

Saba University Project Manager/Owner Guide



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Overview

Saba® University helps ensure you get the most from your investment in Saba products.

Through our Saba University learning portal, we provide cost-effective, blended learning opportunities which allow you or your team to get trained at the time and place of your choosing. These learning programs help you be more successful by ensuring you have the skills to fully exploit the capabilities of your Saba solution.

Saba University provides learning opportunities for everyone who uses the Saba solution including learners, managers, training administrators, curriculum and content developers, instructional designers, instructors, implementation and project specialists and other business professionals.

Follow this step-by-step process to determine a suitable training strategy for your enterprise.

Step 1	Step 2	Step 3	Step 4
Review Saba University training	Review purchase options	Work with Saba University to create your enterprise training plan	Schedule training to align with implementation milestones

Step 1: Review Saba University Training

Saba University has a variety of learning resources ranging from complete Curriculum Tracks to quick step-by-step Job Aids that help you address the full range of your learning needs. Training that you and your team will receive from Saba University is composed of highly interactive, blended, hands-on courses. This section will help you understand and make the best use of our different offerings.

Training Catalog Structure and Delivery Modes

To enable learners to get the training they need when they need it, the Saba University training catalog is organized in the following hierarchy of offerings:

Curriculum Tracks----> Courses-----> Modules

Curriculum Tracks	Curriculum Tracks contain a series of courses that a specific job role needs to complete in order to successfully perform the tasks associated with their role, for example, "System Administrator Track"
Courses	Courses provide training around a set of related tasks/functionality, for example, "160 - Maintaining your Saba System"
Modules	<p>Courses are broken down into Modules which are 30 - 120 minute learning objects designed to help learners quickly get up to speed with a specific task or functionality. For example, the Course "160 - Maintaining your Saba System" is broken down into the following four Modules:</p> <ol style="list-style-type: none"> 1. 160A - Maintaining your Saba System – Module 1 of 4 - Maintaining the Saba System Components 2. 160B - Maintaining your Saba System – Module 2 of 4 – Service Pack Management 3. 160C - Maintaining your Saba System – Module 3 of 4 – Saba System Performance Tuning 4. 160D - Maintaining your Saba System – Module 4 of 4 – Engaging Saba Support

Training is delivered as blended programs using the following three delivery modes:

Instructor-Led Classroom	Saba University courses suited for classroom delivery are conducted by expert instructors at our training facilities around the world. Private classes can be conducted for your organization at a location of your choice.
Instructor-Led Online	<p>Saba University courses suited for online delivery are offered as online classes through a customer- and demand-driven public schedule.</p> <p>Saba University employs Saba Centra Symposium as the delivery platform for all online classes. Online training design and delivery ensure that students experience a rich, classroom-like experience complete with instructor and student interactions. Hands-on practice activities are conducted in each online class thus ensuring a highly-effective learning experience right from the learner's desk.</p>
Self-Paced Online	<p>Much of our curriculum portfolio is offered as self-paced content to enable just-in-time learning. Courses suited for self-paced delivery are typically offered in 30 minute to 1.5 hour modules.</p> <p>To ensure that students develop the requisite knowledge, skills and abilities when taking self-paced training, Saba University offers live instructor support through Instructor Office Hours. In addition, the Saba University Playground is offered to students so they may perform practice activities as they would in an instructor-led class.</p>

On-the-Job Resources/Tools

In addition to training, Saba University also offers the following type of learning resources/tools to help learners on the job:

Job Aids	A complementary offering to hands-on training, Job Aids provide learners with a quick step-by-step procedure for completing a specific task.
Best Practices	Our learning catalog also contains a series of Best Practices developed by experts who have significant experience with Saba products. These Best Practices will help ensure that learners are using/implementing product features as per expert recommendations.
Instructor Office Hours	<p>To ensure that the self-paced training experience is as effective as possible, Saba University provides Instructor Office Hours on a regular schedule. This allows learners to interact directly with a Saba University instructor and get any clarifications or answers to questions about the training.</p> <p>Note: Instructor Office Hours are strictly designed to get answers for training-related questions. For trouble-shooting help or specific advice regarding your system, it is best to contact your Implementation Consultants or Saba Support.</p>

Training Categories

To tightly align with the Saba implementation methodology, Saba University training offerings are organized into the categories shown in the table below.

Note: Some training is required for you/your team members. Other training is recommended in certain cases based on your implementation.

<p>Implementation Readiness Training - REQUIRED</p>	<p>The Saba Implementation Team will include a variety of individuals who will come together early in the project for Implementation Readiness Training. This very important series of courses will prepare members of your Implementation Team to make critical decisions about how the Saba system will be configured. Some job titles associated with the Implementation Team role are:</p> <ul style="list-style-type: none"> • Project Manager • Business Analyst • Training Manager/Super User • System Administrator <p>To ensure success, the various members of your team need to be fully aware of the overall capabilities of the Saba solution. For example, mapping business processes to Saba workflows, applying company best practices to configuration decisions, and planning the learning catalog for a variety of content and delivery types are a few important elements of the Saba configuration the implementation team needs to consider. To prepare your implementation team to participate effectively in decision workshops, this training occurs at the very beginning of the Saba system implementation project.</p>
<p>Deployment Readiness Training - REQUIRED</p>	<p>After the Saba implementation is underway, key individuals on your team will complete the second phase of required training. This very important series of courses will prepare them to make informed decisions about the deployment of learning content on the Saba system as well as develop the skills needed to effectively configure the user interface. Some job titles associated with these activities include:</p> <ul style="list-style-type: none"> • Business Analyst • Content Specialist • Business Consultants • Customer IT/Help-desk Staff • Web Designer/Developer
<p>Go-Live Readiness Training – REQUIRED</p>	<p>Go-live Readiness Training prepares your team to effectively perform training administration activities such as loading the learning catalog, importing content, administering and registering learners and most importantly, be ready to launch the system for the entire organization. These activities are typically managed by roles including:</p> <ul style="list-style-type: none"> • Training Administrator

	<ul style="list-style-type: none"> • Super User • Content Manager/Administrator <p>In addition your technical staff will be prepared to maintain the Saba system independently. This training occurs near the end of the implementation process and is timed to provide just-in-time training for user acceptance testing as well as a successful launch and Go-live.</p>
<p>Advanced Technical Training – AS NEEDED</p>	<p>A key benefit of the Saba system is its highly customizable nature which allows it to fit the specific business needs and business processes of every Saba customer. Key individuals on your team will need specialized training to enable and manage any customizations needed. These advanced customizations are most often handled by job roles including:</p> <ul style="list-style-type: none"> • Technical Staff • Report Writer • Web Developer • Application Developer <p>Saba University provides a suite of courses which will enable your team members to migrate and synchronize data from outside systems, enhance and customize the Saba system using the Saba Web Developer’s Kit, write custom notifications, and create or customize reports. This training occurs throughout the lifecycle of the customer’s implementation and/or use of the Saba solution.</p>
<p>Advanced Functional Training – AS NEEDED</p>	<p>Getting the most out of the Saba solution requires that your team members have the knowledge, skills and abilities to effectively implement the full capabilities of the product such as certifications and competencies. These advanced functional capabilities are most often handled by job roles including:</p> <ul style="list-style-type: none"> • Project Owner/Manager • Business Analyst • Training Manager/Super User • System Administrator <p>Saba University offers courses which enable your team to harness the full power and potential of the Saba solution.</p>

**End User Training –
RECOMMENDED**

The real value of the Saba solution is determined by how effectively the day-to-day users interact with it. End-users of the Saba Solution include:

- Manager
- Learner
- Registrar

Managers need to be efficient at managing the learning and development for their entire team. Learners need to effectively navigate through the Saba system to access the training they need. Registrars need to have an intimate knowledge of the registration functionality so they can most effectively support the training needs of their learners, department and organization.

Saba University offers customizable self-paced courses that you can deploy to your entire end-user audience. These courses are designed for easy customization, so you can choose to use them as a starting point and modify them to reflect your system's exact configurations and look and feel.

Step 2: Review Purchase Options

Saba University Passport Program

Recognizing that both individuals and organizations have varied learning preferences, Saba University provides a full range of learning options from private, instructor-led training to innovative, self-directed learning opportunities. You may purchase training through either of the programs listed below:

The Saba University Passport program is the most cost-effective way to purchase Saba University training offerings and resources. This subscription-based purchasing program provides learners with **one year, unlimited access** to Saba University offerings.

Saba University Passport holders receive a variety of benefits including:

- Just-in-time, relevant, modular training
- Access to Best Practices and Job Aids
- Learning convenience
- Reduced travel costs
- Participation in a learning community
- Access to a live instructor
- Access to practice software (Saba University Playground)

Type of Passports

Saba University offers two passports that are designed to fit the current needs of your organization.

Saba University Passport	
Corporate	Provides unlimited, 1 year access to the Saba University Learning Portal for everyone in your organization.
Individual	Provides unlimited, 1 year access to the Saba University Learning Portal for a specific named user.

Purchasing a Passport

Each Individual Saba University Passport is for a named user. Passports are not transferable. To purchase either a Corporate or Individual Saba University Passport please contact sabau@saba.com

For additional details of the Saba University Passport Program, please refer to the “Saba University Passport Program Guide” available on the Saba University Learning Portal at www.saba.com/education.

Saba University Private Instructor-Led Program

This program is designed for organizations that prefer to have a Saba University instructor conduct private instructor-led classes for all your training needs. The courses can be delivered at your location or in a Saba University training facility around the world. We will work with you to determine your training requirements and schedule private classes for all the training purchased.

The following delivery modes will be used for delivery of these private instructor-led classes:

Training Category	Delivery Mode for Private Instructor-Led Program
Implementation Readiness Training	Instructor-Led Classroom OR Instructor-Led Online
Deployment Readiness Training	Instructor-Led Classroom OR Instructor-Led Online
Go-Live Readiness Training	Choice of: <ul style="list-style-type: none"> • Instructor-Led Classroom OR • Instructor-Led Online
Advanced Functional Training	Instructor-Led Classroom OR Instructor-Led Online
Advanced Technical Training	Instructor-Led Classroom OR Instructor-Led Online
End-User Training	Self-Paced Online

NOTE: Any class taken through the private instructor-led model can be customized to address special requirements of your specific Saba implementation.

A member of the Saba University staff will work directly with you to determine the most appropriate and cost-effective training options to address the full scope of your learning needs.

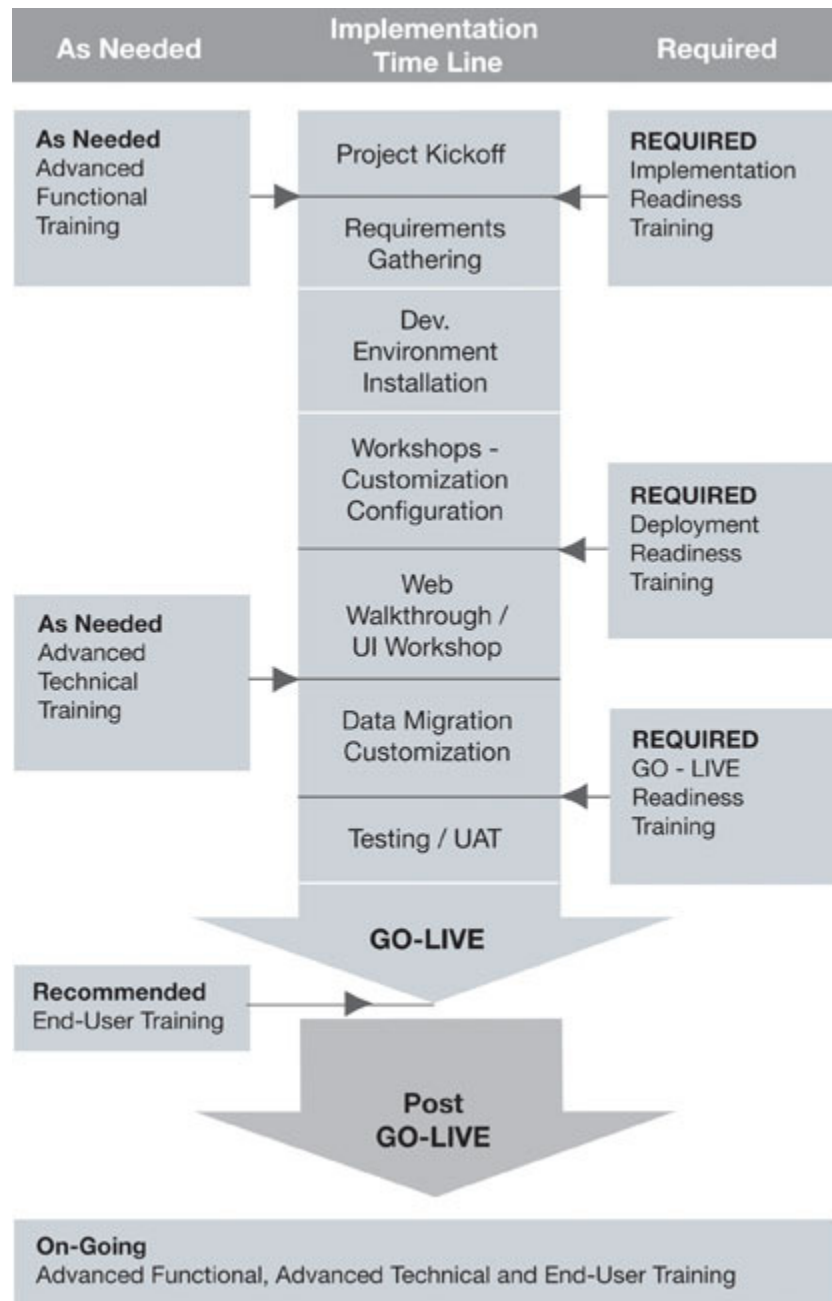
Step 3: Work with Saba University to Create Enterprise Training Plan

Prior to the start of your Saba product implementation, we will perform a complete training needs analysis and work with you to develop a comprehensive role-based training plan. We will also help you identify and select the purchase and delivery mode options that best meet the needs of your enterprise.

Contact Saba University to begin creating a training plan for your enterprise sabau@saba.com

Step 4: Schedule Training to Align with Implementation Milestones

Our curriculum is mapped to key milestones within the implementation process and customer lifecycle as shown below. We will help you plan and schedule training to ensure that it is aligned with your implementation milestones



- **Implementation Readiness Training and Advanced Functional Training** are best done soon after Saba Consulting completes the Project Kick-off meeting. This training will prepare your team to work effectively with Saba Consulting for the initial implementation activities and the configuration/customization workshops.
- Upon completion of the workshops much of the implementation decision making is complete and it's time for the **Deployment Readiness Training**. This training prepares appropriate implementation team members to complete this part of the project in a skilled and efficient manner.
- Any highly specialized implementation activities such as data migration, writing of custom reports/notifications take place at this point. If members of your team will be doing these more advanced activities, this is the right time to complete the **Advanced Technical Training**.
- **Go-Live Readiness Training** should be completed right before User Acceptance Testing (UAT). This training ensures that the appropriate knowledge, skills and abilities have been developed in team members who will be administering the product after Go-Live.
- **End-User Training** should be deployed in conjunction with the Go-Live to ensure that learners and managers are ready to make the most effective use of your Saba investment.

Appendix A: Saba University Training Details

Training Category	Type	Total Duration	Courses			Delivery Mode	
			Name	Target Audience	Duration	Passport Program	Private Instructor-Led Program
Implementation Readiness Training	Required	4.5 days	1. 050 – Introduction to Saba	Implementation team members who will make decisions about how the Saba system will be configured	2 hrs	Instructor-Led Online Modules (Public) Note: If your organization has purchased 6 or more Startup/Platinum Passports, you can request that Implementation Readiness Training be conducted as a private class for your enterprise.	Instructor-Led Classroom (Private Class)
			2. 075 – Saba Implementation Overview		1 and ½ hrs		
			3. 300 - Implementing Saba Learning		1 and ½ days		
			4. 320 - Setting up Prescriptive Rules		½ day		
			5. 310 - Understanding Security		½ day		
			6. 315 - Applying Security Concepts		½ day		
			7. 330 – System Configuration	Implementation team members who will work hands-on with the system to implement the configuration decisions.	1 day		
Deployment Readiness Training	Required	2 days	1. 055 – Technical Introduction to Saba	Implementation team members who will participate in the design and set up of the system infrastructure/hardware	½ day	Self-Paced Online Modules	Instructor-Led Online (Private Classes)
			2. 340 – Content Deployment Strategy for Saba Learning	Implementation team members who will be responsible for setting up content on the system	½ day	Self-Paced Online Modules	
			3. 335 – Configuring the Web UI	Implementation team members who will be configure the Web User Interface	1 day	Instructor-Led Online Modules (Public)	

Training Category	Type	Total Duration	Courses			Delivery Mode	
			Name	Target Audience	Duration	Passport Program	Private Instructor-Led Program
Go-live Readiness Training	Required	4 days	1. 150 – Training Administration	Team members who will: <ul style="list-style-type: none"> perform training administration activities such as setting up the catalog, scheduling classes, and/or registering learners oversee/provide support to users/administrators of the system post Go-live 	3 days	Blend of: Instructor-Led Online Modules (Public) AND Self-Paced Online Modules	Instructor-Led Classroom (Private Class)
			2. 155 – Administering Content in Saba Learning	Administrators who will be responsible for content setup and administration post go-live	½ day	Self-Paced Online Modules	
			3. 160 – Maintaining your Saba System	Technical staff who will maintain the system post Go-live	½ day	Blend of: Instructor-Led Online Modules (Public) AND Self-Paced Online Modules	

Advanced Technical Training	As Needed	6 days	1. 605 – Data Migration and Synchronization	Technical staff who will be performing advanced technical tasks such as data migration and/or system customizations	1 day	Instructor-Led Classroom (Public Classes)	Instructor-Led Classroom (Private Classes)
			2. 610 – Customization Fundamentals Using the Saba WDK		1 day		
			3. 620 – Creating and Administering Custom Saba Reports		2 days		
			4. 615 – Customizing Notifications		2 days		
Advanced Functional Training	As Needed	½ day	1. 510 – Planning and Implementing Certifications	Team members who will be implementing certifications	½ day	Instructor-Led Online (Public Class)	Instructor-Led Online (Private Class)
End-User Training	Recommended	N/A	1. 060 – Learning with Saba	Employees (learners)	45 minutes	Customizable WBTs	
			2. 065 – Managing your Team’s Learning	Managers	45 minutes		
			3. 070 – Administering Internal Orders	Registrars	45 minutes		

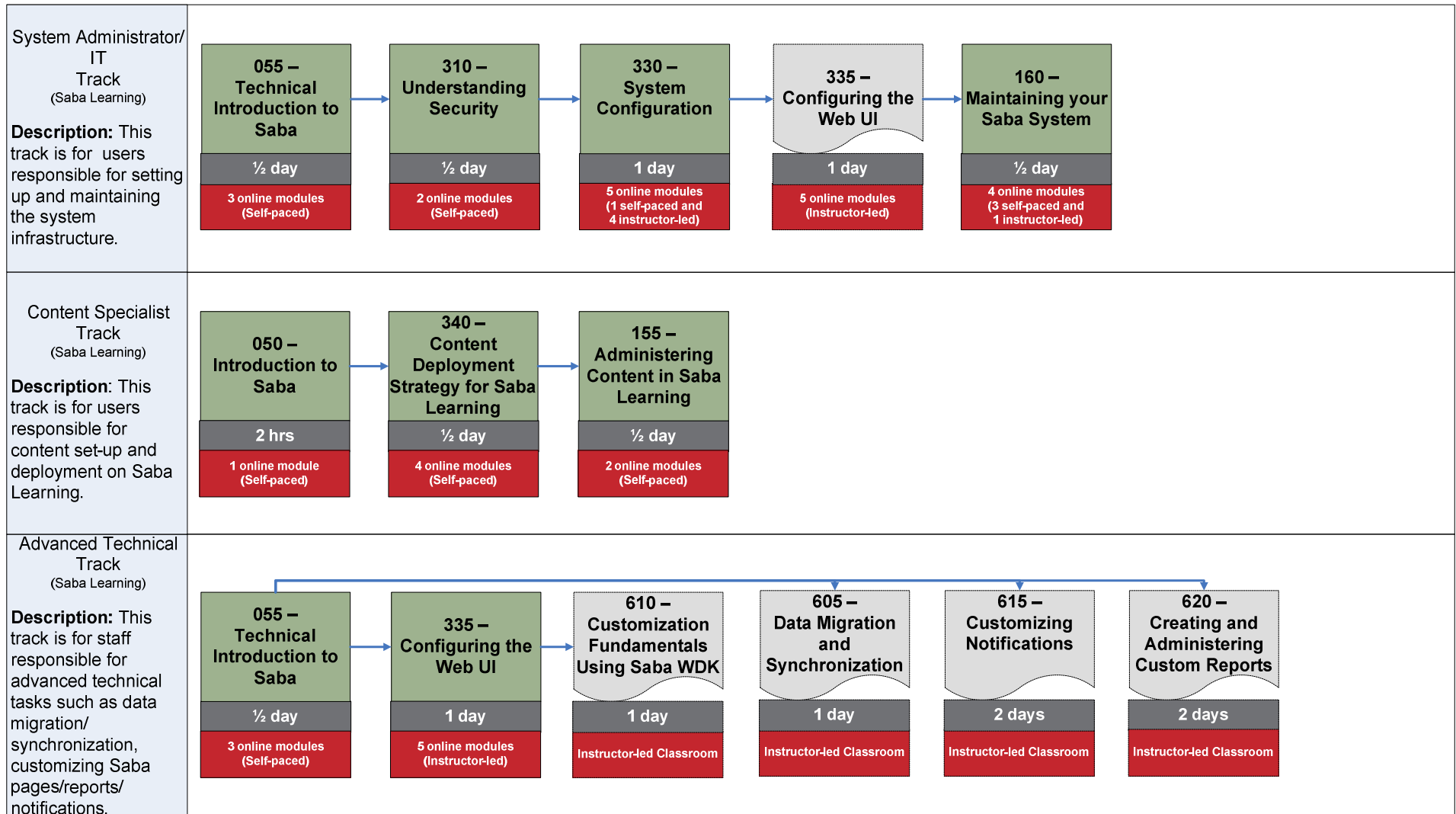
Appendix B: Saba University Curriculum Tracks



Optional Training

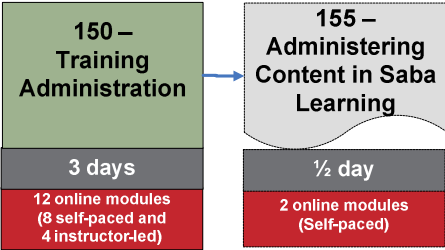


Optional Training





Optional Training

<p>Training Administrator Track (Saba Learning)</p> <p>Description: This track is for users involved with day-to-day administration of Saba Learning after Go-live.</p>	
<p>Post Go-Live - Super User/Help Desk Track (Saba Learning)</p> <p>Description: This track is for users responsible for system configurations and/or those who oversee/provide Help Desk support to Training Administrators after Go-live.</p>	