



TRAINING 2022

Pedagogy – Methodology – Expertise
A pragmatic approach to skills improvement



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Here at Absyss, we believe that the performance of our software solutions only counts if our customers get the best possible use out of them.

Highlighting talent and developing potential

The Absyss training offers initiation as well as expertise training related to our software. By using pertinent formats and contents, Absyss guarantees gradual or intensive skills improvement.

Our teaching approach is based on a principle that we call "Form'action", to transform trainees' knowledge into genuine skills.

Training: a real key factor for success

User training is an investment that has directly impacts:

- the most efficient day-to-day use of software solutions,
- the number of requests made to technical support,
- the success and durability of deployments.

Richard RAULIC
CEO

A handwritten signature in black ink, appearing to read "Raulic".

Our training offer meets your needs:

- **For initial training**, with "The Basics" for learning how to use the basic features (level I general training)
- **For ongoing training**, with the "expertise sessions" for consolidating your knowledge and optimizing your practices in respect of the software publisher's best practices (level II specialization)
- **Formation On Demand**, to deepen subjects of your choice

		THE BASICS	EXPERTISE SESSIONS
		SKILLS	Tools
All	On Demand Training		On Demand Training

Our training sessions are accessible to all audiences: customer teams (IT operations, IT production, R&D, etc.) as well as partners such as outsourcers and IT service providers. The latter have them validated their skills level by the certifications detailed (cf our Partners' certified training catalog).

TRAINING PATH PER PROFILE	Title	Design and Control user profile	Software administration user profile	Manager or R&D profile	Outsourcing, integration partner profile
The Basics	IT automation + Visual TOM administration and operation	M	M		M
	IT automation with Visual TOM	M	M	R	M
	Visual TOM administration and operation	R	M		M
Expertise Sessions	Advanced IT automation with Visual TOM	R			R
	Industrialization with Visual TOM	R			R
	New version	R	R	R	M (*)
	User Portal: Dashboards, SmartView, Self Service	R			R
Certifications	Visual TOM Designer				M
	Visual TOM Designer & Administrator				M

R: Recommended - M: Mandatory

(*) Mandatory training for the renewal of the certification

Initial Training - THE BASICS

Title	Duration	INTER	
		Reference	Unit price / trainee
IT automation + Visual TOM administration and operation	5 days	VT-PS-FUAI	€3 380 (excl. VAT)
IT automation with Visual TOM	3 days	VT-PS-FUSI	€2 050 (excl. VAT)
Visual TOM administration and operation	2 days	VT-PS-FADMI	€1 400 (excl. VAT)

Ongoing Training - ADVANCED TRAINING TOPICS

Intitulé	Duration	INTER	
		Reference	Unit price / trainee
Advanced IT automation with Visual TOM	2 days	VT-PS-FUS2I	€1 400 (excl. VAT)
Industrialization with Visual TOM	2 days	VT-PS-FINDI	€1 400 (excl. VAT)
New version	2 days	VT-PS-FMVI	€1 400 (excl. VAT)
User Portal: Dashboards, SmartView, Self Service	2 days	VT-PSFUSRPTI	€1 400 (excl. VAT)

FUNDING MODES



Your training costs may be covered by:

- your training plan,
- your personal training account (CPF - compte personnel de formation) subject to the eligibility of your training to the category: "acquisition of basic knowledge and competencies". Contact your training department to find out the balance of your "individual training rights" (DIF - droit individuel à la formation) hours, transferred to your personal training account.





Initial Training - THE BASICS

3
days

TARGET AUDIENCE

Anyone involved in process automation:
IT production engineers,
Visual TOM key contacts,
integrators, outsourcers, etc

PREREQUISITES

None

OBJECTIVES

You will be capable of:

- mastering the various concepts and the terminology used in automation,
- configuring and setting up automation tasks,
- planning and managing production days,
- inspecting and efficiently supervising operations,
- troubleshooting and resolving level I incidents.

TRAINING MODE

The training mode is based on:

- trainer presentations,
- alternating between theory and practice,
- doing practical exercises,
- validating lessons learned (quizzes, tests).

TRAINING PROGRAM

Mastering the concepts of planning and scheduling

- Clearly identifying what a scheduler is
- Visual TOM architecture: identifying the chosen architecture

Discovering the basic elements of Visual TOM

- Knowing the principles of the GUI (Graphic User Interface)
- Understanding Visual TOM organization and defining the objects

Designing workload automation

- Job planning: configuring processing with time constraints
- Job scheduling: modeling constraints

Programming production stoppages and restarts

- Blocking the sequencing: designing an immediate stoppage with manual restart
- Blocking the production day: designing a deferred stoppage with manual restart.
- Continuity of sequencing: defining backup procedures and degraded paths for automatic error management.

Implementing Vendor best practices

- Reducing the impact of an error
- Reducing the design workload

Mastering task control

- Understanding the utility of the GUI
- Revising the basic concepts of the functional architecture
- Mastering the meaning of the various statuses
- Mastering the operation and tasks management screens

Resolving level I production incidents

- Conducting a postproduction analysis
- Using the ancillary management interfaces: command mode
- Assessing a situation, drawing conclusions and identifying risks

Restarting jobs

- Mastering normal procedures
- Mastering emergency procedures



Initial Training - THE BASICS

2 days

TARGET AUDIENCE

Anyone involved in process automation:
IT production engineers,
Visual TOM key contacts,
integrators, outsourcers, etc

PREREQUISITES

Basic knowledge of Windows and Linux
command mode.

OBJECTIVES

You will be capable of:

- understanding the modules making up the software,
- mastering software installation,
- configuring the software,
- conducting in-service maintenance.

TRAINING MODE

The training mode is based on:

- trainer presentations,
- alternating between theory and practice,
- doing practical exercises,
- validating lessons learned (quizzes, tests).

TRAINING PROGRAM

Distinguishing the architectures

- Identifying the different architectures of Visual TOM
- Mastering the communication flows between the various components

Installing the main Visual TOM components and conducting configuration

- Installing the Visual TOM components
- Managing the processes (services in Windows)
- Understanding the tree structure of directories and their content
- Independently handling Visual TOM component upgrades
- Implementing and validating Web Access interface
- Mastering the configuration of the tool and its components
- Configuring user rights according to their business profile
- Creating a user rights matrix

Carrying out in-service maintenance and level I diagnostics

- Guaranteeing the operational capability of the scheduling service
- Implementing control in order to detect malfunctions
- Being able to collect information in the framework context of escalation process

Choosing the solutions recommended by the software publisher in order to guarantee secure in-service maintenance

Focus on going further in administration

- Adapting the submission context according to need
- Understanding the identity substitution mechanism and configuring it
- Configuring an LDAP account in order to connect to Visual TOM
- Guaranteeing high service availability
- Advanced use of command mode
- Carrying out level II diagnostics



Ongoing Training – EXPERTISE SESSIONS

2 days

TARGET AUDIENCE

Anyone involved in IT automation process: IT production engineers, Visual TOM key contacts, integrators, outsourcers, etc.

PREREQUISITES

Already taken the Basics module: « IT automation with Visual TOM ».

OBJECTIVES

You will be capable of:

- optimizing planning and scheduling by mastering the advanced functions,
- discussing your practices.

TRAINING PROGRAM

Advanced management of planning and scheduling

- Understanding the complementary functions
- Managing sequentiality without dependence
- Defining all types of constraint

Efficiently writing a scheduling script

- Mastering good practices concerning writing rules

Automatically calculating a parameter

- Advanced management of the "Date" resource

Efficiently managing work parameters

- Using special characters in the parameters
- Applying good practices in order to avoid errors

Customized processing

- Determining processing according to a string of characters in a file

TRAINING MODE

The training mode is based on:

- trainer presentations,
- alternating between theory and practice,
- doing practical exercises,
- validating lessons learned (quizzes, tests).



Ongoing Training – EXPERTISE SESSIONS

2 days

TARGET AUDIENCE

Anyone involved in IT automation process: IT production engineers, Visual TOM key contacts, integrators, outsourcers, etc.

PREREQUISITES

Already taken the Essentials module: « IT Automation with Visual TOM ».

OBJECTIVES

You will be capable of:

- industrializing the construction of a IT production plan,
- implementing efficient industrial change management.

TRAINING PROGRAM

Industrializing the designing of tasks

- Defining appropriately the production environments and the test environments
- Interacting in batch mode
- Building up a batch repository
- Creating tasks dynamically
- Centralizing technical tasks in the repository
- Choosing an appropriate graphic representation
- Choosing an appropriate naming plan

From scheduling request to go-live

- Identifying information required for process automation
- Understanding integration with a wiki
- Identifying the key elements to be monitored
- Producing an operation file for a scheduled sequence
- Identifying the changes to be made and the appropriate time to do so

Structuring your workspace

- Adapting usage to user

Rendering autonomous the end-user

- Defining a confined scope
- Defining rights

Go live management

- Understanding the stages of the go live process
- Choosing an appropriate naming convention
- Identifying the elements to go into operations
- Defining rules suited to the target context
- Transfer batches to targets
- Understanding errors during simulation
- Manually conducting integration
- Planning integration
- Resolving common go live needs

TRAINING MODE

The training mode is based on:

- trainer presentations,
- alternating between theory and practice,
- doing practical exercises,
- validating lessons learned (quizzes, tests).



Ongoing Training - EXPERTISE SESSIONS

2 days

TARGET AUDIENCE

Anyone involved in IT automation process: IT production engineers and managers, Visual TOM key contacts administrators, R&D, integrators, outsourcers managers, etc.

PREREQUISITES

None

OBJECTIVES

You will be capable of:

- identifying and understanding the technical and functional changes,
- efficiently preparing the implementation of the new version,
- discussing your practices,
- applying the Vendor best practices.

TRAINING PROGRAM

Identifying elements in preparation for a version upgrade

Identifying and understanding the technical changes

- Discovering the technical changes
- Practical implementation
- Impact study

Identifying and understanding the functional changes

- Discovering the functional changes
- Practical implementation
- Impact study

Analyzing and choosing the right Visual TOM deployment

- Change in usage
- Naming rules
- Visual identity
- Impact on modeling
- Impact of functional architecture choices (organization of environments, etc.)
- Planning
- Scheduling

Discovering the optional optimization modules

TRAINING MODE

The training mode is based on:

- trainer presentations,
- alternating between theory and practice,
- doing practical exercises,
- validating lessons learned (quizzes, tests).



Ongoing Training - EXPERTISE SESSIONS

2
days

TARGET AUDIENCE

Anyone involved in IT automation process: IT production engineers, Visual TOM key contacts, integrators, outsourcers, etc.

PREREQUISITES

Already taken the Basics module: « IT automation with Visual TOM ».

OBJECTIVES

You will be capable of:

- Improve communication with business lines via dashboards to monitor critical operations
- ease user requests management while enabling users with more autonomy..

TRAINING PROGRAM

Installation and configuration

- Install and configure components
- User privileges setup

Discover Dashboard

- Discover and learn dashboard widgets
- Master key UX design concepts to build and deliver great dashboards

Get ready with SmartView

- Install and configure the mobile app
- Learn and master functional scope

Master Self-Service

- Identify and configure Service's items
- Service Request automation

Maintain operational and establish a 1st level diagnosis

- How to ensure service operability
- Monitor, detect and troubleshoot issues

TRAINING MODE

The training mode is based on:

- trainer presentations,
- alternating between theory and practice,
- doing practical exercises,
- validating lessons learned (quizzes, tests).



PROFILES

Our trainers are:

- Our consultant engineers,
- Coming from the world of IT infrastructures and production,
- ITIL V3-certified.

TRAINING MODE

Our trainers have all taken a “train the trainer” training, guaranteeing you the quality of our training modes based 30% on theory and 70% on practical exercises.

During the training sessions, our consultants address the functional and technical aspects of the use of our solutions using concrete examples. They draw on their field experience in order to illustrate the training with real-life cases.

TEACHING APPROACH

The design of our training is based on various teaching methods: lectures, initiation and interrogation.

These methods facilitate gradual learning with the active involvement of the trainees.

The methods guarantee skills transfer, from knowledge transfer through to operational capability.



Target audiences for our training among our end clients and/or partners

- **IT production:** operators, controllers, IT developers, operation technicians, operation analysts, design analysts, programming analysts or developers, etc.
- **IT production engineering:** IT production / operation engineers, scheduling experts, operations administrators, application administrators, IT architects, etc.
- **R&D:** R&D engineers, R&D technicians, project managers, R&D managers, etc.
- **IT management:** IT production and/or operations managers, infrastructure managers, technical managers, SLA managers, integration managers, support managers, application managers, etc.
- **Partners:** IT consultants, integrators, project managers, etc.

KEY FIGURES

- Over **1 000 hours** of training dispensed annually
- Some **150 days** of training conducted annually
- Some **300 people** trained annually

“ *The restructuring of the Absyss training offer better reflects the real-life reality. With a modular initial training offer and an ongoing training offer also accessible as packages, we facilitate the management of IT production team skills in terms of both budget and planning.* ”

Franck NOWICKI

Consulting Manager - Absyss

“ *We were very well supported by the Professional Service teams of the software publisher, Absyss, for the installation and training.* ”

Jean-Luc DUBOIS

IT Production Manager
FN Herstal

“ *We understood that our mastery of the Visual TOM solution, which until then had been managed intuitively, could be improved. We therefore signed up for the training dispensed by Absyss in order to ramp up our skills.*

The training provides useful tools enabling us to use Visual TOM to the maximum of its capacities. ”

Soizic ROQUIER

Unit Head, Operations & Supervision
Conseil Départemental Loire Atlantique

HOW TO REGISTER?

- **Customer contact:** secretariat@absyss.com – By phone on +33 (0)1 40 84 89 01
- Via the Internet: www.absyss.fr/formations (FR) or www.absyss.com/training (US)

Registrations are only definitive upon receipt, at least one week before the training begins, of the registration form and the purchase order.

TRAINING LOCATION

- **INTER training** takes place in our training center. Number of participants limited to 8 trainees per session in order to guarantee and preserve the quality of service delivered. Training materials supplied - IT equipment made available during the course.

INTER training is confirmed subject to a minimum number of 4 participants.

- **INTRA training** takes place on your own premises. Minimum of 3 participants per session. Training materials sent several days before training begins (secure postal mail).
Perequisites: technical and educational materials.

NOTIFICATION TO ATTEND

The notification to attend and the access plan for our training center are sent to you upon confirmation of your registration.

TRAINING TIMETABLE

Morning: 9:30 AM to 12:30 PM - Afternoon: 1:30 PM to 5:30 PM (except for certification days)

MEALS

Lunches are provided by Absyss for INTER training only.

APPRAISALS

In the context of our continuous improvement process, we ask participants to complete an appraisal form at the end of the session. This enables us to optimize and enhance the quality of our training services.

CONTRACT CERTIFICATE OF PRESENCE

The training contract is sent to you upon confirmation of registration, or at the latest upon billing. The signed certificate of presence is sent with the bill. Each participant receives, moreover, their personal training certificate.

Absyss

Registered training organization,
registration number **11 92 15953 92**

HOTELS

When signing up for INTER training, we recommend hotels close to our premises

- Ibis Porte d'Orléans: 01 42 31 67 00 www.ibishotel.com
- Mercure Porte d'Orléans: 01 58 07 11 11 www.mercure.com
- Novotel Porte d'Orléans: 0 803 88 44 44 www.novotel.com


Training center access plan



RER Line B - Cité Universitaire

Absyss – 15/17, Bd du général de Gaulle - 92120 Montrouge – France – Tél : 01 40 84 89 01

 Métro Line 4 - Mairie de Montrouge or Porte d'Orléans

 RER Line B - Cité Universitaire

Hôtel Mercure public car park

2022 Training schedule



INTER TRAINING

January	February	March	April	May	June	July	August	September	October	November	December
1 S	1 T	1 T	1 F	1 S	1 W	1 F	1 M	1 T	1 S	1 T	1 T
2 S	2 W	2 W	2 S	2 M	2 T	2 S	2 T	2 F	2 S	2 W	2 F
3 M	3 T	3 T	3 S	3 T	3 F	3 S	3 W	3 S	3 M	3 T	3 S
4 T	4 F	4 F	4 M	4 W	4 S	4 M	4 T	4 S	4 T	4 F	4 S
5 W	5 S	5 S	5 T	5 T	5 S	5 T	5 F	5 M	5 W	5 S	5 M
6 T	6 S	6 S	6 W	6 F	6 M	6 W	6 S	6 T	6 T	6 S	6 T
7 F	7 M	7 M	7 T	7 S	7 T	7 T	7 S	7 W	7 F	7 M	7 W
8 S	8 T	8 T	8 F	8 S	8 W	8 F	8 M	8 T	8 S	8 T	8 T
9 S	9 W	9 W	9 S	9 M	9 T	9 S	9 T	9 F	9 S	9 W	9 F
10 M	10 T	10 T	10 S	10 T	10 F	10 S	10 W	10 S	10 M	10 T	10 S
11 T	11 F	11 F	11 M	11 W	11 S	11 M	11 T	11 S	11 T	11 F	11 S
12 W	12 S	12 S	12 T	12 T	12 S	12 T	12 F	12 M	12 W	12 S	12 M
13 T	13 S	13 S	13 W	13 F	13 M	13 W	13 S	13 T	13 T	13 S	13 T
14 F	14 M	14 M	14 T	14 S	14 T	14 T	14 S	14 W	14 F	14 M	14 W
15 S	15 T	15 T	15 F	15 S	15 W	15 F	15 M	15 T	15 S	15 T	15 T
16 S	16 W	16 W	16 S	16 M	16 T	16 S	16 T	16 F	16 S	16 W	16 F
17 M	17 T	17 T	17 F	17 T	17 F	17 S	17 W	17 S	17 M	17 T	17 S
18 T	18 F	18 F	18 M	18 W	18 S	18 M	18 T	18 S	18 T	18 F	18 S
19 W	19 S	19 S	19 T	19 T	19 S	19 T	19 F	19 M	19 W	19 S	19 M
20 T	20 S	20 S	20 W	20 F	20 M	20 W	20 S	20 T	20 T	20 S	20 T
21 F	21 M	21 M	21 T	21 S	21 T	21 T	21 S	21 W	21 F	21 M	21 W
22 S	22 T	22 T	22 F	22 S	22 W	22 F	22 M	22 T	22 T	22 T	22 T
23 S	23 W	23 W	23 S	23 M	23 T	23 S	23 T	23 F	23 S	23 W	23 F
24 M	24 T	24 T	24 S	24 T	24 F	24 S	24 W	24 S	24 M	24 T	24 S
25 T	25 F	25 F	25 M	25 W	25 S	25 M	25 T	25 S	25 T	25 F	25 S
26 W	26 S	26 S	26 T	26 T	26 S	26 T	26 F	26 M	26 W	26 S	26 M
27 T	27 S	27 S	27 W	27 F	27 M	27 W	27 S	27 T	27 T	27 S	27 T
28 F	28 M	28 M	28 T	28 S	28 T	28 T	28 S	28 W	28 F	28 M	28 W
29 S	29 T	29 T	29 F	29 S	29 W	29 F	29 M	29 T	29 S	29 T	29 T
30 S	30 W	30 W	30 S	30 M	30 T	30 S	30 T	30 F	30 S	30 W	30 F
31 M	31 T	31 T	31 T	31 T	31 T	31 S	31 W	31 M	31 M	31 S	31 S

Visual TOM Training- The Basics

- IT automation with Visual TOM - 3 days
- Visual TOM administration/and operation - 2 days

Visual TOM Training - Expertise Sessions

- New version - 2 days

French school holidays / zone

- Zone A : Besançon, bordeaux, Clermont-Ferrand, Dijon, Grenoble, Limoges, Lyon, Poitiers
- Zone B : Aix-Marseille, Amiens, Caen, Lille, Nancy-Metz, Nantes, Nice, Orléans-Tours, Reims, Rennes, Rouen, Strasbourg
- Zone C : Créteil, Montpellier, Paris, Toulouse, Versailles

INTER CERTIFICATION

Exams take place between 4 PM and 5:30 PM, all exams possible

January	Wednesday 12	Friday 14
March	Wednesday 9	Friday 11
March / April	Wednesday 30	Friday 1
May	Wednesday 18	
June	Wednesday 15	Friday 17

June / July	Wednesday 29	Friday 1
September	Wednesday 14	Friday 16
October	Wednesday 5	Friday 7
November	Wednesday 16	Friday 18
December	Wednesday 7	

Registration Form INTER Training 2022

To be returned by e-mail: <mailto:secretariat@absyss.com>

Company: Address:
..... Postal Code: Town/city:
Contact for training: Mr/Ms Forename: SURNAME:
Tel: E-mail:
Participants' line Manager:

The Basics – IT Automation with Visual TOM - 2022 session dates:

- January 10-12 March 7-9 March 28-30 May 16-18 June 13-15 June 27-29
 September 12-14 October 3-5 November 14-16 December 5-7

Participants

Mr/Ms Forename: M/Mme Forename:
SURNAME: SURNAME:
Job title: Job title:
E-mail: E-mail:
Tel: Tel:

The Basics - Visual TOM administration and operation - 2022 session dates:

- January 13-14 March 10-11 March 31-April 1 June 16-17 June 30-July 1 September 15-16
 October 6-7 November 17-18

Participants

Mr/Ms Forename: M/Mme Forename:
SURNAME: SURNAME:
Job title: Job title:
E-mail: E-mail:
Tel: Tel:

Expertise sessions - 2022 session dates:

- New Version January 24-25 May 19-20 December 8-9
 Package (check selections, training courses and/or dates) 3 days 5 days

Participants

Mr/Ms Forename: M/Mme Forename:
SURNAME: SURNAME:
Job title: Job title:
E-mail: E-mail:
Tel: Tel:

INVOICING

- We manage our training budget ourselves.
 The OPCA (Organisme Paritaire Collecteur Agréé - French joint commission for collective training) stated below manages our training budget. We have obtained prior agreement, copy enclosed.

Address for invoicing:

Company:
Address:
Tel.:
Done at:

Signature and company stamp

Address for notice to attend:

Company:
E-mail:
Tel.:
Date:

