

COMMERCEROUTE™

Training Program

CommerceRoute Training Program

A key component of Professional Services, CommerceRoute Training offers a variety of educational tools that greatly reduce your learning curve, maximize productivity and improve ROI

Training Summary

- ◆ Target Audiences
- ◆ Target Roles
- ◆ Types of Training
- ◆ CommerceRoute 2.0 Courses
- ◆ Course Agendas
- ◆ Training Availability Dates
- ◆ Classroom Options
- ◆ Future Directions

Target Audiences

- ◆ Clients
- ◆ Partners
- ◆ Internal



Target Roles

- ◆ System Administrators
- ◆ Business Analysts
- ◆ Process Designer
- ◆ Trading Partner Analysts

Target Role:

Systems Administrator

- ◆ Responsible for CommerceRoute system installation and management
- ◆ Must have admin-level access to all affected systems
 - Email
 - Database
 - Web
- ◆ Access to Web Data Interchange Admin environment
 - Creates users and groups
 - Defines user access level

Target Role:

Business Analyst

- ◆ Performs Systems Needs analysis
- ◆ Uses Web Workflow only to model the process
 - Designs the workflow, detailing process tasks, routes, and high-level flow logic
 - Details which systems in existing infrastructure are to be integrated into the automated workflow
- ◆ Uses Web Data Interchange as a (data transformation) component of the process

Target Role:

Process Designer

- ◆ Performs/executes on the details of the issues raised by the Business Analyst
- ◆ Uses Web Workflow to the greatest extent to implement all the details within the model provided by the business analyst
 - Configures each task with appropriate logic
 - Integrates tasks with existing systems (databases, corporate directories, mail, etc.) as specified by Business Analyst

Target Role:

Trading Partner Analyst

- ◆ Shares information of various types with value chain members
- ◆ Uses Web Data Interchange to automate and manage data transformation needs
- ◆ Two levels of Trading Partner Analysts
 - Viewer: Can access appropriate account information and activate defined operations
 - User: Can modify or delete existing structures and define new accounts, projects and operations

Course Demands Based on Role

	System Administrator	Business Analyst	Process Designer	Trading Partner Analyst
Intro to WDI	X	X		X
Intro to WW	X	X	X	
Advanced WW	X		X	
CR 1.5 Administration	X			

Types of Training

◆ Classroom

- Combination of lectures and labs gives students hands-on experience using our products
- Small class size (9 students max) ensures high level of interaction between instructor and all students

◆ Tutorials

- Combination book & Web-based learning
- No scheduling or travel issues
 - students can start the tutorials at any time
 - students learn at their own pace and can repeat tutorials to reinforce their comprehension

Current Delivery Approaches

- ◆ Classroom Environment
 - Web Data Interchange course
 - Web Workflow course
 - CommerceRoute Administration course
- ◆ Tutorials – Combination Book & Web-based Learning
 - Web Data Interchange tutorial
 - Web Workflow tutorial

Resources

- ◆ Web Data Interchange Tutorial (in WDI Getting Started Guide)
- ◆ Web Workflow Tutorial (in WW Getting Started Guide)
- ◆ training.commercero.com – Online site for live tutorials, updated training materials, etc.
- ◆ Training Classes – Held on an *ad hoc* basis
- ◆ One dedicated curriculum developer

CommerceRoute 2.0 Courses

- ◆ Introduction to Web Data Interchange
 - 1 day class
- ◆ Introduction to Web Workflow
 - 2 day class
- ◆ Introduction to CommerceRoute 2.0 Administration
 - 1 day class

Introduction to Web Data Interchange

- ◆ Data transformation concepts
- ◆ Challenges in your organization
- ◆ Assembling your resources
- ◆ Web Data Interchange UI overview
- ◆ Working with accounts
- ◆ Working with templates
- ◆ Managing WDI activities
- ◆ Wrap-up: What will you do when you get home?

Introduction to Web Workflow

◆ Day One

- Introduction and logistics
- Process and workflow automation concepts
- Challenges in your own organization
- Assembling your team
- Web Workflow – UI and features
- More UI details

◆ Day Two

- Integrating Web Workflow with other applications
- Basic CommerceRoute architecture
- Using Web Workflow to model a process
- Troubleshooting and deploying models
- Best Practices and tips for Web Workflow
- Wrap-up: What will you do when you get home?

Intro to CommerceRoute 2.0 Administration

- ◆ CommerceRoute 2.0 system overview
- ◆ Installation issues and procedures
- ◆ System configuration
- ◆ Administering the CommerceRoute 2.0 Server
- ◆ Administering Web Data Interchange accounts
- ◆ Other administrative tools

Training Availability Dates

- ◆ CommerceRoute 2.0 Classes
 - Aug. 22-25: Beta classes
 - Sept 12-15: First scheduled training session
 - Sept 26-30: Second scheduled training session
 - Courses scheduled on a monthly basis thereafter
- ◆ CommerceRoute 2.0 Tutorials
 - Part of CommerceRoute 2.0 product documentation
 - Available as part of product release

Classroom Options

- ◆ Regularly scheduled classes offered on a monthly basis in SF Bay Area
- ◆ “Portable Classroom” design supports on-site classroom delivery
 - All equipment is provided by CommerceRoute; no computers or networking dependencies
 - On-site training available upon request

Future Directions

- ◆ Web Workflow Advanced Design Course
 - Focuses on “best of breed” design practices
- ◆ Advanced CommerceRoute Administration
- ◆ Train-the-Trainer Course
 - Part of Authorized Instructor Program
- ◆ Additional Web-based tutorial modules
 - Each new module will address a specific area of product functionality (e.g., EDI as transformation target; using EJB in workflow process)