VENTYX TRAINING CATALOG

Classroom Training & eLearning
Education Planning
Customized Products & Services

Ventyx®
An ABB Company

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The Value of Training

Ventyx has a vested interest in the successful implementation of its products. To ensure maximum end-user satisfaction and productivity, Ventyx training consultants are available to provide a wide array of timely, tactical services including: training needs assessments, training project planning, and training delivery. Beyond implementation, Ventyx consultants can help you make long-range education plans that support knowledge of the products after go-live.

The Ventyx Learning Center

The Ventyx Learning Center can help your company provide training for your employees in a variety of ways. Knowledgeable Ventyx instructors provide classroom training where employees get hands-on practice and can receive consultation around business practices. Such training may be delivered at your location, online over WebEx, or through Ventyx Learning Center sites. Employees using Asset Suite may benefit from eLearning courseware on their desktop. Employees may also register through the Ventyx Learning Center for available online courses.

Ventyx training is targeted to different audience needs: Technical training for system and database administrators, functional training for core implementation team members and trainers, or "how-to" training for end-users. Ventyx can also provide Train-the-Trainer (T3) services to help your subject matter experts develop good training skills.

Types of Classroom Training

Ventyx offers the following types of classroom training:

- **NET Training classes** are instructor-led online courses, delivered over WebEx. From their regular workplaces, students can access remote terminals for practical hands-on exercises to reinforce learning.

- **Onsite Training classes** are available to customers at the customer's location. Onsite classes may include orientation training, Power User training, and Advanced Workshop classes for some products.

- **Open Enrollment classes** are offered at Ventyx Training Centers and are open to customers only. Open enrollment classes include end-user training and Advanced Workshop classes for some products.

  NOTE: Open Enrollment classes are offered on a limited basis.

Tailoring and Customization

Ventyx offers services for all phases of instructor preparation, material development, job aids, and courseware. Classes can be created unique to your company's training requirements, such as:

- Incorporating your business procedures in Ventyx class materials

- Customizing online help to reflect your policies and procedures

- Customizing eLearning courseware to better fit your company's processes

Delta or Migration Training

Ventyx provides classroom training to implementation teams migrating from one release to another. Such training may require tailoring the new features included in several instances of a Ventyx application. Plan this training in consultation with your Ventyx Account Executive or Project Manager.

Ventyx Training Center Locations

Atlanta, Georgia
3301 Windy Ridge Parkway, Suite 200
Atlanta, GA 30339
770.952.8444

Houston, Texas
800 West Sam Houston Parkway North
Suite 500
Houston, TX 77024
713.243.7160

London, England
Britannia Wharf Monument Rd.
Woking Surrey
6b 6u215lw
+44 (0) 1483-722-777

NOTE: Every training offering may not be available at all locations.

Asset Suite Training

Ventyx Training Toolkit

The Ventyx Training Toolkit is a complete package for education planners, instructional designers, and others involved in customizing Asset Suite on-line learning – including the System Basics Web-Based Training (WBT) – or who want to create new WBT training simulations for Asset Suite. Customers who purchase the Toolkit receive the source files for the on-line help, allowing them to use Adobe RoboHelp to modify help files to reflect their company's policies and practices. The Toolkit also contains source files for the System Basics WBT, which may be modified using Adobe Dreamweaver. (Licenses to RoboHelp and Dreamweaver are available separate from your Ventyx product license.)

The Tool Kit contains:

- **Detailed Customization and Education Project Plans -** Developed in Microsoft Project, providing detailed steps that are required for a successful rollout of Asset Suite Training and customization

- **Web Based Training (WBT) samples** for functions such as: Create an Action Request, Create a Contract Requisition, Create a Material Request, Create a Work Order, Create a Work Request

- **Checklists** for planning and tracking progress Showing the relationship between the on-line Step-by-Step and the corresponding Asset Suite page, useful to document changes to the base product for use in future upgrades

- **Templates** for simulations and assessments

- **The Toolkit Companion Guide**

Customization Workshops

Ventyx offers three workshops to assist your employees in customizing Asset Suite training materials using the Ventyx Training Toolkit. Each class includes a use of various tool kit checklists, templates, project plans and source files, as well as additional student guides.

The workshops available are:

- **Design Planning Workshop:** 3-days for the team implementing the customization project, including planning the project

- **Customizing On-line Help Workshop:** 3-days training developers and technical writers on the use of Adobe RoboHelp to customize on-line help, using company policies for practice

- **Customizing eLearning Workshop:** 3-days for developers and technical writers using Adobe Captivate to create training simulations, and Adobe Dreamweaver to create Web Based Training

Asset Suite Orientation Training

Asset Suite End-User training is available onsite at customer locations (Core Team and T3 training at your site). These classes are open to Ventyx Licensees only. End-User training provides plenty of hands-on practice and is aimed at end-users who need a broad overview of the applications. For up-to-date training schedules, contact your Ventyx Account Executive or Project Manager.

Asset Suite Orientation Training Classes	Duration
Accounts Payable	2 days
Action Tracking	2 days
Contract Management	2 days
Design Engineering	2 days
Document Management	1.5 days
Engineering Change	2 days
Equipment Tag Out	2 days
Inventory Management	4.5 days
Labor Entry and Reporting	1.5 days
Material Safety Data Sheet	1 day
Personnel Qualifications Data	1 day
Procurement Engineering	3 days
Project Management	1 day
Purchasing	3.5 days
System Administration	2.5 days
Total Exposure	2.5 days
Work Management	5 days

Asset Suite Train-The-Trainer (T3) / Power User Training

Train-the-Trainer (T3)/Power User classes provide detailed hands-on application training for the full compliment of Asset Suite applications. They are ideally suited for personnel with training responsibilities (trainers and managers who will train end-users) and other power users of the Asset Suite system.

Asset Suite T3 / Power User Classes	Duration
Accounts Payable	3 days
Action Tracking	2 days
Contract Management	3 days
Design Engineering	3 days
Document Management	2 days
Engineering Change	3 days
Equipment Tag Out	2 days
Forecasting & Analysis	3 days
Inventory Management	5 days
Labor Entry & Reporting	2 days
Material Safety Data Sheets	2 days
Personnel Qualifications Data	2 days
Procurement Engineering	3 days
Project Management	3 days
Purchasing	4 days
System Administration	4 days
Total Exposure	4 days
Work Management System	8 days

Foundation Architecture Training

Foundation Architecture End User Training

Foundation Architecture End-User training is available at Ventyx Training Centers (Open Enrollment Classes), or onsite at customer locations (Core Team and Power User training at your site.) These classes are open to Ventyx Licensees only.

Open Enrollment End-User training provides plenty of hands-on practice and is aimed at end-users who need a broad overview of the applications. For up-to-date training schedules, contact your Ventyx Account Executive or Project Manager.

Foundation Architecture-End User Training	Duration
Foundation Architecture Tailoring with Compose	4 days

eSOMS Suite Training

eSOMS End-User Training

eSOMS End-User training is available onsite at customer locations. These classes are open to Ventyx Licensees only. End-User training provides plenty of hands-on practice and is aimed at end-users who need a broad overview of the applications. For up-to-date training schedules, contact your Ventyx Account Executive or Project Manager.

eSOMS End-User Training	Duration
Overview, Security Functions, and Equipment Database	1 day
Narrative Logs	2 days
Operator Rounds (including handheld functionality)	3 days
Clearances (including handheld functionality)	3 days
Plant Lineup Procedures and Deviations	3 days
LCO Tracking	2 days
PQS (including NFR)	2 days

Customer Suite Training

Customer Suite End-User Training

Customer Suite End-User training is available at Ventyx Training Centers (Open Enrollment Classes), or onsite at customer locations (Core Team and Train-the-Trainer services). These classes are open to Ventyx Licensees only.

Open Enrollment End-User training provides plenty of hands-on practice and is aimed at end-users who need a broad overview of applications. For up-to-date training schedules, contact your Ventyx Account Executive or Project Manager.

Customer Suite End-User Training	Duration in Days	Applicable Version(s)
Application Server	0.5	4.0
Auditing Basics	0.5	4.0
Browser Based Basics	0.5	4.0
Control Panel	1	4.0
Effluent Billing	0.5	4.0
Application Server	0.5	4.1
Archive Purge and Auditing Basics	0.5	4.1
Browser Based Basics	0.5	4.1
Control Panel	1	4.1
Data Encryption	1	4.1
Effluent Billing	0.5	4.1
Stormwater Billing	1	4.1
Application Server	0.5	4.2
Archive Purge and Auditing Basics	0.5	4.2
Browser Based Basics	0.5	4.2
Control Panel	1	4.2
Data Encryption	1	4.2
Effluent Billing	0.5	4.2
Renewable Energy Billing	1	4.2
Adjustments	1.5	All
Associated Services	1	All
Bill Print Extract	1	All
Billing	3	All
Billing in a Deregulated Market	2	All
Budget Billing	1	All
Complaints	0.5	All
Complex Billing	3	All
Contracts	0.5	All
Credit Balance and Check Writing	2	All
Customer Contacts and Task Tracking	2	All
Customer Interactions	0.5	All
Customer Web Access	2	All
Customer Suite End-User	Duration in	Applicable

Training	Days	Version(s)
Deposits	2	All
Diversion Tracking	0.5	All
Exception Management	3	All
General Ledger	0.5	All
Interface Basics	0.5	All
Introduction to Customer Suite and Navigation	5	All
Job Scheduling	0.5	All
Job Submission	0.5	All
Letter Generation	1	All
Load Management	0.5	All
Loans	0.5	All
Managing Collections	5	All
Master Summary Billing	2	All
Meter Reading	1	All
Notes	0.5	All
Outages	0.5	All
Payments	2	All
Rates	2.5	All
Services	3	All
Sleep/Wake Process	0.5	All
Source Code Management	1	All
System Architecture	0.5	All
System Security	1	All
Targeting Increased Revenues	2	All
Technical Overview	0.5	All
Understanding Accounts	4	All
Understanding the Client Environment	0.5	All
Understanding the Database Server Environment	0.5	All
Weather	1	All
Weather Normalization	2	All

Customer Suite Train-The-Trainer Training (T3)

Train-the-Trainer classes provide detailed hands-on training and are ideally suited for personnel with training responsibilities (trainers and managers who train end-users). This class can be customized to meet your needs that not only include any of the End User Classes above but can also include topics such as Adult Learners, Managing the Classroom, Developing End User Materials and much more. For more information about Customer Suite Train-the-Trainer services, contact your Ventyx Account Executive or Project Manager.

Customer Suite Advanced Workshops

Customer Suite Advanced Workshops are available at Ventyx Training Centers (Open Enrollment Classes), or onsite at customer locations (Core Team and key users at your site). These classes are open to Ventyx Licensees only.

Open Enrollment Advanced Workshops provide plenty of hands-on practice and are aimed at end-users who need to understand differences introduced in Customer Suite releases, or specialized subject matter. For up-to-date training schedules, contact your Ventyx Account Executive or Project Manager.

Customer Suite End-User Training Classes	Duration
Financial Balancing Functional (Release 4.0)	4.5 days
Financial Balancing Functional (Release 4.1)	4.5 days
Financial Balancing Functional (Release 4.2)	1 day
CS Archive Purge Functional (Releases 4.1 and 4.2)	2 days
CS Archive Purge Technical (Releases 4.1 and 4.2)	2 days

Customer Suite Technical Training

Technical classes provide your Information Technology personnel with detailed, hands-on training. These classes are designed for IT personnel who will be involved in installation, support, and customization of Customer Suite applications. For up-to-date training schedules, contact your Ventyx Account Executive or Project Manager.

Customer Suite Technical Training	Duration
System Administrator Technical Advanced (Releases 4.1 and 4.2)	8 days

Customer Suite Migration Training

Migration classes provide your functional and IT personnel with detailed, hands-on training. These classes are designed for implementation teams migrating from one release to another. Such training may require tailoring the new features included in several instances of the Customer Suite Application.

For up-to-date training schedules or to customize a migration agenda to meet your specific migration needs, contact your Ventyx Account Executive or Project Manager.

Customer Suite Migration Path	Duration in Days	Applicable Version(s)
Functional Differences 2.x - > 3.1	14	3.1
Technical Differences 2.x -> 3.1	3	3.1
Functional Differences 2.x - > 3.2	15	3.2
Technical Differences 2.x -> 3.2	3	3.2
Functional Differences 3.x - > 4.0	18	4
Functional Differences 2.x - > 4.0	30	4
Technical Differences 2.x -> 4.0	5	4
Technical Differences 3.x -> 4.0	3	4
Functional Differences 3.x - > 4.1	20	4.1
Functional Differences 2.x - > 4.1	30	4.1
Technical Differences 2.x -> 4.1	5	4.1
Technical Differences 3.x -> 4.1	3	4.1
Functional Differences 3.x - > 4.2	20	4.2
Functional Differences 2.x - > 4.2	30	4.2
Functional Differences 4.1 - > 4.2	5	4.2
Technical Differences 2.x -> 4.2	5	4.2
Technical Differences 3.x -> 4.2	3	4.2
Technical Differences 4.1 - > 4.2	2	4.2

Energy and Analytics Training

Energy and Analytics End-User Training

Energy and Analytics End-User training is available at Ventyx Training Centers (Open Enrollment Classes), or onsite at customer locations (Core Team and T3 training at your site). These classes are open to Ventyx Licensees only.

End-User training provides plenty of hands-on practice and is aimed at end-users who need a broad overview of the applications. For up-to-date training schedules, contact your Ventyx Account Executive or Project Manager.

Energy and Analytics End User Training Classes	Duration
IMPACT – Basic	3 days
IMPACT – Advanced	2 days
IMPACT – Crystal Reports	1 day
IRP and Emissions Compliance Case Studies	2 days
Market Analytics – Basic — Zonal	3 days
Market Analytics – Basic — Nodal	3 days
Market Analytics – Advanced – Zonal	3 days
Market Analytics – Advanced – Nodal	2 days
Planning and Risk – Basic	3 days
Planning and Risk – Advanced	3 days
Portfolio Analysis – Case Study	2 days
Power Analytics Regional – Case Study	2 days
PROMOD IV — Basic	3.5 days
PROMOD IV — Advanced	3 days
PROSYM – Advanced	2 days
SENDOUT — Intermediate	3 days
Strategist — Standard	4 days
System Optimizer	3 days
System Optimizer – Capacity	2 days
System Optimizer – Emission	2 days

nMarket Training

nMarket End-User Training

nMarket End-User training is available at Ventyx Training Centers (Open Enrollment Classes), or onsite at customer locations (Core Team and Train-the-Trainer services). These classes are open to Ventyx Licensees only.

Open Enrollment End-User training provides plenty of hands-on practice and is aimed at end-users who need a broad overview of the nMarket applications. For up-to-date training schedules, contact your Ventyx Account Executive or Project Manager.

nMarket End User Training Classes	Duration
nMarket PJM Product Training	1 day
nMarket Texas Nodal Product Training	1 day
nMarket New England Product Training	1 day
nMarket Midwest Product Training	1 day
nMarket California MRTU Product Training	1 day
nMarket New York Product Training	1 day

nMarket Train-The-Trainer Training (T3)

Train-the-Trainer classes provide detailed hands-on training and are ideally suitedfor personnel with training responsibilities (trainers and managers who train end-users).

For more information about nMarket Train-the-Trainer services, contact your Ventyx Account Executive or Project Manager.

nMarket Settlements Training

nMarket Settlements training is available at Ventyx Training Centers (Open Enrollment Classes), or onsite at customer locations (Core Team and Train-the-Trainer services).

Open Enrollment Settlements training details the ISO settlement algorithms and is aimed at personnel who need an in-depth understanding of ISO settlements. For up-to-date schedules, contact your Ventyx Account Executive or Project Manager.

nMarket Settlements Training Classes	Duration
PJM Settlements Training	2 days
Texas Nodal Settlements Training	2 days
New England Settlements Training	2 days
Midwest ASM Settlements Training	2 days
California MRTU Settlements Training	2 days
New York Settlements Training	2 days

nMarket Technical Training

Technical classes provide your Information Technology personnel with detailed, hands-on training. These classes are designed for IT personnel who will be involved in installation, support, and customization of nMarket applications. For up-to-date training schedules, contact your Ventyx Account Executive or Project Manager.

nMarket Technical Training Classes	Duration
nMarket System Administration Training – Technical	1.5 days
Advanced Data Analysis Tool (DAT) Training – Technical	1 day

Service Suite Training

Service Suite End-User Training

Service Suite end-user training is available onsite at customer locations, or instructor-assisted via online Net Training. These classes are open to Ventyx Licensees only. Training provides plenty of hands-on practice and is aimed at end-users who need a broad overview of the applications. Some of the courses can also be offered over the internet with practical, hands-on learning opportunities. Please contact your Ventyx Account Executive or Project Manager for more information, or if you would like to take advantage of any of these course offerings.

Service Suite End-User Training	Duration	Instructor Assisted Net Training
Introduction to Service Suite	4 days	-
Introduction to Service Suite Upgrade 7.x to 8.1	2 days	-
Introduction to Service Suite Upgrade 8.0 to 8.1	1 day	-
Introduction to Service Suite SDMI	4 days	-
Service Suite Configuration	3 days	-
Service Suite Configuration Upgrade 7.x to 8.1	2 days	-
Appointment Booking	1 day	-
Appointment Booking NET	-	3 x 2-hour
Workforce Optimization	3 days	-
System Maintenance	2 days	--
System Maintenance NET	-	4 x 2-hour
System Maintenance NET+	-	6 x 2-hour
Decision Support (Cognos)	1 day	-
Decision Support NET (Cognos)	-	2 x 2-hour
Decision Support (Business Objects)	1 day	-
Decision Support NET (Business Objects)	-	2 x 2-hour
Historical Database	1 day	-
Historical Database NET	-	3 x 2-hour
Train-the-Trainer	4 days	-
Knowledge Warehouse	1 day	-
Knowledge Warehouse NET	-	2 x 2-hour
Operations Dashboard	1 day	-
Operations Dashboard NET	-	3 x 2-hour
Software Distribution	1 day	-

Quick Reference

Contact Information

To obtain class schedules, to schedule onsite training or other services, to read about products and services available, or to find other information on education topics, use the contact information below:

- To request Ventyx eLearning products & services, email: **learningcenter@abb.ventyx.com**

- To access Ventyx training information, go to **http://www.abb.us/abbuniversity**

- To schedule training or for more information about training services and schedules, email: **learningcenter@abb.ventyx.com**

- To explore training options and discuss pricing options for the optimal set of education deliverables to meet your requirements, contact your Ventyx Account Executive or Project Manager

Legacy Training

Ventyx can provide onsite classes for older, legacy products. If interested, please contact us at **learningcenter@abb.ventyx.com**