the fibre channel while decreasing dependence on external consultants. Education on Citrix from HP provides IT professionals with the tools they need to help their organisations successfully adapt to change without affecting their overall environment.

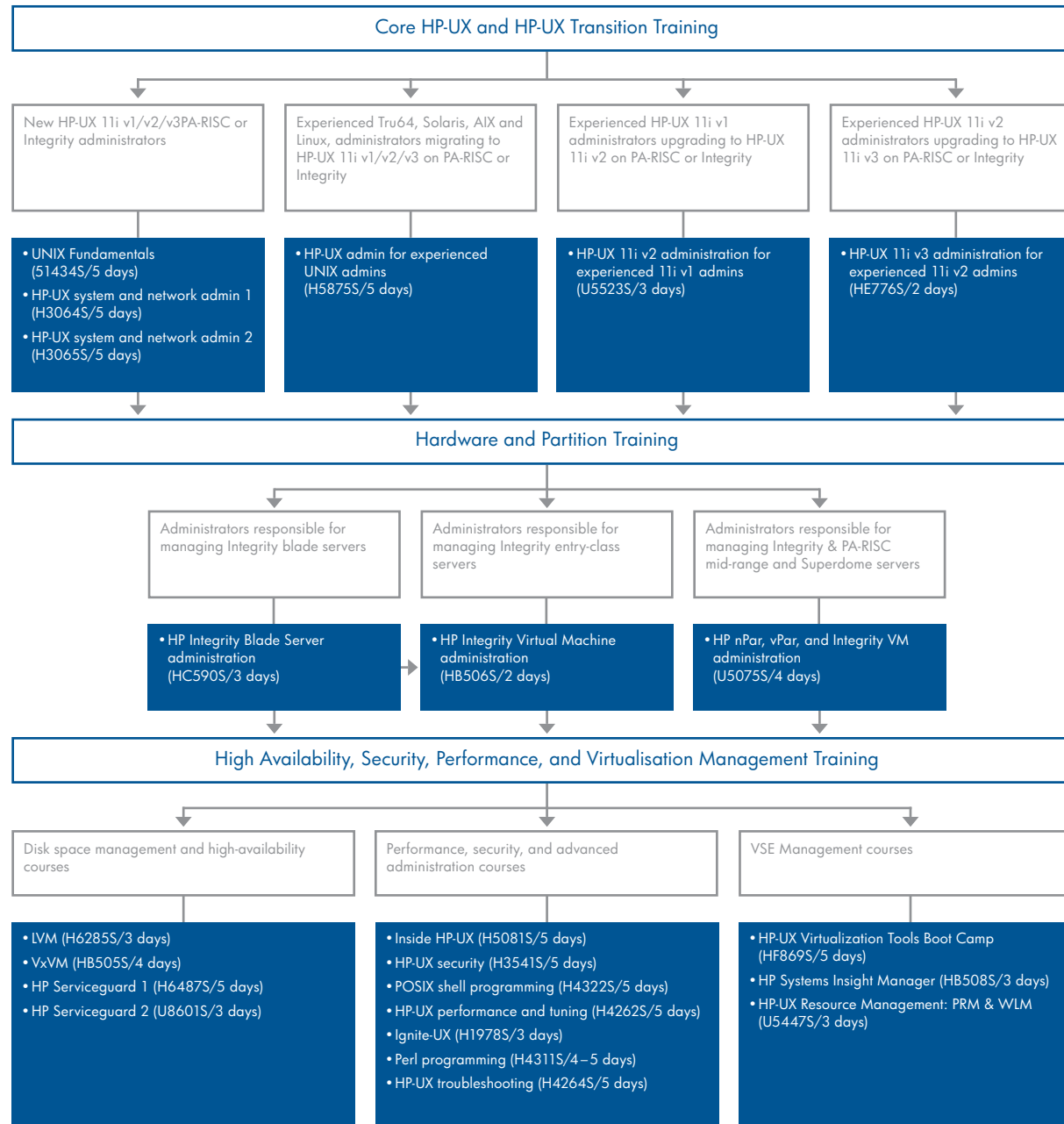
www.hp.com/learn/citrix

HP StorageWorks

HP Education Services provide training on storage networking and disk storage systems, to enable customers to get the most out of their HP storage investment. HP’s Storage networking courses teach the key aspects of SAN architectures along with the HP technologies implemented in typical business environments such as fibre channel environments and network attached storage (NAS) architectures and technologies. Our courses help students gain a good understanding of the configuration and management of the Enterprise Virtual Array, XP Array, and HP LeftHand SANs. Advanced courses build on introductory training and hands-on experience with in-depth training on Business Continuity and Availability technologies for HP disk storage systems. Students can also learn where virtual library systems fit in a modern data protection strategy.

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. The HP-UX Virtualization Tools Boot Camp will help you better manage your systems and workloads, utilising the existing tools in your environment.

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.

HP BladeSystem

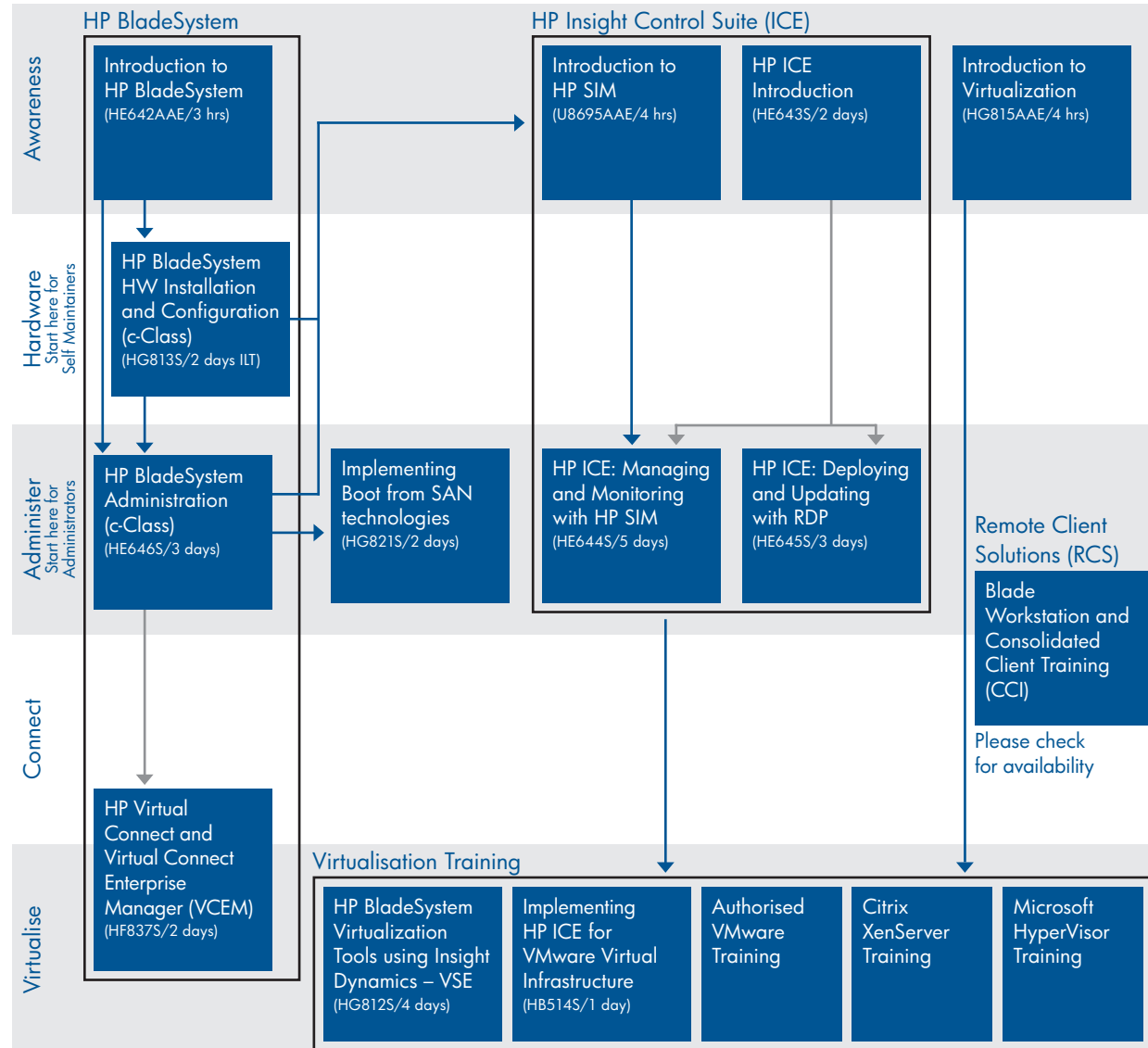
Start with our Introduction to HP BladeSystem, and follow up with the HP BladeSystem Installation and Configuration class, which provides hands-on installation and initial setup experience with a variety of HP c-Class BladeSystem hardware. Or jump straight into the HP BladeSystem Administration training 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 HP ProLiant infrastructure. Our ICE curriculum covers HP ProLiant server and blade deployment and management.

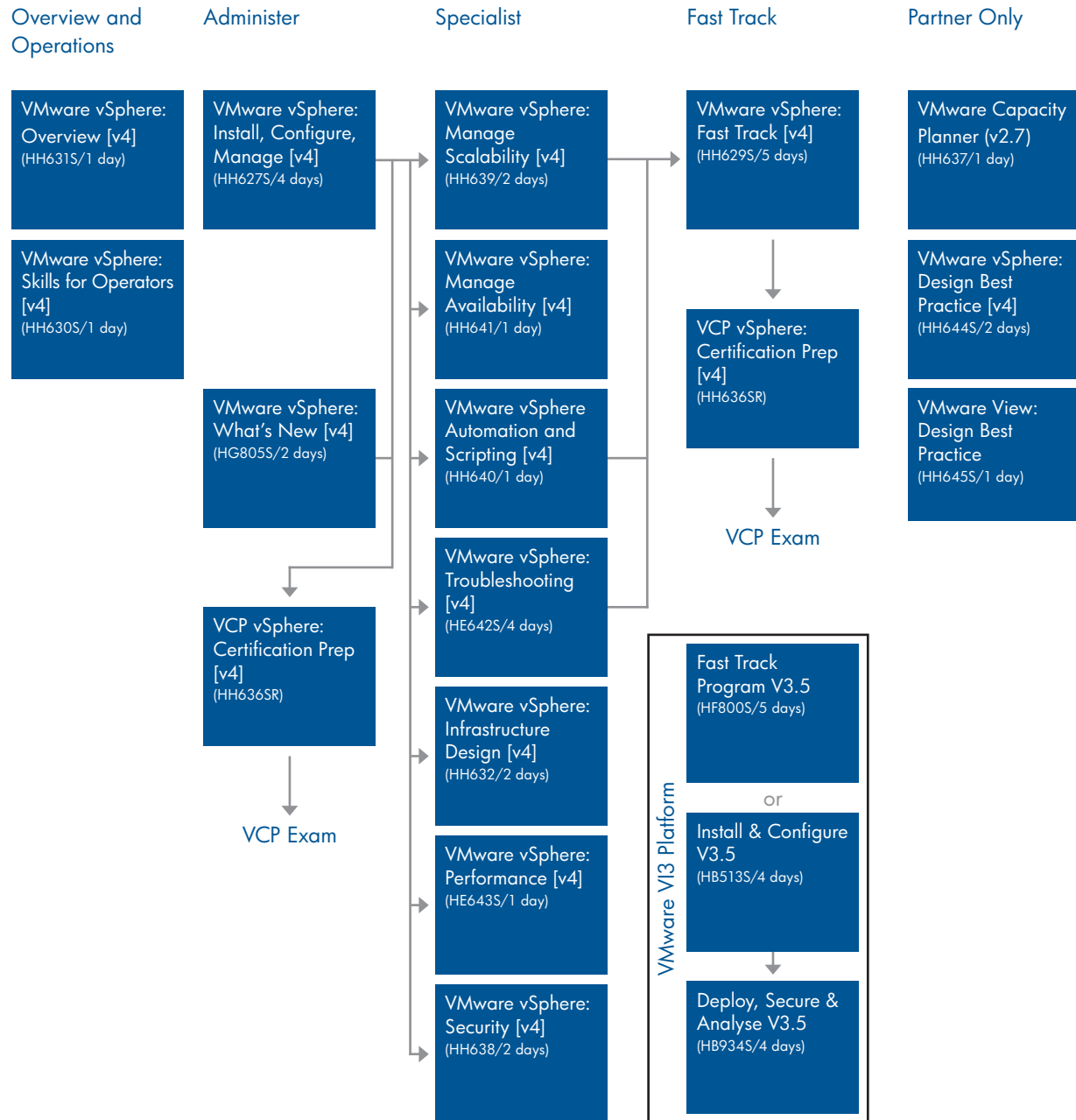
Virtualisation Training

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.



Recommended
 Prerequisite

VMware Curriculum Paths



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. 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 vSphere Infrastructure and day-to-day management for deployments, leading on to more specialist courses, and to those courses that lead to VCP certification.

VMware vSphere: What's New [v4] (HG805S)

This hands-on training course explores new features in VMware vCenter Server 4 and ESX/ESXi 4 as well as how to upgrade to VMware vSphere [4].

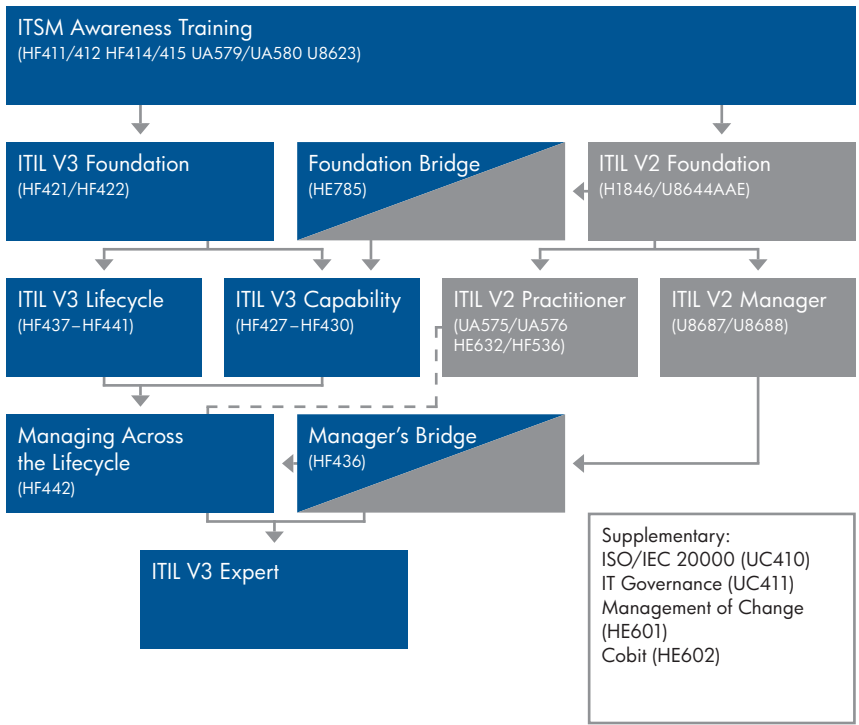
VMware vSphere: Install, Configure, Manage [v4] (HH627S)

This hands-on training course explores installation, configuration and management of VMware vSphere, which consists of VMware ESXi/ESX and VMware vCenter Server. Upon completion of this course, you can take the examination to become a VCP. The course is based on ESXi 4.0, ESX 4.0 and vCenter Server 4.0.

VMware vSphere: Fast Track [v4] (HH629S)

This intensive, extended-hours training course focuses on installing, configuring, managing and troubleshooting VMware vSphere. It combines the content of the VMware vSphere: Install, Configure, Manage [v4] course with advanced tasks and skills for configuring a highly available and scalable virtual infrastructure. Upon completing this course, you can take the examination to qualify as a VCP.

HP ITSM Curriculum for all Skill Levels



For full course selection and course schedules, please visit www.hp.com/learn/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.

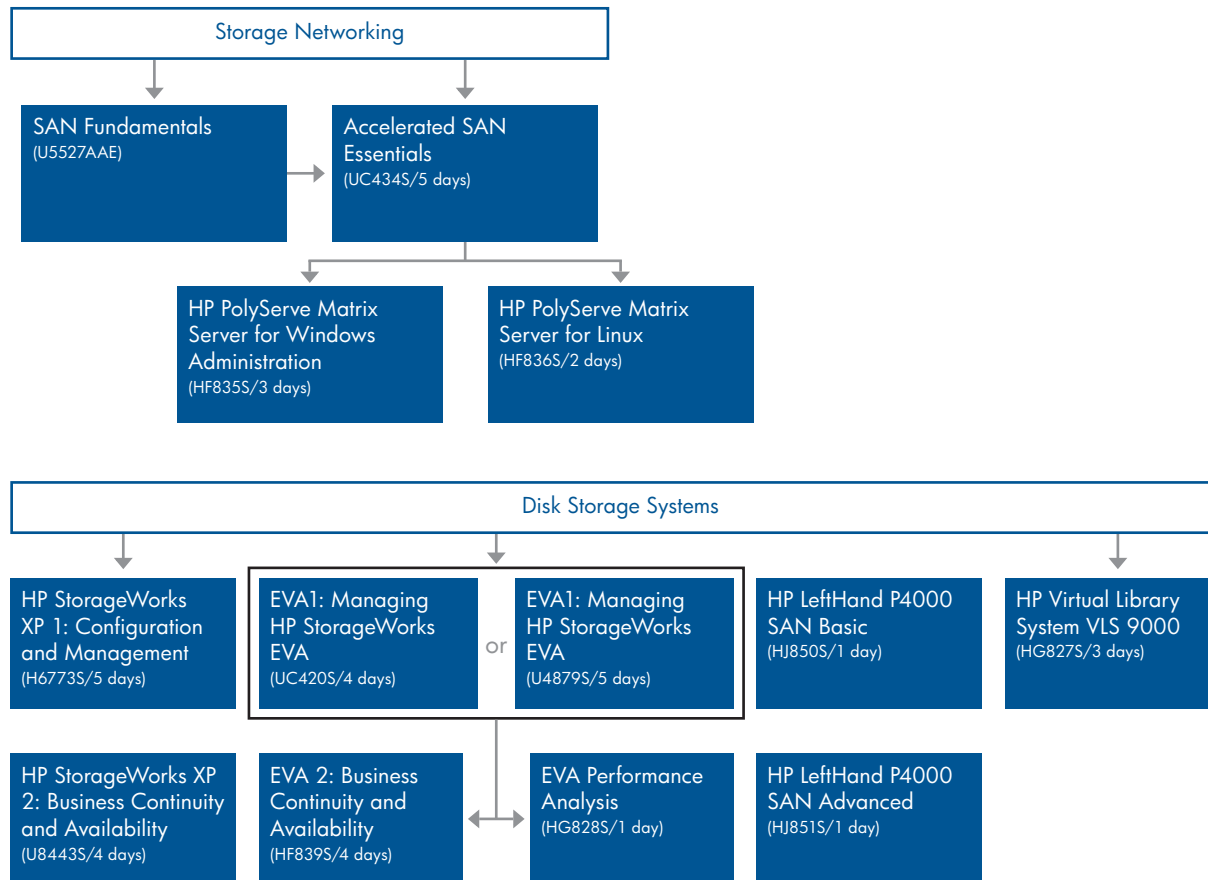
ITIL V3 Capability – 5-day courses with exam

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



HP Education Services provide training on storage networking and disk storage systems, to enable customers to get the most out of their HP storage investment.

- Storage networking:** Students learn the key aspects of SAN architectures along with the HP technologies implemented in typical business environments. In conjunction with the knowledge and skills that are needed to install and configure internet Small Computer System Interface (iSCSI) storage networks, students will learn to install, analyse and configure fibre channel environments involving HP StorageWorks fibre channel switches. Classes are available in NAS architectures and technologies including HP StorageWorks PolyServe Matrix and Scalable NAS4400 management and administration. In-depth labs allow for the building of both simple and complex configurations.
- HP disk storage systems:** Our courses will help students gain a good understanding of the configuration and management of the Enterprise Virtual Array, XP Array, and HP LeftHand SANs. Advanced courses build on introductory training and hands-on experience with in-depth training on Business Continuity and Availability technologies for HP disk storage systems. Students can also learn where virtual library systems fit in a modern data protection strategy.

How can you purchase HP courses easily and save money?

There is more than one way!

Ask for the new HP Care Pack 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 at the time of purchase and at lower prices. HP offers a flexible purchase programme which saves money and makes it easier for customers to get the most out of HP Education Services.

Attaching trainings to HP support contract

When signing or renewing a support contract with HP, the planned budget for trainings is simply attached to the contract. Adding trainings to the support contract means customers benefit from additional discounts, can choose from the whole portfolio of trainings, and secure their training plan for the year.

HP Education Services are happy to schedule customised training for your organisation. Contact us with your special requirements based on any course from our portfolio.

How can you sign up for a class?

You can find the latest course schedule, prices and other relevant information on the web. You can sign up for a class on the following website and save time and administration: www.hp.co.il/education

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

\$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 scheduled. 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 (details are displayed on the last page of this catalogue).

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:

If you don't see the course you want, give us a call and we will be pleased to schedule it for you.

* 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.co.il/education

* You can only use one voucher per course.

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Technology for better business outcomes