



Telvent Energy GIS Education Services

Flexible, Modular Training for
ArcFM™ Solution Users

Quality education is part of the Telvent Utilities GIS philosophy.

Change Is Constant

Just as yesterday's models and practices no longer meet competitive requirements, yesterday's closed and proprietary enterprise GIS solution can limit the growing and changing organization. The key to the successful implementation of today is flexibility and power. If an enterprise GIS is going to meet an organization's strategic needs, it must become an effective part of a changing IT landscape. The Telvent solution is designed to evolve and anticipate changes in GIS technology.

Knowledge Is Key

Telvent realizes that a successful implementation does not end with software installation and data conversion. It requires knowledge. Therefore, preparing and educating your end-users for a productive future with the ArcFM Solution is our highest priority. Telvent has quality instructors with extensive GIS backgrounds and well-rounded teaching experiences. Our instructors develop and deliver directed and engaging courses. The principal goal

of our education team is two-fold: aggregate knowledge into course materials; and disseminate that knowledge effectively to your end-users regardless of their skill levels.

Commitment Is Absolute

The complexity of the modern world constantly challenges an organization to remain clear and focused in all aspects of its operations. Similarly, the Telvent GIS education team believes that simplicity is the most direct and efficient way to foster an effective learning environment, and they focus on one goal only: the success of the client/student. That means developing instructor-led courses, designing new courses to accommodate changing needs, encouraging student feedback, developing programs that allow for tailored client-site training, and providing options to further the personal and professional development of every user.

Modular Course Components

The Telvent GIS education team has developed a unique approach to technical software education: modular course components. A standard course includes instruction for a set of topic components. This ensures reliable and consistent training from user to user, and class to class.

Flexible Instruction

You may also choose a tailored education option that allows for considerable flexibility in course content. Because the topic series in Telvent's courses are independent of one another, it is possible to tailor your client-site course toward the specific requirements of your end-users. Additionally, the core topic components may be augmented with the standard components or added with components from our growing library of available topics.

Scalable Solutions

Whether you have one user or one hundred, require immediate standard training or fully customized training materials, the Telvent GIS education program offers a solution for your specific needs.

Train the Trainer Programs

The education team is available to assist in training your internal staff for subsequent delivery of end-user instruction across your organization.

"The single most important thing you can do to ensure that your users accept and like the ArcFM that you give them is to train them well."

Jeff R. Meyers, President, in **Building Your ArcFM**

Custom Training Solutions

The Telvent GIS education team is available to orchestrate the development and delivery of fully **custom training** to incorporate your data, implementation specifics, and unique business processes. Our offerings range from completely scripted instructor-led courses, to informal workshop sessions and web-based training modules. Please contact education@telvent.com for details.

Course Offerings:

Working with ArcFM – Electric, Gas, or Water

This introductory five-day course is geared towards novice end-users with little to no exposure to either ArcMap or ArcFM.

Accelerated ArcFM – Electric, Gas, or Water

This abridged two-day course is geared towards end-users with an existing knowledge base in core ArcMap, but no exposure to ArcFM.

Configuring ArcFM

This advanced three-day course is geared towards GIS administrators tasked with implementing and maintaining an ArcFM geodatabase.

Customizing ArcFM

This advanced five-day course is geared towards programmers and developers seeking to customize the ArcMap environment and extend the functionality of ArcFM.

Working with Designer - Electric, Gas, or Water

This introductory four-day course is geared towards design engineers and mapping technicians who complete their cost oriented work directly in the GIS via Designer.

Working with Responder

This introductory three-day course is geared towards dispatchers and operators who manage electric outages in the GIS via Responder.

Telvent (NASDAQ: TLVT) is a global IT solutions and business information services provider that improves the efficiency, safety and security of the world's premier organizations. The company serves markets critical to the sustainability of the planet, including the energy, transportation, agriculture, and environmental sectors. (www.telvent.com)