

## IBM ECM Education Buyers Guide

Training is a critical factor to the overall success of your ECM deployment. IBM offers over 70 courses to help you gain the knowledge and skills to successfully design, build, deploy, and maintain your ECM systems. Recognizing that students have individual preferences to their learning environment, IBM has expanded its delivery methods to include Instructor Led Online (ILO) and ECM On Demand eLabs. These eLearning delivery methods include the same content as our Instructor Led Classroom Training (ILT) without the need to travel to an authorized IBM training facility.

Now, you have the ability to decide when, where and how you build your ECM expertise.

### Instructor Led Classroom Training (ILT)

For students who prefer being in the same room as their instructor and other students, ILT is the best option. IBM expert instructors guide you through the class material and observe you as you perform the assigned hands-on lab exercises. ILT provides a rich learning environment as it allows you to interact with others in a face-to-face manner. Additionally, printed student manuals and classroom equipment are provided. Long the standard for IBM ECM training, we have hosted thousands of students in our classrooms.

### Instructor Led Online (ILO)

For students who lack the funding or desire to travel to one of our training facilities, an ILO class may be the best option. Access to live instructors, other students, hands-on lab exercises and full course content is included. Students log into the virtual classroom and join their instructor and fellow students over the web. The instructor guides students through the course content and shadows individual students during their lab exercises. Students have the ability to interact with each via chat. ILO provides you with the benefits of the classroom without the cost and hassle associate with travel.

### ECM On Demand eLabs

For students who prefer self-paced learning, an ECM On Demand eLab is your best option. ECM On Demand eLabs include the same course content and hands-on labs as ILT and ILO. However, classes are not scheduled and you do not need to travel to an authorized IBM training facility. The course materials, video demonstrations narrated by our classroom Instructors, and interactive exercises are all integrated into one easy-to-use interface. You perform hands-on lab exercises on the same fully functional system as our ILT and ILO courses. With ECM On Demand eLabs, you decide when you want to study, for how long, and at your preferred pace.

*Which type of training is best for you? It depends – use the chart on the next page to identify the IBM ECM Education delivery method that best meets your needs.*



## IBM ECM Education Delivery Methods

	ILT	ILO	ECM On Demand eLab
<b>Instructor Involvement</b>	A live instructor with product expertise leads the course and observes your hands-on lab exercises.	A live instructor with product expertise leads the course and shadows your hands-on lab exercises remotely.	Recorded instructor demonstrations highlight key concepts and lessons.
<b>Course Content</b>	Full multi-day content is included in the course.	Same as ILT.	Same as ILT.
<b>Hands-on Labs</b>	Remote access to a fully functioning IBM ECM system is available for hands-on lab exercises which reinforce key concepts.	Same as ILT.	Same as ILT.
<b>Student Materials</b>	Hard copy student manual and exercise books are provided.	PDF versions of the student manual and exercise books are provided.	Student manual, exercise book, and product documentation and Help files are embedded in the course module.
<b>Class Schedule</b>	A public schedule is published on <a href="http://ibm.com">ibm.com</a> with location, dates and times.	Same as ILT.	Classes are not scheduled. You have the flexibility to take the class whenever it fits into your schedule and at your desired pace.
<b>Travel Requirement</b>	Students must travel to an authorized IBM Training facility.	Travel is not required. Students access the content and lab exercises remotely.	Travel is not required. Classes are self-paced and students access the content and lab exercises remotely.
<b>Private Class Option</b>	Scheduling a private class at your location is available upon request.	Scheduling a private class is available either as an entirely remote class or in conjunction with a private onsite course with remote students.	Not applicable however, organizations have the ability to purchase a site license to IBM ECM Web Based Training (WBT) which allows multiple students to consume the education that is applicable to them at a fixed cost.
<b>Content Support</b>	The instructor is available during class times to answer your questions.	Same as ILT.	No support for content questions is provided at this time. Content feedback is welcome and will be reviewed as part of our continuous course enhancement process.
<b>Technical Support</b>	All of our training facilities and systems are tested and monitored to ensure all systems are working properly.	All hosted systems are tested and monitored to ensure all systems are working properly. In the event of a student technical issue, phone and email support is available.	Same as ILO.



### ECM Enterprise Training Plans

Organizations often have employees who perform different roles in support of their ECM systems including Administrators, Programmers, Architects, Project Managers and Support personnel. All of these people need to have the proper knowledge and skills to be successful.

IBM ECM Education offers complimentary enterprise-wide training recommendations which help organizations identify the training needs of their entire staff. ECM Enterprise Training Plans document the recommended training for each employee role based on your unique ECM deployment. To learn more and to request your training plan, visit [www.filenetinfo.com/mk/get/trainingplans\\_req](http://www.filenetinfo.com/mk/get/trainingplans_req).

### ECM Web Based Training (WBT) Bundles

For organizations that have many students with differing education needs, IBM offers ECM Web Based Training Bundles. These bundles provide access to the complete library of ECM WBT training courses including On Demand eLabs, ECM Essentials foundation courses, and ECM skills courses. To learn more, contact the ECM Education team at [ecmeduna@us.ibm.com](mailto:ecmeduna@us.ibm.com).

### IBM Education Packs

The IBM Education Pack is a prepaid discount program that gives you access to top-notch classroom training, technical conferences and self-paced offerings at a very competitive price. Your IBM Education Pack purchase is good for 12 months and is available in small, medium or large quantities offering discounts of up to 10 percent. Please visit the IBM Education Pack program site for complete details, [www.ibm.com/training/us/savings/edpack](http://www.ibm.com/training/us/savings/edpack).

### Contact

To learn how IBM ECM Education can help meet your business needs, please contact your local ECM Education representative by email at [ecmeduna@us.ibm.com](mailto:ecmeduna@us.ibm.com).

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