



Lotus Method for Education

Corporate Training Guide





Training your employees is a wise business strategy.

Lotus recognizes that technology alone does not deliver the full promise of the power of our software. Organizations with well-trained staff are better able to successfully design, deploy, manage, support and enhance their Lotus solutions to meet today's ever-changing business challenges.

A recent study by the American Society for Training and Development found that companies which spent just \$680 more on training per employee per year than the average increased their total stockholder return by six percent the following year.

Key benefits of training include:

- **Quicker deployments**—Trained employees are better able to design and deploy your solutions. Training reduces configuration errors, accelerates application design, and shortens project delays.
- **Lower operating costs**—Training empowers you to design, manage and support your Lotus solutions. Training diminishes your reliance on outside consultants and support, giving you greater independence and lower operating costs.
- **Fewer support incidents**—Configuration, implementation, and maintenance issues decline because employees proactively solve problems.
- **Increased return**—Training allows you to capitalize on the full capability and functionality of the technology and implement quickly.
- **Higher customer satisfaction**—Fewer support incidents and quicker deployments and a well-trained workforce improve your customer satisfaction.

One vendor, one comprehensive solution —

It's not only logical, it's prudent

Education is in the lifeblood of IBM. In fact, we've been in the training business for more than 50 years. Training was one of our first service businesses, dating back to 1918. From the very beginning, IBM realized that high-quality training is a critical factor to ensure that our customers get the most out of the products and services we sell. IBM is the global leader in IT training for some very simple reasons:

Expert instructors with real-world experience

In U.S. after-class surveys, 93% of our students say they will come back to IBM for more training, and 97% are extremely satisfied with their instructor.

Broad curriculum

We maintain the most comprehensive library of Lotus and WebSphere Portal training on the market, and we offer training in 26 different product areas, including Rational®, DB2®, WebSphere®, Tivoli® and Linux.

Hands-on training – your site or ours

We hold more than 50,000 classes per year, including more than 6,000 onsite at customer locations. And our courses employ hands-on lab exercises to prepare students for real-world situations. Our **onsite training** not only saves you money, but minimizes the time employees spend off the job. Our education consultants will work with you to develop a training schedule that meets your needs.

We also provide **certification training** for IBM and non-IBM technologies to support the professional development of your IT team.

Targeted content to support your needs

Modular course design makes it possible for any of our course content to be tailored to meet the particular needs of your organization. By targeting just the specific skills your employees need to learn, we can often reduce both the duration and expense of the training. We can also incorporate **real customer project scenarios** and case studies to make the training experience all the more relevant.

For some of our most popular curriculum areas, Lotus has developed **“boot camp” training programs** designed to give employees accelerated access to develop the critical skills you need. That kind of immersion training can mean the difference between a seamless implementation and one fraught with avoidable problems.

Your inside track into product development

Our training portfolio is tightly interwoven with our product and service offerings. Course developers work closely with product development and services teams, ensuring your training is current and relevant to your needs. We'll craft a streamlined training program that enables you to rapidly deploy new technologies or maintain your existing environment.

[One call to our global education managers will get you started today!](#)

Anywhere, anytime — Flexible is our middle name

Lotus maintains its commitment to face-to-face training through a worldwide network of training partners and public classrooms. But we also recognize that training must be accessible—any time and anywhere you need it.

Onsite training

We can bring any of our public offerings right to your office of training location. We can synchronize hands-on training to match your new deployments or ongoing skills development.

Technical conferences and seminars

Lotus is renowned for its technical conferences designed to give you a forum where you can learn about new technologies, network with peers and hear about new products and services directly from IBM's technology experts, Lotus conferences and seminars are essential for skills development.

Instructor-led online training (ILO)

These courses are exactly the same as their classroom equivalent, including the course length, content and student materials. All you need is a broadband Internet connection to join a virtual classroom. Students interact with the instructor to ask questions or clarify the material just as they would in a physical classroom. We provide access to the same hands-on labs available in the classroom course. ILO minimizes travel and can deliver training that fits your unique needs in multiple locations simultaneously.

Self-paced learning

Available 24x7 at the learner's convenience, our self-paced virtual classes provide an excellent alternative to

classroom teaching for students who are geographically scattered or just too busy to sit in class. The content in our virtual classes matches our classroom courses.

Mentoring and coaching

Moving from the classroom to real-world application can be difficult for some users. Mentoring is a critical success factor when the skill gap to be bridged is substantial. We also provide help desk support to ensure smooth deployments.

Competitive value package pricing

In addition to enterprise volume pricing, Lotus offers a variety of prepaid education discount programs to help you plan your training budget in advance and keep the cost of training manageable. We'll ensure you get the training you need at an attractive price.

Experienced training deployment managers

Our training managers will implement a training plan that matches every stage in your rollout. We'll match training goals, objectives and requirements to the appropriate methods of training delivery that is cost-effective and productive for your organization.





The Lotus Method: Role-based training is the difference.

Lotus offers role-specific training for each member of your team and we match it to every stage in your deployment. During your proof of technology, we assess what skills are critical to ensure your success:

- **Lead technicians**
- **Lead content managers**
- **Project managers**
- **Architects**
- **Development team**
- **Administrative team**
- **Technical support desk**
- **End user and new employees**

The right training at the right time

Regardless of where you are, whether you are deploying software or maintaining your environment, we'll create a targeted training plan that is cost effective and productive. Using onsite training, classroom training and self-paced tools, we'll ensure your team receives the right training at the right time.

Measuring success

Assessment ensures your objectives have been met after the training is complete. Lotus' certification testing is one way to prove your skill base, or we can provide simple assessment tests after training. In any event, we'll ensure your company retains the skills it needs to ensure your ongoing success.

The Lotus Method: Role-based training delivered at the right time

Foundation	Design	Build	Deploy	Maintain
Develop and confirm requirements, deliver core training for lead development team and administrators.	Lotus delivers a high level, macro product design and a design plan. IBM's Lotus training delivers workshops.	Lotus will develop a micro design plan for the development and test environments.	Lotus finalizes the micro design for production and delivers the production environment. Lotus will also deliver change management and user education plans.	Lotus will provide support services including staff augmentation for portal maintenance, performance tuning, and administration support.
Lead administrators Lead developers	Administrators and developers	Internal trainers Help desk	End users	Help desk New employees
Typical courses: D8750, 8760, 8770 D8510, D8520	Typical courses: D8750, D8770 D8510, D8520	Typical courses: N7D02, N8355 N8360	Typical courses: N8030, N8010, N8020	Typical courses: N8355, N8360 N8030, N8010, N8020

Here is an example of how we map the right training to a new deployment. For your projects, we'll deliver a custom roadmap -- whether you are deploying new software or maintaining your environment.

Roadmaps for Domino administrators and developers —

We'll help you navigate these roadmaps or we can create a tailored plan to fit your immediate needs.

Lotus Domino 8 System Administration

When you need to . . .	Here is your course roadmap:		
Administer a Lotus Notes and Lotus Domino 8 Infrastructure	D8750 IBM Lotus Domino System Administration Operating Fundamentals (1 day) Exam 847	D8760 Building the IBM Lotus Domino 8 Infrastructure (2 days) Exam 848	D8770 Managing IBM Lotus Domino 8 Servers and Users (2 days) Exam 849
Deploy a Lotus Notes and Lotus Domino 8 Infrastructure	D8750 IBM Lotus Domino System Administration Operating Fundamentals (1 day) Exam 847	D8760 Building the IBM Lotus Domino 8 Infrastructure (2 days) Exam 848	D8770 optional Managing IBM Lotus Domino 8 Servers and Users (2 days) Exam 849
Manage a Lotus Notes and Lotus Domino 8 Infrastructure	D8750 IBM Lotus Domino System Administration Operating Fundamentals (1 day) Exam 847	D8770 Managing IBM Lotus Domino 8 Servers and Users (2 days) Exam 849	D8760 optional Building the IBM Lotus Domino 8 Infrastructure (2 days) Exam 848
Enable Lotus Domino for Integration with DB2	N7D02 Introducing IBM DB2 Concepts (e-learning 4 hours)		
Update Your Skills for Lotus Domino 8	D8720 Exploring New Features in IBM Lotus Domino 8 Administration (2 days classroom) Exam 802	D8725 Alternate Exploring New Features in IBM Lotus Domino 8 Administration (e-learning 6 hours) Exam 802	

Lotus Domino 8 Application Development

When you need to . . .	Here is your course roadmap:		
Develop Lotus Domino 8 Applications	D8510 Fundamentals of IBM Lotus Notes Domino 8 Application Development (4 days) Exam 834	D8530 Developing IBM Lotus Domino 8 Applications: Intermediate Skills (3 days) Exam 834 /836	D8520 optional Building Applications for the Web Using IBM Lotus Domino 8 Designer Classroom (2 days) Exam 834 /836 D8550/D8555 optional Developing Composite Applications for IBM Lotus Notes 8 (1 days)
Update Your Skills for Lotus Domino Designer 8	D8420 Exploring New Features of IBM Lotus Domino Designer 8 (1 day)	D8425 Alternate e-Learning (6 hours)	D8550/D8555 optional Developing Composite Applications for IBM Lotus Notes 8 (1 days)

Visit www.ibm.com/lotus/education for more information about our skills development programs.

Roadmaps for Portal administrators and developers —

We can also create a tailored plan to fit your immediate needs.

WebSphere Portal 6 System Administration

When you need to . . .	Here is your course roadmap:		
Install and Administer a WebSphere Portal V6 Environment	WP015 IBM WebSphere Portal V6.1 Fundamentals (e-learning 6 hours)	WP731 IBM WebSphere Portal V6.1: Administration 1 and 2 (5 days) Exam 825	
Administer a Basic WebSphere Portal V6 Environment	WP015 IBM WebSphere Portal V6.1 Fundamentals (e-learning 6 hours)	WP711 IBM WebSphere Portal V6.1: Administration 1 (3 days) Exam 825	
Configure a Clustered WebSphere Portal V6 Environment	WP015 IBM WebSphere Portal V6.1 Fundamentals (e-learning 6 hours)	WP721 IBM WebSphere Portal V6.1: Administration 1 (2 days)	

WebSphere Portal 6 Application Development

When you need to . . .	Here is your course roadmap:		
Use Rational Application Developer V6	WP015 IBM WebSphere Portal V6.1 Fundamentals (e-learning 6 hours)	WP611 IBM WebSphere Portal V6.1 Application Development (3 days) Exam 829	WP621 IBM WebSphere Portal V6.1 Application Development 2 (2 days) Exam 829
Use IBM WebSphere Portlet Factory V6	WP015 IBM WebSphere Portal V6.1 Fundamentals (e-learning 6 hours)	WP416 IBM WebSphere Portlet Factory V6.1: Developer Fundamentals (3 days)	WP516 IBM WebSphere Portlet Factory V6.0.1: Advanced Developer Topics (1 day) Exam 824
Use IBM WebSphere Dashboard 6	WP015 IBM WebSphere Portal V6.1 Fundamentals (e-learning 6 hours)	WP520 Using IBM WebSphere Dashboard Framework 6 (2 days)	
Use IBM Lotus Component Designer 6	WP015 IBM WebSphere Portal V6.1 Fundamentals (e-learning 6 hours)	WP470 Using IBM Lotus Component Designer 6 (1 day)	
Use IBM Workplace Forms 2.6.1	WP015 IBM WebSphere Portal V6.1 Fundamentals (e-learning 6 hours)	WP460 Creating Forms using IBM Workplace Forms 2.6.1 (3 days) Exam 822	
Use IBM Workplace Web Content Management 6.0	WP015 IBM WebSphere Portal V6.1 Fundamentals (e-learning 6 hours)	WP440 Developing Websites using IBM Workplace Web Content Management 6.0 (3 days) Exam 832	

Visit www.ibm.com/lotus/education for more information about our skills development programs.

Education for the entire family — Of Lotus products, that is

We maintain a comprehensive library of training for our entire family of Lotus products. From WebSphere Portal to Quickr or Connections, you'll find everything you need to ramp up quickly. Here's a brief look at our product coverage:

Messaging and Collaboration:

- IBM Lotus Notes/Domino
- IBM Lotus Domino Designer
- IBM Lotus Quickr (QuickPlace)
- IBM Workplace Forms
- IBM Lotus Learning Management System
- IBM Lotus Notes Traveler

Unified Communications and Collaboration Software

- IBM Lotus Sametime

Social Software

- IBM Lotus Connections

Portal

- IBM WebSphere Portal
- IBM WebSphere Portlet Factory
- IBM Lotus Expeditor
- IBM WebSphere Dashboard Framework
- IBM Lotus ActiveInsight
- IBM Lotus Mobile Connect

Visit www.ibm.com/lotus/education for more information about our skills development programs.

Getting started is easy —



We're ready to create a custom education plan for you. Whether you are

- **Planning a new deployment**
- **Need an education plan to support your current environment**
- **Have a administrator or developer that is performing a specific task,**

Contact us now. We'll make it easy to get started today!

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