

Brochure

Evolve your workplace

HPE Education Services Consulting



Hewlett Packard
Enterprise



An IT transformation project is always a significant investment, especially in today's environment with a limited number of resources. It is important that your company gets the best ROI for the project. These IT transformation projects are complex, and there is a lot more involved than what meets the eye. Even if the team driving this project has all the hard factors well aligned (technology, plans, systems, processes, and tools), there exists a list of soft factors that can seriously limit the success of the project (measured in budget and time) such as: vision, leadership, attitudes, behavior, culture, skills, and resistance to change. While we are all too busy, we can easily underestimate the level of resources and investment needed to manage these soft factors. If those drop out of focus, it is quite easy to slide into one of the following traps:

- Lack of sponsorship
- Weak communication
- Too many changes at once
- Short-term view on initiatives
- Lack of training leading to skill gap

These weaknesses then translate into the following business adverse consequences:

- Loss of productivity
- Low motivation and support
- Open or hidden resistance
- Increase in sickness days
- Increase in attrition rate

Working closely with HPE Education Services, your company will be able to tap into HPE's extensive IT knowledge and the experience Hewlett Packard Enterprise has acquired by managing a large number of projects all over the world. We have worked worldwide for companies of all sizes, in both the manufacturing (automotive, chemicals, consumer products, electronics, energy, life science, and similar) and service industries (banking, communication, financial markets, government, healthcare, retail, telecom, tourism, transportation, and the like). As a team, we can identify the most threatening pitfalls to avoid, specific to your company's organization and its environment. This will help your company in maximizing the project's success. Hewlett Packard Enterprise builds a custom-made solution for your company. For each of your business training and communication needs, Hewlett Packard Enterprise identifies the right mix between custom made and off-the-shelf tools, keeping your specific requirements in mind, so that your company gets the most out of its investment.

In this document, you will find some highlights of the types of services that are available to achieve the best ROI possible for your IT transformation project.

We support our clients by delivering the following services anywhere, anytime, and in many modalities:

- Learning strategy design
- Management of change consulting
- Training needs analysis
- Custom content development and delivery
- Performance support
- Learning environments



IT projects can be successful only when all parts of it are aligned with what makes people successful on the job:

- A solid learning strategy that sets the expectations of all stakeholders
- A training program that maps technology to business processes
- Management of change to ease the transformation, while ensuring faster adoption of new tools, processes, and policies
- Formal learning underpinned by informal learning to optimize employees' efficiency in all their daily tasks
- Learning environments and customized content to make sure the right content gets to the right people at the right time in the best and most appropriate form

HPE Education Consulting portfolio contains all these elements and therefore enables the successful implementation of IT projects.

Improved outcomes

HPE Education Services supports you to achieve the desired outcomes in your transformation projects by supporting your people. This will lead to:

- Adaptability to changes in processes and applications
- Program success and employee performance
- Employee retention
- Customer and employee satisfaction
- Increased self-sufficiency
- Improved rate of technology adoption



Training needs analysis, learning strategy, management of change

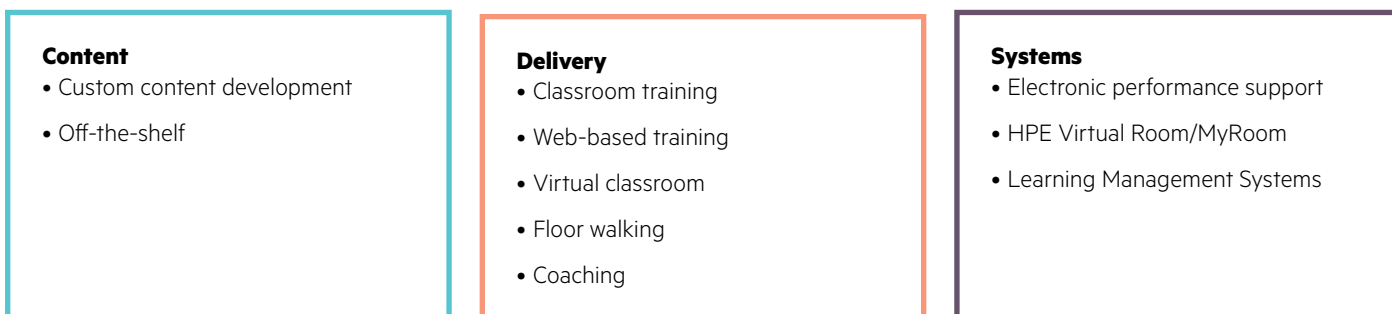


Figure 1. Service offering of HPE Education Services

Flexibility and benefits

Learning strategy design

Hewlett Packard Enterprise designs and creates the most cost-effective and appropriate learning solution to meet the needs of business users.

To create a strategy, the high-level training and learning needs of the customers' organization or specific user groups have to be determined. This is generally achieved by conducting interviews or workshops with all types of stakeholders; information gathering and analysis of the customers' business goals; organizational structure; existing skills/knowledge; location; infrastructure; languages; and culture and learning.

A learning strategy does not only take into account the potential training to be developed and delivered to the target groups but also other aspects of increasing personal and organizational performance like informal and social learning, coaching and mentoring, support by line managers, and similar. This approach ensures that the learning success is sustainable and tightly linked to business outcomes.

Management of change

HPE Education Consulting supports the plans of many global clients and delivers sustainable benefits through the HPE Management of Change (MoC) methodology, as well as through extensive capability with other proven methodologies and tools.

Our approach to MoC reflects both structure and flexibility:

- **Structure**—Delivery of plan-of-change related activities, underpinned with methods and tools to implement and assess the impact of the changes.
- **Flexibility**—The nature of the change may require altering the balance of effort and methods used, while still working within the overall program and delivery milestones.

The HPE MoC services help you to:

- Drive successful and timely implementation of projects by focusing on the people element
- Communicate the objectives and benefits of the change effectively
- Create employee acceptance and motivation
- Manage and control all aspects of the training deployment during the entire change period
- Deliver proficient use of new systems and processes
- Enable the business in sustaining the changes

Training needs analysis

Training needs analysis (TNA) is a structured survey and analysis of training requirements connected to any kind of transformation like new IT infrastructure, organizational changes, and new processes. In general, it includes a comparison of the “as-is” and “to-be” states with respect to knowledge, skills, and competencies of individuals, teams, and organizations.

It can also cover an evaluation of different training methods and equipment, with a view to recommend the optimum training solution for utmost cost-effectiveness. The outcome of the analysis will be a report on the findings and how to best bridge the gap. It is a highly flexible procedure with a choice of supporting tools and techniques, which can vary between projects, to ensure the approach matches your needs and reflects your culture.



Custom content development and delivery

An organized and repeatable approach is used to conduct a training needs analysis that allows Hewlett Packard Enterprise to carry through with conversion of existing and/or development of new content. Hewlett Packard Enterprise uses ADDIE, the industry-wide systematic approach to analysis, design, development, implementation, and evaluation.

The Hewlett Packard Enterprise approach to content design and development allows maximum effectiveness by adhering to the following principles:

- Author once, re-use and deliver many times
- Create and assemble reusable learning objects into multiple courses for a variety of audiences
- Allow easy translation of content
- Develop and control versioning of content
- Integrate to a client's Learning Management System
- Deliver outputs in various formats: static HTML, SCORM, AICC, Microsoft® Office, or PDF
- Be able to deliver to mobile devices

Hewlett Packard Enterprise is able to provide and develop training and support material for any delivery mode:

- Face-to-face, instructor led
- Virtual classroom
- Web-based training
- Electronic performance support
- Mobile learning
- On-the-job training and floor walking
- Simulations and games
- Coaching and mentoring

Performance support

The majority of Web-based and instructor-led training is created to support the acquisition of new knowledge and skills. This type of training typically starts with the concepts or theory, then goes into demonstration mode, further expands on the details and finally explains the different steps the user needs to perform. For software migrations or post-training support, this approach is not well suited, as the user already understands the concept of the task, which they want to accomplish and in most cases the majority of the steps they need to perform. The need, therefore, is not training on the concept or even the entire procedure, but the steps or subset of steps they need to complete the task at hand.

Electronic Performance Support Systems (EPSS) provide electronic task guidance and support at the moment of need, i.e., exactly at the time when a user needs some specific information to do his/her job. An EPSS is structured to provide immediate, individualized online access to the full range of information; guidance; and advice and tools to permit job performance with minimal support and intervention by others. It is ongoing personal support that is available 24x7 and that allows to quickly “dip in and out” for answers to specific questions. The user can quickly get on with the task without the need to go through lengthy, sequential tutorials. This just-in-time, just-what-you-need approach supports sustainable learning success by integrating learning into the work context.

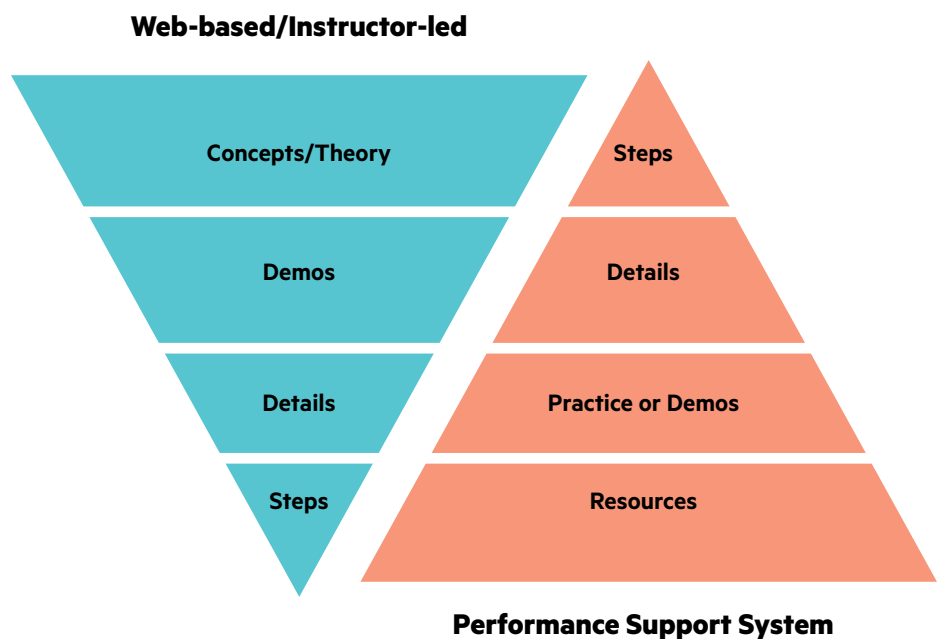


Figure 2. Traditional learning approach versus performance support

Learning environments

Hewlett Packard Enterprise offers a productive and convenient way to achieve your business goals—HPE Virtual Rooms, an online meeting place for collaborating with team members, business partners, and customers. HPE Virtual Room is based on a forward-looking, advanced technology that helps you develop effective communication to deliver better results and improve productivity across a geographically dispersed workforce. With HPE Virtual Room, you can reduce costs associated with travel, training, or support. It is secure, reliable, easy to use, and efficient. HPE Virtual Room provides a protected interface for you to:

- Attend meetings or training from anywhere in the world using a standard Internet connection.
- Exchange ideas one-on-one; meet with small teams; and present or participate in training classes or lecture-hall style events without leaving your desk.
- Share information using a wide variety of text and graphic media—including voice and video.
- Build learning communities and work teams through virtual “connections” and interact with and learn from fellow trainees during both lecture and lab sessions.

Bring virtual collaboration to the next level with HPE MyRoom. Collaborating globally in real time has never been simpler. HPE MyRoom allows you to hold face-to-face meetings with anyone in your own, secure, online room. During the meeting, you can send instant messages, webcam chat and PC audio chat, and even share what you’re seeing on your screen—all high quality and in one simple, easy-to-use tool.

To plan, manage, and deploy training, HPE Education Consulting can provide clients with a variety of ways to gain the functionality and benefits of Learning Management Systems (LMS). We partner with several well-known LMS vendors to enable us to offer exactly the right system(s) to fit each individual client’s needs and size. Whether an organization wants to purchase a system outright or prefers to have HPE host and support their system, Education Consulting provides quality learning environments around the globe. The systems are highly flexible and scalable and can also cover areas like competency management, talent management, social learning, and more.

Succeed with HPE as your Education Consulting Partner

HPE Education Consulting brings experience and expertise to your transformation project. In addition to Education Consulting offerings, our quality partners and business relationships can enhance your solution even more. Education Consulting can work with you to select the right mix of content, methods, and tools, while managing the project for you. With more than 30 years of experience—including expert solution architects, education project managers, IT content developers, instructors, and instructional designers—HPE Education Consulting has the ability to deliver worldwide, in a variety of formats to meet your business needs.

Why HPE Education Services?

HPE has built its education services on a solid foundation of experience, content, delivery, and innovation.

- IDC MarketScape leader 4 years running for IT education and training*
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services*
- Organizations perceive that Technology Vendors such as HPE provide better training than dedicated training firms in terms of quality, breadth and depth of offering, certification, delivery, and IT process training in addition to technical training**
- Key partnerships with industry leaders OpenStack®, VMware®, Linux®, Microsoft, ITIL, PMI, CSA, and (ISC)²
- Simplified purchase option with Training Credits
- More than 30 years experience of delivering complex learning solutions
- Training and performance support aligned with Management of Change services
- Custom built and commercial off-the-shelf content in multiple delivery formats
- EPSS to aid rapid adoption of technology change
- Development and implementation consultancy for enterprise-class Learning Management Systems
- Unmatched technical expertise and support for HPE products and technologies
- Large experience in managing and delivering global education projects



* Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE January 2016

** IDC Buyer Perception of IT Education Providers Survey, January 2014

Learn more at
hpe.com/ww/learnconsulting



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