

# HP Education Services

## Innovative Solutions: HP Service Manager End User Training



HP Service Manager software provides the infrastructure to manage your systems—but your employees are the ones that will keep your business running smoothly. A well trained and confident user will help you effectively apply the technology so that you gain the most from your HP investment. Whether you are introducing software for the first time, upgrading to a new release, or providing ongoing performance support training, the Learning Solutions team from HP Education Services can help you develop and deliver the training you need.

Your educational needs are as individual as your implementation. To ensure that your company receives the required level of training and support to meet its business goals quickly and efficiently, our consultants will perform an analysis of your company's needs and deliver a customized training plan. Once the training plan is complete, we quickly and economically customize our Service Manager training templates to include processes, images and demonstrations from your implementation.

Using this content, our expert instructors can deliver classroom training, either virtually or on-site. In addition, HP can provide an e-Learning solution with which users—sitting at their own desks, working at their own speeds—can become proficient in Service Manager through online demonstrations, interactive simulations, quizzes and exercises.

### For Additional Information

For more information on end user training solutions from HP, contact:

**Paul Fredrickson**  
**(214) 395-1754**  
**fredrickson@hp.com**

### HP Service Manager End User Training

Courses	Delivery Methods	Options
GUI Navigation	Self-paced eLearning—stand alone or with Learning Management System (LMS)	Exercises using customer's equipment
Service Desk		Exercises using HP Virtual Lab
Incident Management	Instructor-led delivered via Internet	Tests for knowledge—with or without LMS
Problem Management		Procedures and documentation
Change Management	Instructor-led delivered onsite	
Configuration Management		
Request Management		

### Why HP for Service Manager end user training?

**Expertise:** Your staff will learn the full depth of product capabilities from the people who develop and engineer HP products. HP is the single source for unmatched content and training expertise in HP Service Manager.

**Flexibility:** We offer flexible delivery styles and innovative teaching models to meet your staff development needs. Our end user training can be delivered by an instructor either at your site or in real-time over the Internet using HP Virtual Room and HP Virtual Labs. Or, classes can be pre-recorded and accessed by either webcast or podcast.

**Quality:** Our commitment to the highest standards of quality and customer satisfaction have built HP's reputation for technology training.

**Experience:** We have over 15 years of experience in developing and delivering courses for HP Service Manager. During this time, thousands of customers have been trained using our cutting edge learning technologies.

Technology for better business outcomes  
[www.hp.com/education](http://www.hp.com/education)

