AD Tools Mentor Workshops Planning Guide

Product	Workshop Duration			Number of students	
	Lecture only	**Lecture + Lab**	**Lab setup** *(setup is required for labs only)*	**Lecture only**	**Lecture + Lab**
Fault Analyzer v4	2 ½ hours	4 hours	2 hours, can be done remotely	No limit (limited by room size)	Best to limit to 12- 15 students, max 40
File Manager v4, base only	5 ½ hours	7 ½ hours	2 hours, can be done remotely	No limit (limited by room size)	Best to limit to 12- 15 students, max 30
File Manager/DB2 v4	2 ½ hours	4 hours	2 hours, can be done remotely (can be combined with File Manager base setup)	No limit (limited by room size)	Best to limit to 12- 15 students, max 30
File Manager/IMS v4	3 hours	4 hours	2 – 4 hours, should be done on-site	No limit (limited by room size)	Best to limit to 12- 15 students, max 25
Debug Tool	4 hours	12 hours (1 ½ days)	Minimum of 1 day of on-site consulting and setup is required 1 to 2 weeks prior to the class.	No limit (limited by room size)	Best to limit to 12- 15 students, max 25
Application Monitor v1	2 hours	3 hours	2 hours, can be done remotely	No limit (limited by room size)	Best to limit to 12- 15 students, max 40
Workload Simulator V1	2 ½ hours	4 hours	2 hours, can be done remotely	No limit (limited by room size)	Best to limit to 12- 15 students, max 25

Frequently asked questions:

- **Can the classes be taught in less time?**

   Yes, but keep communicate to the customer: _**Time reduction = scope reduction**_.

   To reduce time, one or both of the following must also be reduced:
   - Number of topics covered
   - Depth of topics covered

   If a customer is satisfied to receive less detail to fit a class into available time, that's valid. **But don't tell a customer that we can reduce the time requirement and still deliver an all-inclusive workshop**

   Class coverage and durations can be customized to meet a customer's needs. The most important consideration is to ensure that the customer's training expectation matches the depth of training that can be provided in the amount of time available. Class times shown in the above table are based on actual experience.

- How are training materials delivered?
  - Training materials will be printed and shipped to all customers who are paying for training (including training bundled with product purchase). The instructor will coordinate material preparation. **Classes must be scheduled at least 2 weeks in advance to allow sufficient time to send materials.** Softcopy versions of all training materials are also sent to the customer by the instructor.

- Can a class be conducted via a webcast?
   A webcast is generally not a good option for more complex products: Debug Tool, and File Manager. However, consider training via webcast when:
   - There are 5 or less students
   - Students have a high degree of technical competency

Customer Setup Tasks

The customer is responsible for completing the following tasks prior to a workshop:

Workshop Logistics:
- Schedule the training room / facility
- Notify / identify students for each class
- Provide projection unit in room (must take standard PC monitor input from instructor's laptop).
- Provide instructor access to copy machine for preparing some customized printed materials. (i.e. customized lab instructions).
- Provide instructor access to mainframe system for lab walkthroughs / assistance. (This is optional for lecture-only classes).
- Optional: provide analog telephone line for instructor to demo products from IBM systems.

Customer Product / Lab preparation:
- Install current version of software
- Apply current product maintenance
- Verify that product is accessible and functioning properly.
- Provide students with all needed access and authorizations to products and lab files.

Instructor Setup Tasks:

The instructor is responsible for completing the following tasks prior to a workshop:

- Provide printed training materials to customer (paid engagements only).
- Provide sample files and programs to customer (lab classes only).
- Product check-out: Ensure that products are functioning and capable of supporting the lab exercises. Ensure that sample files and programs are ready.
- Customize lab instructions as needed to reflect customer's file naming standards, etc.
- Fault Analyzer and Debug Tool: Consult with customer to review application compile and move-to-production processes:

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