

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



Welcome to HP Education Services

Welcome to the 2009 training catalogue from HP Education Services for the UK and Ireland. In the following pages you will find essential information regarding the large range of training available in our 2009/10 curriculum. You will see that we continue to support the whole range of HP technology platforms from HP-UX through to the ever growing HP BladeSystems of Industry Standard Servers.

Virtualisation is the term of the year and you will see how most technologies move to encompass this most flexible approach to IT implementation. VMware in particular continues to grow in function and popularity and HP are pleased to be a leading provider of training for this product.

IT Service Management training with the IT Infrastructure Library (ITIL) is again in demand as Version 3 of the library becomes increasingly established. HP is proud of the fact that our professionals are among the authors of the library and that we offer one of the most comprehensive training portfolios for ITSM (ITIL) on the market. This is supported by the supremely successful Service Management Simulation **"Race for Results"**.

A new and exciting development in the HP Education Services curriculum is our offering for **Data Centre Services (DCS)**. The concept of a data centre is not new, but the requirements for managing a centre filled with a range of technology becomes more challenging by the day. Virtualisation is an influence here, as HP systems allow seamless transition of application services from one server to another as user demand peaks and ebbs through a day. This in turn creates power and cooling issues that must be monitored and managed. HP are pleased to now offer a special variant on our **"Race for Results"** simulation specifically aimed at Data Centre issues, their management and resolution. Over coming months there will be a full portfolio of training courses in support of DCS management.

Our list of available courses constantly evolves to keep pace with new HP products and solutions.

For any organisation a transition to new technology or new processes can be ineffective if it lacks one key element: well trained people. Education ensures that the people involved understand their new role and leads them successfully to the adoption of the new tools and procedures.

Read on to see how we can help you or call us on **01344 363311** (UK) or **014073286** (Ireland).

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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.

Select the right delivery option for you

HP trains more than 200,000 people a year, helping each one of them to achieve peak performance. To enable this, we offer an industry-leading IT instructional portfolio with flexible public scheduling of over 200 different instructor-led courses and more than 3,000 online courses.

Customised for you – In addition, our modular approach to content design allows HP education experts to customise and combine standard courses to suit your timelines, level of detail and organisational requirements, desired level of detail and local language. Have such a bespoke course presented to you on your site, or at HP. If you have the critical mass, then this delivery method not only delivers the right training at the right time, but can also save you significant sums over standard scheduled business.

Organisation-wide Solutions – If your company is considering a technology migration, or perhaps needs to take a wider view of the organisation's training needs, then HP Education Services can offer an education solution to suit, including training needs analysis, assistance in the management of change, and the development and delivery of training for the technical, end-user and executive communities.

Economic situation – The current economic climate is not good for anyone. The first instinct is to cut costs, and training could be a victim in your organisation. However, those that exit the recession the strongest will be those that have maintained their skillbase. To assist your organisation to be among the survivors, HP is pleased to offer three specific ways of allowing you to stretch the budget and achieve a better return on investment. The first is to look at customised training as described above. The second is to utilise HP Care Packs.

HP Education Care Packs offer your organisation the ability to commit a planned budget to HP training, and in doing so achieve a variable discount that in effect will fund additional training, free of charge. Follow this link to find out more. www.hp.com/uk/education/carepack

Remotely Assisted Instructional Learning (RAIL) – RAIL is an exciting approach to training, bringing greater flexibility to the student and large savings on expenses.

Having a limited budget no longer means that you have to sacrifice your training goals or settle for a sub-standard training experience. With HP RAIL (Remotely Assisted Instructional Learning), you receive live interactive instruction and hands-on lab work virtually in real time over the Internet.

HP RAIL combines the best of traditional online training without the expense and inconvenience, or travel and "out of office" time. It is live, instructor-led training from wherever you are in real time over the Internet.

- Attend from wherever you choose – at home or at your desk in the office.
- Avoid travel costs and hassles.
- Stay connected with your real job while attending training.
- Complete lab exercises on real hardware. Unattended lab equipment access is also available in the evenings for extra practice during the RAIL class week.
- Get quick access to instructor help by just raising your hand in the HP Virtual Training Room!
- Interact and learn from a live instructor and your fellow classmates for the complete duration of the RAIL course. You may also work in teams or have break-out session/teams – just as in a real physical classroom!
- Experience the same high-quality course material.

See our website www.hp.com/uk/education/rail for more information and RAIL course dates, or call us on **01344 363311** (UK) or **014073286** (Ireland).

HP Education Solutions for Virtualisation

The right training for your virtualised environment

Through virtualisation, people, processes and technologies work together more efficiently to meet increased service levels. At HP, we believe our virtualisation approach and capabilities can help you achieve substantial, long-term benefits such as reduced costs, increased agility and improved quality. HP Education Services leverage HP proprietary technologies and partnerships with key partners 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 virtualisation solutions to life by equipping them with the knowledge and skills needed to implement, manage and support the various technologies underlying these solutions. We offer a variety of education solutions for infrastructure, systems management, operating systems, and virtualisation tools which will reduce the time to productivity for employees using these technologies.

Our Virtualisation curriculum includes education on:

Awareness – Interactive self-paced learning introducing virtualisation, hardware considerations and systems management

Hardware – HP ProLiant servers, HP BladeSystem incl. Virtual Connect, HP StorageWorks

Virtualisation – VMware, Citrix XenServer, Microsoft® Hyper-V, HP Virtual Server Environment (VSE) on HP Integrity Servers, HP Virtual Desktop Infrastructure (HP-VDI)

Systems Administration – HP Insight Control Suite including SIM and RDP

HP ProLiant servers, HP BladeSystem incl. Virtual Connect
Training is essential to get the best performance and reliability from your hardware, as it not only improves day-to-day operations but also reduces the number one risk facing IT managers: unplanned downtime. Even though you recognise the benefits of implementing high-quality HP servers to help reduce complexity, drive efficiency and

manage risk, you may not get close to utilising their full potential. Let HP Education Services show you how to make the most of best-in-class HP BladeSystem technology and employ it as a tangible, competitive advantage with the help of our extensive hardware training curriculum. The right training can shorten implementation time and improve productivity. Start with our HP BladeSystem Installation and Configuration class, which provides hands-on installation experience, or jump straight into HP BladeSystem Administration training and learn how to manage deployed HP BladeSystem components. Ensure an understanding of HP Onboard Administrator, HP Virtual Connect, iLO 2 (Integrated Lights Out) and interconnect components. Follow up with further HP Virtual Connect training to cover the integration and use of its ethernet and Fibre Channel technology – simply the smartest way to connect server blades to your LAN and SAN.

HP StorageWorks

The amount of information your IT infrastructure has to manage is growing out of all proportion to expectation, and gone are the days of storage simply residing on an easily identifiable physical disk. Now, multiple disks are pooled as one virtual disk group and then sliced to the size needed for presentation to one or more host systems. HP offers training on installation, configuration, management and operation of these systems with subject areas such as storage area networking (SAN), disk arrays (EVA, XP and MSA), back-up systems (VLS) and scalable NAS solutions (PolyServe). Our course offerings cover the virtualisation of storage technologies and can help your storage experts gain the knowledge and skills required to take full advantage of the innovations and benefits of your virtualised storage environment.

HP Virtual Desktop Infrastructure (HP-VDI)

HP Virtual Desktop Infrastructure (VDI) is a next-generation workstation infrastructure based on HP blade workstations, combining the centralised control and security of the data centre. The Blade Workstation, RGS (Remote Graphics Software) and SAM (Session Allocation Manager) training courses provide an overview of product features and help you install and administer the software to obtain the best remote desktop access performance for your 2D, 3D, video and media-rich applications.

HP Virtual Server Environment (VSE) on HP Integrity Servers

HP Education Services offer courses that explore the specific technology components for control, capacity-on-demand, partitioning and availability, helping you to take full advantage of the innovations and benefits of an HP-UX Virtual Server Environment (VSE). The HP-UX Virtualisation Tools training enables you to quickly evaluate different scenarios for consolidating older and under-utilised physical servers into virtual machines, and more effectively manage the computing resources in your IT infrastructure. For VSE running on HP BladeSystem Integrity servers, our administration course will help you design and build a simplified server environment utilising HP Virtual Connect, HP Onboard Administrator and a wide range of management tools.

HP Insight Control Suite (ICE)

ICE management software delivers total control, enhanced flexibility, and tangible savings for your HP ProLiant, HP Integrity, HP 9000 and HP StorageWorks solutions. Our ICE curriculum builds both core and advanced skills with multi-level courses covering HP ProLiant and HP BladeSystem deployment and management. There's detailed hands-on practical training on HP Systems Insight Manager (HP SIM) and plug-ins including Virtual Machine Management (VMM) and Rapid Deployment Pack (RDP).

VMware

Let us show you how to make the most of your VMware environment and employ it as a tangible competitive advantage with the help of our extensive offering of certified VMware training. VMware training from HP Education Services will help you achieve reduced costs, improve resource efficiency, management and provisioning. We are one of the largest global VMware authorised training centres (VATC), using VMware certified instructors and course materials. With our global presence, remote training delivery infrastructure and VMware training experience, you can trust HP to deliver a solution for all your VMware training needs.

Citrix XenServer

Increase your competitive advantage by maximising your organisation's ability to implement and run Citrix XenServer 5.0 while decreasing dependence on external consultants. HP Education Services are a Citrix Global Affiliate providing IT professionals with the tools they need to help their organisations successfully adapt to change without affecting their overall environment.

IT Service Management

In the constantly evolving world of IT, service management can help your business to achieve desired outcomes in a timely, effective and efficient manner, giving you the competitive advantage and reducing risks associated with the delivery of IT Services to your customers. Service management best practice is being used by everyone in all industries and all businesses – but with varying degrees of maturity and success. HP can help you to target your investment in service management and realise your vision. If ITIL is your desired framework, we have a comprehensive scheduled programme of ALL V2 and V3 certified courses and exams. We also provide tailored training on any process (no exams) designed to meet your specific needs and objectives.

HP is a people company and believes that the right training should be provided to the right people – keeping technical people technical. However, there is a need for everyone to see the bigger picture – the effects that their actions can have not only in terms of delivery of IT services, but the effects on the business itself. HP designed the “Race to Results” simulation to achieve a general awareness and understanding of why we use service management. Set in the adrenalin-fuelled world of motor sport, it graphically demonstrates the positive impact we can generate across our organisation. It is fast, furious and highly competitive, but fun – the ideal combination to obtain the much-vaunted “buy-in” from everyone in your organisation, helping you to achieve success. Follow this link:

www.hp.com/learn/itsm-simulation

Our aim is to work with organisations in building and sustaining your capability as an effective supplier of business and customer-focused IT services. We want your business to consider IT not as a business cost, but as a business value-add.

Business Analysis and Requirements Management

Translating business requirements and outcomes into deliverable IT services is essential to the success of any business; embracing the service lifecycle model is a good start, and while business analysis is not new, its influence is growing rapidly. We realise that business success is related to our ability to deliver IT services from “concept to cremation”. To view the Business Analysis curriculum, please visit:

www.hp.com/learn/ba

Project Management

HP offers a project management component that gives IT professionals the leadership, communication, planning and analytical skills to implement projects successfully within budget and on schedule. Choose from our certified training with PMP or PRINCE2. To view the Project Management curriculum, please visit:

www.education.hp.com/pm.htm

www.hp.com/learn/itsm

The Data Centre

HP offers a host of proven data centre technologies, services, and training programmes to help both private and public sector clients optimise organisational collaboration, synergy and cost control throughout the lifecycle of their data centre, including pre-design of the centre itself.

The modern data centre has become much more than the traditional computer room: it is expected to provide a superior quality and reliable service to meet expanding business needs. At the same time, it must operate within an efficient, cost-effective power and cooling envelope. There are issues with this. Energy consumption, thermal conditions and cooling requirements are fast becoming the limiting factors of your data centre; this in turn can put a constraint on your ability to provide sufficient computing for your business, being constantly asked to:

1. Lower operating costs
2. Raise infrastructure capability
3. Reduce risk

HP has put together a series of training courses that will address these issues and help you to proactively manage power and cooling issues, in association with the infrastructure. More importantly, you will (by default) start to reduce energy costs, make the most of your existing facility and infrastructure, plus improve reliability, especially for mission-critical environments.

1. Optimised Data Centre Simulation

- Set in the adrenalin-fuelled world of motor sport, the HP Optimised Data Centre Simulation highlights business demands and data centre constraints with hands-on techniques for improving responsiveness, efficiency and risk management throughout the data centre lifecycle. The simulation demonstrates how increased collaboration and synergy lead to optimised data centre solutions facilities and IT infrastructure that offer our customers greater reliability, cost efficiency and improved business results. This one-day course will provide you with a unique insight into your data centre.
2. Data Centre Strategic Planning
3 Days: Looking at future business plans, current capacity and costs
 3. Data Centre Migration Planning
3 Days: 6 steps required for successful migrations
 4. Data Centre Maintenance
3 Days: Assessments, and SIP – process and thermal
 5. Data Centre Operations 101
3 Days: Process improvements – the challenges of MoC
 6. Reducing Data Centre Risk
3 Days: Increasing availability by reducing risks
 7. Engineering a Data Centre Staff
3 Days: Looks at staff planning and training to maximise the data centre capability
 8. Data Centre Strategic Planning
3 Days: Looking at future business plans and current capacity
 9. Energy Efficient Data Centres
3 Days: Strategies and best practices that will lead to efficiency savings
- Courses currently under construction
 - Courses written by HP-EYP
 - Looking to Engage with ISEB, BICIS etc. to validate

HP Desktop Mentor – online, self-service performance support

Are you planning a desktop migration to the next generation of Microsoft Windows®/Microsoft Office?

Are you migrating away from Lotus Notes to a Microsoft Outlook®/Exchange environment?

Are you implementing Microsoft SharePoint® 2007?

How will you support your end-user population through any of the above changes?

Do you want to protect your end-user productivity?

Do you want to protect the helpdesk from a high volume of migration-related calls and thereby protect service level agreements?

Do you want a cost-effective solution that avoids the need for a classroom-based training programme and all the logistical overheads/challenges that go with it?

Do you want to guard against the potential risk of considerable business disruption leading to unhappy staff and customers?

In this scenario, the key requirement for the end-user community is to provide a solution which will allow them to continue doing their jobs, not disrupt their workflow, and promote business as usual.

Traditional solutions to this requirement have included:

- Face-to-face classroom seminars demonstrating the new desktop – costly in terms of finance, resources, management.
- Online learning on LMS or via web-based learning portal – for large-scale rollouts typically cheaper per head than face-to-face but can be cumbersome and time-consuming to access: personnel do not use it because it requires too big a departure from their standard workflow.

HP developed Desktop Mentor to specifically address these issues. It is an online, self-service performance-support tool offering the following benefits:

- Provides quick answers to real-time questions (within a few clicks)
- End users resolve their own questions without having to depart from their workflow
- Avoids significant cost of face-to-face classroom seminar programme
- Supports end users before, during and after a technology rollout; helps end users familiarise themselves with the new desktop and prepare for the migration before it happens
- Protects end-user productivity
- Protects the helpdesk from high volume of “How do I ... ?” calls
- Protects service levels

HP Education Services have over 25 years’ experience in helping our customers deploy and use new technology effectively and hence realise the business benefits it offers.

HP recognises the people requirements for IT implementations, and all our solutions contain a “people-readiness” component to equip end users with the skills/knowledge they need to integrate new technology successfully into their job roles.

If you would like to know more about a Desktop Mentor solution, and how it could help protect your organisation from business risk, then contact HP Education Services.

Sales telephone number UK: **01344 363311**

Sales e-mail: hpe.sales@hp.com

Website: www.hp.com/uk/education

Most return on investment calculations are based on what the new technology will do and not what PEOPLE will do with the new technology.

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

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

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.

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

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
- 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 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

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

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

HP-UX Curriculum Paths

Core HP-UX and HP-UX Transition Training

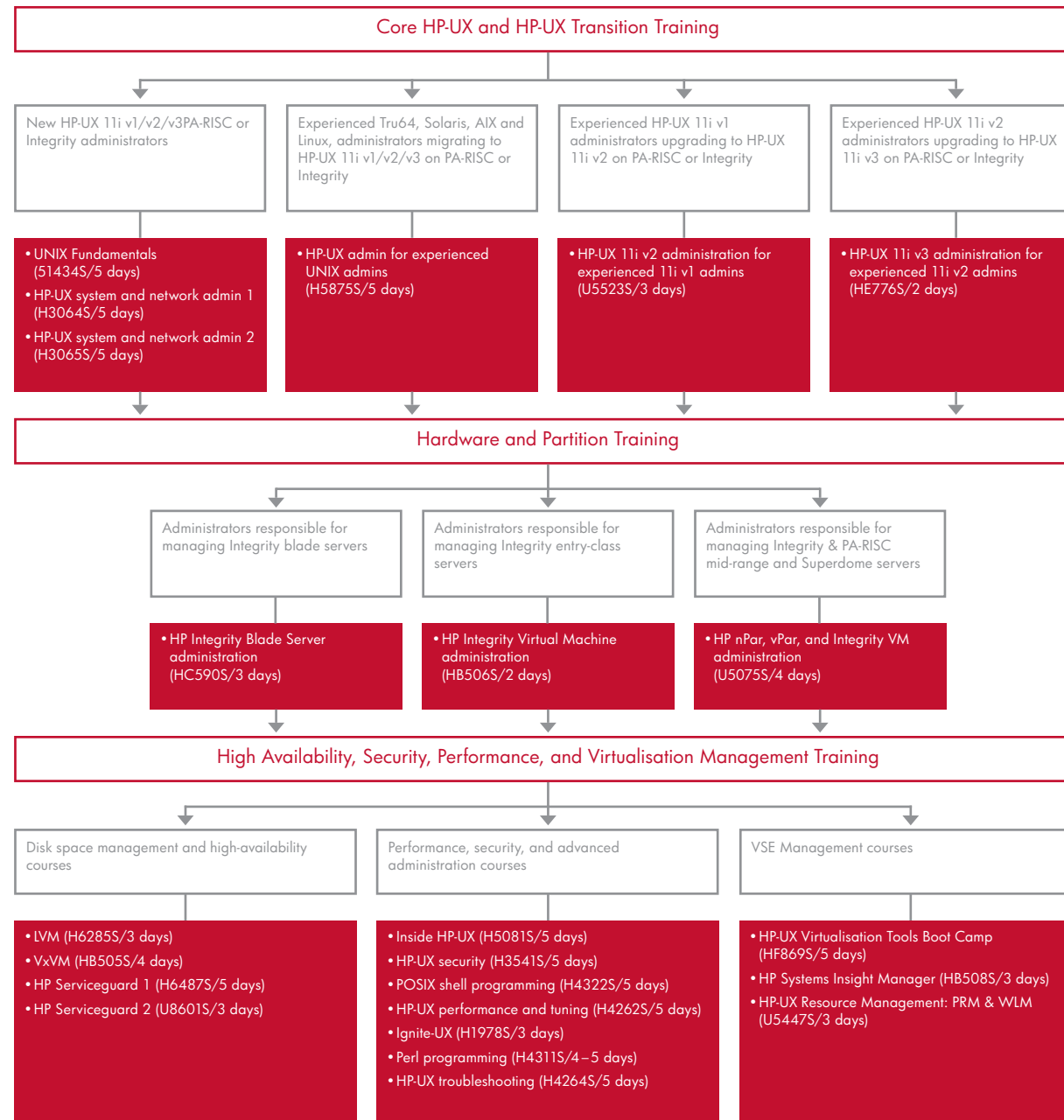
If you are new to UNIX®, our UNIX Fundamentals and HP-UX System and Network Administration I and II courses will give you a solid foundation to begin your HP-UX career. If you are an Experienced UNIX or HP-UX administrator, jump start your HP-UX career by attending one of our accelerated Experienced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

Hardware and Partition Training

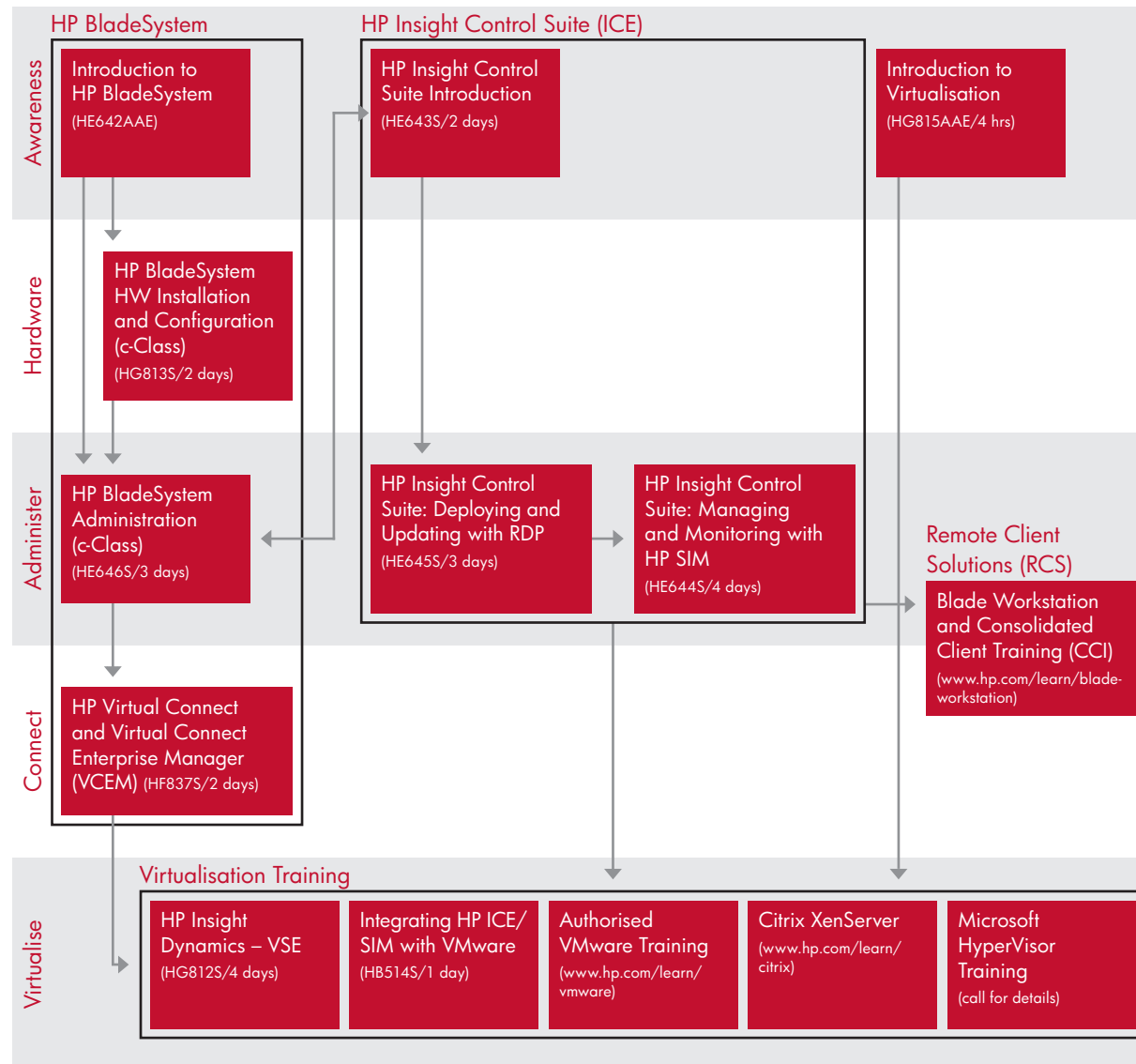
Once you have mastered the core components of HP-UX, you are ready to start looking at techniques for partitioning your server through nPar, vPar or virtual machines options or alternatively studying the HP Integrity Blade Server solutions.

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.

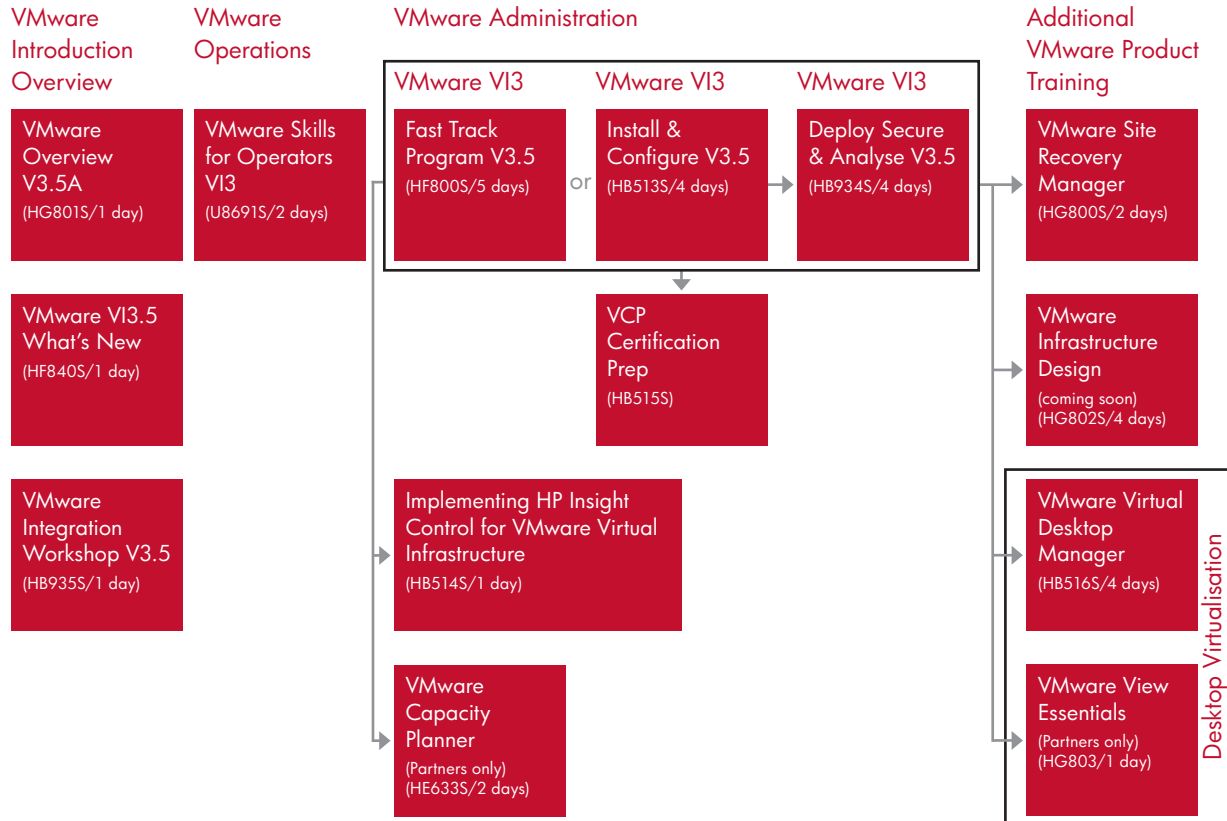
HP Insight Control Suite (ICE)

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

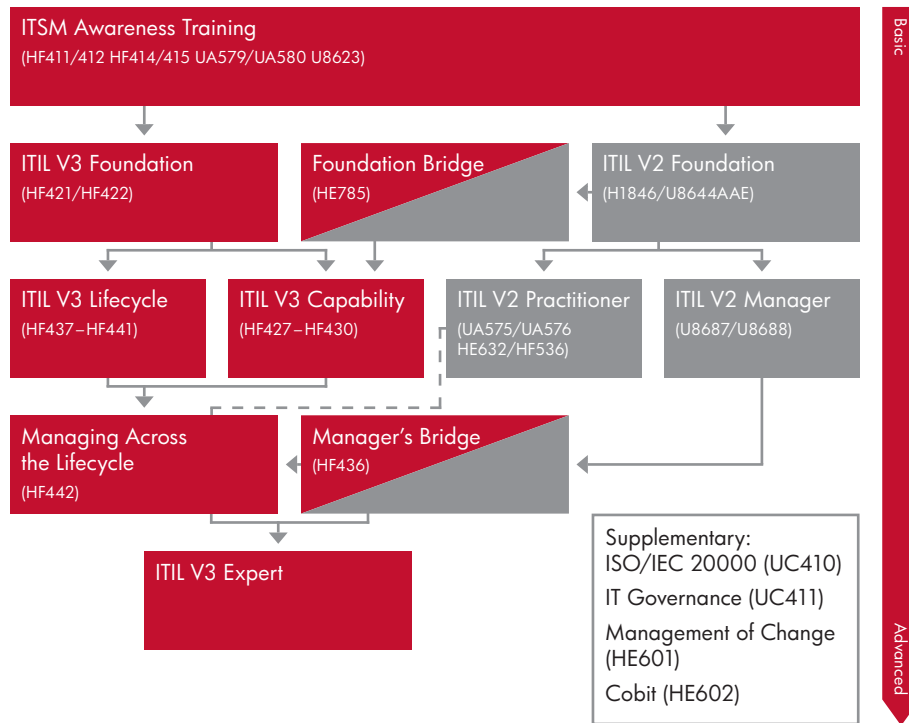
Our education services leverage HP proprietary technologies and partnerships with key players in the virtualisation market to offer instruction and course materials from the very experts that create, manage and enhance these technologies. HP Education Services help your employees bring HP's virtualisation 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/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.

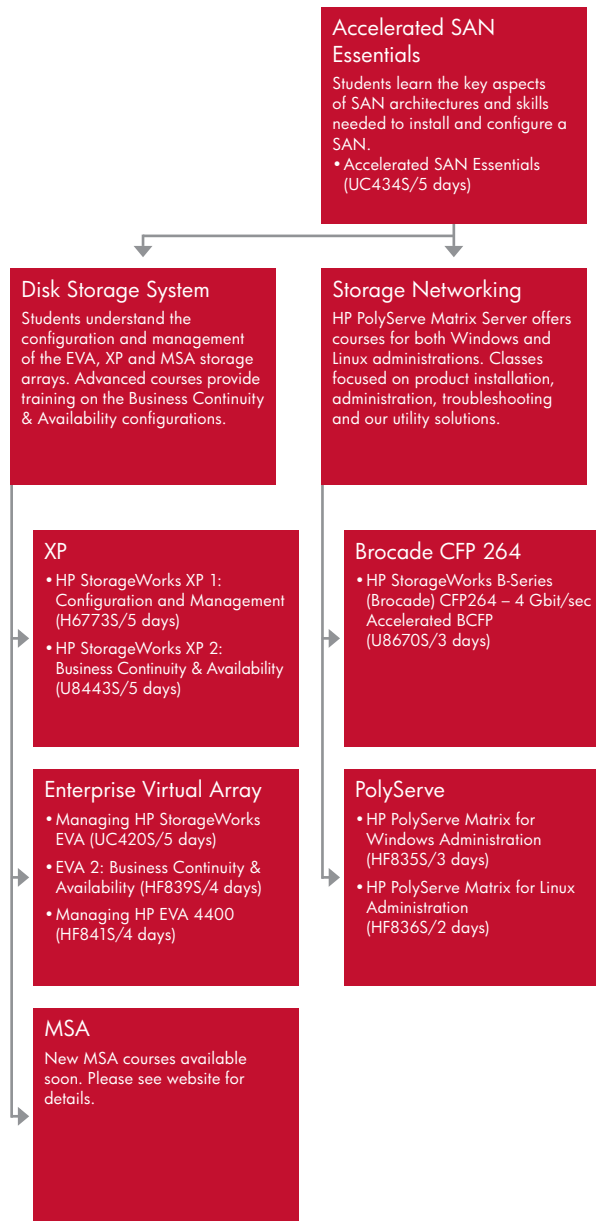
ITIL V3 Capability – 5-day courses with exam

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



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.

How to find HP

Tower 42, 25 Old Broad Street, London EC2 1HQ

By Underground/Train

Liverpool Street is the nearest underground station, on the Central, Metropolitan, Circle and Hammersmith & City Lines. From the station, cross Liverpool Street and continue down Old Broad Street. Tower 42 is located on the left-hand side.

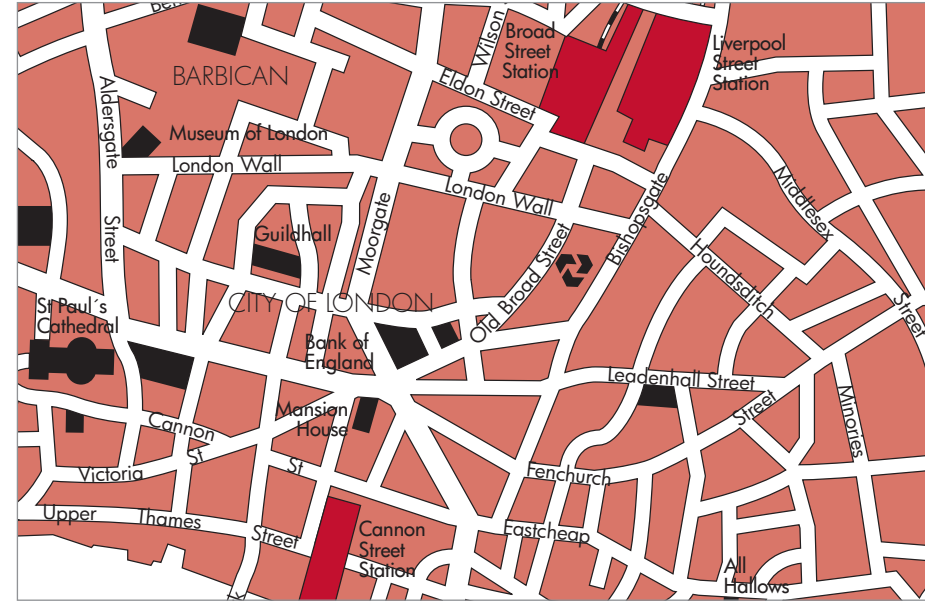
Alternatively, Bank Station is on the Central and the Waterloo & City lines, also the Docklands Light Railway. From the station, follow Threadneedle Street, passing the Bank of England on the left, and turn left up Old Broad Street. Tower 42 is located on the right-hand side. Liverpool Street is the nearest mainline station, and is served by WAGN, Anglia and First Great Eastern Services.

By Bus

Bus services 11 & 23 run from Liverpool Street Station along Old Broad Street.

Bus services 11, 23, 42, 100, 133, 141, 171, 214 & 271 all terminate at Liverpool Street Station.

For further information about public transport in London, please phone London Travel Information on **020 7222 1234**, or visit the Transport for London website at www.tfl.gov.uk



Highfield Park Hook, Hampshire, RG27 0LG

By Car

Exit the M4 at Junction 11. Follow signs towards Basingstoke on the A33. At the first roundabout (300 yards), go straight on, following signs for Basingstoke. At the next roundabout (end of dual carriageway), continue straight on. Take the next left turning (opposite the Wellington Monument) continue for half a mile to the roundabout, and turn right to Hook. After 150 yards turn right into Church Lane. The entrance to Highfield Park is directly in front. Exit the M3 at Junction 5, follow signs for Reading: B3349. At the first roundabout, take the second exit signposted Bartley Wood Business Park (B3349). Continue on to the next roundabout and take the second exit: B3349. Continue on to the third roundabout at the junction with the A30 and continue straight on. Remain on this road for 4 miles until you reach Heckfield. After passing the New Inn Public House on the right, continue up the hill for a quarter of a mile and turn left into Church Lane. The entrance to Highfield Park is directly in front.

By Train:

Reading and Basingstoke are served by regular services from Paddington and Waterloo.

By Air:

Heathrow Airport is approximately 50 minutes away.



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