

Novell® Training: Flexible, Affordable and Available

Training and Certification Worth Investing In



The Value of Novell® Training



“Just a well presented course, great instructor, one of the best courses I have attended in a long time. Also very useful in the real world which is a real bonus.”

David Morgan
EZIS Integration Solution

If you're like most people these days, you're giving some serious thought to your budget. You're probably skimping and saving, trying to cut spending wherever you can. You may be under increased scrutiny because you need to prove that every item in your budget is necessary. If you're in the IT business, however, you know there is one thing you can't cut back on: training for your employees.

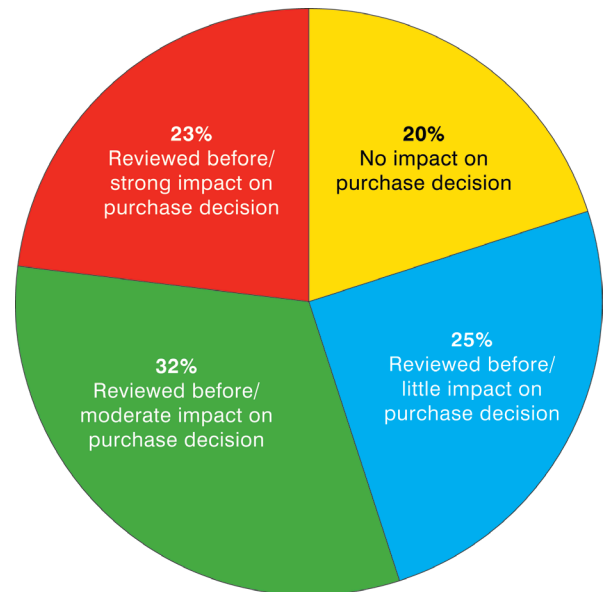
While you may have to factor funds for training into your budget for next year, you won't be out that money for long. Effective training can provide quick ROI as your IT team becomes proficient with products you already have, allowing you to get the most out of your investment. Training also proves its value when you want to implement a new technology and need someone on staff who has the expertise needed to use it. Finally, with a trained staff, you'll be able to reduce downtime and outside support costs.

A recent survey conducted by Novell sheds light on what IT customers hope to gain from Novell training opportunities. Whether you're after increased flexibility, lower costs, or anything in between, Novell training can help.

Training Survey Results

More than half (55 percent) of customers surveyed indicated that training options are reviewed prior to a software purchase and have a moderate to strong impact on the final purchase decision. So we have designed our training offerings to be as available as possible. For example, training is an option when you purchase products and renew maintenance. Once you have registered, you can find this training in the Novell Customer Center at www.novell.com/center. Clicking on the “My Training” option on the left menu in the customer center will

take you to an area that displays your training activities with Novell, including certifications earned, technical skills assessments taken, Advanced Technical Training™ (ATT) courses taken, and on-demand training available to you. Clicking on the tab labeled “On-demand Training” will display a complete list of on-demand courses available to you through your maintenance agreements or subscription model.



Survey results indicated that Linux* Server and Systems Management are the top training priorities for customers in 2009; half of the respondents identified these areas as priorities, and two thirds to three fourths plan to complete or renew Novell certifications in these areas. At Novell, we have a variety of courses and certifications to help you learn about these areas.

For the Linux Server area, we have great classes ranging from SUSE® Linux Enterprise Server 10 Fundamentals to SUSE Linux Enterprise Server 10 Advanced Administration.

You can access First Look Training via the Novell Customer Center. It's flexible, available and free through your maintenance agreement or subscription model. Try it out today!

Why Choose Novell for Certifications?

Our industry-leading certifications and courses are globally recognized, but they should interest you personally. Employers are increasingly requiring tangible proof that you have the knowledge it takes to perform your job. Achieving a Novell certification is an accomplishment that provides that extra edge for those already succeeding in the IT industry.

enhancing your professional skillset—becoming a Certified Linux Professional.

- **Novell Certified Linux Professional™ (CLP)**—The Novell CLP certification proves that you have mastered the skills of an experienced administrator in a SUSE Linux Enterprise Server environment. In addition, the information and skills you will gain during certification will help you advance your career as a systems administrator.
- **Novell Certified Linux Engineer™ (CLE)**—The Novell CLE is an advanced-level Linux certification that delivers the engineer-level skills in managers or architects of enterprise networks based on SUSE Linux Enterprise Server. In addition, the information and skills you will gain during certification will help you plan, design and manage a secure SUSE Linux Enterprise Server environment.
- **Novell Certified Administrator Enterprise Services (NCA ES)**—The NCA ES certification is designed for network administrators and other network management professionals who have little or no experience with Novell products and services. It provides a high-level view of those products and services. The NCA ES particularly focuses on SUSE Linux Enterprise 10 and Novell Open Enterprise Server for Linux. The NCA ES now offers greater value as a certification because it can prove to an employer that the candidate has a useful working

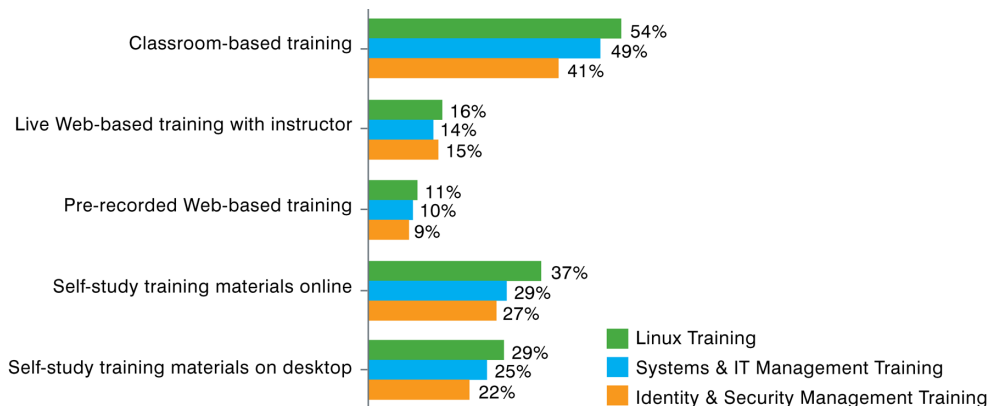
knowledge of common administrative tasks for Novell Open Enterprise Server 2 and an understanding of the value proposition of not just Open Enterprise Server 2 but all Novell products.

- **Novell Certified Engineer Enterprise Services (NCE ES)**—The Novell Certified Engineer Enterprise Services (NCE ES) certification shows that you have acquired and can demonstrate engineer-level skills in your area of Novell product expertise. As an NCE ES you install, configure, maintain, support and troubleshoot the Novell services that keep your enterprise running efficiently and productively.

Novell exams are recognized industrywide as excellent tools for measuring practical knowledge. Employers worldwide know that a Novell certification proves that you have mastered the practical skills we have taught—not just recalled memorized information.

Flexible Training

At Novell, we understand there are many potential obstacles to getting your IT department the training it needs. You might have a constrained budget that doesn't allow funds for training. You might simply not have the time—you're afraid time away from work will not be productive, or that training would require overnight travel. **One message that came out loud and clear from the survey results is that our customers are seeking many different options for training.** In order to meet this demand and give you the options you need, we have designed Novell training to be more flexible than ever. We offer a wide variety of schedules, formats and concentrations.



The survey results also indicated that not only do you need more training options, but you also need training that will fill skill gaps within your organization. The areas that you showed the most interest in are identity, security and compliance; Linux; and systems management. We can fill the skill gaps in these areas through convenient training that fits your unique needs. Some of our most exciting and flexible training options are on-demand, online, First Look, self-study, partner-led and instructor-led.

- On-demand courses are available online, so you literally have training at your fingertips, wherever you go, 24x7x365. All you need is an Internet connection. And your instructor is pre-recorded, so you can study on your own time, at your own pace. In addition, on-demand training is easy to attain and will be available to purchase in January, 2009.
- Online training features interactive courses delivered in real time. You'll be led by an instructor, and you can raise your hand, participate, ask questions and more. Online courses are more in depth than First Look courses, and are similar to a college distance learning course.
- First Look training is available through Novell Customer Center. This training features basic installation and configuration of purchased technology and products rather

than courses or certifications. First Look training is available with maintenance when you purchase your products. This training is flexible: take it when you want to and where you want to. If that's not enough to get you interested, you should also know that it's free: there is no additional cost to get started using your new product, which means your training budget is available for more advanced training.

- Self-study kits contain physical course materials—manuals, workbooks, demos, exercises and more. These kits not only cover the same information as the First Look courses, but also feature more advanced topics. With self-study kits, you can learn to be an administrator or instructor.
- Partner-led training is another great option. Our training partners have their own training facilities as well as Certified Novell Instructors (CNIs) on hand. Working with these training partners, Novell has developed industry recognized training materials and exams for our certification classes. These materials are taught by our partners in their training centers. The result is exceptional training that is consistent around the world.
- Instructor-led training is available in physical classes, on-demand and online. This type of class is taught by a CNI, an instructor who has fulfilled the requirements of the world's most renowned technical instructor certification.



“The trainer was very skilled, had in-depth knowledge of the product and was able to incorporate cases in the session to demonstrate features which we can use in our installation immediately. The subject of the course was handled thoroughly, and the ATT gave us the hints and nuts and bolts we needed to pinpoint all the issues we haven't been able to solve ourselves. We do now have a toolkit of features and functionality that we can provide to our customers. This enhanced our relationship with the customers who have chosen to use our solution.”

Ilangak Olsen
KMD A/S (DK)

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Training Improvements for 2009

We prepared our training survey to learn what our customers need and expect from us. With these results we can improve our training so it can be more beneficial and relevant to you than ever before. **According to the survey, you would like to see several features in training for 2009: flexibility, quality, availability, benefits and ROI.** One way we'll meet your needs is through the new on-demand training that will be available in January, 2009. This training will be sold per person/per year and will be available for all areas and courses. Take advantage of this flexible training to gain knowledge that will allow you to make the most of your investment.

Make Training a Priority

Novell is dedicated to providing the best training and certification available. We partner with original equipment manufacturers and others and incorporate their knowledge, expertise and skills into our training programs. Our training is also designed and developed by Novell engineers and Instructional Designers who are experts on the products and

solutions under consideration as well as courseware design, ensuring that the training you receive is relevant. This commitment to quality has resulted in some of the best IT training in the industry.

Our flexible and convenient training options ensure that your people can get the expertise they need. With this knowledge, the organization will experience ROI by getting the most out of products and reducing downtime and support costs. Your staff's personal skills will improve, allowing them to do their jobs better, and their validated expertise on new technologies will help the organization innovate with lower risk. And don't forget, we have over 500 exceptional training partners who are always around to help. Locate a partner near you at: www.novell.com/partnerlocator/region.do

Now that you're aware of all the benefits that Novell training can bring, do your organization a favor and make sure training is part of your budget. Get started at www.novell.com/training, where you can locate training, view course catalogs, find out how to get certified and much more.

