Technology Training.
Strengthening Skills for the Digital Age.

COMPREHENSIVE TRAINING SOLUTIONS FOR THE FEDERAL GOVERNMENT.
THE IDEA WAS SOUND: A federal agency in a community of approximately 23,000 in the Northeast decided to implement a mobile computing initiative to allow their first responders to search records and databases out in the field more quickly and easily in order to improve response times and increase public safety.

THE PRIMARY GOAL: Improve productivity and response time in the face of budgetary constraints. Unfortunately, the initiative did not provide training for the first responders in the field or the IT staff expected to support the new initiative.

THE RESULT: Because the team had not received training on their new mobile technology and applications, calls to their help desk increased and response times in the field increased. In addition, the agency IT staff, overwhelmed by support calls, lacked the training that would have enabled them to better implement and support their new Storage Area Network that supported their mobile computing initiative.

A BETTER SOLUTION: Engage Dell™ for training for the first responders in the field on their new mobile technology and its applications, and send the IT staff to Dell’s hands-on storage training classes for their new SAN.

IDC research* shows training can enhance skills that result in:

- ✔ Reduction in implementation time
- ✔ 35–45% reduction in scheduled and unscheduled downtime
- ✔ Less time to resolve user support issues
- ✔ 40% fewer user support requests
Unlock the power of technology throughout your agency.

The true value of technology is not found simply in its deployment, but in its ability to help you do your job. With tight budgets and pressure to deliver more services, now’s the time to give your agency professionals the benefits of training from Dell. Dell training can help improve productivity and increase the return on your technology investment, so you can meet government IT transformation requirements.

Dell training programs build skills so your agency professionals can use your technology confidently and do their jobs efficiently. Dell training also helps your IT staff expand skills that can lead to the maximum uptime so critical to providing public services — and a better return on your investment.

Whether you’re rolling out a new teleworking initiative or staging a large-scale migration, Dell can help you unlock the power of your technology with comprehensive training for your agency professionals and expert training for your IT staff.

That means now, throughout your agency, your professionals and IT staff can build better technology skills to improve customer service. It’s easy with Dell.

Dell™ Training Can Help You To:

• Create efficient and accessible digital government services
• Reduce support costs
• Compete more effectively in attracting and retaining employees
• Implement successful teleworking initiatives
• Improve customer service in the face of limited resources
• Ease consolidation and migration efforts
Technology training that connects with your agency needs.

Our methodical approach to training helps your agency and employees get the exact training needed to improve both operational efficiency and productivity. We establish a clear understanding of the scope and objectives of your training solution and construct a detailed map of recommendations before implementation to help ensure your training is effective and focused on needed areas.

Our goal is to listen to you and to work with you to meet the unique needs of the people in your organization. We’re able to tailor programs specifically for your agency and employees based on your technology initiatives.

In this way, Dell training programs help complete the circle of information from IT professional to agency professional so you can get the most out of your technology initiative and investment.

Dell’s Methodical Approach to Professional Development Helps Achieve Results.

ASSESS

We establish a clear understanding of the scope and objectives of your training solution, construct a detailed map of recommendations and help you understand the costs and benefits.

DESIGN

We work with you to design the tailored learning path that best applies to your needs as an organization.

IMPLEMENT

Our team implements the solution that best fits your needs. We manage all aspects for a streamlined implementation.

EVALUATE/ MONITOR

After training, your feedback helps us design future courses and learning paths. You can also explore more learning opportunities that can benefit your organization.

Technology training that connects with your people.

More and more agencies are shifting from using technology for simply getting through the day, to using it for more strategic purposes. Often, what stalls this effort is the underutilization of existing technology or lack of preparation for new technology such as a teleworking initiative. Effective training, like our application courses, helps raise the level of software skills. Other courses, such as our Axim™ and productivity courses, ensure that all of your agency professionals are proficient in the use of mobile technology as well as with the tools that help them to work smart.

Because the needs of every agency and every learner are different, Dell training programs are designed to be flexible. Easy-to-access online courses give those learning new applications or tools — like Microsoft® Office XP, Adobe® Acrobat or wireless technology — an easy way to integrate learning into a busy schedule.
Technology training that connects with your IT professionals.

Whether your IT professionals are tackling a migration initiative, consolidating underutilized hardware and software or dealing with more routine maintenance issues, with Dell training, they’ll learn to support your agency initiatives.

As an industry leader, Dell is a recognized technology expert. We use this expertise to develop and deliver relevant training content that connects with the needs of your IT specialists.

Dell training programs help provide your IT professionals with the skills they need to implement, manage and support systems in your IT infrastructure. These programs provide flexible online courses as well as instructor-led courses for advanced hands-on training and certification exams to demonstrate learning outcomes.

Dell professional training programs can take your IT specialists to the next level of job performance and satisfaction — and deliver the multiple levels of competency needed in today’s government work environments.

At Dell, we recognize the value and importance of your work, and we’re committed to helping you.
TRAINING FOR AGENCY PROFESSIONALS

ONLINE PRODUCTIVITY TRAINING

Federal government professionals can learn more about the technology they use every day. Helps to increase productivity and reduce end-user support calls.

- The Productivity Bundle: Ideal for staff members who need to master basic computing skills, courses within the online Productivity Bundle cover today's most popular programs such as Microsoft Windows XP, Office XP and 2003, Adobe Acrobat, Introduction to Wireless and Wireless Project Basic and Advanced.
- The Complete PC Training Package: Get one-year unlimited access to over 375 courses on everything from basic PC skills to business and personal development. Courses are categorized under PC Skills, Finance Management, Peripherals Productivity and Personal Development and include Microsoft Windows XP, PowerPoint, and Excel, wireless networking and more.

TRAINING FOR IT PROFESSIONALS

DELL SERVER TRAINING

Covers Dell PowerEdge hardware, firmware, OS installation, configuration, local and remote management and troubleshooting. Dell delivers online and instructor-led training paths for a variety of Dell Server topics:

- Dell PowerEdge Server Training: Online courses that include identification, configuration and troubleshooting the Dell PowerEdge server line.
- Understanding Dell Servers and Systems Management: Train at your own pace and learn the basics of PowerEdge System Components, System Setup, OpenManage™, System Maintenance and much more.
- Dell Server Configuration: Help reduce implementation time with this one-day instructor-led course. Designed for systems implementers; the course focuses on fundamentals of server management.
- Dell Server Management: Learn to save time performing day-to-day systems administration tasks with this two-day instructor-led training. Designed for systems administrators, the course focuses on Dell OpenManage.

DELL STORAGE TRAINING

Provides expertise in implementing Dell storage into an existing IT infrastructure, including storage fundamentals and initial setup, configuration and management of Dell/EMC storage arrays, the advanced features of Dell/EMC SAN solutions such as SnapView™ and MirrorView™, clustering and performance management.

- Dell/EMC AX100 Technical Overview: Online, self-paced course covering AX100 features, functionality, basic installation and configuration and troubleshooting.
- Backup and Recovery Fundamentals: Online course designed to teach new system administrators or entry-level backup specialists basic backup and recovery concepts and strategies for Dell PowerVault.
- Understanding Dell Storage Networking Technologies: Learn the basics of Dell Storage with this online course. The course covers storage architecture including Fiber Channel, RAID and clustering as well as the components and configuration of Dell PowerVault and Dell/EMC arrays.

- Implementing Dell Enterprise Storage Solutions: Two-day instructor-led course designed to provide IT professionals with the expertise necessary to implement Dell storage into an existing IT infrastructure. This hands-on course covers SAN fundamentals and initial setup, configuration and management of Dell/EMC storage arrays, focusing on the Dell/EMC CX series.
- Implementing Data Protection on Dell Storage: Three-day instructor-led training focusing on the optional software available on the more advanced Dell/EMC CX series products. Includes the SANCopy, SnapView, MirrorView, Analyzer and Clustering on Dell/EMC SAN solutions.
- Advanced Backup and Recovery on SAN: Help minimize downtime of mission-critical operations with this three-day instructor-led course. Learn how to implement a complete backup solution incorporating SAN using SnapView, Veritas® Backup Exec™ or Commvault® Galaxy on Dell PowerVault.
- SAN Planning and Design: Two-day course helps experienced system administrators, storage designers and managers, SAN architects and IT buyers learn SAN principles that need to be considered when working with Dell to plan and design SAN architectures.

DELL NETWORKING TRAINING

Covers fundamental and advanced networking techniques in instructor-led format. Features a robust lab environment equipped with Dell PowerConnect™ 3300 and 6000 series switches. Enables Help Desk administrators, technicians and software developers to execute responsibilities better, understand how Internet technologies and equipment operate and help other computer users and network IT personnel.

DELL HARDWARE MAINTENANCE TRAINING

One- and two-day courses that prepare service maintenance technicians who need the knowledge and skills to provide maintenance on Dell desktops, workstations, portables or servers. Includes theory of operation; proper component removal and replacement procedures; operating system installation and configuration; and hardware troubleshooting for the current line of products.

INDUSTRY TECHNOLOGY TRAINING

Dell also offers other industry training and certifications, delivered as e-Learning or instructor-led courses, including Microsoft MCSE and MCSA, Cisco® CCNA and CCNP; Novell® CNE, CompTIA® Network+, A+, and Server+, and Red Hat® RHCT and RHCE.

- Microsoft Training: Includes Microsoft 2000 and 2003 training. Designed for systems administrators, the course focuses on subjects such as: Exchange, Windows Server, Active Directory, SQL Server, .NET and Windows XP.
- Red Hat Linux Training: Includes regional and customer-site courses for Red Hat Enterprise Linux fundamentals, System Administration and Networking and Security Administration.

DELL LEARNING SYSTEM (DLS)

A complete solution for secure, simple and cost-effective e-Learning. Our DLS provides preloaded training software on a Dell PowerVault 745N Network Attached Storage (NAS) device. Your learners enjoy secure, engaging, multimedia, behind-the-firewall training. Four package choices give you the option to purchase the exact training you need. Includes an easy-to-navigate Learning Management System. Plug-and-play installation.

- DLS Administrator Functions: Without leaving their desks, administrators can control the dissemination of course material and employee access to content as well as easily track, monitor and report on employee learning.

This is only a sample of Dell Training Offerings. For more information, visit LearnDell.com/fed
CONTACT YOUR DELL ACCOUNT EXECUTIVE TODAY FOR MORE INFORMATION ABOUT DELL TECHNOLOGY TRAINING. LEARNDELL.COM/FED
GET MORE OUT OF YOUR TECHNOLOGY INVESTMENT. GET MORE OUT OF NOW.
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