

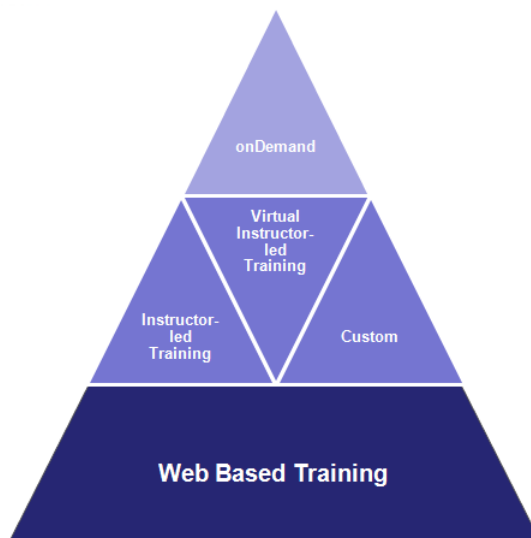
TIBCO Spotfire Educational Services

Training Delivery 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 in this document, which sets out our flexible range of enterprise-grade delivery options. The second part is choosing the content to deliver, and this is covered by our extensive course catalog which is available separately.

The pyramid diagram below shows all of our training delivery options. They complement each other, and their position in the pyramid suggests how they are used. For example, Web-Based Training (WBT) is the bedrock for all other training options, and is ideally available to all users, as it is available 24/7 and covers all core Spotfire topics. This training should then be complemented with selections from our range of core 1-day courses, delivered either in the classroom or using our Virtual blended option. Finally, a range of OnDemand top-up modules covers specialty topics. Each option is covered in depth below.



Delivery Options

- **Web-Based Training (WBT)** provides ongoing 24/7 reference to specific features of TIBCO Spotfire. It can be customized to include customer-specific situations, workflows, and data.
- **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, such as for clinical studies. ILT can also be customized to include customer-specific situations, data and workflows.

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Delivery Options (cont.)

- **Virtual Instructor-Led Training (vILT)** is “blended” training provided through the Spotfire Education Portal which covers same content (topics and exercises) as ILT. The topics are covered asynchronously via recorded modules with audio narration. Students get 24/7 access and can spread the learning out over 30 days by doing a topic a week or similar. In addition, to supplement and foster collaboration, an interactive forum is included to allow students to post questions and comments to students and instructors. Finally there is also a live 2-hour webinar to demo, review key topics, and have a live Q/A session. This approach allows learning to be spread over 30 days instead of a single day and can help retention.

- **OnDemand Training** are shorter modules delivered as eLearning with voice narration. These are typically for “orientation” on general non-product topics like statistics or business analytics, or “specialization” for training on Spotfire add-on products like Automation Services or Network Analytics.

- **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 customised exercises or screenshots. In this case, there are various options for purchasing access to our own materials, and then the customisations 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 / 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.

Training Needs Assessments

Since there are many options, we can work with you to specify which delivery options and which courses are applicable to your organization. There is no charge for this service. Once courses are picked, we can discuss if any customizations need to be made and we can formalize a specific training plan for your organization and users.

To book a course please visit: <http://spotfire.tibco.com/training>
or email us at: spotfireregistrar@tibco.com

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