



PROFESSIONAL SERVICES

EDUCATION

SERVICES

Key benefits

Minimize your learning curve

Avoid learning by trial and error when you implement a new product. Save time and potential costs by learning what you need to get up and running quickly.

Reduce downtime

Create a knowledgeable staff that can diagnose problems faster and maintain higher overall availability.

Lower your support costs

Reduce the number of calls for help, either to your internal help desk or to StorageTek.

Increase staff versatility

Cross-train your staff so they can fill in for each other in case of illness or emergency or rotate assignments more easily. You maintain productivity and boost employee satisfaction by investing in their skills development.

Support best practices, government and ISO requirements

Achieve compliance with internal and external operating standards.

Why take a StorageTek® training course?

Maximize your investment

You invested in StorageTek® products to manage and protect your extremely valuable business data. But inadequate operator knowledge can cost your business in downtime and valuable support resources. StorageTek's Education Services courses give you a fast, efficient way to acquire the knowledge you need to operate products and manage your storage environment more effectively. With the right training, your staff can become productive more quickly, minimize the potential problems caused by downtime and reassign workloads during emergency staff shortages.

The Standish Group claims that operator error as a cause of downtime costs the IT industry \$75 billion a year. Ongoing education and training can help reduce your average downtime by as much as 15 percent. The monetary equivalent of this saved time is a direct boost to your bottom line.

When should you take a StorageTek course?

- When you purchase a new product or a significant upgrade
- When you need to transition from a mainframe to open systems environment
- When you need hands-on practice or specialized skill development
- When you want interactive instruction to supplement technical documentation
- When you want to reduce excessive downtime related to operator error
- When you want to enhance the knowledge and skills of your staff

Where can you find course descriptions?

See the StorageTek training catalog at www.storagetek.com. Click on Support, Product Training, then Course Catalog in your geographical area. A sample of current course titles is listed on the reverse side of this document.

How do you register for a StorageTek course?

- Contact your StorageTek account executive
- For U.S./Canada, call your StorageTek training coordinator at 303.661.2277.
- Register online at www.storagetek.com. Click on Support, Product Training, then click the login button on the right side of the page and follow the instructions. You will need a login ID for each student. If you don't have one, you can get one by clicking on the 'apply for your customer ID and password' line on the same page.

You can register for standard classes on a variety of storage technology or product topics. Or you can customize the classes to focus on exactly the information your team needs.

How can you get help choosing courses?

Contact StorageTek's Education Services program manager at 303.673.7069.

Current Education Services courses

Course title	Course type
ACSLS Manager™ Software Systems Administration	Instructor-led
ACSLS Manager Software, UNIX Skills	Instructor-led
ACSLS Manager Software HA	Instructor-led
API Scripting Toolkit	CD
API Scripting	Web-based
Application Storage Manager® (ASM) Software for NT	Instructor-led
Application Storage Manager (ASM) Software for NT Troubleshooting	Instructor-led
Application Storage Manager (ASM) Software for UNIX	Instructor-led
Application Storage Manager (ASM) Software for UNIX Troubleshooting	Instructor-led
Automated Tape Solutions Product Overview	Instructor-led
Brocade® 2 Gb/sec Accelerated BCFP Certification Track	Instructor-led
Brocade Accelerated BCSM Certification Track	Instructor-led
Brocade Advanced Secure Fabric OS, Introduction	Web-based
Brocade Configuring FICON on Brocade Switches	Web-based
Brocade Configuring Long Distance Fabrics using Brocade Fabric OS	Web-based
Brocade Fabric Watch with Fabric OS, Introduction	Web-based
Brocade Fibre Channel Fundamentals	Web-based
Brocade Monitoring, Managing and Maintaining Switches with Fabric Manager	Web-based
Brocade QuickLoop and QuickLoop Fabric Assist, Introduction	Web-based
Brocade SAN Design Fundamentals	Web-based
Brocade SAN: Managing, Monitoring and Maintaining	Instructor-led
Brocade SAN Troubleshooting with Advanced Fabric Services	Instructor-led
Brocade Secure Fabric Operating System	Instructor-led
Brocade® SilkWorm® 3900 and 12000 Switches	Web-based
Brocade SilkWorm 12000 with Advanced Fabric Services	Instructor-led
Brocade SilkWorm 7420 Multiprotocol Router	Instructor-led
Brocade SilkWorm family of 2Gb/sec switches	Web-based
Brocade SNMP Protocol, Introduction	Web-based
Brocade Switches: Configuring SNMP	Web-based
Certance LTO-2 Product Training	CD
Email Xcelerator™ Software and ArchiveMaster™ Solution	Instructor-led
Email Xcelerator Software and ArchiveMaster Solution Administration for Lotus Notes	Instructor-led

Course title	Course type
Email Xcelerator Solution and ArchiveMaster Solution Administration — Quick Start	Instructor-led
Expert Library Manager (ExLM®) Software MVS Systems Administration	Instructor-led
FlexLine™ 200/300 Disk Administration & Connectivity	Instructor-led
L20/L40/L80 Tape Library Installation, Configuration and Operation	CD
L5500 Operations	Instructor-led
L700/L180 Operations and Administration	Instructor-led
LibraryStation™ Software MVS Systems Administration	Instructor-led
LifeCycle Director™ Software	Instructor-led
MirrorStore™ Replication Appliance Operations and Administration	Instructor-led
MirrorStore Replication Appliance Overview	Web-based
MVS/CSC MVS Systems Administration	Instructor-led
SAN Concepts and Connectivity	Instructor-led
SAN Concepts and Connectivity Implementation	Instructor-led
SDLT Product Training	CD
SL8500 Differences	Web-based
SL8500 Overview	Instructor-led
SMC/HSC/MVS Nearline Operations	Instructor-led
SMC/HSC/MVS Nearline System Admin	Instructor-led
SVA™ Administrator (SVAA) Software Administration for OS/390	Instructor-led
SVA Administrator (SVAA) Software Administrator for Open Systems	Instructor-led
Tivoli Storage Manager 5.2 Implementation	Instructor-led
Tivoli Storage Manager 5.2 Total Integration	Instructor-led
VERITAS Backup Exec 9.x for Windows Servers	Instructor-led
VERITAS Cluster Server for Solaris	Instructor-led
VERITAS NetBackup 5.0 for Windows	Instructor-led
VERITAS Storage Foundation 4.0 for UNIX	Instructor-led
VSM® System: Managing Disaster Recovery in a VSM Environment	Instructor-led
VSM System MVS Systems Admin	Instructor-led
VSM System Operator	Instructor-led
VSM System: VTCS 5.0/5.1/6.0 Differences	Instructor-led

Most courses can be delivered at StorageTek's training centers worldwide or at the customers' locations.



ABOUT STORAGETEK®

Storage Technology Corporation (NYSE: STK) is a \$2 billion global company that enables businesses, through its information lifecycle management strategy, to align the cost of storage with the value of information. The company's innovative storage solutions manage the complexity and growth of information, lower costs, improve efficiency and protect investments. For more information, visit www.storageitek.com, or call 1.800.275.4785 or 01.303.673.2800.

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