



HP Education's use of MTM

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Agenda

- Introduction
- HP's selection of MTM
- The way we use MTM
- Challenges
- Tips



Stephen Smith

- 22 years with Hewlett-Packard
- Senior Business Analyst
- Focussing entirely on HP's Education Services
- Working across EMEA
- Based in Bracknell



Company background

- Hewlett-Packard makes and sells printers, PCs, servers, mass data storage, cameras, calculators, consultancy, support, digital presses, scanners, software, managed services, , and education
- 151,000 employees
- Many businesspartners
- For the four fiscal quarters ended July 2005, HP revenue totalled \$85.2 billion
- HP serves more than one billion customers in 178 countries on five continents

HP's selection of MTM

- We have only been using MTM since this year
- Trigger: Need to replace our obsolete evaluation collection application
- Three departments in HP combined forces
 - workforce development
 - partner training
 - customer education

HP's selection of MTM

- Key factors in choosing KA:
 - The closest fit to our functional, process and reporting requirements
 - Fastest expected time to deploy
 - Only “Learning Provider” focused solution on the market
 - Industry benchmarking capabilities
 - Large extensibility possibilities (level 3 and beyond)
 - In-house TCE expertise and consulting skills

The way we use MTM

- Three organisations have combined forces
- One common instrument
- Evaluation input is both direct by students and manually afterwards
- 25 languages for the survey
- Links from our registration applications
- Admins, instructors and reporters

Caveats x 3

- MTM is so new that we haven't really explored the reporting capabilities and usefulness of the product
- MTM is so new that we haven't had enough time to collect organised feedback from the users
- My own involvement is limited to the education side of MTM
- Nevertheless I hope I can offer some helpful thoughts

Challenges – Testing



- We needed to test our data-load interfaces...
- ... and gain experiences of the product
- So did we:
 - Use fictional test data?
 - Load courses, classes and instructors but no evaluations?
 - Load one or two tentative real-life classes?
 - Go for it, with no testing?

Challenges – Structure



MSF
T

WD



HPE
S



SPO



	ADMINISTRATO	REPORTER	INSTRUCTOR
WORLDWIDE	✓		
REGIONAL	✓	✓	
COUNTRY	✓	✓	✓

Challenges – Structure



WORLDWIDE	EDIT	LINK	MAKE	WW
REGIONAL ADMINISTRATOR	x	LINK	MAKE	WW (!)
COUNTRY ADMINISTRATOR	x	LINK	MAKE	COUNTR
REGIONAL REPORTER	x	x	x	REGION
COUNTRY REPORTER	x	x	x	COUNTR
INSTRUCTOR	x	x	x	CLASSES

Challenges – Structure



- Courses are owned by WW (sort of)
- Classes are owned by Countries (Learning Providers)
- Instructors are owned by Countries
- So editing becomes problematic
- What if HPES conducts classes on behalf of SPO?
- What if an instructor works in two countries?

Challenges – Naming conventions



Class Query

Report Output: Graphical Display

Name This Report: Class Summary

Start Date: Oct 20 2005

94 Results shown out of 94 results total

Course
EU_S8100H1662S/0060 - EU_S8100H1662S - Network Node Manager pour plate-forme NT Oct 21 2005
EU_S8100H4264S/0037 - EU_S8100H4264S - Résolution d'incidents Syst. & Rés. HP/UX Oct 21 2005
EU_S8200H3064S/0178 - EU_S8200H3064S - . Oct 21 2005
[698073] - Large-Format Printing Technical Consultant Oct 20 2005
AM_N5000H4358X/0006 - AM_N5000H4358X - HP OpenView operations for operators Oct 20 2005
AM_N5000U4879X/0003 - Managing HP StorageWorks Enterprise Virtual Array Oct 20 2005
DACH7100IMKK5072GR2/000 - DACH7100IMKK5072GR2 - ITSM Simulation Oct 20 2005
EU_EE800U8472S/0006 - EU_EE800U8472S - HP Proliant Blade Planning & Deployment Workshop Oct 20 2005
EU_EL800H7084A/0007 - EU_EL800H7084A - HP OpenView Service Desk pro administrative Oct 20 2005

Challenges – Naming conventions



Class Name	Instructor	Start Date	End Date	Location	Method	Ack	Actions
DACH8300UPHAPSPL/0005 - Update Servicing ProLiant Server Oct 31 2005	Winkel, Joerg	Oct 31 2005	Oct 31 2005	Hamburg bei Pescok	Instructor Led	No	Edit Go
DACH870020736-1/0002 - DACH870020736-1 - Implementing HP MSA Storage Oct 31 2005	Vogt, Ewald	Oct 31 2005	Oct 31 2005	Zürich-Dübendorf	Instructor Led	No	Edit Go
EU_N8000U8683X/0001 - EU_N8000U8683X - ITIL PRACTIONER CHANGE MANAGEMENT Nov 3 2005	Wright, Stuart	Oct 31 2005	Oct 31 2005	Onsite	Instructor Led	No	Edit Go
[525150] - Linux Troubleshooting Apr 4 2005	Carter, Derek	Oct 24 2005	Oct 28 2005	Washington DC-Rockville	Instructor Led		Edit Go
AM_N2000B4743S/0032 - AM_N2000B4743S - HP OpenView Network Node Manager UNIX I (essentials of use and administration) Oct 28 2005	Richards, Deanna	Oct 24 2005	Oct 28 2005	Montreal	Instructor Led	No	Edit Go

Class Name	Instructor	Start Date	End Date	Location	Method	Ack	Actions
[698926] - Update Servicing ProLiant Server Oct 31 2005	Winkel, Joerg	Oct 31 2005	Oct 31 2005	Hamburg bei Pescok	Instructor Led	No	Summary Go
[698927] - DACH870020736-1 - Implementing HP MSA Storage Oct 31 2005	Vogt, Ewald	Oct 31 2005	Oct 31 2005	Zürich-Dübendorf	Instructor Led	No	Summary Go
[698946] - EU_N8000U8683X - ITIL PRACTIONER CHANGE MANAGEMENT Nov 3 2005	Wright, Stuart	Oct 31 2005	Oct 31 2005	Onsite	Instructor Led	No	Summary Go
[811800] - Manager's Course in IT Service Management: Service Delivery Jul 15 2005	Van Hove, Suzanne	Oct 24 2005	Oct 28 2005	Atlanta	Instructor Led	No	Summary Go
[698430] - AIS-HP ProLiant Servers - Rezerifizierung Aug 19 2005	Winkel, Joerg	Oct 27 2005	Oct 28 2005	Bad Homburg	Instructor Led		Summary Go

Challenges – Naming conventions



KnowledgeAdvisors



Class list for EU_N8000 United Kingdom

If this is not the correct location, please notify your instructor.

Please select the class related to you:

Select one

Select one

[692311] - EU_N8000H6285S - Logical Volume Manager & MirrorDisk/UX Oct 26 2005 -- Startup
[692312] - EU_N8000ITIL-SIM-1 - ITIL Awareness Training Incorporating HP's F1 Simulation Program Oct 24 2005 -- Smith
[692313] - HP OpenView DataProtector Fundamentals Oct 28 2005 -- Moloney
[692314] - EU_N8000U4195S - Performance Analysis and Tuning Oct 28 2005 -- Jones
[692315] - EU_N8000U4235X - Bespoke SAN Boot Camp and MSA Oct 28 2005 -- Smith
[692316] - EU_N8000U4879X - Managing Eva Oct 28 2005 -- Murray
[692317] - EU_N8000WD-4630 - Supporting MSA 1000/1500 Storage Solutions Oct 26 2005 -- Rowlands
[694110] - EU_N800025459 - Implementing HP Proliant Servers Oct 28 2005 -- Worral
[694111] - EU_N9100H1846S - ITIL Foundation for IT Service Management Oct 27 2005 -- Shaw
[694112] - EU_N8000UC318S - HP OpenView Patch Manager Using Radio Oct 27 2005 -- Jones
[695669] - EU_N9100H1846S - ITIL Foundation for IT Service Management Oct 26 2005 -- Beddall
[695670] - EU_N9100H1846S - ITIL Foundation for IT Service Management Oct 27 2005 -- Macfarlane
[695671] - EU_N8000U8677S - Designing IT Platform Collaborative Applications with Microsoft SharePoint 2003 Workshop Oct 28 2005 -- Barrett
[695672] - EU_N8000WD-16911 - MSA 1500 Oct 27 2005 -- Culpin

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Tips – Training



- We used three completely separate training courses
- "Finding your way around MTM"
- "Processes to use with MTM"
- "Training for Instructors"
- Each was recorded for playback whenever people wanted

Tips –

Training ("Processes to use with MTM")



- **The Sokrates-to-MTM data transfer**
 - Data path
 - Regular Schedule
 - Effect on your processes
- **The URL to give to your students**
 - Course-Specific URL
 - Country-General URL
- **Extra data transfer topics**
 - Mandatory Sokrates features
 - Items you need to refer to support
- **Now let's look at MTM...**
 - Authorised users
 - End dates v start dates
 - Preferences
- **Reporting**
 - The reports on offer
 - A close look at six of them
 - An analysis of reporting needs against availability
 - Filters
 - Scheduled reports
 - Important things to remember
- **Miscellaneous topics**
 - Paper evaluations
 - Obtaining support
 - Instructor training
 - Outlook warnings

Tips – Organisation of Admins / Users /etc



- We set up the country admins
- They in turn are responsible for setting up new country users and country admins
- And training them
- And passing out log-on details to instructors

Tips –

Auto-load versus manual-load

- We have a complete separation of the two
- In the auto space,
 - No set-up of courses, classes, instructors
 - Minimal editing
- Should a country switch to auto-load then it will have to be re-invented

Tips – Transfer window



S	Class	E
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S-9	S-8	S-7	S-6	S-5	S-4	S-3	S-2	S-1	S	S+1
Extract	Extract	Extract	Extract	Extract	Extract	Extract	Extract	Extract	Extract	Extract
MTM	MTM	MTM	MTM	MTM	MTM	MTM	MTM	MTM	MTM	MTM
E-1										E+4

Open for student input

Amendments

Original transfer into MTM

The way ahead

- Regular user conferences
- Exports to our central management dashboard
- Follow-up surveys
- Use of hierarchies



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