

HPE DIGITAL LEARNER BRONZE, SILVER, GOLD SUBSCRIPTION SERVICES

HPE DIGITAL LEARNER—ANYTIME, ANYWHERE LEARNING TO ATTRACT, RETAIN, AND DEVELOP TOP TALENT

HPE Digital Learner delivers a continuous learning channel which is reshaping every aspect of how companies attract and retain the best IT talent. Successful learning programs deliver high caliber talent and strategic skills to pave the way for exceptional business outcomes. 50% of today's workforce is comprised of millennials, with that number growing to 75% by 2025.¹ Millennials work, think, consume information, and learn differently from past generations. They demand more from digital systems and business processes, and are less forgiving of companies that struggle to be progressive. This is where digital learning thrives—convenient and flexible solutions to accommodate your pace, schedule, and learning preferences.

To make matters even more challenging, there is an IT talent crunch. The talent crunch is not hypothetical or a false alarm—it is real and it is critical. The demand for top IT staff is at an all-time high—and organizations are struggling to find qualified individuals to meet needs created by new technology demand, skills attrition, and skills obsolescence. Executives realize an urgency to nurture, retain, and attract highly skilled IT workers and to meet their demands for learning progression and skills development.

A CONTINUOUS LEARNING CHANNEL TO KEEP SKILLS UPDATED

HPE Digital Learner is a subscription-based, learning-as-a-service solution for most HPE hybrid cloud products. It includes eLearning, videos, testing, reporting, learning paths, badges, and more. With subscription services, training costs are more predictable and provide flexibility to meet modern training needs.

This innovative approach helps:

- Attract and retain the best IT talent in the market
- Motivate and create highly skilled employees to drive better business outcomes
- Leverage a continuous learning channel for new and refreshed skills and expertise
- Cross-train into new technologies
- Predict and reduce training costs with minimal disruption to your business

¹ Future Is Almost Here—These 3 Things Are About to Change Big Time, Peter Economy, Inc.com, January 2019, inc.com/peter-economy/the-millennial-workplace-of-future-is-almost-here-these-3-things-are-about-to-change-big-time.html

SUBSCRIPTION SERVICES AND COMPONENTS

The information below outlines the HPE Digital Learner packages available. The HPE Digital Learner Bronze, Silver, and Gold subscription packages may be ordered in quantities of one or more. Please refer to Table 1 HPE Digital Learner components and features for more details on these services.

HPE Digital Learner Bronze subscription

- One-year term
- Subscription provides the following:
 - One named user seat
 - Access to all HPE technology eLearning (Category 1 content packs) for named user seat

HPE Digital Learner Silver subscription

- One-year term
- Subscription provides the following:
 - One named user seat
 - Access to all HPE technology eLearning (Category 1 content packs) for named user seat
 - Access to all additional select IT eLearning (Category 2 content) for named user seat

HPE Digital Learner Gold subscription

- One-year term
- Subscription provides the following:
 - One named user seat
 - Access to all HPE technology eLearning (Category 1 content packs) for named user seat
 - Access to all additional select IT eLearning (Category 2 content) for named user seat
 - Up to three eligible virtual instructor-led training (VILT) courses for named user seat

Enterprise options are available beginning with 5 user seats. See [Table 2](#) HPE Digital Learner enterprise options for details.



HPE DIGITAL LEARNER SUBSCRIPTION COMPONENTS

TABLE 1. HPE Digital Learner components and features

Component	Description	Bronze	Silver	Gold
HPE Digital Learner platform for delivery and learning capabilities	This advanced platform delivers eLearning content curated for you or your team on an ongoing basis including digital badge incentives.	Yes	Yes	Yes
	Upon request, and provided the Customer has 10 or more Digital Learner users, a team may be created providing access to standard reporting and metrics, for outcome analysis of individuals and the team.	Yes	Yes	Yes
All HPE technology eLearning (Category 1 content packs)	Content packs organize a specific collection of eLearning content and are updated over time. This aims to keep your skills development current on the latest tools, technologies, and process methods. Many content packs are offered with simulated or virtual hands-on labs, which are integrated to help provide an effective, engaged learning experience. Category 1 content packs focus on HPE core technologies. All subscription services include all Category 1 content packs. Category 1 content packs are subject to availability at the time of delivery. For a listing of Category 1 content packs available, please visit hpe.com/ww/digitallearner-content .	Yes	Yes	Yes
Virtual Labs (vLabs)	Many HPE technology content packs include hands-on labs for reinforced learning. HPE vLabs provides hands-on access to remote and on-site preconfigured and dynamic training solutions.	Yes	Yes	Yes
Learner Paths	Learning Paths within the HPE Digital Learner portal organize courses and create prerequisites for learners.	Yes	Yes	Yes
Post training learning checks (Learner Boosts)	Once a course related to HPE branded technology is completed, the learner receives emails at specified intervals that include questions related to the training. These questions reinforce lessons learned within the course to heighten memory retention of learning over time.	Yes	Yes	Yes
Ask an Instructor	During the subscription term, learners completing HPE branded technologies eLearning may submit questions to an HPE subject matter expert (through Discussion Forums).	Yes	Yes	Yes
Social learning: – Peer-to-community – Peer-to-peer	HPE Digital Learner is a gateway to the HPE digital community providing online access to expert technologists available for Q&A, and peer mentoring opportunities for a peer-to-community experience. Learners may also share with each other and engage with HPE subject matter experts through Discussion Forums.	Yes	Yes	Yes
User achievements	Learners can earn points and user achievements as they progress through their learning. Also, where Digital Learner teams exist, learners may view their standing from the leaderboard.	Yes	Yes	Yes
Verifiable digital badges	The training available in Digital Learner allows users to earn digital badges as part of the HPE Peak Performance program. The HPE Peak Performance program recognizes IT professionals for their talents, skills, and training achievements through verifiable, digital credentials. Using the verified HPE badging program, credential earners can track training achievements, show status within a community, progress their training journey to gain greater expertise, and share HPE training credentials. To view available HPE digital badges, visit hpe.com/ww/learnbadging .	Yes	Yes	Yes
Expert Series recorded webinars	As part of the subscription service, learners have ongoing access to HPE Expert Series recorded webinars for playback within the Digital Learner portal.	No	Yes	Yes
All select IT eLearning	To complement training on HPE technologies, the subscription service offers a wide variety of eLearning training across technology, developer, business, productivity tools, and collaboration tools. For a list of solutions and curriculums included, visit hpe.com/ww/digitallearner-content .	No	Yes	Yes



TABLE 1. HPE Digital Learner components and features (continued)

Component	Description	Bronze	Silver	Gold
Virtual instructor-led training (VILT)	Throughout the subscription term, the named user for the subscription has access to (up to) three eligible, traditional VILT courses from a broad catalog. To view VILT courses eligible with Digital Learner, visit the portfolio pages at hpe.com/ww/learn . To view the current VILT schedule available with Digital Learner, visit hpe.com/ww/digitallearnervilt .	No	No	Yes
Office Hours	Office Hours are live, online, publicly-scheduled sessions with an experienced HPE instructor focusing on HPE technology content pack topics. The trainer serves as a coach to enhance the learning experience through a live question and answer session. Office Hours uses HPE MyRoom to help provide a productive online environment, simulating an online classroom with interactive features like VoIP conference, Q&A tool, whiteboard, hands-up button, and many other features to run a classroom-like online experience.	No	No	Yes

TABLE 2. HPE Digital Learner enterprise options

Component	Description	Eligibility
HPE Digital Learner Team	HPE Digital Learner Team is a feature that allows HPE to organize unique groups of purchased users, by Customer, within the Digital Learner platform. Customer teams within the Digital Learner platform are private and have access to Digital Learner training content assigned to the Customer’s team or individual users within a team.	
HPE Digital Learner Team Leader	A Digital Learner Team Leader is an assigned user within the Customer’s team that has access privileges to standard metrics and reporting for the team to which they are assigned.	Orderable with purchase of 5 or more Bronze, Silver, or Gold licenses
Metrics and reporting	Metrics and standard reporting on team training progression and status is built in to HPE Digital Learner and is accessible from the HPE Digital Learner portal. Assigned team leaders have direct access to the standard HPE Digital Learner reporting and metrics within the portal.	
HPE Digital Learner Private Portal	This Enterprise option includes a private Customer-branded portal. Portal branding includes the following: Customer logo, background color selection for the left-hand navigation panel, header, and panel banners. The Customer may also choose available rollover and default colors for displayed custom buttons.	Orderable with purchase of 20 or more Bronze, Silver, or Gold licenses
Single sign-on (SSO)	The HPE Digital Learner Private Portal may be integrated using SSO SAML 2.0 with any Identity Provider (IdP). This lets users of HPE Digital Learner use and authenticate access to the HPE Digital Learner portal using the Customer SSO authentication service. Note: Where access to the HPE community is desired, or to register for VILT as part of the Gold subscription, an HPE passport account is still required for authentication.	Option included with purchase of the HPE Digital Learner Private Portal option
Quarterly business review and planning	Customers purchasing the HPE Digital Learner Private Portal option are supported by HPE expert consultants who will meet remotely on a quarterly basis to examine metrics and assess outcomes. As needed, these learning experts will recommend adjustments in HPE Digital Learner content to help reinforce what is working well and to remediate where needed. The goal to help the Customer achieve their desired outcome in skills development based upon the available courses.	Option included with purchase of the HPE Digital Learner Private Portal option
Hosting of Customer-provided learning content	HPE Digital Learner Private Portal may be enabled to host and provide access to Customer-provided SCORM 1.2 compliant eLearning content. Customer-provided content may be hosted within a private Customer-branded learning portal, providing a single learning portal for both HPE and Customer-provided learning content.	Orderable with the purchase of a Customer-branded Digital Learning portal



HPE DIGITAL LEARNER PORTAL ACCESS

HPE Digital Learner portal and eLearning access is typically available to enabled users of the subscription service 24x7, 365 days of the year, except during planned outages for which email notification is provided by HPE.

CUSTOMER RESPONSIBILITIES

For any HPE Digital Learner subscription service, the Customer will be responsible for ensuring that end-user network and equipment meet the minimum technical requirements as specified by HPE.

For HPE Digital Learner enterprise offers, the following are additional responsibilities of the Customer to enable HPE to provide services for content delivered through a private team in the HPE Digital Learner portal.

- The Customer will be responsible for timely communicating removal of user seat holder accounts to HPE, when no longer in the employment of the Customer or the user no longer requires access for any other reason, to prevent continued access.
- The Customer will provide HPE a list of the users (user seats) to whom access should be granted including first name, last name, company, email address, and country of residence.
- If applicable, the Customer will provide HPE a list of the named users for the HPE Digital Learner VILT Add-on to User Seats enabled in the subscription to whom access should be granted including first name, last name, company, email address, and country of residence. This is a subset of named user seats.
- The Customer shall appoint at least one of the named users to be a team leader in the HPE Digital Learner portal. A maximum of two team leaders may be designated.
- The Customer team leader will be responsible for accessing self-service standard reports within the portal.
- The Customer will designate one point of contact for coordination of subscription setup services. This includes, but is not limited to, identifying users for access to subscription services, content pack selection, team names, team leader identification, private portal branding, and when included, SSO integration.

GENERAL PROVISIONS AND OTHER EXCLUSIONS

The HPE Digital Learner subscription services for an individual apply to one named user at time of purchase and are nontransferable. Any third-party training course or third-party-delivered training is excluded. These services are governed by the HPE Education Service Terms for the respective country located at education.hpe.com/ww/en/training/contactus.html.

Notwithstanding anything to the contrary, the following term shall apply with respect to cancellation by the Customer: Customer may not terminate any of the subscription services set forth in this data sheet and any service features not used within the subscription term are forfeited. Accordingly, Customer will not be entitled to a credit or refund for any unused services.

HPE will have access to Customer business contact information. As the controller of such information, HPE agrees to protect Customer's business contact information using appropriate technical and organizational measures and only use such information in accordance with HPE's privacy policy (hpe.com/us/en/legal/privacy.html) and applicable laws (available upon request). HPE acknowledges that HPE has no right, title, or interest in any Customer business contact information.

Where HPE discloses HPE employee personal data to Customer or an HPE employee provides personal data directly to Customer, Customer agrees to protect such personal data using appropriate technical and organizational measures and only use that personal data in accordance with its privacy policies and applicable laws.



ORDERING INFORMATION

To obtain further information or to order an HPE Digital Learner subscription, contact a local HPE sales representative and reference the product numbers in Table 3. This service may be purchased by redeeming HPE Training Credits.

TABLE 3. HPE Digital Learner part numbers (Individual subscriptions, quantity 1+)

Service name	Part number
Subscription service	
HPE Digital Learner Bronze 1 Year Subscription Service License Count 1–4	HR2R4 A1/E/AC/AAE*
HPE Digital Learner Bronze 1 Year Subscription Service License Count 5–9	HV9V2 A1/E/AC
HPE Digital Learner Bronze 1 Year Subscription Service License Count 10–24	HV9V3 A1/E/AC
HPE Digital Learner Bronze 1 Year Subscription Service License Count more than 25	HV9V4 A1/E/AC
HPE Digital Learner Silver 1 Year Subscription Service License Count 1–4	HR2R5 A1/E/AC/AAE*
HPE Digital Learner Silver 1 Year Subscription Service License Count 5–9	HV9V5 A1/E/AC
HPE Digital Learner Silver 1 Year Subscription Service License Count 10–24	HV9V6 A1/E/AC
HPE Digital Learner Silver 1 Year Subscription Service License Count more than 25	HV9V7 A1/E/AC
HPE Digital Learner Gold 1 Year Subscription Service	HR2R6 A1/E/AC/AAE*
Enterprise options	
HPE Digital Learner Team and Team Reporting Add-on with License Quantities 5 or more	HV9W1 A1/E/AC
HPE Digital Learner 1 Year Private Portal Add-on for Bronze, Silver, and Gold Subscription Service with License Quantities 20 or more	HV9W2 A1/E/AC
HPE Digital Learner Other Annual Customer Provided Content Stored or Hosted—1 GB	HA0Z0 A1/E/AC

*This SKU is used for self-service purchase at hpe.com/ww/digitallearner

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