

# BMC Solution Adoption Framework for Education

Ensure the successful user adoption of your BMC solutions

## Key Activities

- » Conduct education needs analysis
  - Technical skills assessments
  - In-depth interviews with executive sponsor and project stakeholders
- » Develop framework across four key areas:
  - Awareness and alignment
  - Project team enablement
  - End-user enablement
  - Measurement and validation
- » Review framework with stakeholders

*Typical duration is fewer than 30 days.*

## Key Benefits

- » Ensure faster adoption and higher acceptance of your BMC solution
- » Put in place a detailed plan for project team training and certification
- » Raise awareness of project objectives and expected benefits
- » Clearly explain how staff roles will change in advance of implementation
- » Reduce project risks related to solution adoption

Organizations seeking to simplify and automate their IT organizations should carefully consider the changes that will be taking place across technology, processes, and people. While the technology selected will provide the required functionality and process support, a focused plan to ensure end-user adoption is a critical component of project success. With a modest investment, you can help ensure high levels of user adoption and fully realize the expected benefits of your BMC solution by establishing a BMC Solution Adoption Framework for Education.

## What is BMC Solution Adoption Framework for Education (SAFE)?

Based on our experience in helping thousands of clients adopt our solutions, BMC Education Services has created a prescriptive solution adoption framework to ensure user acceptance of the BMC solutions being implemented.

The BMC Solution Adoption Framework for Education describes the key activities and investments required to achieve successful solution adoption across four key areas:

### » Awareness and alignment

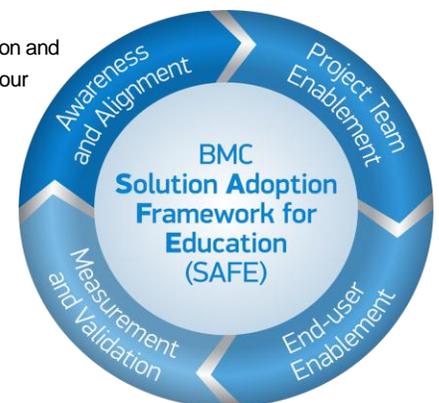
- Promote solution adoption with a proven communication and enablement plan by properly informing and enabling your workforce to support the project lifecycle
- Cultivate cultural change with IT service management and ITIL®

### » Project team enablement

- Review the solution being implemented, including both technology and process changes
- Obtain a detailed understanding of administration requirements and ongoing operation of the solution
- Execute detailed, role-specific instruction to ensure the skills necessary for implementation success (BMC Learning Paths)

### » End-user enablement

- Provide an overview of the solution, as well as the people and process change required across the organization
- Execute detailed, role-specific instruction to ensure the skills necessary for implementation success and end-user adoption (BMC Learning Paths)
- Deliver non-formal education to support solution go-live and transition into production
- Leverage a 12-month subscription service for unlimited access to all web-based training, including new eLearning courses added to the catalog within the year of contract



The BMC Solution Adoption Framework for Education

## Additional Services

- » **Solution design** – Architecture design and documentation, requirements definition, and implementation best practices review
- » **Solution implementation** – Installation and configuration of required capabilities, custom integration development, and solution validation
- » **Solution deployment** – Go-live support and post-production assistance

- Purchase content and/or source of our web-based training for scalability, ownership, and control/availability
- » **Measurement and validation**
  - Demonstrate knowledge and ability to plan, deploy, support, and maintain the solution
  - Conduct pre-implementation technical skills assessments (to develop education plans) and post-implementation assessments (to see if gap closed)
  - Achieve up to three levels of certification: BMC Accredited Administrator, BMC Certified Professional, or BMC Certified Expert

## How Do I Get Started?

Once you engage BMC Education Services, we will start by scheduling an education needs analysis to understand the scope of your project. This activity includes technical skills assessments and a series of in-depth interviews with your executive sponsor and key project stakeholders to discuss project drivers, project success measures, communications needs, expected process changes, and more. BMC will then prepare the BMC Solution Adoption Framework for Education (SAFE) based on the four areas described above and present it to your executive sponsor and project team for their review.

The entire process typically takes fewer than 30 days to complete.

## Support for Key Business Initiatives

The BMC Solution Adoption Framework for Education can be created to support a wide-variety of business initiatives, including cloud, IT service management, automation management, and IT transformation. Each plan is specifically tailored to your organization's unique requirements.

## About BMC Global Services

BMC Global Services helps you put technology at the forefront of ongoing business transformation. Our Consulting and Education teams partner with you to deliver innovative IT management solutions that improve how services are delivered and consumed by the business. With more than 1,000 Global Services employees worldwide, BMC Global Services delivers unparalleled expertise and best practices for BMC solutions, making us uniquely qualified to help customers worldwide face the challenge of constant and accelerated change. Choose from a range of services — from five-day engagements to a multi-year partnership with BMC — all designed to accelerate time to value and increase BMC solution adoption. Learn more at

[www.bmc.com/services](http://www.bmc.com/services).

## BMC SOFTWARE. IT'S AMAZING WHAT I.T. WAS MEANT TO BE.

BMC Software helps leading companies around the world put technology at the forefront of business transformation, improving the delivery and consumption of digital services. From mainframe to cloud to mobile, BMC delivers innovative IT management solutions that have enabled more than 15,000 customers to leverage complex technology into extraordinary business performance—increasing their agility and exceeding anything they previously thought possible.

## For More Information

For more information about BMC Education Services, please visit [www.bmc.com/education](http://www.bmc.com/education).

Americas  
1-800-574-4262  
[education@bmc.com](mailto:education@bmc.com)  
[latin\\_america\\_education@bmc.com](mailto:latin_america_education@bmc.com)

Asia Pacific  
[ap\\_education@bmc.com](mailto:ap_education@bmc.com)

Europe, Middle East, & Africa  
+44 (0) 808 2343 496  
[emea\\_education@bmc.com](mailto:emea_education@bmc.com)



IT'S AMAZING WHAT I.T. WAS MEANT TO BE.

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries. All other trademarks or registered trademarks are the property of their respective owners. © 2010, 2012-2014 BMC Software, Inc. All rights reserved. Origin date: 08/10



\* 4 5 1 7 5 5 \*