

Sun™ Learning Solutions for the Data Center



Key Highlights

Education is an important component of these key Sun data center offerings:

The Sun™ Infrastructure Solution for Enterprise Consolidation helps you consolidate to a common architecture of fewer, more powerful, and better utilized hardware, software and storage systems.

The Sun™ Infrastructure Solutions for Tru64 Migration and mainframe rehosting offers a comprehensive, integrated package of lifecycle services, developer migration programs, hardware, software, financial offerings, and partner skills to ease the transition to Sun systems.

SunSM Migration Services can help you port your applications from HP-UX to Solaris™ Operating System (OS), allowing you to take advantage of the same enterprise features and functionality you have currently, with the additional competitive advantage of reaching new customers.

SunSM Managed Services provides IT infrastructure management solutions that help you reduce cost, complexity and risk without the pitfalls often associated with total IT outsourcing.

Learning in the data center: you can't afford to ignore it

Data center solutions require consideration of the systems involved, processes defined, and the people who architect, implement and manage the environment. Based on these considerations, along with many years of innovation and data center experience, Sun Microsystems and our partners team with you to build optimized network computing solutions and translate that innovation into business value.

We provide solutions for consolidating your current information technology (IT) investment, migrating to a new platform or upgrading to new technologies. For each of these strategic areas, Sun offers learning solutions to help you maximize system availability, increase productivity, speed time to market and reduce total cost of ownership (TCO). Sun learning solutions provide you with valuable knowledge that helps you optimize your Sun data center solution investment.

Education is a process, not an event

For education to be most effective, it must be considered an integral element in an ongoing data center environment. Continuous learning is the best way to improve system availability:

- “In a recent survey, respondents quantified the amount of lost revenue per hour of an IT infrastructure downtime event at an average of \$108,000.” – *North American Customers Reveal Preferred Services for Mission-Critical Systems*, by Bob Igou and Eric Rocco, Gartner, September 5, 2003
- A 2004 SunSM Services study conducted by New Course Analytics indicates that Sun customers who invest in education have 43 percent fewer events requiring external support calls and a 49 percent reduction in critical support incidents.

Changing business and IT requirements are constant. Sun works with you to help you gain control of your environment and reduce human error throughout your IT operations.

Benefits of Sun education offerings

Sun learning solutions help you optimize your investment in Sun's data center solutions by reducing costs and streamlining the transition to new data center environments.

Sun™ Learning Solutions

“We are able to manage our systems more efficiently and at a lower cost because of the training we received from Sun Services.”

*–Phil Andrews, Program Director
High-End Computing
San Diego Supercomputer Center*

Education helps reduce costs:

- Improves availability and uptime through well-trained staff
- Increases staff productivity and usability
- Reduces system recovery time through optimized administration

Education helps ensure smooth transition to new data center environment:

- Lowers risk of outages and failures
- Reduces learning curve and maximizes return on investment (ROI) in your business solution

- Increases skills of new and existing employees to support new features
- Increases end user satisfaction

Learning options to meet your needs

Sun offers learning solutions to fit your business’ varied data center needs. We provide both team and individual training options, as well as consulting services to help you make the most of your data center solution. To enhance your data center effectiveness, Sun recommends selecting options from team learning and individual learning offerings.

Team Learning Overview

Learning Categories	Recommended Learning Options	Details
Consulting Services	IT Organization Strategy and Planning	<ul style="list-style-type: none"> • Identify business goals and objectives • Categorize core, support and boundary work being performed by the IT organization • Map the work into the industry standard ITIL framework
	Skills Analysis and Employee Development Planning	<ul style="list-style-type: none"> • Analyze existing skill levels and identify knowledge gaps • Create individual and team development plans
IT Talent Management Solution	IT Talent Management Solution for Data Center	The IT Talent Management Solution for Data Center will serve three broad categories: Consolidation, Migration and Upgrades.
eLibraries	Sun and Third-Party Training Content	<p>Four Sun eLibraries: Solaris OS, Java™ Technology, Web Development, StarOffice™ software. These four Sun eLibraries are also available as a promotional package under “Economic Advantage Program.”</p> <p>Sun also offers third-party eLibraries. Recommend list: SAP, Oracle, and Cisco.</p>
On-Site Training	Standard and Custom Training	Standard and custom classroom training delivered at customer’s location.
Sun Certification Exams	System Administration for Solaris OS	<p>Three options for Sun Certified System Administrator for Solaris 9 or 8 OS:</p> <ul style="list-style-type: none"> • Part I Exam (candidates with 6 months experience) • Part II Exam (with one or more years experience) • Upgrade Exam (with one or more years experience)
	Network Administration for Solaris OS	Sun Certified Network Administrator for Solaris OS – Solaris 9 or 8
	Security Administration for Solaris OS	Sun Certified Security Administrator for Solaris 9 OS
Linux Certification Exams	RHCT Exam	Red Hat Certified Technician Lab Exam
	RHCE Certification	Red Hat Certified Engineer Certification Lab Exam

Team learning offerings

Team solutions include consulting services designed to help the IT team determine how best to organize for the new environment, determine the right people for the new roles and identify the necessary training for their success.

- *Consulting Services*
Analyze existing skill levels and identify knowledge gaps, and create individual and team development plans
- *IT Talent Management Solution*
Enables your IT organization to maximize workforce efficiency
- *eLibraries*
Include packages of Web-based courses designed for the data center
- *Sun/Linux Certification Exams*
Verify the skills that can help lead to decreased time to market, increased productivity, less system failure and higher employee satisfaction
- *On-site Training*
Standard and custom classroom training delivered at your location

Individual Learning Overview

Learning Categories	Recommended Learning Options	Details
Learning Paths	Solaris OS	Solaris 9 or 8 OS System Administration, Network Management, Security, Solaris OS Development
	Server and High availability	Server Administration, Sun Cluster
	Hardware System	Install, configure, diagnose & trouble shoot Sun Hardware systems
	Storage Management	Disk management, storage administration and storage area networks
	Red Hat Linux	Red Hat Certified Technician (RHCT) Program, Red Hat Certified Engineer (RHCE) Program, Red Hat Developer Curriculum, Red Hat Security Curriculum
Online Learning	Web-based courses and Bundles	Web-based courses and bundles available for 90, 180 and 365 days
Sun Career Accelerator Packages (Includes courses, practice exam and certification exam)	Intermediate System Administration for Solaris OS	For intermediate system administrators preparing to pass the Sun Certified System Administrator for Solaris OS, part-I exam.
	Advanced System Administration for Solaris OS	For advanced system administrators preparing to pass the Sun Certified System Administrator for Solaris OS, part-II exam.
	Advanced Network Administration for Solaris OS	For advanced system administrators preparing to pass the Sun Certified Network Administrator for Solaris OS exam.
	Advanced Security Administration for Solaris OS	For advanced security administrators preparing to pass the Sun Certified Security Administrator for Solaris 9 OS exam.
Sun Certification Exams	System, Network and Security Administration for Solaris OS	For details see page 2 of this data sheet.
Linux Certification Exams	RHCT Exam and RHCE Certification	For details see page 2 of this data sheet.

Individual learning offerings

Individuals also have access to consulting, however, the focus is on tactical skills analysis and learning plan development for the individual.

- *Consulting Services*
Analyze existing skill levels and identify knowledge gaps, and create personalized individual development plans
- *Learning Paths*
Role-based paths consisting of classroom and Web-based courses and certifications showing prerequisites and sequence in which they should be taken
- *Career Accelerator Packages*
Comprehensive and integrated bundles of classroom and Web-based training, online practice exams and a voucher for the certification exam at an affordable price
- *Sun/Linux Certification Exams*
Verify the skills that can help lead to decreased time to market, increased productivity, less system failure and higher employee satisfaction
- *Online Learning*
Access to individual Web-based courses and bundles based on learning objectives

Learning lifecycle for the data center

SunSM *Sigma Solutions Methodology* is Sun's solution delivery process that helps customers Architect, Implement and Manage (AIM) infrastructure solutions to maximize their IT investment.

The individual and team learning services for the data center are mapped to this methodology to help customers ensure that their learning lifecycle is integrated into their full project scope.

As business needs and systems change, the IT professional's role changes, and new skills must be acquired. Continuous improvements, skills evaluation, skill gap identification, training and certification must continue through the lifecycle of the data center.

Don't get left behind

Investing in learning solutions is worth it. In a recent Sun Services study,* customers who invested in learning solutions saw up to 65 percent reduction in support calls per month. And according to an American Society for Training and Development study, "Companies that invest in learning outperform the market by more than 45 percent, while companies that don't, underperform by 22 percent." Can you afford to ignore Sun learning solutions in your data center?

* Study by New Course Analytics, 2004

Take the next step.

For more information about Sun Learning Solutions for the data center visit: www.sun.com/service/solutions/datacenterlearning/index.html

And for detailed product information visit: <http://training.sun.com/US/organization/datacenter.html>

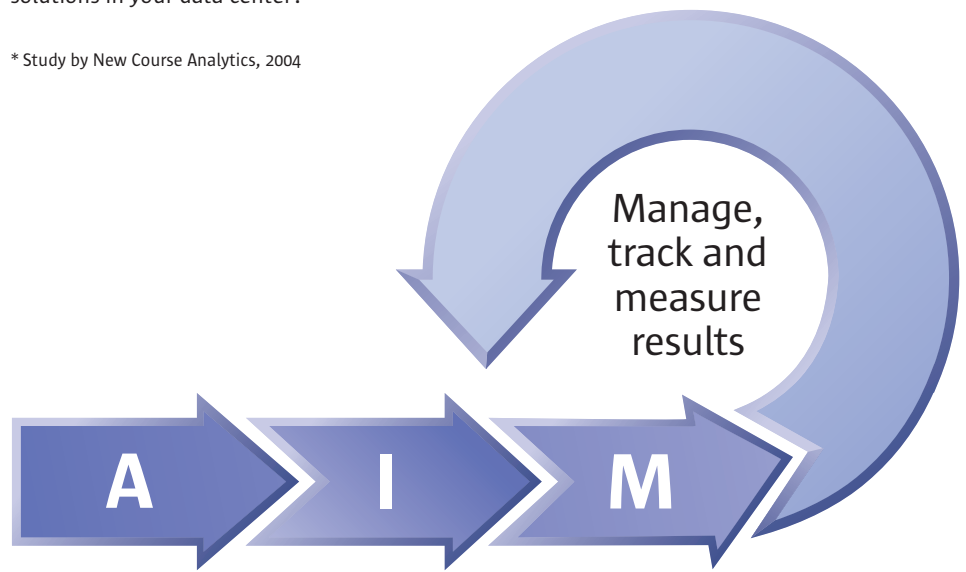
"Sun skill assessments and training contributed to our ability in meeting some very aggressive time-to-market and availability objectives."

-Saiful Bahri Jusoh

Project Manager for Core Services

iCOMMS Division

Telekom Malaysia



Learning Category	Architect	Implement	Manage
Team	<ul style="list-style-type: none"> Consulting Services IT Talent Management Solution 	<ul style="list-style-type: none"> eLibraries IT Talent Management Solution On-site Training 	<ul style="list-style-type: none"> Sun/Linux Certification Exams Ongoing Team Development
Individual		<ul style="list-style-type: none"> Learning Paths Online Learning Certification Accelerator Packages 	<ul style="list-style-type: none"> Sun/Linux Certification Exams Ongoing Individual Development

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