

Services: Training and Education

Training for Everyone

At Global 360, we support your people to deliver your solution through our persona-led education services. Whether they build, use or manage your solution, we provide comprehensive, practical training that supports the implementation at every stage and ensures everyone achieves maximum value from your investment.

Global 360 offers:

- » Persona-based technical training programs for analysts, administrators and developers.
- » Education Services to design and create end-user training to ensure successful implementation of your BPM or case management solution.
- » Flexible modes of delivery: courses are available via online learning, instructor-led classroom-based training, or by web-based "remote instructor" classes.
- » Flexible training locations; classroom-based training is available

Global 360 training courses are conducted at one of our many regional training centers in the U.S. and worldwide, with our main training center located at corporate headquarters in Dallas, Texas. All Global 360 training centers are co-located with product research and development facilities, giving you added access to Global 360 product and implementation experts. Alternatively, we can bring our expertise to your selected location through our customer-dedicated training.

Full course details and schedules can be found on our website:

<http://www.global360.com/services/training/>

Process360

Analysts <i>Introduction to Process360</i> <i>analystView essentials</i>	Administrators <i>Introduction to Process360</i> <i>Administrator Foundation</i> <i>Administrator Essentials</i>	Developers <i>Introduction to Process360</i> <i>Developer Foundation</i> <i>Developer Essentials</i>
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Process360 Builder Persona Education Program

Global360 has designed education programs in line with its unique Persona-based approach to BPM.

The Process360 Builder Persona Education Program focuses on the business analysts and technical staff that build, test, deploy, and maintain Process360 BPM solutions.

Global360 uses a 'blended learning' approach, combining pre-attendance computer-based courses with instructor-led training classes (conducted in our offices around the world and at customer sites).

Global360 offer three distinct training programs for 'Builders', addressing the needs of Analysts, Administrators and Developers.

Analysts Program

All students begin their education program with **Introduction to Process360**. This computer-based course provides students with a high-level overview of the capabilities of the Process360 software suite.

Students undertaking this training:

- » Understand the principal features of Persona-based BPM.
- » Gain familiarity with the tools and terminology of the Process360 suite.
- » Gain an overview of the Process360 suite's features and capabilities.

Following **Introduction to Process360**, analysts attend the **analystView Essentials** instructor-led class. This class introduces the analystView product.

Students undertaking this training:

- » Learn how to model a process and define simulation characteristics for the model.
- » Run simulations and analyze the results before process deployment.

Process360

Process360

Administrators Program

All students begin their education program with **Introduction to Process360**. This computer-based course provides students with a high-level overview of the capabilities of the Process360 software suite.

Students undertaking this training:

- » Understand the principal features of Persona-based BPM.
- » Gain familiarity with the tools and terminology of the Process360 suite.
- » Gain an overview of the Process360 suite's features and capabilities.

Process360 Administrator Foundation is a computer-based course that introduces key technical concepts prior to the **Process360 Administrator Essentials** instructor-led class.

Students undertaking this training:

- » Learn how to plan, install, administer, and maintain a Process360 system.
- » Identify factors to consider for disaster recovery planning and describe the system components necessary to include in backups.

Developers Program

All students begin their education program with **Introduction to Process360**. This computer-based course provides students with a high-level overview of the capabilities of the Process360 software suite.

Students undertaking this training:

- » Understand the principal features of Persona-based BPM.
- » Gain familiarity with the tools and terminology of the Process360 suite.
- » Gain an overview of the Process360 suite's features and capabilities.

Process360 Developer Foundation is a computer-based course that introduces key technical concepts prior to the **Process360 Developer Essentials** instructor-led class.

Students undertaking this training:

- » Create workflow processes; configure fundamental tasks and validate and build workflows.
- » Use Process360 administration tools to create supporting workflow objects.
- » Configure user interfaces using Process360's out of the box components.

Process360

Case360



Case360 Builder Persona Education Program

Global360 has designed education programs in line with its unique Persona-based approach to BPM.

The **Case360 Builder Persona Education Program** focuses on the business analysts and technical staff that build, test, deploy, and maintain Case360 BPM solutions.

Global360 uses a 'blended learning' approach, combining pre-attendance computer-based courses with instructor-led training classes (conducted in our offices around the world and at customer sites).

Global360 offer three distinct training programs for 'Builders,' addressing the needs of Analysts, Administrators and Developers.

Analysts Program

All students begin their education program with **Introduction to Case360**. This computer-based course provides students with a high-level overview of the capabilities of the Case360 software suite.

Students undertaking this training:

- » Understand the principal features of Persona-based case management.
- » Gain familiarity with the tools and terminology of the Case360 suite.
- » Gain an overview of the Case360 suite's features and capabilities.

Following **Introduction to Case360**, analysts attend the **analystView Essentials** instructor-led class. This class introduces the analystView product.

Case360

Case360

Students undertaking this training:

- » Learn how to model a case management process and define simulation characteristics for the model.
- » Run simulations and analyze the results before deployment.

Developers Program

All students begin their education program with Introduction to Case360. This computer-based course provides students with a high-level overview of the capabilities of the Case360 software suite.

Students undertaking this training:

- » Understand the principal features of Persona-based case management.
- » Gain familiarity with the tools and terminology of the Case360 suite.
- » Gain an overview of the Case360 suite's features and capabilities.

Case360 Developer Foundation is a computer-based course that introduces key technical concepts prior to the **Case360 Developer Essentials** instructor-led class.

Students undertaking this training:

- » Gain an understanding of the fundamentals of the Case360 product.
- » Gain practical experience in creating Case360 components.
- » Gain the skills to build and deploy a Case360 application.

Case360

Cancellation Policy

- » Course registrations may be cancelled by the attendee without penalty by notifying Global 360 15 business days prior to the scheduled start date of the course. Cancellation requests must be submitted via email to training@global360.com. Cancellation requests submitted 6-14 business days prior to the scheduled start date of the course receive a 50% refund of the registration fee. No refunds or credits will be issued for cancellation requests received within 5 business days of the scheduled class and the participant will be assessed the full fee.
- » To avoid penalties for non-emergency cancellations, please notify Global 360 15 business days prior to the course if you are unable to attend. Substitution of one participant for another for a specific course will be accepted with notice at least three business days prior to the beginning of the course. Please note that the substitute must meet all class prerequisites.
- » Global 360 reserves the right to cancel or reschedule a course for which there is insufficient registration. Classes are subject to cancellation up to 10 business days prior to the class and fees paid will be refunded in full for any Global 360 course cancelled. We will make every effort to inform you 10 business days prior to the class if the registration count is below our minimum requirements. Global 360 assumes no responsibility for any travel-related cancellation or change fees.
- » Classes offered for no fee under benefits of a valid software maintenance agreement or the Rewards360 program are not exempt from this policy, and the penalty for late cancellations will be based upon the list price value of the class.



CORPORATE HEADQUARTERS

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