



Assisted Self-Paced Learning

ASP Program Guide

BMC Education Services
27 July 2017 v15



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What is Assisted Self-Paced (ASP) Learning?

BMC's Assisted Self-Paced Learning gives you the ability to complete a course at your pace online with focused instructor assistance on your schedule. Instead of waiting for a course to be offered in your area or taking time away from the office, now you can access the same quality and individual instructor attention with on-demand flexibility.

Features

Assisted Self-Paced (ASP) may include:

- Full course video recording – unlimited access during 12 months after registration
- eBook that includes course and lab content, yours to keep for learning and exam prep with unlimited access
- Virtual lab for exercises:
 - Every student will have access to a virtual lab environment. This access is called **Lab time**. No extensions to the lab time will be granted. Users may elect to purchase additional lab time if desired.
 - The lab time is different per course, and this is defined in the Course Abstract. Lab time will be in one of two configurations: **Fixed or Flex**. (Infographic on Pg. 8)
 - **FIXED LAB:** Students have **CONSECUTIVE** days of lab time. This means once the lab is started it will run for consecutive days. If the class is 5 days long, the student has 5 consecutive days of lab run time. Consecutive days are inclusive of weekends/holidays. **This means the lab time cannot be stopped, paused or restarted.** The consecutive days are started when the student clicks on Start lab now button in the ReadyTech portal.
 - **FLEX LAB:** Students have **FLEXIBLE** lab time. If the class is 5 days long, the student has a 30-hour lab run time. The student can use the lab run time as they want, the lab time doesn't need to be used in consecutive days. Students can start and stop as many times they want and can take breaks in between, their last status will be always saved. The total Lab time must be consumed within the portal Access Time.
- Scheduled time with an instructor – scheduled by appointment only
 - You are provided 30 mins of time with a course instructor for every day that you would have spent in a classroom with Instructor-led Training (ILT). For example, 5-day ILT courses = 2.5 hours of time with instructor for ASP, 2-day ILT courses = 1 hour of time with instructor for ASP.
 - Instructor access is available for 90 days after course registration.
- Interactivity via our many product communities giving students access to collective knowledge of BMC instructors, developers, and hundreds of other experienced professionals

Benefits

- Work around your life commitments
- Learn at your pace with 24/7 access
- Scheduled instructor time to address your specific questions
- Community product exchanges
- Skip irrelevant learning – concentrate on your needs
- Reduced cost – no travel and expense

Note: Assisted Self-Paced Training features vary by course. Please verify what is included in an ASP Course prior to purchase. Course Abstracts contain full details.

Frequently Asked Questions

How do I access my Assisted Self-Paced (ASP) course recording?

- 1) Log in to [BMC Academy](#).
- 2) Click **My Learning** to view your Transcript. A **Launch** button will appear next to the course title.

How do I access my course materials?

BMC provides eBooks for all courses. Our eBook provider (Gilmore) will send an email to you with complete instructions for viewing your course materials. The Lab Guide is included in the eBook.

When will I receive my course materials?

An email from our eBook provider (Gilmore) should be received within 24 hours of the course registration and receipt of payment.

How long can I access my course eBook, community, and course recording?

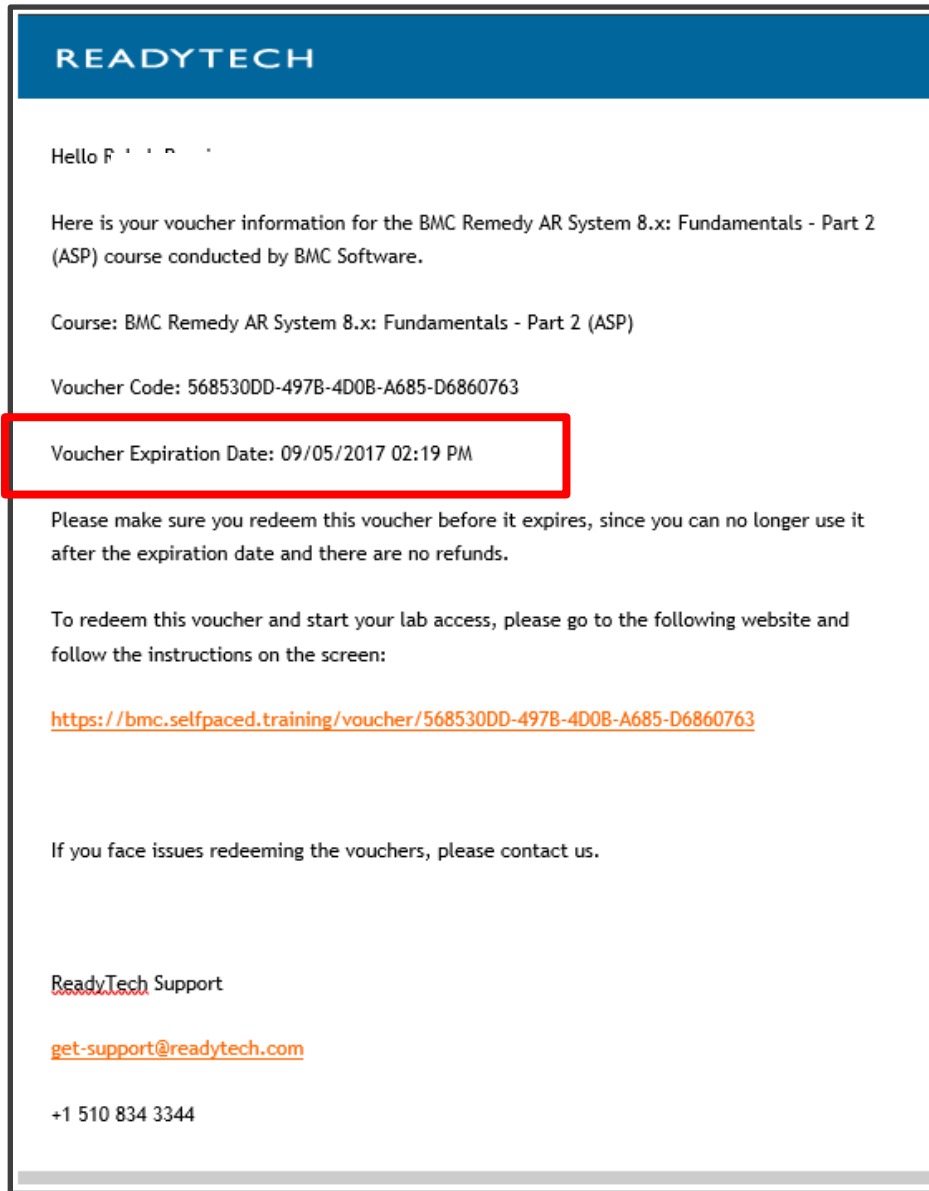
You have unlimited access to your eBook and the BMC Community. Access to the course recordings expires one year (12 months) from the date of registration.

How do I access my virtual lab environment?

BMC provides a virtual lab with your ASP course. Details for accessing your virtual lab environment will come in a separate confirmation email sent by our Remote Lab partner, ReadyTech, from the address get-support@readytech.com. The ReadyTech email contains a link to the ReadyTech self-paced portal.

The type of lab time (fixed or flex) and the number of lab days/hours varies by ASP course. The course abstract contains full details. **Please review the Course Abstract information prior to purchasing an ASP course.** Specific details about the type of lab and lab days/hours is also included in the course registration confirmation email.

Example of Confirmation email from ReadyTech:



Action Required:

Click on the URL included in the email from ReadyTech and redeem the Voucher Code to get started with access to the virtual lab.

Note: The Voucher is valid for 90 days from the date of issuance. Vouchers must be redeemed prior to the voucher expiration date. Redemption of the voucher will begin the 28 days of Portal Access. If the voucher expiration date has passed, it may not be redeemed for Portal Access any longer.

Example of ReadyTech Self-Paced Portal:

The Lab tab is displayed below. Lab time and Portal access time are both defined and displayed in the portal.

Welcome to the Self-Paced Training portal.
For information about Certifications and other Learning, please check our [website](#).

Self-Paced Portal Lobby Lab Communication Support

Name: AUTO-BNAA-0860

Status

Lab time: **3 days**
3 days 0:00 hours remaining
Lab cannot be suspended and runs continuously until time runs out.

Portal access time: **27 days**
27 days 7:39 hours remaining

Not yet started

Start lab now Schedule start

Remote Desktop

Click here to connect

Login: Administrator / password

ReadyTech Viewer

Resources

Information is not available

TIP: If your lab environment is a **FIXED** lab, we recommend Clicking on **Start lab now** **only** when prepared to begin the lab exercises. Remember – **FIXED** Labs run continuously, they cannot be stopped and started.

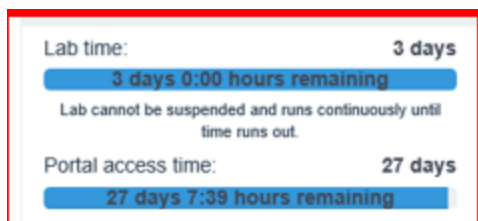
When does my Lab time expire?

The number of lab days/hours available to you vary by ASP course. This information is included in the course abstract. Please review before purchasing an ASP course. Specific details are also included in the course registration confirmation email and can be viewed in the ReadyTech Self-Paced portal under the Lab tab.

What is Portal Access time?

Portal access time is defined as 28 days from the day the Voucher is Redeemed. In the screenshot below the Portal access time reflects 27 days as the student has already started their lab.

Note: All lab time must be completed within the 28 day portal access window.



What do I do if I get stuck in a virtual lab?

- 1) Log in to [BMC Academy](#) and check the Curriculum to see if there are any additional documents with recommendations or best practices for the lab.
- 2) If you have problems during your lab exercises or you don't know how to move forward in your lab, please post the question in the BMC product community and make sure that you start the Posting with "ASP".

Example Posting: ASP: How do I turn on the Search feature in Remedy 8.0?

- 3) If the issue is urgent and needs to be resolved ASAP or you don't receive a reply to your community post within 48 hours, please contact education@bmc.com and explain the issue via email.

How do I schedule an appointment with an Instructor?

BMC provides scheduled time with an instructor as a part of your ASP course. Please send an email to ASP_Support@bmc.com requesting a scheduled appointment with an instructor. The number of instructor hours available to you varies by ASP course. Please verify this information prior to purchasing an ASP course. The course abstract contains full details.

Instructor Appointment Details:

- Instructor access is available for 90 days after course registration.
- Once an appointment is confirmed, the allotted time is scheduled as requested. There are no add-ons or extensions.
- If more time is needed with the instructor than was scheduled, the student must request another appointment via the ASP email.
- The minimum appointment time is 30 minutes. Any unused minutes in an instructor scheduled session are considered consumed and will be deducted from the student's allotment of minutes.
- No Shows for instructor appointments – the scheduled minutes will be deducted from the student's purchased minutes.
- BMC technical difficulties, such as a Lync/Skype failure, will not be counted against the student. The student should email the instructor at the scheduled time if the instructor cannot be reached via Lync/Skype.

- Unused instructor time is considered lost time – no exceptions.

What if I need to change my Instructor appointment?

Reschedule requests must be submitted at least 24 hours in advance of the scheduled appointment time. Send an email to ASP_Support@bmc.com containing the details of your original appointment and a request to reschedule at your earliest convenience. This will allow us to reassign your session.

How do I access a BMC Product Community?

A link to the BMC Product Community will be included in the course.

How do I post questions in the BMC Product Community?

You can ask any product-related question in the community. If you have course-related questions, please make sure that you start the subject with “ASP:” BMC instructors and course developers can quickly identify your course-related questions if you use the ASP prefix.

What languages are Assisted Self-Paced (ASP) courses available in?

All recordings, eBooks, instructor support, virtual labs, etc. are provided in English. You may request recordings and instructor support in your local language, however, BMC will only provide this if BMC has it available.

Where can I find a list of Assisted Self-Paced (ASP) courses?

For a current list of ASP course offerings, please go to our [website](#).

Who do I contact for questions about Assisted Self-Paced (ASP) courses?

Please contact education@bmc.com with questions.

Assisted Self-Paced Offerings from BMC

Thanks for enrolling in a self-paced training course from BMC. After you have received your voucher from our virtual lab partner ReadyTech, you may begin your training. Read on for important information about how to access the ReadyTech portal and your lab hours.

Lab Portal Access

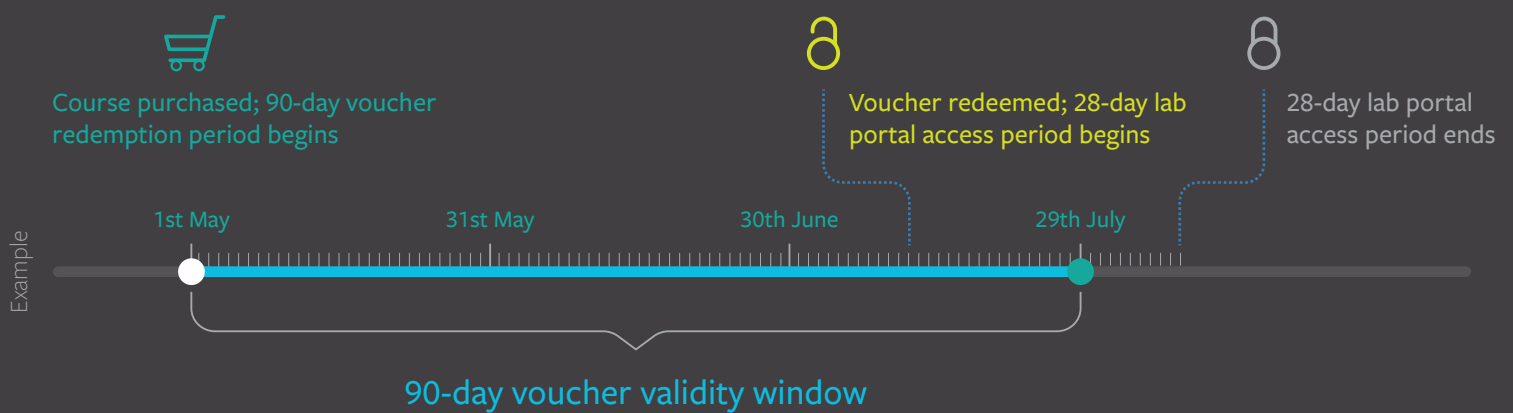


The voucher is redeemable for 90 days after purchase.



Once you redeem your voucher, you have 28 days to complete your lab.

Note: Voucher validity and lab portal access time cannot be extended.



Lab Hours: Flexible vs. Fixed

Each BMC course has a specific number of lab hours allotted per registration. Lab time can be flexible or fixed, as defined in the course abstract.

Flexible (Non-consecutive):

- You are allotted a specific number of hours to complete the lab as defined in the course abstract.
- You can **start and stop the lab as needed** during the 28-day access window and your status is saved.

Fixed (Consecutive):

- You are allotted a specific number of days to complete your lab as defined in the course abstract.
- You may begin the lab at any time during the 28-day lab portal access window; however, you must complete the lab within the 28 days. Once the lab has been started, it will run continuously for the allotted days and cannot be stopped or re-started.

Access time window: 28 days

Note: 28-day window begins on voucher redemption, any day of the month. Access days include weekends and holidays.

Example: 5-Day Course Flexible (Non-consecutive)

30 lab hours permitted within 28-day access window

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

- Day 1 of 28-day window: 9 hours
- Day 13 of 28-day window: 10 hours
- Day 28 of 28-day window: 11 hours

Total: 30 hours

Example: 5-Day Course Fixed (Consecutive)

5 days permitted within 28-day access window

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

- Example 1: 5 consecutive days (24hrs/day)
- Example 2: 5 consecutive days (24 hrs/day)
- Example 3: 5 consecutive days (24 hrs/day)



Questions?

Please contact education@bmc.com for help.

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BMC – Bring IT to Life

BMC digital IT transforms 82 percent of the Fortune 500.



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