



EDUCATION SERVICES



IT Convergence (ITC) Education Services provides the path to maximizing the value of your IT investment. Your people hold the key to a successful ERP project. By empowering them with the appropriate set of knowledge and skills, your company will develop the intellectual capital that is critical to success.

- ▶ ITC provides a full range of educational offerings including specific training targeted to Executives, Managers, Project Teams, End-Users and IT staff. From instructing on the most complex technical topics, to change management, ITC Education Services (IES) deliver the know-how needed to ensure a successful project.
- ▶ IES covers a wide range of technology and application topics, and all classes can be delivered on-site or remotely.
- ▶ Our instructors have senior-level technical and functional background as consultants, with years of implementation and troubleshooting experience. ITC's ability to include this hands-on, practical experience in its instruction ensures that classroom lessons are directly applicable to your business.

Our Education solutions will directly contribute to your business strategy. At ITC, we incorporate your unique

business practices into our instruction programs, covering all areas from planning, to execution, to post-implementation training.

ITC offers you a set of training options that lets you choose what best meets your needs. Discover how IT Convergence Education Services can give your organization a competitive edge.

FUNCTIONAL AND TECHNICAL TRAINING

Our Education solutions are customizable to meet your specific functional and technical needs, regardless of your project's size, scope, or location, and all instruction is tailored to your existing computing environment.

We provide a comprehensive array of educational consulting services including installation and training, strategy development, and procedure documentation support. This includes Business Process Training and Documentation Services aimed at creating quality documentation and instruction materials.

MULTIPLE FORMATS

IES offers flexible and comprehensive instruction formats, including Group Classes, Mentor Training, Train-the-Trainer classes and computer based learning. Assessing your training needs from pre-implementation

Oracle Applications Implementation				
DEFINITION	ELABORATION	BUILD	TRANSITION	PRODUCTION
EXECUTIVES Training Roadmap	Procedure Documentation (Tutor)	Training Needs Assessment	Train The Trainer	Effectiveness Assessment
MANAGERS Project Team Orientation	Communication Campaign	End-User Training Plan	End-User Training Events	Procedural Viewlets
PROJECT TEAM Project Team Training Plan		END-USERS eLearning Self Pace Tutorials		Coaching & Mentoring
Project Team Training Events		Transition & Contingency Plan	IT STAFF	Apps Checkup
Communication Plan				

What projects do you have scheduled for this year?

to post-implementation, our instructors will recommend the delivery method best suited for each phase. Our instructional formats include:

▶ **On site classes:** Allow our instructors to focus strictly on your needs by using examples drawn directly from your business model.

- ▶ **Private classes:** At your facility, at our learning center, or at a third party location, participants relate directly to new concepts and can apply them to your business context
- ▶ **Mentor training:** Work intimately with small groups to focus on particular areas of interest
- ▶ **Train-the-trainer classes:** Provide application knowledge, and tips on how to communicate this knowledge to other users within your organization.
- ▶ **Project bootcamps:** Highly focused, intensive training sessions, targeted to address the specific needs of your project.

▶ **eLearning solutions:** The convenience and flexibility of these solutions allow you to get the instruction you need without ever leaving your desk. eLearning is a cost-effective, time efficient solution as it lets you avoid travel expenses and simplifies scheduling.

- ▶ **Remote private classes:** Courses are delivered exclusively to your company via the internet across multiple time zones, are scheduled to fit your needs, and feature a live instructor at all times. Curricula and course content are tailored to your specific needs and environment Class size is limited to maximize student interaction and participation in hands-on labs.
- ▶ **Remote public classes:** Internet-based classes utilizing a live instructor provide a cost-effective alternative for getting hands-on training in a classroom. Education Services offers courses to the public that cover a wide-range of functional and technical topics. Class size is limited to

maximize student interaction and participation in hands-on labs.

- ▶ **eLearning self pace Tutorials:** Interactive streaming video tutorials available over the



Internet or on CD-ROM. Content is customized to meet your specific needs and can include forms, screen shots and reports from your environment.

Interactive activities and demonstrations improve retention and integration of the skills each Tutorials highlights.

DOCUMENTATION SERVICES

We have the expertise to document your procedures and to help you communicate them so that they are understandable to everyone in your organization.

▶ **Business process documentation:** Your first step to Organization Globalization. Whether you need to document business procedures, processes or flows, IES can help provide professional and comprehensive documentation services. Documentation includes writing procedure Steps, instructional navigations, flow charting processes and procedures, as well as other forms and documents you want to standardize throughout your organization Oracle or non-Oracle related.

▶ **User manuals:** Customized user manuals will cover all features of your application's processes, and include user-friendly, step-by-step instructions. Application screen shots including your list of values and Descriptive Flexfields are employed extensively for each feature in order to illustrate clearly what the user will see on screen when procedures have been followed correctly.

TO LEARN MORE ABOUT THE RESULTS WE CAN PROVIDE, PLEASE CONTACT US:

US Offices

**SAN FRANCISCO
CORPORATE
HEADQUARTERS**
450 Sansome, 13th Floor
San Francisco, CA 94111
Toll free: (800) 675-0032
Tel: (415) 675-7935
Fax: (415) 675-7940

NEW YORK
One Exchange Plaza
55 Broadway
21st Floor
Suite 2102
New York
NY 10006
Toll free: (800) 675-0032

CHICAGO
Naperville Corp. Center
1250 East Diehl Road
Suite 100
Naperville, IL 60563
Toll free: (800) 675-0032
Tel: (630) 799-0922
Fax: (630) 799-0926

Global Offices

BUENOS AIRES
San Martín 344
27th Floor
C1004AAH
Buenos Aires
Argentina
Tel: [54] (11) 4000-8400
Fax: [54] (11) 4000-8410

MEXICO
Torre del Ángel
Paseo de la Reforma 350
11th Floor, Colonia Juárez
Mexico DF
CP 06600
Mexico
Tel: 1 (800) 777-0051

SHANGHAI
159 Madang Road
Suite 501
Shanghai
200021
China
Tel: [86] (21) 6135-7190
Fax: [86] (21) 6135-7100