Providing On-Site Applications Training

Tom Austin
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## Considerations

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Learning</th>
<th>Logistics</th>
<th>Costs</th>
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</thead>
</table>
| • Experienced  
• Knowledgeable  
• Prepared  
• Communicates | • Classroom Setup  
• Lab Configuration  
• Materials On-hand | • Compensation  
• Expenses | |
| Participant | • Knows Why  
• Does Prep Work  
• Participates | • Knows Where, When  
• No Distractions | • Admission  
• Expenses  
• Time  
• Value |
| Organization | • Right People  
• Course Content  
• Commitment | • Location  
• Registration  
• Facility & Equipment  
• Catering | • Expense  
• Profit  
• Investment |
Meeting the Need

- Results
- Level of Complexity
- Methods of Instruction
- Types of Exercises
  - Instructor Led
  - Self-paced
  - Overall Design
- Completion vs. Comprehension
Sample Lab Configuration

Training Lab Layout

Client/Server Configuration

- Windows 4.0 SP4
- Exchange 5.5
- IS V4.0

- IE 5.0+ Outlook+E
- Win95/98/Me/2K
- Outlook98
- PGP Virus Client
- Oracle Client

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## Potential Costs, Issues

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<thead>
<tr>
<th>Item</th>
<th>Qty</th>
<th>Per Unit</th>
<th>Total</th>
<th># Events</th>
<th>Avg Cost</th>
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<tbody>
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<td>Workstations</td>
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<td>Networking Components</td>
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<td>Materials</td>
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<td>People ~ Tech, Admin</td>
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