



Attention System Administrators and Advanced End Users

Bowman Systems is pleased to announce the next series of WebEx training sessions for the Advanced Reporting Tool™ (ART). There are four types of ART training offered for ART 2.0.

1. Basic ART Training – Part I
2. Basic ART Training – Part II
3. ART Viewer License Training
4. Advanced ART Topics

1. Basic Art Training – Part I via WebEx

When: Wednesday, July 11, 2007	12:30 pm – 3:30 pm Central time
Wednesday, August 8, 2007	12:30 pm – 3:30 pm Central time
Wednesday, September 5, 2007	12:30 pm – 3:30 pm Central time

Who Should Attend:

This training is for new and inexperienced Advanced Reporting Tool (ART) users who have been assigned an Ad Hoc license and have not previously attended ART training.

Objectives:

- § *How to navigate through ART and basic functionality of ART*
- § *How to create and run simple reports*
- § *Administrative functions in ServicePoint™ associated with ART*

2. Basic ART Training – Part II via WebEx

When: Friday, July 13, 2007	12:30 pm – 3:00 pm Central time
Friday, August 10, 2007	12:30 pm – 3:00 pm Central time
Friday, September 7, 2007	12:30 pm – 3:00 pm Central time

Who Should Attend:

This training is for users who meet the following qualifications:

- § *Previously attended Basic ART training – Part I*
- § *Designed and saved at least one Web Intelligence document with multiple queries and multiple filters*

Objectives:

- § *How to use advanced report features – with specific examples*
-

3. ART Viewer License Training

When: Tuesday, July 10, 2007 12:30 pm – 1:30 pm Central time
Tuesday, August 7, 2007 12:30 pm – 1:30 pm Central time
Tuesday, September 4, 2007 12:30 pm – 1:30 pm Central time

Who Should Attend:

This training is for users who meet the following qualifications:

- § End Users who have been assigned or will be assigned an ART Viewer license

Objectives:

- § Gaining access to shared ART reports
 - § Modifying and running shared ART reports
-

4. Advanced ART Topics via WebEx

When: Monday, July 9, 2007 2:30 pm – 3:30 pm Central time
Monday, August 6, 2007 2:30 pm – 3:30 pm Central time
Tuesday, September 4, 2007 2:30 pm – 3:30 pm Central time

Topics:

July 9 – “Data Manipulation (Calculating times between services in minutes)”
August 6 – “Creating System Administrator Reports”
September 4 – “Preview of next ART version”

Who Should Attend:

This training is for users who meet the following qualifications:

- § ServicePoint System Administrator or Super User
- § Successfully completed Basic ART training
- § Designed and saved at least one Web Intelligence document with multiple queries and multiple filters

Objectives:

- § New, focused topic every month
 - § Topics for advanced users to explore in more detail than a general session
 - § Short presentation with time for interaction among attendees
 - § Review of one or two current, common user issues
-

How to Make Reservations:

Please RSVP to ART@bowmansystems.com with the following information:

- § The session name and date you want to attend
- § A list of people who will attend
- § The number of WebEx connections you need
- § Your organization
- § Contact name, e-mail address and phone number

After receiving your reservation, we will send you instructions for gaining access to the training.

Costs:

Basic ART Training – Part I and Part II

The cost is \$250 for one WebEx connection for two training sessions -- Basic ART Training Part I and Basic ART Training Part II. An invoice will be generated for you upon receipt of your RSVP.

ART Viewer License Training

For those customers who have purchased ART Basic Training, this training is no additional charge.

Advanced ART Topics

For those customers who have attended an ART Basic Training at any time in the past, this training is no additional charge.

Note: Bowman Systems may choose to limit the number of connections for any training session to maximize productivity and decrease potential technical difficulties.

Advanced Training/Consulting at your site

Bowman System's trainers are also available to conduct ART training/consulting at your location. The training/consulting can be customized to meet your needs. Some suggestions include:

- § Basic ART training in an interactive environment
- § Advanced reporting training
- § Building custom reports
- § Special topics

On-site training can be arranged for one or more days and can be a combination of topics, from providing basic ART training to helping design custom reports. Costs include a per-day trainer fee and other expenses. Please allow 3 – 4 weeks to schedule on-site training.
