education services from hp

achieving business results through people
people investment: return

In today’s budget-constrained environment, it is often impossible to tackle business and technical challenges with new software, systems, or processes alone. Instead, you must look to your staff for productivity improvements. You know that building skills is one of the most effective ways to boost productivity, manage change, and build employee confidence. And you know that well-trained personnel make better decisions, boosting return on your IT investment.

the skills your organization needs

As the velocity and complexity of business increase, your needs inevitably change, and you want your staff to be well prepared. The Gartner Group has estimated that 40 percent of system downtime can be traced to human error—a risk that can be greatly mitigated with effective training. What are your challenges? Do you need to introduce a new technology to the IT community or your user base? Is there concern about the cost-effectiveness of existing training programs? Are you anticipating a technology migration or the need to focus on legal and compliance issues? Is there a sense that your organization is reacting to technology, rather than driving it in support of business goals? The scenarios are myriad, and each requires education services to be successful.

Fortunately, HP Services can help—with education strategies, courses, and learning solutions that are cost-effective and tailored to the needs of your enterprise.

delivering business results

HP has built its education services on a solid foundation of experience, content, delivery, and innovation. With over 25 years of meeting complex training requirements worldwide, HP has the experience to ensure successful outcomes. HP’s content knowledge is broad and deep. We have a clear understanding of the technologies we teach—in many cases, we invented them. HP education services offer a variety of content delivery modes. We can deliver an extensive catalog of off-the-shelf or customized courses. In addition, HP can create learning solutions for IT-specific challenges or craft them around your specific content. Our education specialists typically have extensive consulting experience as well as the expertise to engage innovatively with technology. Our goal is training that maximizes return on your people and infrastructure investments. HP’s achievements in education are well recognized. In 2002, Pardo Fox, a leader in market intelligence and consulting services for the IT industry, named HP education services “Best in Breed” for good customer service.

Regardless of whether you engage with HP through individual courses, complete learning solutions, or a fully outsourced education program, HP works with you to help you achieve the business results you need.
IT service management (ITSM)
Business success is increasingly dependent on a well-run IT infrastructure that can adapt quickly to changing business needs and IT services that deliver maximum value while tightly controlling costs. ITSM is a business-driven approach to IT management that specifically addresses the strategic business value generated by IT organizations and the need to deliver superior service. The HP approach to ITSM is based on best practices of the IT Infrastructure Library (ITIL), the de facto industry standard for IT management. It is designed to address the people, process, and technology issues that all IT organizations face. HP training focuses on the people component of IT service management because we recognize that having the right skills is crucial to success in ITSM. We offer the optimal blend of online and classroom courses, business simulation, industry-recognized certification, and learning solutions to ensure your staff has the qualifications and competencies to implement ITSM.

a catalog of courses
HP trains more than 200,000 people a year to achieve peak performance. We offer an industry-leading IT instructional portfolio with flexible scheduling, over 200 different instructor-led course offerings, and more than 3,000 online courses. It is no longer necessary to choose between a training provider who offers great breadth, depth, and coverage or one who fills a specific niche. HP offers it all. HP education experts can easily customize standard courses based on your timelines, desired level of detail, and local languages. HP can also adapt content to the specific needs of your organization. HP focuses its course offerings from hardware to operating systems to applications and processes:

- Intel® Itanium™ architecture
- storage and storage area networks (SANs)
- clustering and networking
- printers
- HP NonStop servers
- HP-UX, HP Tru64, HP OpenVMS, Linux, MPE/iX, Microsoft Windows®, 2000 and NT®
- network, systems, storage, and Web management—HP OpenView
- .NET applications
- IT Service Management based on the IT Infrastructure Library (ITIL)
- a wide range of certification tracks

success story
hp learning solution:
IT application migration
Wilh. Wilhelmsen, a major global transportation company, recently decided to migrate 1,800 employees to Microsoft® Outlook. The company chose HP for its ability to structure and provide effective training worldwide. Its primary challenge was to ensure that employees would become productive and comfortable with the new application as quickly as possible. HP built a solid team, including Wilhelmsen employees, HP personnel, and local language coaches, to deliver instruction in Norway, Poland, France, Dubai, the U.S., Taiwan, the Philippines, Singapore, and Hong Kong.

The result? “HP education did a very good job,” says Reidar Heyer, service line manager for Wilhelmsen’s corporate IT. “We had very few calls to our help desk, and when Outlook went live, all users were able to use the system efficiently from day one, which meant minimal disruption to our business.”

success story
hp courses:
customized courses
When China Mobile—a leading mobile telecommunications provider—faced the challenge of providing consistent, intensive training for 31 regional IT managers, it turned to HP. Our consultants quickly responded with a customized 4-day course on ITSM that helped the managers align their departments with company business goals, learn a new billing system, and plan effective disaster recovery strategies. The result? Within days, these managers were applying their new skills and insights, as well as bringing a new level of consistency and excellence to their operations.
success story

hp learning solution:
customer-provided content

A U.S. leader in residential mortgage lending, GreenPoint Mortgage employs 2,500 people in 27 locations. Challenged by growth, frequent change, and the expense of 100% classroom-delivered training, GreenPoint asked HP for education assistance. HP quickly delivered an online HP Virtual Classroom solution, based on company and industry-specific content.

“If we relied on our traditional training process, the information would be six months old by the time the instructors made the round to our offices,” says Beverly Johnson, vice president of GreenPoint’s Mortgage Learning Center.

Now, when GreenPoint needs to deliver fast training results, it turns to the Virtual Classroom.

hp learning solutions

HP learning solutions offer a deeper involvement by HP education consultants in understanding and addressing your specific education needs. HP’s learning methodology begins with an understanding of your business needs and then builds an education strategy to address them. Integral to our process is a needs assessment and an education plan appropriate to your environment.

When the education plan is complete, we deliver the education solution creatively, applying an assortment of delivery options that range from printed job aids to online seminars. After delivering the education solution, we evaluate its success based on your business results.

hp virtual classroom (HPVC)

Effective training is based not only on content, but also on the right delivery. Building on its internal use of live, online learning tools, HP has developed the award-winning HPVC. As its name implies, the HPVC re-creates the positive, interactive environment of the traditional classroom without the expense and the time away from work. The HPVC enables collaborative, online learning and individualized attention for a fraction of the cost of other types of training. The flexibility of the HPVC also provides an excellent collaboration and meeting environment through its extensive interactivity features.

why hp?

If your goal is improving business results, employee morale, or productivity, you can’t do better than to choose HP as an education partner. Our portfolio of education services—from off-the-shelf courses to the HPVC—is based on decades of experience in structuring and delivering training in fast-paced technology and business environments. HP education services have the breadth, depth, and flexibility to assure the right training solution for your enterprise.

for more information

If you would like to learn more about how HP education services can help your organization meet its goals through people, visit www.education.hp.com.