IBM PERVASIVE COMPUTING EDUCATION OFFERINGS

GENERAL INFORMATION

IBM Business Partners can choose from a wide array of free and fee-based lectures, technology and sales workshops, web-based training, and classroom courses to help improve their wireless/pervasive and voice product knowledge and skills.

For a comprehensive overview of all education offerings from IBM, call:

US:	1-800-IBM-TEACH
Canada:	1-800-661-2131
International:	011 770 858 5902

Or visit the **IBM Education web site** and select Pervasive or Wireless:

http://www.ibm.com/training

IBM WIRELESS e-BUSINESS UNIVERSITY AND WEB LECTURE SERIES

The **Wireless e-Business University** is our Education Portal, a one-stop Internet site where you can find information on available PvC education. PvC business partners can choose from a wide array of free and fee-based lectures, technology and sales workshops, web-based training, and classroom courses to help improve their wireless/pervasive and voice product knowledge and skills.

The **Web Lecture Series** is an extensive collection of overview lectures on the IBM Pervasive offerings. Web Lectures are available on the Internet 24 hours a day, 7 days a week via the IBM Wireless e-Business University. Students can view the graphics as well as listen to the accompanying audio for each chart, and study at their own pace.

Visit the Wireless e-Business University and the Web Lecture Series online for more information:

http://www.ibmweblectureservices.ihost.com/ibm/pvcu

http://www.ibmweblectureservices.ihost.com/servlet/Gate/ Information?customer=ibm&offering=pvcu&action=offering&content=pvcu_per_cur_flash

SIGNATURE SELLING METHOD (SSM) WORKSHOP

In this highly interactive, fast-paced workshop, you will learn proven sales techniques through hands-on exercises using a case study and real opportunities. Working through an end-to-end sales cycle, you'll apply SSM sales aids to advance sales and better align with your customers. You'll also learn how to differentiate yourself from your competitors and increase your selling speed, quality and volume.

Click on the following link for enrollment information:

http://www.ibm.com/partnerworld/pwhome.nsf/educert/pe_ssm2_rev.html

WORLDWIDE WEB-BASED AND CLASSROOM TRAINING

FREE WEB-BASED INSTRUCTION

Web-based instruction is made up of free audiovisual courseware that are available free of charge to IBMers, IBM Business Partners, and customers worldwide on the Internet 24 hours a day, 7 days a week.

Wireless/Pervasive Courses		Voice Courses	
PV10	Introduction to Wireless/Pervasive Computing	SW11	Introduction to Telephony
PV31	WebSphere Everyplace Server Fundamentals	SW12	Voice Technology Basics
PV32	WebSphere Everyplace Access Fundamentals	SW13	WebSphere Voice Response Overview
PV34	WebSphere Everyplace Access Technical Overview	SW14	WebSphere Voice Server Overview
PV37	WebSphere Everyplace Access Tools for Server	SW15	WebSphere Translation Server Overview
PV38	WebSphere Everyplace Access Application Tools for Device	SW16	WebSphere Voice Server for Transcription
PV51	Network Connectivity Technical Overview	SW17	Message Center Overview
PV52	WAP Solutions Technical Overview	SW22	Introduction to Voice XML
PV61	Transcoding Publisher Technical Overview		
PV63	IBM Mobile Connect Technical Overview		
PV71	Security Technical Overview		
PV81	Subscriber Management Technical Overview		
PV82	Device Management Technical Overview		

These courses are subject to change without notice.

Get started now! Register and learn at IBM Web Lecture Services:

http://www.ibmweblectureservices.ihost.com/servlet/Gate/
offering?action=requestregister&customer=IBM&offering=pvcu

Pervasive Computing

Fee-Based Classroom Instruction

Classroom courses are usually multi-day, instructor led courses that have both lectures as well as hands-on lab exercises. The classroom courses are intended to provide in depth technical knowledge that is needed to install, configure, customize and administer Pervasive Computing division products.

Wireless/Pervasive Courses		Voice Courses	
PW30	WebSphere Everyplace Server (WES) Developers Workshop	SW033	Introduction to Voice Processing
PW40	WES Installation and Configuration	SW041	IBM WebSphere Voice Response for Windows Application Development
PW42	Implementing WebSphere Portal Server	SW064	IBM WebSphere Voice Response for AIX Installation and System Management
PW44	Implementing WebSphere Everyplace Access		
PW47	Developing Applications for WebSphere Everyplace Access	SW065	IBM Message Center
		SW067	IBM WebSphere Voice Response for AIX—Application Development
PW51	IBM WES: Implementing WAP Solutions	SW083	IBM WebSphere Voice Server Installation, Development, and Deployment
PW52	IBM WES: Implementing Network Connectivity		
PW61	Implementing WebSphere Transcoding Publisher	SW084	IBM WebSphere Voice Response Java Voice Application Development
PW63	IBM MobileConnect: Implementing Data Synchronization	SW086	IBM WebSphere Translation Server Implementation
PV63	IBM Mobile Connect Technical Overview	SW087	Grammar Design and Development for Voice Enabled Applications
PV71	Security Technical Overview	SW088	IBM WebSphere Voice Server Application Development
PV81	Subscriber Management Technical Overview	SW092	IBM Intelligent Peripheral
PV82	Device Management Technical Overview		These courses are subject to change without notice.

Get started now! Enroll with IBM Learning Services:

http://www.ibm.com/services/learning

Pervasive Computing

SKILLS CERTIFICATION PROGRAM FOR VOICE PRODUCTS

Our customers require information technology solutions that can help keep them competitive in today's complex and ever-changing business environment. As a result, they demand a team of knowledgeable and highly skilled certified professionals to develop and deliver these solutions. IBM is developing skills certification tests to address selling and installing IBM Voice products. You are encouraged to take advantage of each certification offering as they become available. In the meantime it is suggested that you implement an aggressive skills development program using our numerous course offerings so you can be prepared when all the certification tests become available.

The current Certification Tests are:

- Certified Solutions Expert for WebSphere Voice Response for AIX
- Certified Solutions Expert for WebSphere Voice Response for Windows
- Certified Solutions Expert for WebSphere Voice Response Foundational
- Certified Voice Processing Sales Expert
- Certified Solutions Expert - WebSphere Voice Server for WebSphere Voice Response
- Certified Solutions Expert - WebSphere Voice Server for Cisco/Dialogic

The 2002 Certification Test Development Plans include:

Test	Date
IBM WebSphere Voice Server using VoiceXML	End 3Q
IBM WebSphere Voice Response using JavaBeans	End 3Q
IBM WebSphere Voice Response using State Tables	End 4Q
IBM WebSphere Voice Response using JavaBeans for Speech	End 3Q
IBM WebSphere Voice Response using State Tables for Speech	End 4Q
Solutions Expert: IBM WebSphere Translation Server	2003
Domain Customization Expert: IBM WebSphere Translation Server	2003
Selling Translation Solutions	2003
The Certification Test Development Plan is subject to change without notice.	

To support our drive toward IBM Business Partner skills development, we have designed a program that is flexible, allowing individuals to select their sales or technical roles. The plan is to follow the IBM PartnerWorld for Software model for certification requirements to attain IBM Business Partner Premier, Advanced and Member levels.

Refer to the **IBM PartnerWorld for Software** web site for details:

http://www-100.ibm.com/partnerworld/software/pwswpub1.nsf/5ffe992bda180e6b87256acb0074b2ce/ e53fd937a3162a4687256b1e00664d41?OpenDocument