

TIBCO Spotfire Educational Services



Optimize your investment in TIBCO Spotfire® software with Learning Solutions from Spotfire Educational Services

Spotfire Education will work with you to build a training curriculum and realize a measurable return on education. We can help you design and implement learning solutions that cover every stage of the deployment process.

By utilizing Spotfire Educational Services, you can:

- Ensure efficient and effective deployment and usage of Spotfire software
- Empower all user roles
- Facilitate User Adoption
- Reduce the total cost of ownership
- Maximize your Investment

Training Options

There are two parts to every training story. The first is choosing a combination of delivery options that best fit your organization and learning styles - this part is described below. The second part is choosing the content to deliver, which will be covered later on in this document.

Instructor-led Training

Instructor-led Training (ILT) is formal classroom training provided either at a customer's office or regionally at a TIBCO Training Center. It is meant to provide knowledge transfer to provide enablement of skills required for a new Spotfire user. It is the highest value of training but confined into 8 hour days. Some industry-specific exercises are available.

Blended Training

Our 'blended' delivery model is both intensive and flexible. You can access all of the training materials for 60 days from the office, home or airport, from any internet-enabled computer. During the duration of the course, students have access to an instructor for support and coaching, either via course forums, email, phone, or webinar. Some courses also have a scheduled, live 2 hour webinar. This approach allows students to spread the learning out over time and increase retention.

Asynchronous blended content includes: recorded slides, video demos, quizzes, exercises, and solutions. All of these are broken down into modules so that users can learn in smaller chunks to increase retention. To see a sample of what our blended training looks like, please visit the following URL: <http://spottrain.tibco.com/sln/course/view.php?id=36> and login as guest.

Bootcamp

A bootcamp is the name for our extended 8+ week university-style learning program. There are tracks for Authors (using Spotfire Professional), Developers, and Administrators featuring all the benefits of Blended training, plus extra content and several webinars. Bootcamps include content from all our training courses, specific to the role.

eLearning

eLearning provides ongoing 24/7 reference to specific features of TIBCO Spotfire. It can be customized to include customer-specific situations, workflows, and data. There are two types of eLearning delivery mechanisms. First, we can provide the content as Web-based, available in either a portal or a Learning Management system. Or, we can provide content in the TIBCO Spotfire Training Panel. For more details, please view our datasheet at: <http://spotfire.tibco.com/community/Downloads/TIBCO Spotfire Training Panel.pdf>

Custom Training

Custom Training comes in two basic types. The first applies when a customer has new extensions developed using the Spotfire SDK, or complex workflows which their staff need training to use. All of the training materials are developed from scratch and there is a daily rate for creating and delivering the materials. The second option applies when a customer wants to base a modified training session on our existing training materials, usually by adding customized exercises or screen shots. In this case, there are various options for purchasing access to our own materials, and then the customizations are charged on a daily basis. Our custom training offering covers all possible learning styles and options, including Instructor-Led, eLearning which can be in SCORM or AICC format, audio narration, screen capture movies of demos, knowledge assessments plus extras such as quick start guides, manuals and exercise files running inside Spotfire.

Spotfire User Community

Visit our Spotfire User Community at <http://spotfire.tibco.com/community> to digest some of the following freely available informal learning assets:

Tip of the week blog - Includes weekly articles describing how to perform various functionality inside TIBCO Spotfire.

Discussion Forum - Search, ask, or answer questions related to various TIBCO Spotfire products. Community users include peers, as well as experts from Spotfire support, engineering, marketing, training, and field organization.

Free Jumpstart Training - 9 orientation level Jumpstart Training videos

Analytics in Action - See interesting demos of Spotfire solutions leveraging the entire platform, including SDK extensions, integrations with S+ or R, and much more.

What are people saying?

Over 600 students completed our end of course evaluations in the past year, and the results do not lie:

98% of customers rated the Spotfire product training experience as Excellent.

97% of customers rated the Spotfire product instructors as either Excellent or Above Average

Here are some specific comments.

"The instructor was well trained in Spotfire, very easy to understand, and made the course interesting"

"Fantastic...very well organized and it touched upon many key points useful to new users"

"I learned many new useful functions that I can utilize in my work"

"[The instructor] was great. Energetic, fun...answered every question, often in different ways so that everyone understood. Questions that he did not know immediately he researched during breaks and came back with answers."

"Great material and a lot of good data sets to exercise. Gives us the opportunity to get more involved into the program"

Creating a Successful Training Plan

The success of a training program involves two key elements:

- A Training Needs Assessment - This defines who needs what training and when
- A Learning Solution Roadmap - This defines a custom training roadmap that works across your organization, no matter how big or small the Spotfire deployment is

Training Needs Assessment

With training being such a critical element of user adoption and successful deployments, the first step should be to define the precise training requirements for your organization. TIBCO can provide a needs assessment to ensure that we deliver the right training at the right time to the right people.

A training needs assessment answers five key questions:

1. What user roles require training?
2. What types of training does each user role require?
3. When should the trainings take place?
4. Where should the trainings take place?
5. How should we deliver the training?

The Training Needs Assessment will help you identify user roles and functionality that each one will use. We will also determine the number of users in each user role and each location, and what experience they have with Spotfire products. Once we determine this, the assessment will help determine learning objectives for each user role. This could include training on standard concepts and procedures, re-training on concepts, training on custom, company specific concepts and data, or delta training.

Learning Solution Roadmap

Given a needs assessment, the next step is to define a Learning Solution Roadmap, specific for your organization. Every deployment of Spotfire software is unique, which means that everyone's training needs are unique as well. Whether the deployment is for 10 users, 100 users, or over 1,000 users, we will create a custom Learning Solution Roadmap that addresses your training needs.

Spotfire Educational Services will use the training needs assessment to create detailed recommendations on which user roles require training, what training to offer, and how and when to deliver it.

The Roadmap can include a number of different recommendations, including:

- Role-specific training paths - We will identify and define specific user roles, the number of users for each user role and location, their existing Spotfire knowledge, as well as their preferred learning styles.
- Course Identification and Content - Based off the user roles defined and their specific business needs and objectives, we will recommend standard training curriculums or custom curriculums developed specifically for your users.
- Delivery Options and Timeline - We will also recommend how the courses should be delivered. Should the training be on-site, using our regional trainings, virtual, or e-learning. The plan will recommend the specific schedule as well.
- Investment Summary - We will put together the costs associated with each.

Role-based Training Courses

For Authors and Analysts

TIBCO Spotfire Professional is designed to be easy to use. However, we recognize that you need to get up to speed quickly, and we have developed a fast-track 2-day course to give you the essentials skills. For those who are intensive users of Spotfire, we have more advanced courses for Analysts and Authors.

TIBCO Spotfire Professional Essentials (2 days)

Coverage of all Spotfire visualizations and tables including the latest additions of treemap, heat map, and combination chart. We also look at some Spotfire core concepts which are not present in similar software: filtering, marking, and drill-down, plus the all-important details visualization. In addition, we look at managing 'real' data and show you how to merge, pivot, and transform your data into just the right format for the analysis you need. There is also an extended lab tying together all of the crucial concepts. When booking online, look for the codes SP121 and SP131.

TIBCO Spotfire Professional for Advanced Analysts

This 1-day course covers curve fitting, custom expressions, calculated columns, statistics tools, error bars, the Over statement and node navigation, hierarchical clustering, line similarity, K-means clustering. When booking online, look for the code SP141.

TIBCO Spotfire Professional for Authors

This 1-day course covers everything you need to make your analysis application more accessible to large audiences, whether they are using Spotfire Professional, the Enterprise Player or Web Player clients. We consider bookmarks, tags, text areas, script controls, coloring, information link basics, automating Spotfire, and specific tips for authoring in the web/enterprise player. When booking online, look for the code SP151.

Enterprise Web-based Training

Our WBT offering is recommended for all users of Spotfire Professional, in addition to traditional training. This can be delivered as a plug-in directly into the Professional client, or via a web browser, and goes several steps beyond the user guide to help you get the most out of Spotfire. Please contact spotfireregistrar@tibco.com for details.

Expert Users

After you have taken our standard courses, or perhaps if you are self-taught and have been using Spotfire for many years, we have range of Advanced Webinars for you.

For Spotfire Developers

SP221 TIBCO Spofire Developer: Foundation (1 day)

This is for people new to C# or .NET or people who need help to configure Visual Studio.

SP231 Automation APIs using C# (1 day)

SP232 Automation APIs using IronPython (1 day)

All about automating the Spotfire Professional application using either the C# APIs or IronPython

SP241 Basic Extensions and Tools (1 day)

Learn how to extend Spotfire clients by adding custom tools, calculations, expressions and aggregation methods, packaging and deploying extensions, localization, licenses and troubleshooting.

SP251 Advanced Extensions and Visualizations (2 days)

Understand what a Document Node is and how to create one, learn how to create and attach nodes to the Document Model, understand and develop different types of custom visualization, learn how to use data views to represent your data, plus how to create tools with state.

For Administrators

SP301 Installation and Validation of TIBCO Spotfire

Introduction to installing, configuring, and validating all components required to support users of TIBCO Spotfire Professional and TIBCO Spotfire Web Player. This course is useful for administrators needing to establish the server environment of gain familiarity with all related components.

SP302 TIBCO Spotfire Administration and Configuration

This course is useful for administrators maintaining an established TIBCO Spotfire server environment. All topics related to configuring and administering the server environment will be covered.

SP311 TIBCO Spotfire Information Services

This course shows administrators and DBAs everything needed to create Information Links for users.

For Consumers

For consumers, we have an eLearning training program which they can take for free. To access, they can visit <http://spottrain.tibco.com/sln/course/view.php?id=68> and login as guest.

Training Value for Every Experience

Training and performance support must reflect the learning needs critical to meeting business objectives. Organizations should realize that if those objectives involve using a new application and/or business process, the proficiency and skill with which people can perform their jobs using the technology and/or business process can mean the difference between organizational success and a wasted investment”

IDC, “Training Efforts Drive Enterprise Application Success,” October 2003

The importance of training users

“I was told Spotfire is easy to use, why do I need training?”

Spotfire software is very intuitive and easy to use, and you can start getting value back on your investment instantly. However, in order to understand the context in which Spotfire software is being utilized as well as Best Practices to maximize your investment you should attend training.

Return on Investment

According to a third party analyst firm, untrained users often ignore, misuse, or under-utilize new technologies. You have invested in Spotfire software as a solution to meet a certain ROI. If your end users are not able to utilize that solution, you may not be meeting your ROI goal.

Low Productivity

If you are willing to invest in training your employees, you will see a substantial productivity return. If end users are not given the proper training, they are going to need to get that information somewhere, typical this is from a co-worker, power user, or support desk. Each of these has a time and cost associated with it. Every day spent in training will reduce this time taken from other people’s productivity by one quarter of a day.

Excessive Support

According to the same third party analyst firm, for every hour of training, end users require 0.5 hours less help. Learning something new from the user manual and trial and error is possible, but requires 4.5 times as long as learning through formal training

Spotfire Software User Roles

Spotfire product training is based on specific user roles. Learning what each role’s tasks and objectives are will help identify users in each role and will help you select the appropriate training for a successful deployment and will facilitate user

Developer - Builds custom extensions to customize Spotfire software to your specific business objectives and integrates Spotfire into existing corporate systems using COM, HTTP, WebServices, and .NET.

Administrator- Installs, configures and maintains Spotfire software server’s infrastructure. Administers security and manages data usage and access.

Modeler - Designs and builds models for your metadata and optimizes query performance to enable data access for users

Business User / Consumer - Views reports already built, typically via the Web Player or Enterprise Player.

Analyst - Conducts ad-hoc analysis to sift through large amounts of data to investigate different areas of your business.

Author - Designs sophisticated analysis applications for themselves and others. Responsible for gathering requirements, creating the analyses, and deploying them to the end users.

Need more information?

Do you need more information about Spotfire software training? If so, visit our website at spotfire.tibco.com/training. There you can learn more about all our courses, our delivery methods, our current regional training schedule, as well as some other useful information.

TIBCO Spotfire Educational Services

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Educational Passports

Educational Passports enable companies to buy blocks of educational services at discounted rates. Education Passport credits can be allocated to employees over time towards purchase of any training option, including regional training, on-site training, virtual training, and custom training.

Passports can be purchased in any number of units you require, starting at 20. If you need help determining how many passport units are right for your organization, please contact us at spotfireedservices@tibco.com. We can also provide you with a detailed Learning Solution Roadmap that defines the specific training roadmap your company should utilize, and what passport bundles are appropriate for the recommended roadmap.

The following is the breakdown of how passports can be redeemed:

Regional Training Class	1 Passport per person per day
Blended Training Class	1 Passport per person per day
On-Site Training Class	8 Passports per day
Custom Training Development	3 Passports per day
Custom Training Delivery	3 Passports per day
Webinar or eLearning course	3 Passports per person per course

If you have a valid TIBCO Spotfire software license, the term for the passports can match the term of the software license, otherwise passport accounts are valid for 12 months.