

Novell On-demand Training

Frequently Asked Questions

1/15/2009

What is on-demand training?

On-demand training courses from Novell let customers study whenever and wherever they feel like it. With a Web browser and Flash Player, customers can consume technical product training on most Novell products.

What types of training are available through on-demand training?

First Look Courses

First Look courses are lightweight training offerings that cover the fundamentals of installation, basic configuration, and new features and functionality of a product. First Look training is designed to be taken online at a personal pace, schedule and location. This training prepares customers to continue on their learning path toward other Novell courses and certifications.

Administrator-level Training Courses

Once customers have a new product installed and configured, they need to know how to use it productively in their environment. Administrator-level training courses are the next step in the learning path—teaching the basic, day-to-day operation of the product. Many of these administrator-level courses cover necessary information for Novell certifications.

Engineer-level Training Courses

Engineer-level training courses are intermediate to advanced training offerings going beyond the normal, day-to-day administration topics. While not as advanced as Advanced Technical Training (ATT), on-demand, engineer-level training covers special products and topics, and leads to a deeper understanding of the product.

Does the on-demand training cover the same content as the traditional instructor-led training?

On-demand training courses cover much of the same content as traditional training; however, the delivery format is different. Hands-on training or labs are available in select on-demand courses. An important distinguishing factor between on-demand training and instructor-led training is instructor interaction.

What are the benefits of on-demand training?

On-demand training helps you gain the knowledge and expertise you need to stay competitive. By utilizing this alternative delivery method, you can reduce the time needed to attend training classes and the expense associated with travel.

On-demand training is also flexible enough to meet the demands of people's busy schedules. Because you can study anytime and any place they have a high-speed Internet connection, you are not limited to class schedules or locations. Most on-demand courses are broken down into individual modules of limited duration—meaning you can learn when you have a few spare minutes. You can also repeat courses and modules at any time if needed.

Who has access to on-demand training?

As a Novell customer, you may purchase annual subscriptions to the on-demand training libraries. The annual on-demand library subscription MSRP is US\$1795. In order to help you get started, we have an introductory offer until March 3, 2009 of US\$995.

Currently, the “all-access” pass is the only subscription available until July 2009. This all-access subscription allows access to all of the on-demand libraries Novell offers. It offers access to all the First Look, Administrator-level, and Engineer-level on-demand courses Novell has in each library.

[On-demand library subscriptions can be purchased through an authorized Novell Training Partner, an authorized Novell reseller or directly from Novell.](#)

As a Novell customer you may have access to the on-demand First Look courses as part of your maintenance agreements on products (or as part of technical subscriptions) if they were started or renewed after 18 February, 2008.

How do I access on-demand training?

As a Novell customer, you can access on-demand training through the Novell Customer Center at www.novell.com/center. You will need to log in and select “My Training” on the left menu. An “on-demand training” option will appear as a pop-out menu option. Clicking on this will display what type of on-demand training you have access to. If nothing appears in the box or you get an error message, this means you have not been assigned the proper entitlements.

To be assigned the proper entitlements you need to register your maintenance purchase. You can do this by clicking on the install info link from your product delivery email or by logging into your Novell Customer Center and clicking on administration/order tracking. Once there, double click on the “sales order number” of your purchase and then click on the link “Install Information” that is on the right.

Contact the Customer Resolution Team at CustomerResolution@novell.com for assistance if you have purchased an all-access pass or have a current maintenance agreement.

Do I get access to all of the on-demand training that is available?

If you have current maintenance agreements or technical subscriptions (started after 18 February, 2008), by default you have access to the First Look on-demand modules. Additional access must be obtained by purchasing an on-demand library subscription.

On-demand library subscriptions provide access to all available courses.

Where will I be able to see pricing?

The current pricing for the on-demand library subscriptions is available on the current Novell price lists.

Can I purchase on-demand training from anyone other than a Novell Training Partner?

Yes. You can order on-demand training from any authorized Novell reseller, Novell training partner, or directly from Novell.

Once you have purchased on-demand training, you will be granted access to on-demand by Novell or by the partner that sold it?

The confirmation e-mail granting access to the on-demand system will be sent by Novell to the your e-mail address. A duplicate e-mail will be sent to reselling partners for their records. A back-up e-mail will also be sent should you fail to get the confirmation e-mail from Novell.

Who can I contact for more information about on-demand training?

Contact you authorized Novell representative or sales person for more in-depth information. You can also use the "request a sales call" found on most Novell Web pages.