

HP Education Services

Learning Solutions



HP's Learning Solutions allows you to maximise the effectiveness of your people and the adaptation rate of your new systems and processes. Additionally it minimises the risk and time of the implementation

Why is education important?

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

Research has proven that:

- Untrained users take five times longer to perform everyday IT tasks.
- Untrained users interrupt colleagues to resolve issues.
- Untrained users waste resources such as e-mail, help desk and Internet access.
- Lack of IT training leads to low morale and motivation.

Training is key to maximising productivity and the acceptance of new technology. Yet corporations cannot afford an increase in the time users spend away from the job in training classes.

Our consultants are ready to help you manage your people, process and technology resources for long-term competitive success with fully integrated education solutions for management, IT professionals and business users.

The features of training with HP

- Education consulting services for designing a training program to meet your needs
- HP training methodology and project management tools set
- Industry trained consultants with real job experience
- Maximum opportunity to apply technology in a safe environment
- HP Virtual Training Room for supporting online seminars and coaching
- Web-based courses to enable self paced learning online – independent of time and location
- Optimising of training results through constant evaluation and adjustments
- Global processes for student administration and course booking



HP's approach to training

The HP Education Learning Solution approach provides a framework for the most effective use of your education investment by providing a coherent set of activities that help you effectively move through a technology transition.

In general there are five major phases in an education project: analyse, design, develop, implement and evaluate. The whole project is overseen by ongoing project management, communication and management of change activities. We work closely together with your experts to build on your corporate knowledge and guidelines.

Analyse: In the analysis phase HP Education consultants make sure they thoroughly understand your organisation's business requirements and education needs as well as your current training set-up.

Design: At the end of the design phase you will get a complete course concept and training plan describing the approach and the breakdown of the education project.

Develop: During the development phase we create or customise training material according to your needs and requirements - based on existing content or through the development of new material.

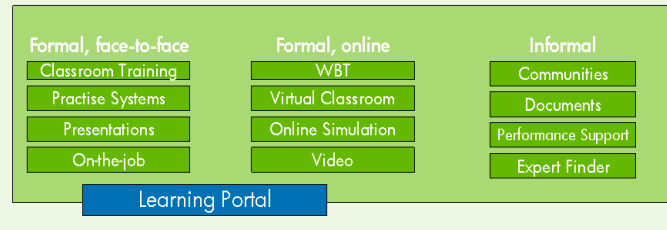
Implement: The training implementation will bring the training to your students – face-to-face or online, at HP sites or using your facilities. Alternatively, HP can provide infrastructure and equipment, together with course scheduling, student administration and e-learning platforms.

Evaluate: HP has implemented a methodology and toolset to evaluate the success of training and calculate the business benefits and ROI. Those results can be used for ongoing improvement of current activities, to demonstrate the success and business outcome of a program delivered and build a foundation for future decision making and planning.

To create a maximum of awareness, acceptance and motivation amongst the users we complete training projects by management of change consulting. This makes sure that all stakeholders are involved, the changes are well communicated and the transition to new IT environment or to new processes is smooth and successful.

HP's Learning Solutions

- Education consulting, project management, management of change
- IT training for professionals and end users
- Integration of ICT in a learning environment
- Training design, didactical concepts and content development



Flexible Solutions

HP offers a variety of training delivery options:

- Instructor-led training
- Web-based training
- HP Virtual Training Room
- On-the-job training and floor walking
- Quick Reference Cards and Job Aids
- Games, simulations and case studies
- Coaching and mentoring
- Communities and knowledge sharing
- Knowledge management

Additionally education initiatives are not considered as standalone efforts but they are embedded in your HR strategy and personnel development activities. Knowing that training is not the only solution to close performance gaps we link training to your competency management or performance improvement initiative.

To boost the learning process HP provides an framework where your students gets all learning activities as well as your training coordinators manage the learning environment. HP offers a broad variety of platforms for Learning Management and Knowledge Sharing as well as implementation services to support your business and training needs.

HP Education Services is one of a range of support services offered by HP, including multi vendor support, business continuity, IT consolidation, desktop support and assessment services.

Contact HP on learning.solutions@hp.com or visit our web site www.hp.com/learn