



Quest® Education Services

Maximizing the Return on Your IT Investment

Finally, a Professional Services team dedicated to simplifying your technical projects. You can rely on Quest Professional Services and our global network of service delivery partners to get the full impact of a successful deployment with the fastest time to value.

That is our promise to you. Quest Education Services provides the necessary expertise to help you get the most value from your software purchase. Each course we offer has been created by certified instructors with years of industry experience and in-depth product knowledge. Every class provides students with best practices, tips and tricks and key information to allow your team to optimize functionality for maximum results. Your team will learn through hands-on activities and guided walk-throughs. Use case scenarios and best practices are used effectively in each course to reinforce learning throughout.

Benefits of Quest Education Services

- Rapid adoption of new software
- Assurance that staff is aware of and comfortable with the full functionality of the selected software
- Assurance that best practices are being followed and the software is being used to full potential
- Increased staff productivity and the ability to more effectively manage your application, database and Windows infrastructure environments

Quest Education Services offers several training options:

Formal Instruction

- **Classroom Training:**
Traditional formal delivery done onsite with the customer. Classroom training ensures class participation because the trainer is live in the room with the students. Classroom training is the least cost effective training route due to increased prep time and travel costs. Customers with a diverse geography are generally not able to host classroom training due to costs and logistics.
- **Virtual Classroom Training:**
Private training delivered to a customer via the Quest Virtual Classroom. Students attend the class from their own workspace or in a local training room with other participants. Virtual Classroom Training allows for students in diverse locations to attend the same course together without incurring travel costs. Quest Virtual Training includes a combination of Lab work and testing that allows the instructor to monitor the students' grasp of the materials.
- **Public Virtual Classroom Training:**
Public training delivered to attendees from multiple organizations in one Virtual Classroom. Public Virtual Training is a low cost alternative for customers who have less than 5 class participants and budget concerns. Public Virtual Classroom Training is scheduled on a quarterly basis, so schedules should be confirmed prior to selling a customer this training to ensure the customer can attend the next available class.

"The training we received from Quest Education Services was highly effective with a lot of hands on activities—we were actually able to set up monitoring during the class. The instructor did a really good job of keeping us involved throughout the class and making sure our questions were answered."

– Senior Oracle DBA
An international media company

- Job-relevant training provided by industry experts
- Real-life scenarios cultivated through years of product experience provide an ideal training ground
- Integrated training and implementation activities enhance overall effectiveness
- Virtual training options for increased flexibility and cost-effectiveness
- Hands-on labs solidify product knowledge

For additional information, contact us at: training@quest.com



Computer Based Training

- **Self-Paced Training:**
Quest has made an investment into a distributed learning system. This system allows for us to develop self paced courses for students with high quality and measurable results. Self paced training is reserved for high volume training with subject matter which takes less than a day to deliver traditionally. These are introduction level courses and will apply to users of the products more so than administrators. These classes will include lab work and tests. We will be building more courses throughout the year to capitalize on the investments we made on both the development and hosting applications.

Customized Training

Custom development lets you work directly with our trainers and subject matter experts to design a training experience specific to the performance objectives you have set for your employees. You can target training to meet your specific audience profile, formally incorporate your business practices into Quest product training, develop lab activities that use your own data and environment and/or address training delivery preferences that reflect your organization's educational philosophy.

For additional information contact us at training@quest.com

Review a sampling of our trainings available by product on the next page.

About Quest Software, Inc.

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products—helping our customers solve everyday IT challenges faster and easier. Visit www.quest.com for more information.



Application Performance Management				
Training	Product	Public	Private	Virtual
Foglight Operator Course Training	Foglight		✓	✓
Foglight Administration Overview Training	Foglight		✓	✓
Foglight Web Component Framework (WCF) Training	Foglight		✓	✓
Foglight End User Management (EUM) Training	Foglight		✓	✓
Foglight for Java Training	Foglight	✓	✓	✓
Foglight Transaction Recorder Advanced (FTR/A) Training	Foglight		✓	✓
Foglight Performance Analysis for Oracle or SQL Server Class 1 Training	Foglight		✓	✓
Stat ACM (Version 5.4x) Application Admin Training (PeopleSoft or Oracle)	Stat			✓
Stat ACM (Version 5.4x) Application Training (PeopleSoft or Oracle)	Stat		✓	
Stat ACM (Version 5.4x) Developer Training (PeopleSoft or Oracle)	Stat		✓	
Database Management				
Training	Product	Public	Private	Virtual
Toad 10.x for Oracle Introduction Training	Toad		✓	✓
Toad 10.x for Oracle for Developers Training	Toad		✓	✓
Toad 10.x for Oracle for DBAs Training	Toad		✓	✓
Toad for Data Analysts Level 1 Training	Toad		✓	✓
Toad for Data Analysts Level 2 Training	Toad		✓	✓
Toad Development Suite Overview Training	Toad		✓	✓
Toad DBA Suite Overview Training	Toad		✓	✓
SharePlex Oracle Administration Training	SharePlex	✓	✓	✓
Windows Management				
Training	Product	Public	Private	Virtual
InTrust Administration Training	Quest InTrust		✓	✓
ActiveRoles Server (ARS) Administration Training	ActiveRoles Server		✓	✓
ActiveRoles Server Jump Start Training	ActiveRoles Server	✓	✓	✓
Active Directory Management using the ActiveRoles Server Web Interface Training	ActiveRoles Server			✓
Quest Reporter Training	Quest Reporter	✓	✓	✓