

BMC Customized Web-based Training

Web-based training, by BMC Educational Services, allows you to cost-effectively train a few employees or a large, geographically diverse audience. Our dynamic, on-demand interactive methodology meets and exceeds your training needs while keeping your organization on budget and on time. Take the learning experience one step further by enhancing the power of standard training through seamlessly integrating your custom corporate message into the courseware.

Key Benefits

- » On-demand and self-paced courses allows for optimal learning experience
- » Customized messaging to instill importance of mission
- » Data is linked to organization thus making training that much more relevant
- » No travel expenses
- » Less time away from the job

Business Challenge

Your professionals must be highly skilled in order to increase business and IT productivity but sometimes out-of-the-box training doesn't meet your company's needs or convey the importance of the mission. How do you keep your professionals engaged and relate training to your business without emptying your budget?

BMC Solution: Customize your Learning Experience

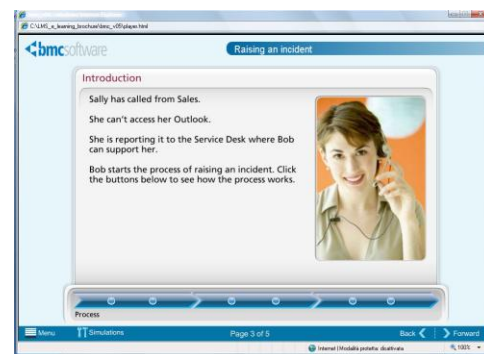
Branding and tailoring BMC's off-the-shelf training for your organization allows you to personalize the training experience for your learners. It demonstrates your commitment to your implementation, and not only instills the necessary product knowledge, but also promotes your larger corporate agenda. Customized Web-based training increases relevance with content based on your business processes. You can even combine this training with instructor-led training to increase user comprehension.

Common Customizations

- » Lab exercises and interactions with your company's data
- » Screenshots of your custom application
- » Process training that is specific to your organization
- » A custom online video or message from a stakeholder in your organization that showcases your corporate goals and objectives



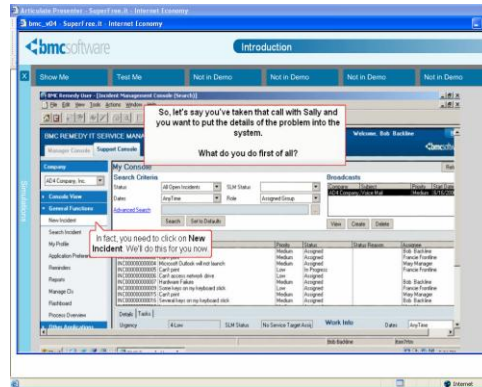
Create a video from a stakeholder in your organization to introduce your training. View an example: <http://edservices.bmc.com/Demo/IM/player.html>.



Create an introduction screen unique to your organization.

Sample Courses

- » BMC Atrium CMDB Fundamentals
- » BMC Performance Manager Overview
- » BMC Remedy Asset Management
- » BMC Remedy Change Management
- » BMC Remedy Incident Management
- » BMC Remedy Problem Management
- » BMC Service Request Management
- » ITIL Awareness



Provide tutorial support through your customized simulation until users are confident enough to perform the activities on their own.



Provide your users with instant feedback as to how well they completed the simulation.

Customization Levels

- » **Basic:** Updating screenshots and incorporating online stakeholder message
- » **Intermediate:** Includes basic customizations and updated quiz questions
- » **Advanced:** Includes basic and intermediate customizations, plus interactive activities and software simulation

Getting Started

To develop a customized training for your organization, contact BMC Educational Services. A representative will work with you to determine how we can best:

- » Conduct a “needs” assessment to gather requirements
- » Identify and document the customization level
- » Build customized content
- » Conduct review cycles
- » Publish your custom Web-based training

Alignment with Best Practices

BMC Software is dedicated to developing and delivering best-in-class education. We focus on evolving quality “solution-based” classes around Business Services Management (BSM) processes and technologies that help to enable our customers to optimize their IT infrastructure and at the same time discover how BMC solutions can solve contemporary business challenges.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That’s why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. Visit www.bmc.com for more information.

For More Information

To learn more on Web-based training offered by BMC Educational Services, please visit www.bmc.com/education.