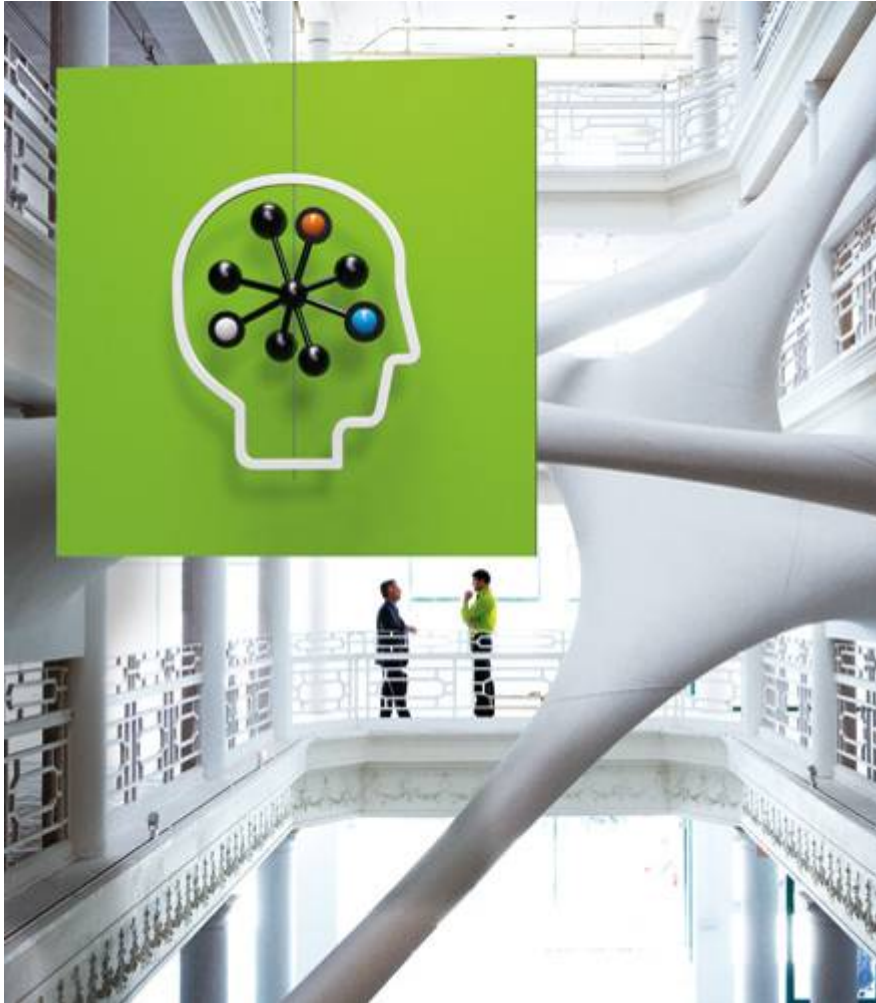


HP Education Services Bulgaria

7th October 2009
Maia Hristova



Agenda



- HP Training Center in Bulgaria
- HP ITSM, PM, BA story

HP Training Center in Bulgaria

Maia Hristova

7th October 2009



HP Training Center – Bulgaria

The largest training facility in South Eastern Europe.

- Hewlett-Packard Bulgaria has invested in a professional education center.
- It is situated on an entire floor of the HP Bulgaria new office in the Kampanite Business Center.
- Professionals from whole South Eastern Europe will be taking part in the trainings organized by HP in Bulgaria.



Our HP EEM region:

Countries covered:

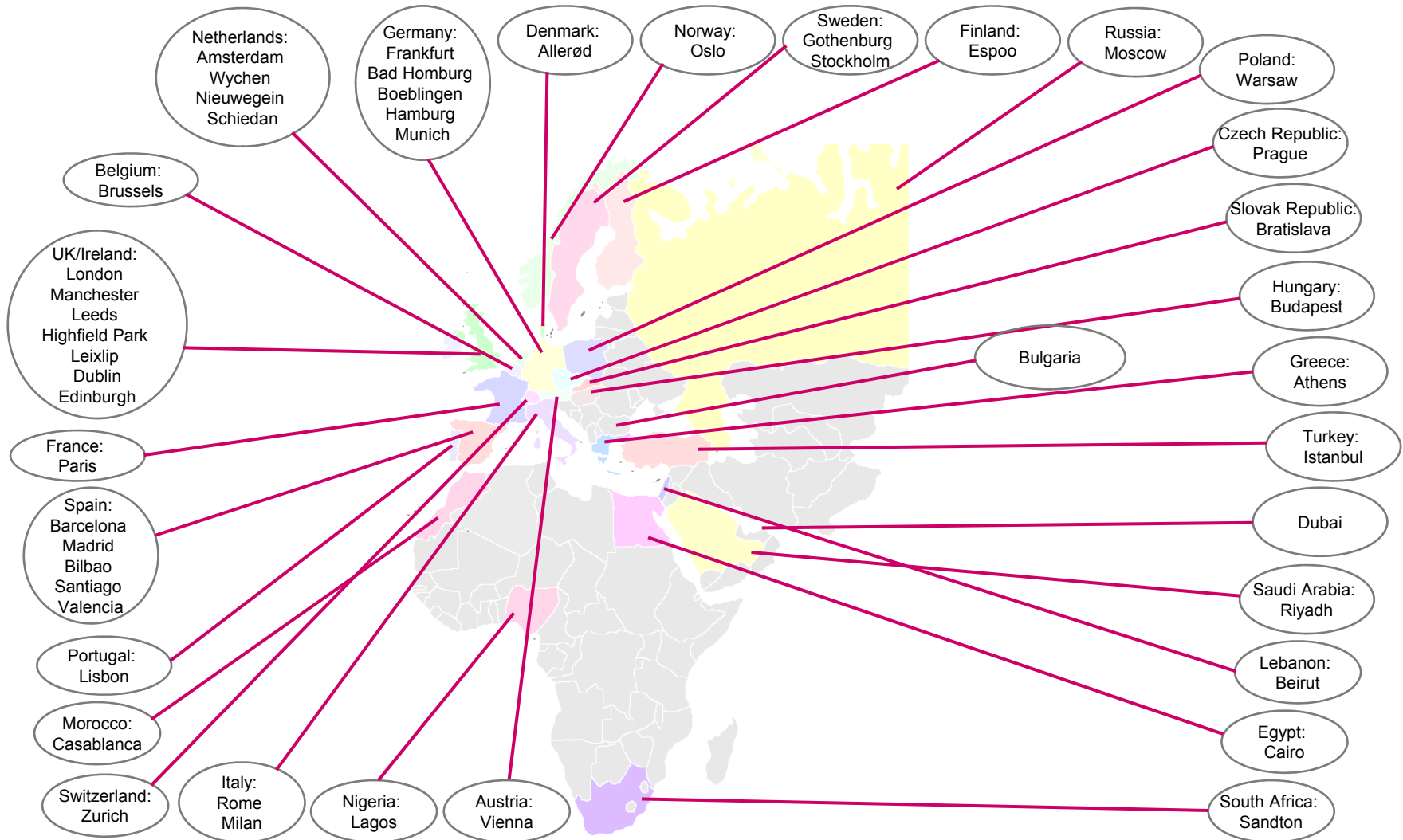
– Bulgaria, Croatia,
Romania, Slovenia,
Serbia, Montenegro,
Albania, Bosnia and
Herzegovina, Macedonia,
Malta, Moldova

• *Website:*

www.hp.com/go/eem/education



HP Training Centre Locations – EMEA



Who is HP Education Services?

- A **global industry-leading IT instructional portfolio**, consistent & available throughout the world.
- **200+ instructor-led courses, 3000 online self-paced, web-based courses, & the ability to customize any course** to meet a specific customer requirement.
- **35+ years experience** in providing solutions to complex training requirements and trainings at more than **80 education centres worldwide**.
- Over **1500 dedicated professional instructors & train roughly 200,000 people annually**.
- **Online instructor-led training** via HP's award winning **HP Virtual Training Room**: an online elearn and meeting collaboration tool which HP makes available for rent.
- **Consulting & implementation services** span the more complex training requirements of customers



HP Education Services

Technical Training Services

Improve Skill Levels



Customer Challenges

- Maximise the benefit of new or upgraded technology
- Increase IT staff productivity, motivation and retention
- Decrease unplanned downtime due to human error

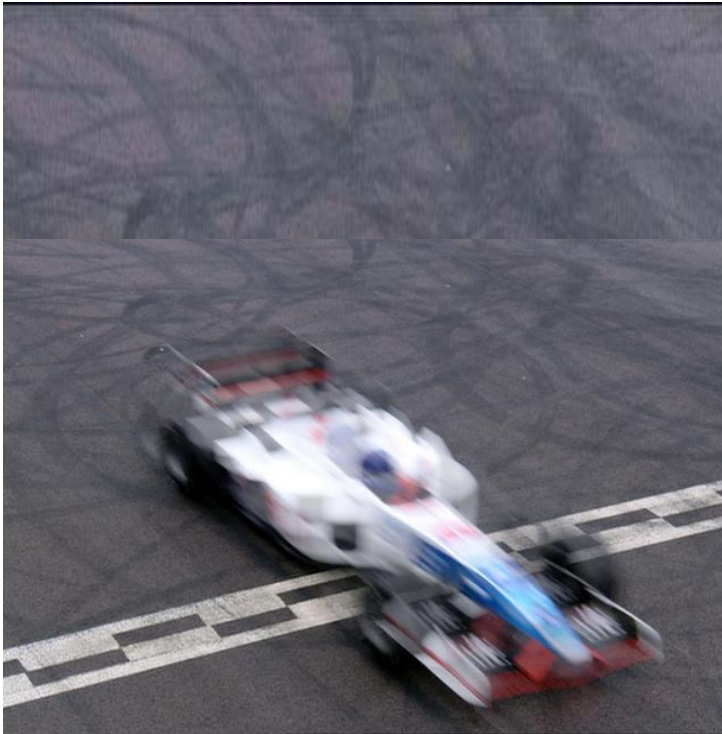
Education Solution

- Skills assessment
- Custom curriculum design and development
- Technical training in key technologies with over 3000 courses: Unix, OpenVMS, Tru64, NonStop, Microsoft, Linux, HP StorageWorks, HP OpenView, Networking, Proliant, Integrity, VMware, etc..
- Certification
- ROI analysis

HP Education Services

ITIL, ITSM, PM&BA Training and Certification

Improve Skill and Service Levels



Customer Challenges

- Common understanding of ITSM processes and impact on business performance
- Improve quality of IT services provided
- Provide more reliable business support
- Decrease unplanned downtime due to poor ITSM process implementation and/or

Education Solution

- Skills assessment
- ITSM awareness seminar
- Business awareness seminar: IT Governance / ISO20000
- ITSM business simulation
- ITSM assessment services
- ITIL / ITSM training and certification
- ROI analysis

HP ITSM, PM, BA story



HP Service Management people

- More than 6,000 HP staff are ITIL certified
- HP staff involved in writing ITIL V1, V2 and V3
 - 5 of the 13 ITIL V3 authors were HP employees
- Lead authors of Microsoft Operations Framework
- Involved with development and management of itSMF ISO/IEC 20000 certification scheme
- Members of APMG, EXIN and ISEB exam boards
- Global member of itSMF
- Board members of itSMF International
 - And on the board of many itSMF chapters worldwide



IT Service Management

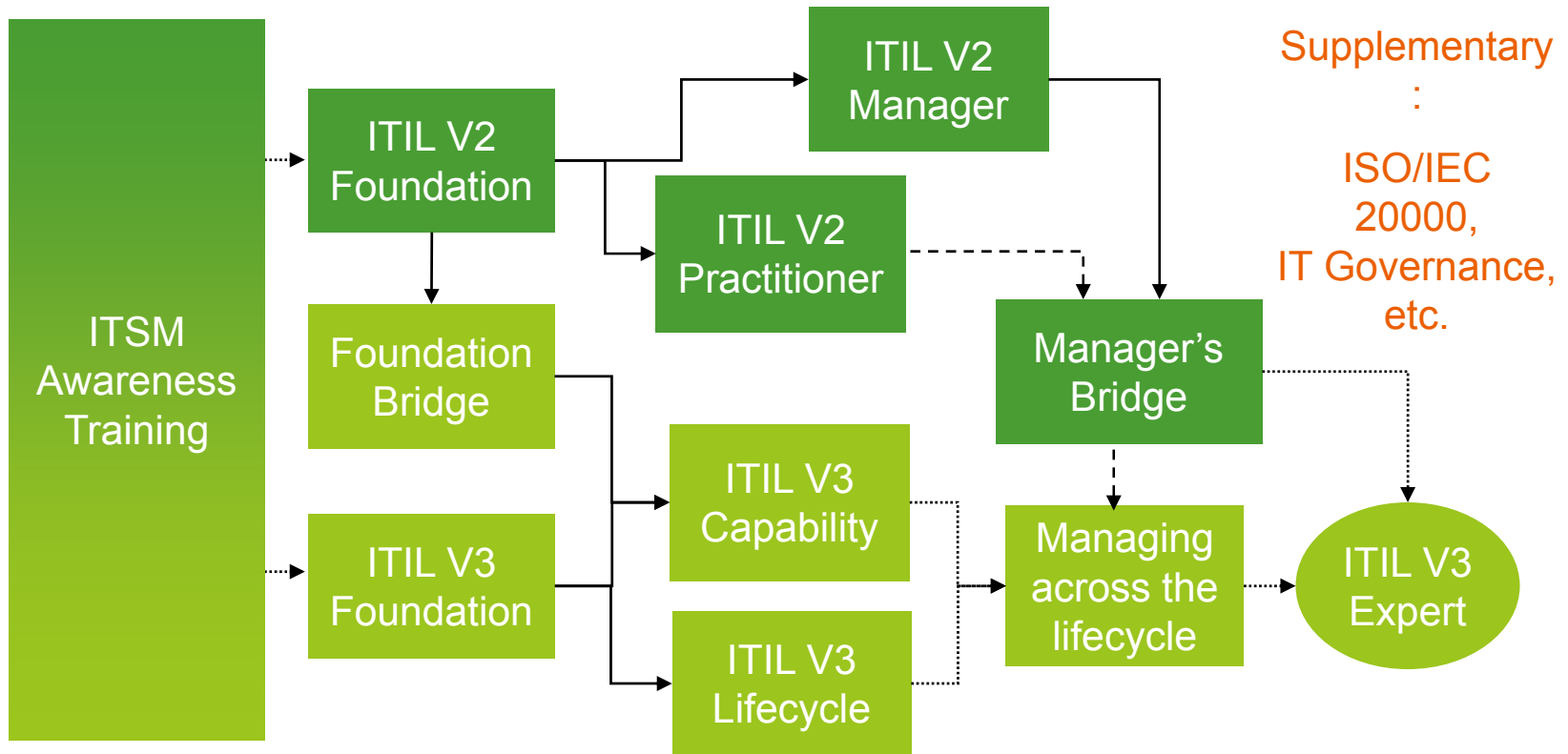
Training Solution:

- Upgrade Training from Version 2 to Version 3
 - **Awareness:** half-day workshop
 - **Foundation:** one-day course

- New Training for ITIL Version 3
 - **Executive Overview:** half-day workshop
 - **Foundation and examination.** three-day course

- And more to come
 - Additional ITIL V3 courses and exams
 - ISO/IEC 20000
 - IT Governance

HP ITSM curriculum for all skill levels



Basic

Advanced

Full details at: <http://education.hp.com/curr-itsm-curr.htm>



ITSM ITIL V3 curriculum

Type of offering	ILT	WBT	CE	RAIL	OST	CS
CLASSROOM	Instructor-led training – “classroom”	Web based training	Certification exam	Remotely assisted instructional learning	Onsite dedicated training	Coming soon
ONLINE						
EXAM/CERTIFICATE						

Awareness (optional)	Basic	Intermediate		ITIL Expert	Supplementary (optional)
		Lifecycle	Capability		
HF411 ITIL v3 for Executives	HF785 ITIL v3 Foundation Bridge	HF437 ITIL v3 Service Strategy	HF428 ITIL v3 Operational Support & Analysis	HF436 ITIL v3 Managers Bridge	UC410 ISO/IEC 20000 Consultants Certificate
1/2 Day ILT	2 Days ILT	3 Days ILT	5 Days ILT	4 Days ILT	3 Days ILT
1/2 Day RAIL	2 Days RAIL	3 Days RAIL	5 Days RAIL	4 Days RAIL	3 Days OST
1/2 Day OST	2 Days OST	3 Days OST	5 Days OST	4 Days OST	CE
	CE	CE	CE	CE	
HF412 ITIL v3 Service Management Awareness	HF421 ITIL v3 Foundation with Simulation	HF438 ITIL v3 Service Design	HF429 ITIL v3 Release, Control & Validation	HF442 ITIL v3 Managing Across The Lifecycle	HG878 ISO/IEC 20000 Foundation Certificate
1 Day ILT	3 Days ILT	3 Days ILT	5 Days ILT	5 Days ILT	3 Days ILT
1 Day RAIL	3 Days OST	3 Days RAIL	5 Days RAIL	5 Days RAIL	3 Days OST
1 Day OST	CE	3 Days OST	5 Days OST	5 Days OST	CE
		CE	CE	CE	
OR					
HF414 HP Race to	HF422 ITIL v3	HF439 ITIL v3	HF430 ITIL v3 Planning		UC411 IT Governance

Project Management

Training Solution:

- Project Management (PM) Training
 - Race to Results PM Simulation: **one-day workshop**
 - PM for Executives: **half-day workshop**
 - PM Awareness: **one-day workshop**
 - PM Fundamentals: **three-day course**
 - PM Risk Management: **three-day course**

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Address: <http://h41156.www4.hp.com/education/courses.aspx?cc=eem&ll=en&group=681>

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PM (Project Management), PM Instructor Led Certification

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- » HP Care Pack
- » Consulting solutions
- » Curriculum paths
- » New ITIL Version 3 Courses

- » HP Software

- » News & events
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PM (Project Management), PM Instructor Led Certification

Ensure your staff's professional practice reflects your organization's goals and standards through industry certification. As a Project Management Institute (PMI®) Global Registered Education Provider (REP), HP project management courses satisfy the requirements for Project Management Professional(PMP) and Certified Associate in Project Management (CAPM) contact hours and Professional Development Units (PDUs).

Courses in this curriculum

- | | |
|--|---|
| » HC5778 Project Management Fundamentals / PMF | » HE5508 PMP Express: Certification Preparation |
|--|---|

Project Management Fast Track PMP Certification

Audience:
Experienced
Project Managers

Associate in Project Management Certification

Audience:
Project Team Members
Project Administrators
& Support Staff



Business Analysis

Business Analysis		
HE551S	Principles of Business Analysis	ILT Schedule RAIL Schedule
HE555S	Crafting High Quality Requirements	Schedule
HE556S	Verifying and Validating the Solutions	Schedule

For more information

- HP ITSM Portal
<http://www.hp.com/go/itsm>
- ITIL website
www.itsmf.com/
- IT Service Management Forum
<http://www.itsmf.com/>
- HP Education Services
<http://education.hp.com>



Technology for better business outcomes

