

Controlling the Execution of Application Components

370

Course 370 | 2 Days | CEUs: 1.2 | Certification Program

Searching for a way to provide flexibility in the design of your applications? With Dialogue Manager, a component of the WebFOCUS language, you can dynamically control the execution of application components, customize a procedure with variables, and communicate results interactively.

You will learn how to:

- Integrate procedures and Web pages
- Control multiple outputs on a Web page
- Customize a procedure with variables
- Control the execution and navigation of a procedure through branching and looping techniques
- Send a message to an application
- Read and write variable values from/to an external file
- Employ validation tools
- Enhance applications by using the core language behind WebFOCUS

Who Should Take This Course

Developers working with WebFOCUS Developer Studio or WebFOCUS Report Developer who need to manage processing flow and control in WebFOCUS applications.

Prerequisites

Course 351, Building Reports With Report Painter (Part 1) and Course 354, Building Reports with Report Painter (Part 2), Course 356, Developing a Standalone WebFOCUS Reporting Application, or Course 360IA, Managed Reporting Content Development Using InfoAssist.

Tuition

In U.S. Dollars
Public Class: \$1,210 per student

In Canadian Dollars
Public Class: \$1,210 per student

Next Recommended Courses

Course 357, Advanced Application Development
Course 372, WebFOCUS Application Administration

Schedule

For course dates, please visit education.informationbuilders.com. To schedule at your company site please contact your local Information Builders Education Account Manager. Please subscribe to our RSS feed to stay current on all upcoming courses.



WebFOCUS Application Administration

372

Course 372 | 1 Day | CEU: 0.6 | Certification Program

Wondering what goes on behind the scenes of a WebFOCUS application? With this course, you'll learn about the inner workings of a WebFOCUS application, including processing sequence, the WebFOCUS Client, and the WebFOCUS Reporting Server.



You will learn how to:

- Use the Workspace Manager's Web Console and the WebFOCUS Client Console
- Connect to remote servers
- Use the various configuration files, and the variables within them, to modify the functionality of your applications
- Work with the Application Namespace (APP PATH) facility
- Create synonyms from a relational database
- Enhance the Master File Descriptions for your data

Who Should Take This Course

Administrators and developers who want to manage, configure, and understand the processing of WebFOCUS applications.

Prerequisite

Course 356, Developing a Standalone WebFOCUS Reporting Application, or Course 361, Managed Reporting Administration.

Tuition

In U.S. Dollars
Public Class: \$600 per student

In Canadian Dollars
Public Class: \$600 per student

Next Recommended Course

Course 961, Data Adapter Server Administration

Schedule

For course dates, please visit education.informationbuilders.com. To schedule at your company site please contact your local Information Builders Education Account Manager. Please subscribe to our RSS feed to stay current on all upcoming courses.



Performance Management Framework

380

Course 380 | 2 Days | CEUs: 1.2

This two-day workshop will teach you how to build and implement a corporate scorecard with WebFOCUS Performance Management Framework (PMF). Using a role-based approach, you will become familiar with PMF terminology and scorecard analysis, including perspectives, objectives, measures, metrics, and dimensions. You will also learn to use the Web 2.0 collaborative features in PMF, including adding feedback and creating alerts and tasks.

You will learn how to:

- Implement strategic accountability using projects and processes
- Understand and administer roles in PMF
- Create objectives and ad hoc measures
- Add weights to objectives across strategies
- Create, load, and schedule measures
- Use strategy maps to link objectives
- Add themes to objectives
- Add operational reports
- Work with gadgets

Who Should Take This Course

PMF Authors and Managers who need to learn the basics of working with PMF.

Prerequisites

Basic knowledge of performance management systems is recommended.

Tuition

In U.S. Dollars

Public Class: \$1,100 per student

In Canadian Dollars

Public Class: \$1,100 per student

Schedule

This course is available on request at your site. To schedule, please contact your local Information Builders Education Account Manager.

Reporting Concepts for Relational Databases

402

Course 402 | 2 Days | CEUs: 1.2 | Certification Program



How can you optimize reporting from your Relational Database Management Systems (RDBMS), while maintaining the accuracy and integrity of the reports? This course enables you to analyze your reporting results from the RDBMS, determine where any potential performance gains can be found, and make any necessary adjustments to speed the process from raw data to finished report.

You will learn how to:

- Describe the process of adapter optimization
- Recognize potential report inefficiencies
- Analyze database metadata and know what attributes affect reporting efficiency
- Explore syntax that relates to the RDBMS
- Determine where optimization commands can be best utilized
- Enable RDBMS optimization for all reports
- Write efficient code with hands-on techniques that work with your RDBMS
- Save time in your report request processing
- Improve reporting system performance from your RDBMS

Who Should Take This Course

Developers and administrators who use WebFOCUS, iWay Data Adapter Server, or FOCUS to report from relational databases.

Prerequisites

Course 126, Intermediate Reporting, or Course 351, Building Reports with Report Painter (Part 1), and at least three months of extensive experience creating reports.

Tuition

In U.S. Dollars

Public Class: \$1,210 per student

Online Class (in U.S. dollars): \$1,210 per student

In Canadian Dollars

Public Class: \$1,210 per student

Availability

Private class at customer site, a public class at Information Builders' site, or over the Internet.

Schedule

For course dates, please visit education.informationbuilders.com. To schedule at your company site please contact your local Information Builders Education Account Manager. Please subscribe to our RSS feed to stay current on all upcoming courses.



Additional WebFOCUS Workshops

Visual Discovery Basics

Course 374 | 2 Days | CEUs: 1.2

374

This two-day workshop will teach you how to use WebFOCUS Visual Discovery to create advanced data visualization for executive-level information presentation. You will learn how to combine multiple related charting components on the same Web page for a multi-faceted view, implement dynamic interactive charting, utilize complex graph types, and manipulate the display of data by sorting, scrolling, and zooming.

ESRI ArcIMS Basics

Course 376 | 2 Days | CEUs: 1.2

376

This three-day workshop covers how to integrate ESRI ArcIMS with WebFOCUS. You will learn how to select features on a map and send them to WebFOCUS to process and display on a report. You will also learn how to use WebFOCUS to provide a list of features for ArcIMS to draw on a map, based on data and related business logic.

WebFOCUS Resource Analyzer Basics

Course 378 | 1 Day | CEU: 0.6

378

This one-day workshop will teach you how to use WebFOCUS Resource Analyzer to monitor data usage activity by collecting attributes of requests and storing them in a set of Usage Monitoring Databases. You will learn how to report on and analyze end-user request traffic, such as which procedures are run most often/least often, which databases and columns are used most, and how are columns accessed (e.g., sorted, selected, aggregated).

These courses are available on request at your site. To schedule, please contact your local Information Builders Education Account Manager. For full course descriptions, visit us online at education.informationbuilders.com.

Additional Courses

The following courses are available
on request at your site:

FOCUS Basic MODIFY
Course 103 | 2 Days | CEUs: 1.2

103

FOCUS Intermediate MODIFY
Course 111 | 1 Day | CEU: 0.6

111

FOCUS Database Design
Course 200 | 2 Days | CEUs: 1.2

200

FOCUS Advanced MODIFY
Course 201 | 3 Days | CEUs: 1.8

201

Report Customization Using Stylesheets
Course 212 | 1 Day | CEU: 0.6

212

Migrating WebFOCUS From Version 4.3 to Version 5
Course 332 | 1 Day | CEU: 0.6

332

These courses are available on request at your site. To schedule, please contact your local Information Builders Education Account Manager. For full course descriptions, visit us online at education.informationbuilders.com.

Syntax

Can't leave the office, but want to learn the syntax behind WebFOCUS?

For WebFOCUS/FOCUS syntax, a one year online subscription is available for \$100 per student. Topics include:

- Basic report preparation
- Creating simple reports
- Reporting techniques
- Data manipulation for reporting
- Screening techniques
- Accessing files
- Fundamentals of graphs
- Advanced graph topics



Additional subscriptions for non-Information Builders tools are also available for \$100 per student. Subjects include:

- Data warehousing
- RDBMS
- Oracle
- DB2 Universal Database
- MS SQL server 2005
- SQL for Windows environment
- Access 2007
- Sybase
- Certified Internet Web (CIW) foundation training
- C in 21 days
- Linux
- Dynamic HTML
- Flash 8
- Flash MX Action Script
- FrontPage 2000
- GUI Design
- Web design and graphics
- XML
- PHP and MYSQL
- Dreamweaver 8
- Java Web services
- JavaScript
- Java 2
- Excel 2007
- Ajax

Call your local Education Account Manager for details.

iWay Stored Procedure Processing

933

Course 933 | 1 Day | CEU: 0.6

How can you create flexible stored procedures that will accept variable information and communicate data and messages back to an iWay client? This course introduces a subset of iWay server commands that enable you to build and manage stored procedures.

You will learn how to:

- Understand the concepts behind the stored procedure architecture
- Recognize the iWay API stored procedure command structure
- Supply variables to stored procedures
- Vary stored procedure navigation
- Manage iWay Server messages that are returned to the iWay client
- Call 3GL programs
- Call procedures remotely from an outbound server connection

Schedule

This course is available on request at your site. To schedule, please contact your local Information Builders Education Account Manager.

Data Adapter Server Administration

961

Course 961 | 2 Days | CEUs: 1.2 | Certification Program



What does it take to administer a server on a daily basis? You'll learn how to install and configure an adapter server, techniques for balancing performance and resource utilization using the Server Console, debugging tips and tools that make diagnosing problems a snap, and how to control your server environment on a daily basis to take advantage of the power of the adapter server.

You will learn how to:

- Visually and conceptually understand the server architecture
- Configure an adapter server
- Manage adapter server operations on a daily basis
- Configure a data source and set up metadata for an adapter server
- Troubleshoot and solve problems
- Tune your adapter server for efficient performance

Who Should Take This Course

Developers and administrators who are working with an iWay data adapter server or a WebFOCUS Reporting Server.

Prerequisites

Experience working within appropriate operating system.

Tuition

In U.S. Dollars

Public Class: \$1,430 per student

In Canadian Dollars

Public Class: \$1,430 per student

Schedule

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iWay Service Manager Essentials

970

Course 970 | 2 Days | CEUs: 1.2



How can you integrate a wide variety of incoming messages and transactions into a coherent standard that can be relayed to your back-end applications? The iWay Service Manager can transform many different types of external documents into a single standard format that can be used to access and update back-end applications. This course will lead you through the basics, from configuration to defining advanced document transformations.

You will learn how to:

- Visually and conceptually understand the iWay Service Manager architecture
- Configure and manage the iWay Service Manager
- Use the iWay Service Designer to define document transformations
- Load and configure input and output documents
- Map input data to output data
- Use functions to enrich document transformations
- Perform basic and advanced document transformations

Who Should Take This Course

Developers and administrators who will be using the iWay Service Manager to perform document transformations.

Prerequisite

Experience working with XML and Java Virtual Machine or Java Application Server.

Tuition

Online Class (in U.S. dollars): \$1,430 per student

Schedule



This course is available on request at your site. To schedule, please contact your local Information Builders Education Account Manager.

Introduction to iWay DataMigrator

975

Course 975 | 2 Days | CEUs: 1.2



How can you quickly and easily build data marts, data warehouses, and operational data stores? With iWay's DataMigrator, you can extract and stage disparate data types across multiple platforms, while applying business rules to transform and cleanse data to load data warehouses.

You will learn how to:

- Use the DataMigrator Data Management Console to build data flows
 - Perform grouping, sorting, and aggregation on input fields
 - Assign selection criteria
 - Select target database type, assign keys, transform fields, and apply business rules to selected data
- Design process flows with the Data Management Console
 - Group numerous data flows into a single process flow
 - Schedule entire process flow or individual data flow components
 - Specify parallel processing for data flows
 - Send e-mails based on success or failure of any component
- Apply concepts to the creation of a star schema warehouse
- Create metadata for both source and target files
- Use the DataMigrator Server Web Console to configure the DataMigrator environment
- Generate reports on DataMigrator activity and review log files

Who Should Take This Course

Developers and administrators who are responsible for creating and maintaining data warehouses, data marts, and operational data stores.

Tuition

In U.S. Dollars

Public Class: \$1,430 per student

Online Class (in U.S. dollars): \$1,430 per student

In Canadian Dollars

Public Class: \$1,430 per student

Next Recommended Course

Course 340, Creating Metadata for Data Sources

Schedule

For course dates, please visit education.informationbuilders.com. To schedule at your company site please contact your local Information Builders Education Account Manager. Please subscribe to our RSS feed to stay current on all upcoming courses.



Focal Point and User Forums

Focal Point

WebFOCUS Developer? There Are Some People You'd Like to Meet

Focal Point, Information Builders' online community, is more than a bulletin board. It's an interactive network of more than 4,100 developers from almost every profession and industry, collaborating on solutions and sharing tips and techniques.

Find Answers Quickly

Whether your question is regarding WebFOCUS configurations, installations, specific error messages, upgrades, formatting issues, or general usability, you're sure to find an answer as well as begin a new discussion. Focal Point members are glad to help and are eager to share their unique tips and solutions.

Stay Informed

Helpful resources such as newsletters, Webcasts, and mini-tutorials keep you abreast of what's new with WebFOCUS. The Focus on Developers section contains informative articles written by Focal Point members, detailing solutions that often began as a post.

Visit informationbuilders.com/focalpoint to become a member today!

User Forums

User Forums – Free, Open Roundtables Managed by Users

User forums are valuable resources for users of Information Builders solutions to learn from technical experts and network with peers. The objective is simple – to share product information, programming techniques, and experiences in order to maximize the potential of your investment.

Informative Sessions

Customers present case studies and real-world applications, highlighting any challenges and explaining the solutions. Information Builders business and technical experts are invited to demonstrate the latest trends, strategies, and the newest features, including enhanced development, analysis, and deployment capabilities.

Team Environment

Local and regional forums are held throughout the year, each comprising a wide variety of members representing all levels of experience. Members work together to discover new and exciting ways to improve productivity and meet tomorrow's business goals.

Visit informationbuilders.com/userforum to join today!

The Information Builders' Partner Program

The Information Builders' Partner Program establishes powerful relationships with key industry, solution, and specialized implementation partners. Together, we develop, market, sell, and deliver the most comprehensive business intelligence and integration solutions available. There are four partnership categories:

Strategic Partners are best-of-breed vendors who embed Information Builders software in their products, jointly market solutions, or have an OEM relationship with us.

Implementation Partners provide services, project management, training, business-process redesign, and systems integration in order to deliver powerful and repeatable solutions built with Information Builders' applications and software.

Solution Partners encourage and promote the integration of Information Builders technologies and applications into third-party software to provide customers with complete solutions.

OEM Partners embed or integrate Information Builders software within their applications. The applications may be sold as installable products or via a hosted or software-as-a-service solution. SAP, Oracle, and IBM use Information Builders solutions to expand their own product offerings.

Advisor Partners use their expertise with Information Builders' solutions to seek and recommend new opportunities for our products in the market.

For more information regarding our Partner Program please visit our Web site at informationbuilders.com/partner_program.

Worldwide Offices

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- **Chicago,*** IL (630) 971-6700
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- **San Jose,*** CA (408) 453-7600
- **Seattle,** WA (206) 624-9055
- **Washington,*** DC Sales: (703) 276-9006
Professional Services: (703) 247-5565

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- **Montreal*** (514) 421-1555
 - **Ottawa** (613) 233-7647
 - **Toronto*** (416) 364-2760
 - **Vancouver** (604) 688-2499

Mexico

- Information Builders Mexico
■ **Mexico City** 52-55-5062-0660

Australia

- Information Builders Pty. Ltd.
■ **Melbourne*** 61-3-9631-7900
■ **Sydney*** 61-2-8223-0600

Europe

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Eschborn* 49-6196-77576-0
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Bilbao 34-94-452-50-15
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- **Switzerland** Information Builders Switzerland AG
Dietlikon 41-44-839-49-49
- **United Kingdom*** Information Builders (UK) Ltd.
London 44-845-658-8484

Representatives

- **Austria** Raiffeisen Informatik Consulting GmbH
Vienna 43-12-1136-3870
- **Bahrain** InfoBuild Middle East
Dubai 973-17-536-222, ext. 312
- **Brazil** InfoBuild Brazil Ltda.
São Paulo 55-11-3285-1050
- **China**
Information Builders China (IBC)
Beijing 86-10-5128-9680
Beijing Xinrong Software Technology Co., Ltd.
Beijing 86-10-5873-2031
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Kista, SE 46-735-23-34-97
- **Egypt** InfoBuild Middle East
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Dubai 971-4-3914391
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Dubai 961-4-533162
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- **Oman** InfoBuild Middle East
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- **Singapore**
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Singapore 65-6286-2922
- **South Africa**
InfoBuild South Africa (Pty.) Ltd.
Gauteng 27-83-4600800
Fujitsu Services (Pty.) Ltd.
Johannesburg 27-11-2335911
- **Taiwan** Galaxy Software Services
Taipei 886-2-2586-7890
- **Thailand** Datapro Computer Systems Co. Ltd.
Bangkok 662-679-1927, ext. 200
- **Turkey** InfoBuild Middle East
Ankara 90-312-266-33-00
Istanbul 90-212-325-4114
- **United Arab Emirates** InfoBuild Middle East
Abu Dhabi 971-2-627-5911
Dubai 971-4-3914391
- **Venezuela** InfoServices Consulting
Caracas 58-212-763-1653

Toll-Free Number

- **Sales, ISV, VAR, and SI Partner Information**
(800) 969-4636

* Training facilities are located at these branches.

U.S. Tuition Information

Classes at Your Site

Courses are available on request at your site. To schedule please contact your local Information Builders Education Account Manager.

For all private classes, instructor expenses, material shipment costs, and applicable taxes are extra.

Course Number	Title	Days	Public Class Per Student
102	Basic Reporting	2	\$1,100
125	Dialogue Manager	1	\$550
126	Intermediate Reporting	2	\$1,100
176	Developing and Deploying WebFOCUS Maintain Applications	4	*
210	Advanced Reporting	2	\$1,100
213	MATCH FILE Reporting Concepts	1	*
214	Creating Financial Reports	1	*
301IA	WebFOCUS Reporting for Business Analysts Using InfoAssist	1	\$480
305	Working With ReportCaster	1	\$600
333	Planning a FOCUS to WebFOCUS Conversion	1	\$600
334	WebFOCUS New Features Workshop (Release 7.6)	1	\$550
340	Creating Metadata for Data Sources	1	\$600
345	Integration Techniques for Microsoft Office	1	\$600
351	Building Reports with Report Painter (Part 1)	2	\$1,100
354	Building Reports with Report Painter (Part 2)	2	\$1,100
355	Creating Financial Reports with Financial Report Painter	1	\$600
356	Developing a Standalone WebFOCUS Reporting Application	2	\$1,100
357	Advanced Application Development	2	\$1,100
358	Developing Composite Reports	1	\$600
360IA	Managed Reporting Content Development Using InfoAssist	1	\$550
360RA	Managed Reporting Content Development Using Report Assistant	1	\$550
361	Managed Reporting Administration	1	\$550
362	Building a WebFOCUS Dashboard	1	\$550
370	Controlling the Execution of Application Components	2	\$1,210
372	WebFOCUS Application Administration	1	\$600
380	Performance Management Framework Workshop	2	\$1,100
402	Reporting Concepts for Relational Databases	2	\$1,210
933	iWay Stored Procedure Processing	1	*
961	Data Adapter Server Administration	2	\$1,430
970	iWay Service Manager Essentials	2	\$1,430
975	Introduction to DataMigrator	2	\$1,300

* These courses are not delivered in our public classrooms; they are available on request at your location.

Canadian Tuition Information

Classes at Your Site

Courses are available on request at your site. To schedule please contact your local Information Builders Education Account Manager.

For all private classes, instructor expenses, material shipment costs, and applicable taxes are extra.

Course Number	Title	Days	Public Class Per Student
102	Basic Reporting	2	\$1,100
125	Dialogue Manager	1	\$550
126	Intermediate Reporting	2	\$1,100
176	Developing and Deploying WebFOCUS Maintain Applications	4	*
210	Advanced Reporting	2	\$1,100
213	MATCH FILE Reporting Concepts	1	*
214	Creating Financial Reports	1	*
301IA	WebFOCUS Reporting for Business Analysts Using InfoAssist	1	\$480
305	Working With ReportCaster	1	\$600
333	Planning a FOCUS to WebFOCUS Conversion	1	\$600
334	WebFOCUS New Features Workshop (Release 7.6)	1	\$550
340	Creating Metadata for Data Sources	1	\$600
345	Integration Techniques for Microsoft Office	1	\$600
351	Building Reports with Report Painter (Part 1)	2	\$1,100
354	Building Reports with Report Painter (Part 2)	2	\$1,100
355	Creating Financial Reports with Financial Report Painter	1	\$600
356	Developing a Standalone WebFOCUS Reporting Application	2	\$1,100
357	Advanced Application Development	2	\$1,100
358	Developing Composite Reports	1	\$600
360IA	Managed Reporting Content Development Using InfoAssist	1	\$550
360RA	Managed Reporting Content Development Using Report Assistant	1	\$550
361	Managed Reporting Administration	1	\$550
362	Building a WebFOCUS Dashboard	1	\$550
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372	WebFOCUS Application Administration	1	\$600
380	Performance Management Framework Workshop	2	\$1,100
402	Reporting Concepts for Relational Databases	2	\$1,210
933	iWay Stored Procedure Processing	1	*
961	Data Adapter Server Administration	2	\$1,430
970	iWay Service Manager Essentials	2	\$1,430
975	Introduction to DataMigrator	2	\$1,430

* These courses are not delivered in our public classrooms; they are available on request at your location.

Registration Information

Two Easy Ways To Register

By Telephone

In the U.S. and Canada: (800) 969-4636

By Fax

In the U.S. and Canada: (212) 629-8819

To find the date and location for Information Builders courses, visit our Web site, education.informationbuilders.com. To register by fax, complete the registration form on the following page, including course number, date, and location. An Education representative will contact you to ensure proper registration.

All prices for courses held in the U.S. are stated in U.S. dollars. Prices for courses held in Canada are stated in Canadian dollars. Course costs do not include any applicable taxes. All prices are subject to change without notice. No discounts, other than those mentioned herein, apply.

Information Builders may schedule classes in addition to those listed in this curriculum guide upon client request. Contact your Education Account Manager, or call (800) 969-4636 for further information.

Special Registration Information

Quebec Government Tax Credit Program

Information Builders is registered with the Government of Quebec's Repertory of Training. Through this program, organizations sending users to training at our Montreal office, or at their site within the Province of Quebec, may be eligible to receive a tax credit from the Government of Quebec. Contact the Education Account Manager for Eastern Canada for further details.

Répertoire des conseillers et formateurs

Information Builders est maintenant enregistré dans le programme Répertoire des conseillers et formateurs auprès du gouvernement de Québec. Ces organisations qui ont des employés qui assistent un de nos cours dans la province de Québec ont droit à un crédit d'impôt. Veuillez contacter notre représentante des comptes éducationnels pour l'Est Canadien pour de plus amples détails.

Registration Form

Faxed registrations should be received at least 10 business days before a class to ensure proper processing. An Education representative will contact you with class details.

Company _____
Billing contact _____
Address _____
City/State/Province _____ Zip/Postal Code _____
Phone _____ Extension _____ Fax _____
E-mail (please print clearly) _____

Keep me updated on Information Builders products and services via e-mail. (We will not disclose your e-mail address to anyone outside of Information Builders.)

Student Name(s)	Address	Phone
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
Course number(s)	Course title(s)	_____
Course date(s)	Course location	_____

Total fee (course costs do not include G.S.T.) \$ _____

Check/cheque enclosed Is your company/department G.S.T. exempt: Yes No

Purchase order enclosed Approved by _____
Signature _____

Charge my American Express MasterCard Visa

Credit card # _____ Expiration date _____

Name as shown on card _____ Signature _____

For Office Use Only

Registration taken by _____ Date _____

Payment confirmation _____ Date _____

Cancellations: If Information Builders is forced to cancel a class for any reason, the liability is limited to the return of the paid registration fee. If you need to cancel, we must receive a cancellation letter or phone call from you at least ten business days prior to the scheduled beginning of that class to avoid billing.

Students taking courses in Pennsylvania, Connecticut, or Tennessee, please add applicable sales tax. If you are a tax-exempt organization, you must provide us with your tax-exempt ID number to avoid being taxed.

Transfers/Cancellations/No Shows: Failure to notify Information Builders of an enrollment cancellation or transfer in writing or by phone within ten business days before the start of the class will result in forfeiture of the full course fee. Passport holders are subject to a \$500 administration fee. This fee will be invoiced separately from program invoice.

Terms and Conditions

Terms for Public Courses

Enrollment in public classes is limited to a number of seats. Registration can be made in advance by phone or fax. You will receive confirmation of your registration. If you do not receive confirmation prior to the course dates, please contact (800) 969-4636.

Classes begin at 9:30 AM and conclude at 4:30 PM, unless you are notified otherwise. Courses in Washington, D.C. begin at 9:00 AM and conclude at 4:00 PM.

The course tuition fee is due and payable within thirty days after the start date of the course. The course tuition fee includes instruction; course materials; the use of software, computers and other technical hardware as appropriate to the course. The course tuition fee does not include hotel accommodations, meals, travel, or any other expenses that may be incurred by our customer.

Transfers/Cancellations/No Shows

Our flexible transfer/cancellation policy lets our customers enroll early with confidence. We do not impose any penalty for cancellations of enrollments or transfers to another course. Failure to notify Information Builders of an enrollment cancellation or transfer in writing or by phone within ten business days before the start of the course will result in forfeiture of the full course fee. Passport holders who fail to show up for a course without notice either in writing or by phone within ten business days of the course are subject to a \$500 administrative fee. This fee will be invoiced separately from program invoice.

Substitutions Permitted

We welcome the enrollment of a qualified substitute in an enrollee's place, provided the customer notifies us in writing before the first day of the course. 100% of any prepaid course tuition fees will be credited against the course tuition fee of the substitute. However, the substitute may not take advantage of any discount program for which he or she is not otherwise qualified. Training Passports are non-transferable and therefore are not eligible for substitution.

Course Postponements

At times we must change a course location, course date, or postpone a course. We will try to give the customer as much advance notice as possible of any such change. If the customer is unable to attend a course at the revised location or date, we will credit 100% of any prepaid course tuition fees paid against a future course or, if requested, refund those fees. However, we will not be liable for any other costs incurred including (for example) travel charges or any consequential damages even if we were advised of them. Changes in course locations, course dates, or postponement of courses will not extend an EDPACK, Training Bundle, or Training Passport expiration date.

Terms for Private Courses

Contact your Education Account Manager, or call (800) 969-4636 to schedule a private class at your site. The appropriate technical environment must be available for all classes. You may choose to hold your private class at one of our classrooms to take advantage of our established technical environment.

With private classes, the pace and subject matter emphasis can be adapted to the needs, environment, and business areas relevant to the students and the organization. For more information on fully customizing courses, see page 8.

The course tuition fee for on-site courses is due and payable within 30 days following the course start date. We do not impose any penalty if the customer notifies us in writing of the need to cancel or reschedule an on-site course at least ten business days before the scheduled start date of the course. Any on-site course cancelled or rescheduled by our customer less than ten business days before the scheduled start of the course is subject to a \$3,000 cancellation/rescheduling fee. If the event is rescheduled at the time of cancellation to execute within 90 days of the cancellation date, Information Builders will waive 50% of the cancellation fee. Note: Instructor travel and expenses are additional.

Prerequisites

Please make sure that all student enrolling meet the prerequisites described in this Training Curriculum for all courses taken.

Training Passports

Training Passports (i) are non-transferable and can only be used to pay course tuition fees for the named holder and (ii) cannot be used to attend courses that start more than 12 months after the purchase date for that Training Passport.

Additional Training Locations and Classes

We are continually adding new courses, cities and dates to our course schedule. Check our Web site for the most current course offerings and training locations. Information Builders may schedule classes in addition to those listed in the schedule. Contact your Education Account Manager, call (800) 969-4636, or visit us at education.informationbuilders.com for the latest information.

Worldwide Training Services

Information Builders' training is also conducted outside the United States at Information Builders subsidiaries and agent offices throughout the world. To receive a list of Information Builders' international subsidiaries and agents who offer training services, contact International Operations in New York at (212) 736-4433, extension 3095.

Copyright/Intellectual Property

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