# Snow Software
# Training Catalog

## Get the most from your Snow investment with our official Snow product training.

Snow Software training courses, for both customers and partners, are delivered by certified expert instructors. Learn through a blend of best practices, theory and practical exercises that will prepare you for certification exams as part of the Snow Certification Program.

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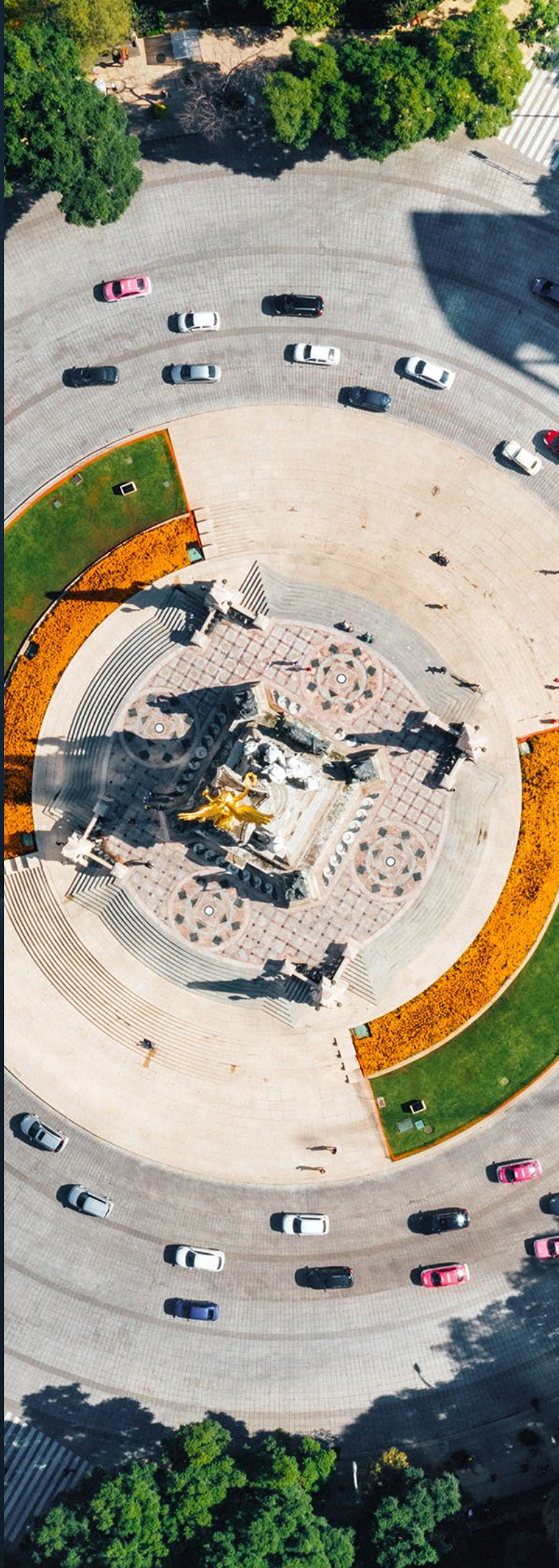
# Important Update: COVID-19

As COVID-19 continues to impact the global community, Snow's top priority is upholding our responsibilities to our employees, customers and partners. That means continuing to deliver the highest quality of service and support while also focusing on the wellbeing of our workforce and extended community.

COVID-19 Update: We are delighted to offer several courses as face-to-face sessions at our Snow Education Centers. This return to the classroom will be alongside the continued scheduling of Instructor led offerings delivered remotely.

Please reach out to **educationservices@snowsoftware.com** with any questions or concerns.



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# Course delivery methods explained

## Instructor Led Remote Training

Remote courses will cover the exact same content as our classroom led training, delivered by an expert trainer over virtual meeting technology.

## Instructor Led Classroom Training

Selected courses are scheduled to run at our Snow Education Centers. As with our instructor led remote offerings, the courses will run providing the minimum number of enrollments has been reached.

## Self-paced E-learning

We are continuing to invest in creating course content for our e-learning platform. After successfully completing the e-learning certified exam, you will be awarded the same certification as those who attended the instructor led training. For any e-learning course queries please contact **academy@snowsoftware.com**.

Introducing Snow Atlas.

# Full visibility of your technology usage and cost.

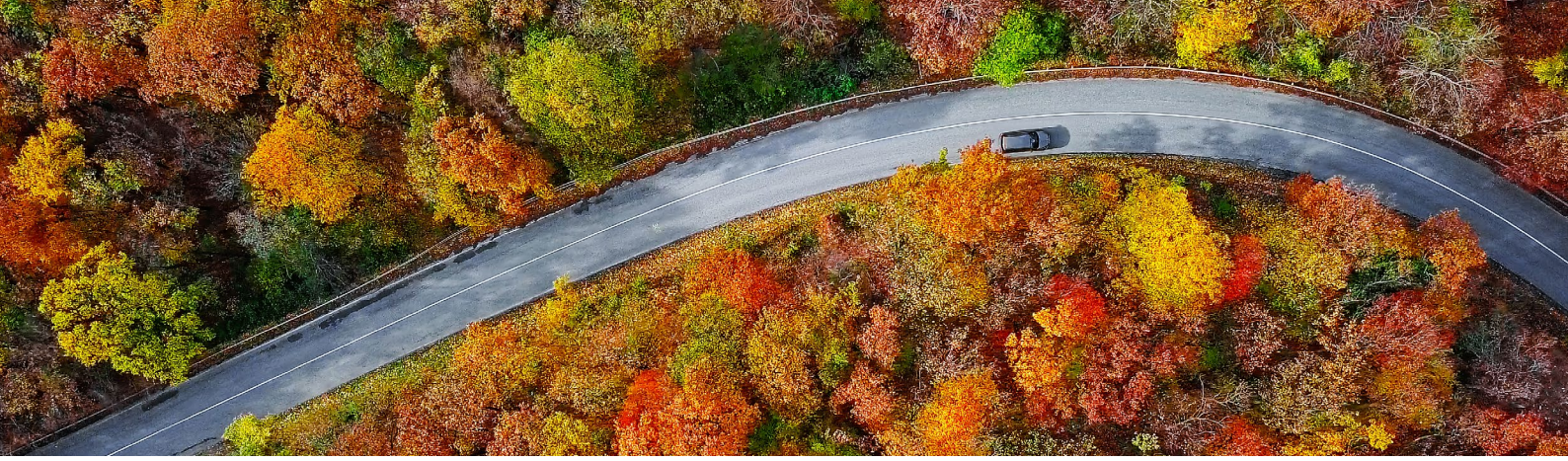
Snow Atlas is the next-generation platform built for Technology Intelligence from Snow Software. Get complete visibility of your entire IT landscape, from your on-premises and cloud infrastructures to SaaS applications and beyond. This cloud-native platform normalizes and augments this data, presents insights that help you make faster, more informed technology decisions.

## Snow Atlas Learning Paths

In our course catalog you will find several courses and learning paths aimed at Snow Atlas customers, from the high-level overview to in-depth administration and configuration of all products hosted within the Snow Atlas Platform.

## Snow Atlas and On-Premises Versions

Some of the courses we offer exist in two e-learning versions, one for Snow Atlas customers and one for On-premises customers. These courses cover the same key topics and learning objectives, with adjustments for the differences between the two delivery methods. The corresponding instructor led courses will cover both Snow Atlas and On-premises.



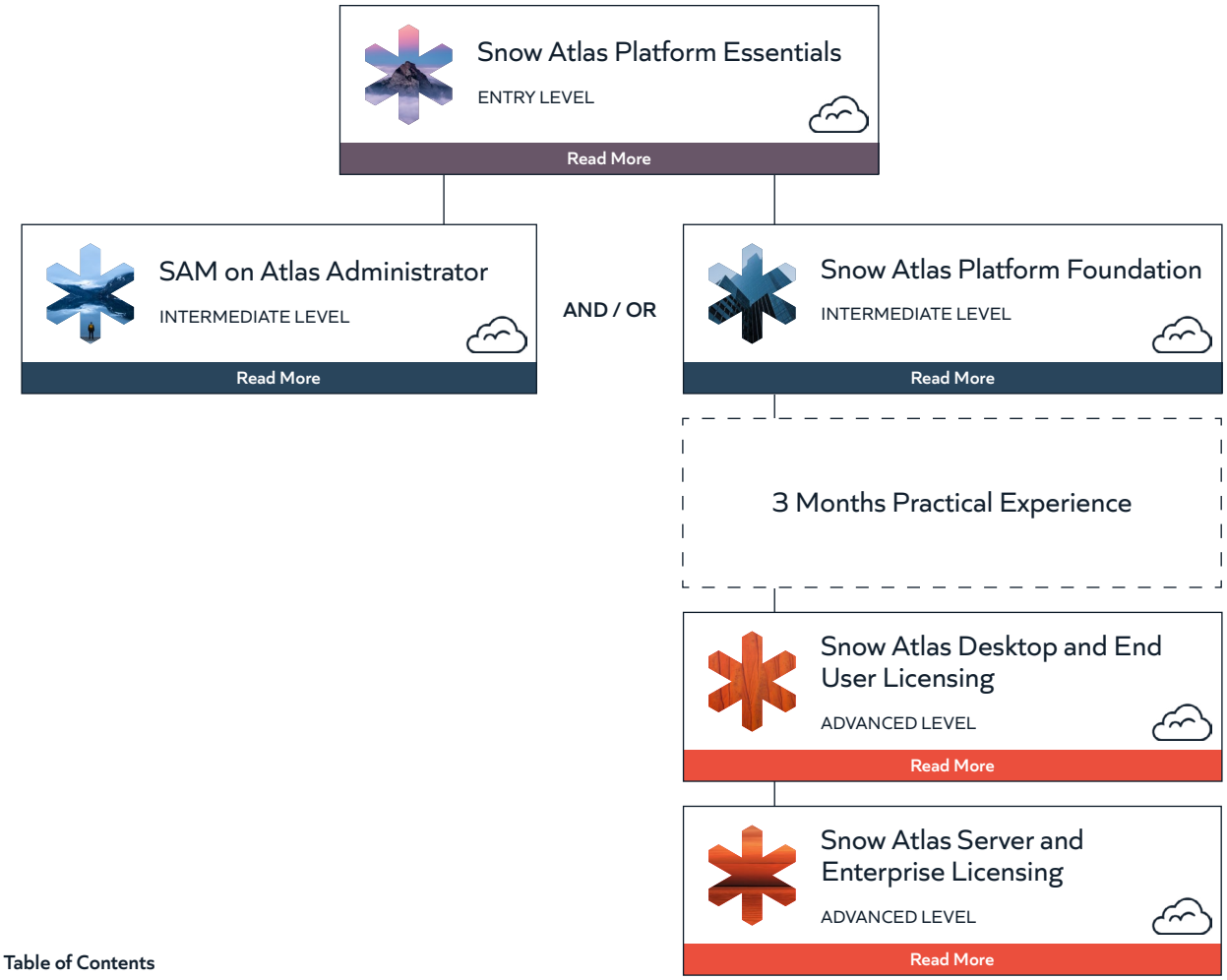
# Learning Paths

With numerous courses available we have defined learning paths based on the products you have within your estate. The learning paths describe which course a participant should enroll in and in what order. Within each course description you will find guidance as to who is best suited within your organization to attend.

Partners should visit the Partner Portal for more information on recommended courses.

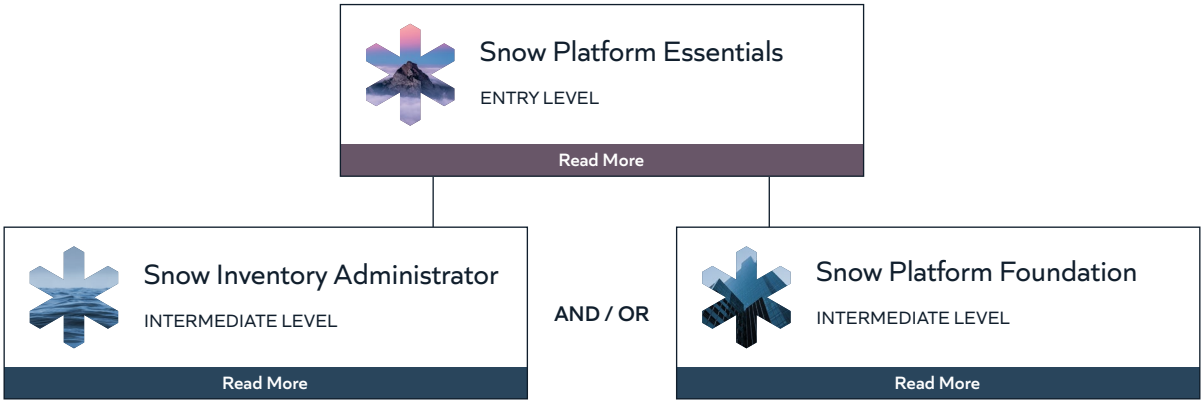
## SAM Core on Snow Atlas

Snow Atlas is a cloud-native, technology intelligence platform that delivers Snow solutions via SaaS. Snow Atlas helps IT leaders make faster, more informed decisions by presenting insights developed though a common data intelligence layer by normalizing and augmenting traditionally siloed technology data.



# Snow Adoption Tracker

Adoption Tracker provides complete visibility of technology used within your organization through comprehensive discovery and inventory of your entire technology landscape, including end-user hardware, data center, cloud services and on-premises software.

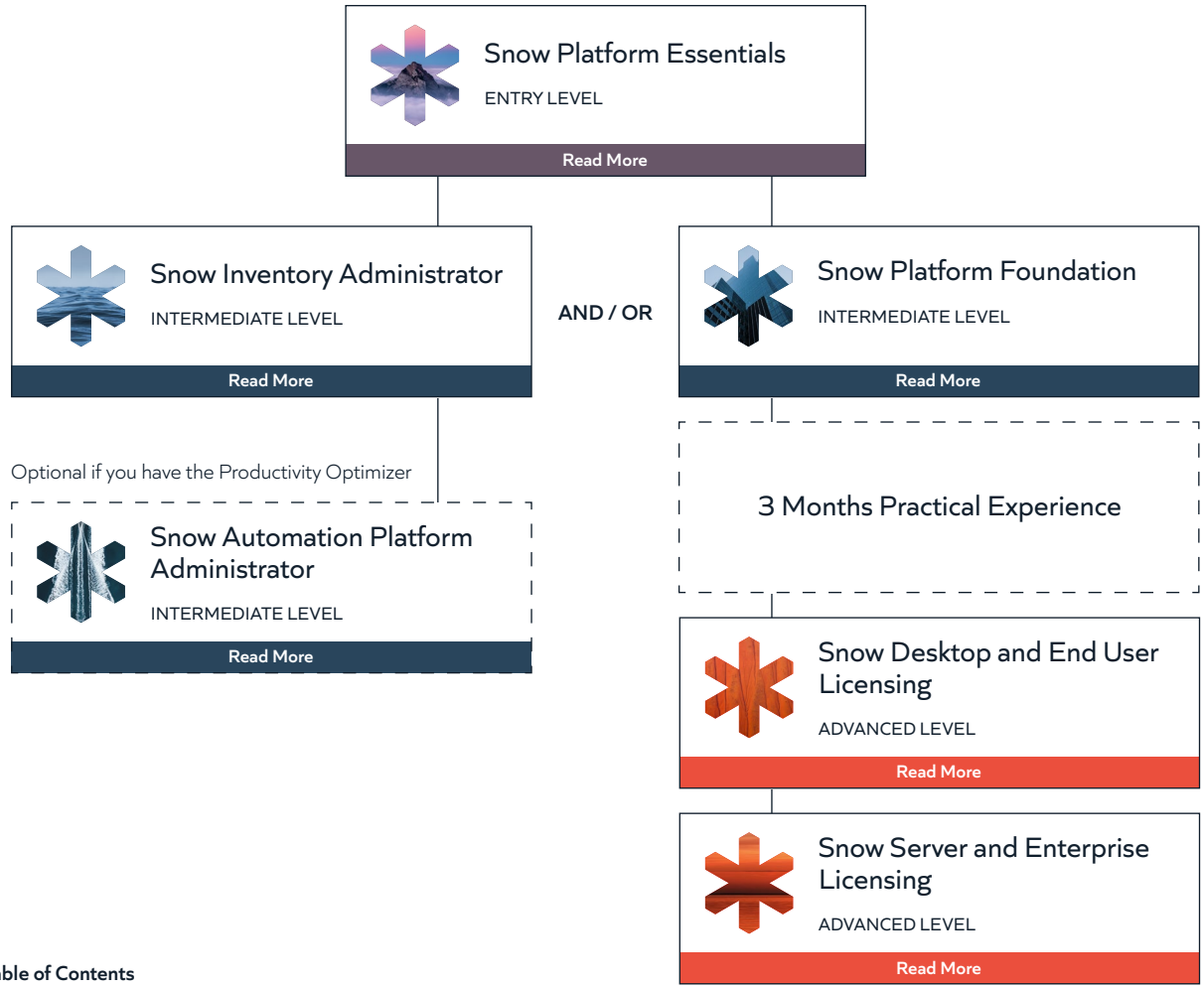



# Snow Spend Optimizer

Spend Optimizer enables organizations to right-size their technology investments by aligning spend with business need across software, cloud services, datacenter and mobile. Detailed technology use understanding is mined to identify unused accounts, duplicate users and unnecessary, expensive subscriptions.

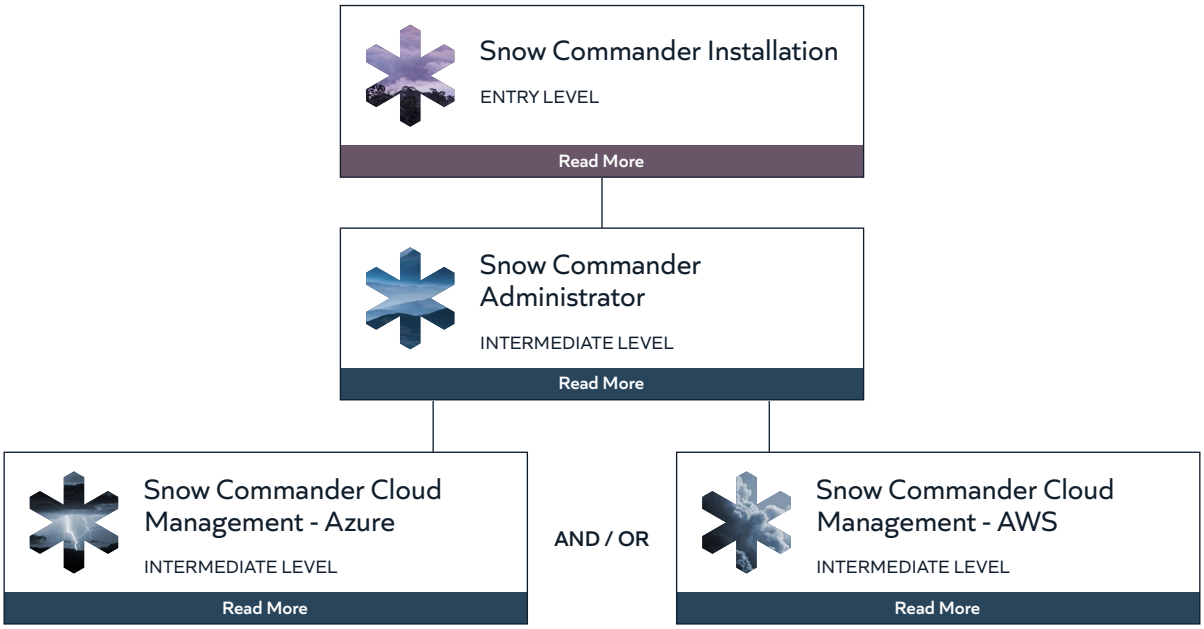
# Snow Productivity Optimizer

Productivity Optimizer helps organizations save costs by automating manual processes, including software request and approval and user provisioning. Prevent common resource related issues from occurring, such as unmanaged access to cloud services, overuse of software licenses and virtualization sprawl.



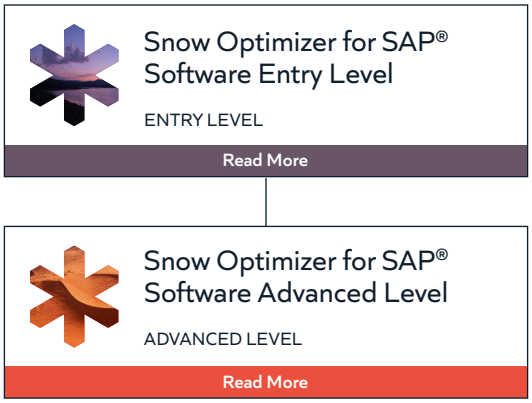
# Snow Commander

Snow Commander provides organizations with unparalleled simplicity, flexibility and insight for their cloud strategy. Optimize visibility, spend and governance across the Hybrid Cloud Environment.



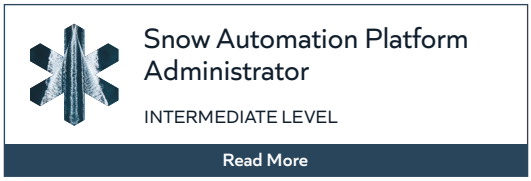

# Snow Optimizer for SAP® Software

Snow Optimizer for SAP Software provides a consolidated and detailed view of SAP usage. Optimize and manage SAP deployments, centrally manage contracts and minimize exposure to financial and legal liabilities with automatic license administration.




# Snow Automation Platform

This is the same as Productivity Optimizer (though Productivity Optimizer also contains Snow Device Manager).



# Global Course Offerings Catalog

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# Snow (Atlas) Platform Essentials

Available for both **Snow Atlas** and **On-Premises**

Find out more ›

**ENTRY LEVEL**

## Overview

During this self-paced e-learning training we explore the potential of Snow License Manager. You will learn how to use Snow to gain full visibility of your IT estate as well as navigate and create reports using actionable data from discovery and inventory. This course is to be completed as part of the Snow learning journey and is a prerequisite for further courses.

This course is designed to enable you in the functionality of the Snow Platform. License Terms & Conditions are changed/added throughout this course, these Terms & Conditions may not apply to your own environment. Please check with your agreements and licenses before making changes to your data.

## Who Should Attend?

This course should be attended by everyone as an introduction to the Snow Platform.

## Prerequisites

There are no prerequisites required for this course.

## Course Outline

- Inventory dataflow
- Navigation and reporting
- Importing and exporting data
- Computers and datacenters
- Web application
- Alerts and notifications
- Cost allocation
- Asset lifecycle management
- Assignments and practical exercises

## Delivery Method

Snow Platform Essentials is offered as a 2 hour 40 minute self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog or can be purchased as a 5-user subscription.

If you wish to enroll in this e-learning course a ***Snow Academy account and a training subscription is required***.

E-learning – English – On-Premises Version

E-learning – English – Snow Atlas Version

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow (Atlas) Platform Foundation Bundle

Available for both **Snow Atlas** and **On-Premises**

Find out more ›

INTERMEDIATE LEVEL

## Overview

Whether accessing the platform via the web interface (on-premises) or the Snow Atlas Portal (cloud) the Foundation certified training course delivers insights into how the Snow Platform can help you understand what is driving technology spend on-premise and in the cloud. It will show you how to forecast, budget technology spends and mitigate risks from software audits. Snow (Atlas) Platform Foundation is now being offered as a bundle to include access to Snow (Atlas) Platform Essentials (self-paced e-learning course), participants will be automatically enrolled to this course when enrolling onto Snow (Atlas) Platform Foundation.

This course is designed to enable you in the functionality of the Snow Platform. License Terms & Conditions are changed and added throughout this course, these Terms & Conditions may not apply to your own environment. Please check with your agreements and licenses before making changes to your data.

## Who Should Attend?

This course should be attended by anyone with an interest in managing their ITAM estate via the license management features. It will build on base knowledge gained from the Snow Platform Essentials course and goes into a deeper exploration of the features available within the Snow Software product.

## Prerequisites

Completion of the Snow Platform Essentials e-learning course. Alternatively if you are an existing user of the Snow Platform and or have previously taken the Snow License Manager User course (more than 2 years previous) you may find this course particularly useful to update you on new features and benefits.

## Course Outline and Key Outcomes

Participants will become familiar with:

- License Manager interface, navigation, and features overview
- How the Snow Platform reporting engine can help create reports
- Lifecycle management of computers
- How different license rights, will effect entitlement and compliance
- Entitlements and how to manage license and agreement rules
- Practical exercises
- Certification exam

## Delivery Method

Snow (Atlas) Platform Foundation is offered as a remote delivery instructor led training, provided over 3-days in 4-hour sessions, including time for questions and answers. It is also available as a 7 hour self-paced e-learning course. Snow Platform Essentials is offered as a 2 hour 40 minute self-paced e-learning course. Both courses are included in the Snow Learning Annual Subscription - Full Catalog.

You can view instructor led training dates by clicking on the relevant buttons below. If you wish to enroll for either instructor led or e-learning courses a ***Snow Academy account and a training subscription is required***.

E-learning – English – On-Premises Version

Instructor Led Training – English

E-learning – English – Snow Atlas Version

Instructor Led Training – German

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow (Atlas) Desktop and End User Licensing

Available for both **Snow Atlas** and **On-Premises**

Find out more ›

**ADVANCED LEVEL**

## Overview

Within this certified training course, we dive deeper into the use of Snow License Manager. Participants will learn how they can customize the product to suit more complex agreement and License terms and conditions. Participants will explore more complex licensing settings for their company's software assets, including controlling entitlements to tracking actual application usage.

This course is designed to enable you in the functionality of the Snow Platform. License Terms & Conditions are changed and added throughout this course, these Terms & Conditions may not apply to your own environment. Please check with your agreements and licenses before making changes to your data.

## Who Should Attend?

This course should be attended by anyone with an interest in managing their Desktop and End User estate via the license management features. This course will also be advantageous to those who have already used the Snow Platform and want to be updated on latest features and licensing rules of common licensing.

## Prerequisites

Completion of the Snow Platform Essentials and Snow Platform Foundation courses.

We recommend at least three months practical hands-on experience on the Snow Platform before attending this advanced course.

## Course Outline and Key Outcomes

- Compliance vs. entitlement
- Importing vs. manual input
- Reviewing data added to system
- Managing software and license terms and policies
- Understanding how differences in software use can affect the way software is licensed
- Using the right reports for the desired outcome
- Assignments and practical exercises
- Certified exam

## Delivery Method

Snow (Atlas) Desktop and End User Licensing  is offered as a remote delivery instructor led training, provided over 2-days in 4-hour sessions, including time for questions and answers. It is also available as a 6-hour self-paced e-learning course.
This course is included in the Snow Learning Annual Subscription - Full Catalog.

You can view instructor led training dates by clicking on the relevant buttons below. If you wish to enroll for either instructor led or e-learning courses a ***Snow Academy account and a subscription is required***.

E-learning – English – On-Premises Version

Instructor Led Training – English

E-learning – English – Snow Atlas Version

Instructor Led Training – German

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow (Atlas) Server and Enterprise Licensing

Available for both **Snow Atlas** and **On-Premises**

Find out more ›

ADVANCED LEVEL

## Overview

Within this certified training course, we look more closely into the use of Snow License Manager. Participants will learn how they can utilize the platform to cover more complex server and enterprise related products such as Microsoft Windows Server, Microsoft SQL Server and Oracle licensing. Participants will deep dive into more complex licensing settings for their company's software assets.

This course is designed to enable you in the functionality of the Snow Platform. License Terms & Conditions are changed and added throughout this course, these Terms & Conditions may not apply to your own environment. Please check with your agreements and licenses before making changes to your data.

## Who Should Attend?

This course should be attended by anyone with an interest in managing their server and enterprise estate via the license management features. This course will also be advantageous to those who have already used the Snow Platform and want to be updated with latest features and licensing rules of server and enterprise licensing.

## Prerequisites

Completion of the Snow Platform Essentials and Snow Platform Foundation courses.

We recommend at least three months practical hands-on experience on the Snow Platform before attending this advanced course.

## Course Outline and Key Outcomes

- Microsoft server licensing
- SQL server licensing
- Oracle licensing
- Exclusion rules
- Datacenter and virtual use rights
- Reporting and risk management
- Assignments and practical exercises
- Certified exam

## Delivery Method

Snow Server and Enterprise Licensing is offered as a remote delivery instructor led training, provided over 2-days in 4-hour sessions, including time for questions and answers. It is also available as a 4-hour self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog.

You can view instructor led training dates by clicking on the relevant button below. If you wish to enroll for either instructor led or e-learning courses a ***Snow Academy account and a training subscription is required***.

E-learning – English – On-Premises Version | E-learning – English – Snow Atlas Version | Instructor Led Training – English

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# SAM on Snow Atlas Administrator

Available for **Snow Atlas**

Find out more ›

INTERMEDIATE LEVEL

## Overview

During this self-paced e-learning training you will review a typical SAM on Snow Atlas implementation and go through important features and configurations of both client-side and server-side components.

It will teach you how to successfully install, configure and troubleshoot your SAM on Snow Atlas solution to ensure that your environment is fully inventoried and accounted for. As a SAM on Snow Atlas administrator, you will also know how to manage access to the Snow Atlas Platform for your SAM team, setting up users, roles, and organization structures within SAM on Snow Atlas.

## Who Should Attend?

This course is best suited for anyone with an interest in managing their Inventory estate. Also for technical platform administrators responsible for system configuration, client-side installations, and data aggregation.

## Prerequisites

The course Snow Platform Essentials is recommended but not required.

## Course Outline and Key Outcomes

- System overview and data flow in a SAM on Snow Atlas solution
- Installation and configuration of Snow Inventory Agents
- Understanding the Snow Inventory Agent configuration file
- Installation and configuration of Snow Extenders
- Manage users, roles, and organizations in the SAM on Atlas portal
- Configuration of the SAM on Snow Atlas application

## Delivery Method

SAM on Snow Atlas Administrator is offered as a 57-minute self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog.

If you wish to enroll in this e-learning course a ***Snow Academy account and a training subscription is required***.

**E-learning – English – Snow Atlas Version**

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow Inventory Administrator Bundle

INTERMEDIATE LEVEL

## Overview

During this certified course you will review a typical Snow Inventory installation and go through important features and configurations in Snow Inventory and agents. It will teach you how to successfully configure, manage and troubleshoot your Snow Inventory installation. Successfully completing the exam will contribute to your certification in the Snow Software Certification Program. This bundle includes Snow Platform Essentials.

## Who Should Attend?

This course should be attended by anyone with an interest in managing their Inventory estate. In addition, those who look after Snow Inventory within their organization and have access to the Snow Inventory servers. This course will also be advantageous to those who have already used the Snow Platform and want to be updated with latest features.

To be able to complete the assignments in this course, you are expected to have some lighter technical computer skills. You should know the basics of Windows Services and how to navigate and execute commands in a command prompt environment.

## Prerequisites

Completion of the Snow Platform Essentials e-learning course.

## Course Outline and Key Outcomes

- System overview
- Scoping and system requirements
- Installing and configuring Snow Inventory Master Server
- Using the Snow Inventory Admin Console
- Creating views and reports
- Working with Snow Inventory agents
- Managing Discovery
- Managing Cloud Application metering
- Using external data sources with Snow Integration Manager
- Practical exercises
- Certification exam

## Delivery Method

Snow Inventory Administrator is offered as a 1-day remote delivery instructor led training, including time for questions and answers. It is also available as a 2 hour 30 minute self-paced e-learning course. Snow Platform Essentials is offered as a 2 hour 40 minute self-paced e-learning course. Both courses are included in the Snow Learning Annual Subscription - Full Catalog.

You can view instructor led training dates by clicking on the relevant buttons below. If you wish to enroll for either instructor led or e-learning courses a ***Snow Academy account and a training subscription is required***.

E-learning – English – On-Premises Version | Instructor Led Training – English | Instructor Led Training – German

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow Automation Platform Administrator

INTERMEDIATE LEVEL

## Overview

During this certified training course, you will review the use of Snow Automation Platform and the Software Store functionality. In addition, you will have the chance to discuss various opportunities, configurations, capabilities, usage scenarios and how it enables you to maximize your return on the value of your Snow Platform investment. You will learn about the benefits of Self Service, the architecture behind Snow Automation Platform and how to troubleshoot errors. You will also gain an understanding on how Services, Workflows and Activities are used and reused within the Automation Platform. Successfully completing the exam will contribute to your certification in the Snow Software Certification Program.

## Who Should Attend?

This course should be attended by anyone who will be responsible for the management, configuration, or support of the Snow Automation Platform. It is also very useful to SAM professionals who will be responsible for harvesting, authorizing or approving software items within the software store.

## Prerequisites

There are no prerequisites required for this course.

## Course Outline and Key Outcomes

- Introduction and overview of the Automation Platform
- Automation Platform architecture
- Using Automation Platform
- Configuring Automation Platform
- Workflow administration
- Summary and review
- Certified exam

## Delivery Method

Snow Automation Platform Administrator is offered as a 1-day or 2-half days remote delivery instructor led training, including time for questions and answers. This course is included in the Snow Learning Annual Subscription - Full Catalog.

You can view instructor led training dates by clicking on the button below. If you wish to enroll in this instructor led course a ***Snow Academy account and a training subscription is required***.

**Instructor Led Training – English**

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow Optimizer for SAP® Software Entry Level

ENTRY LEVEL

## Overview

This basic training will help you understand the requirements needed to implement the Snow Optimizer for SAP software. Learn which steps have to be taken before and during the setup process and see the prerequisites for implementation.

## Who Should Attend?

This training is targeted to those who are facilitating the implementation and first setup of the Snow Optimizer for SAP Software.

## Prerequisites

Good SAP skills as an SAP Consultant, Basic Administrator or Power User. Knowledge in SAP licensing and/or roles and authorizations would be beneficial.

## Course Outline and Key Outcomes

- Participants will be able to prepare the installation of the Snow Optimizer, supporting the local administrator in using the Snow Optimizer for SAP software transports
- Supporting the local admin in the setup of RFC connections, needed for data load
- Will become familiar with the reports to connect systems to the Snow Optimizer for SAP software, be able to collect user usage and landscape data to create an actual overview of the SAP licenses currently consumed
- Generate rulesets to identify and invalidate licenses no longer used
- Find duplicate users
- Identify risks of being non-compliant based on system measurement data
- Participants will learn how to create an automated workflow to collect, process and report on the license status
- Ability to mirror the actual contract in the Snow Optimizer for SAP software Contract Management Report and use this to show the compliance situation today
- Generate usage profiles for users to fit into existing license type

## Delivery Method

Snow Optimizer for SAP® Software Entry Level is offered as a remote delivery instructor led training, provided over 3-days in 3-hour sessions, including time for questions and answers. It is also available as a 6-hour self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog.

You can view instructor led training dates by clicking on the relevant button below. If you wish to enroll for either instructor led or e-learning courses a ***Snow Academy account and a training subscription is required***.

E-learning – English – On-Premises Version

Instructor Led Training – English

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow Optimizer for SAP® Software Advanced Level

ADVANCED LEVEL

## Overview

This advanced training will help you understand the requirements needed to use the Snow Optimizer for SAP Software; it will demonstrate how to effectively work with the Snow Optimizer to manage your license situation within SAP. It will explain how to avoid potential risks of being non-compliant. This course builds upon the Snow Optimizer for SAP Software Entry Level course.

## Who Should Attend?

This training is targeted to those who oversee the SAP licensing within their organization.

## Prerequisites

Completion of the Snow Optimizer for SAP Software Entry Level course and a strong understanding of SAP in general, Licensing and/or Security Knowledge, special role concepts and authorizations would be beneficial. Deep knowledge of your SAP environment is strongly recommended.

## Course Outline and Key Outcomes

- Participants will be able to mirror the actual license situation given
- How to use various approaches to build usage profiles
- The user will learn to use the Snow Optimizer for SAP Software to identify possible indirect usage based on system measurement results, real communication data, used 3rd party namespaces and digital documents
- Ability to use user data from non-SAP systems to handle the classical indirect usage scenario
- How to connect Business Object Systems (BO), JAVA UME and HANA (DB) systems to the Snow Optimizer for SAP Software and how to use this data effectively (incl. LMBI data as an enrichment of BO data)
- Execute the Cost Allocation Report to create a cost sheet
- How to use the Mass User Master Data Change to update user data

## Delivery Method

Snow Optimizer for SAP® Software Advanced Level is offered as a remote delivery instructor led training, provided over 3-days in 3-hour sessions, including time for questions and answers. It is also available as a 6 hour 30 minute self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog.

You can view instructor led training dates by clicking on the relevant button below. If you wish to enroll for either instructor led or e-learning courses a ***Snow Academy account and a training subscription is required***.

E-learning – English – On-Premises Version

Instructor Led Training – English

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow Commander Installation

ENTRY LEVEL

## Overview

This technical training course covers all topics required to get started using Snow Commander. You will learn how to assess the system requirements according to your environment, how to install Snow Commander and complete the most common post installation configurations. Successfully completing the exam will contribute to your certification in the Snow Software Certification Program.

## Who Should Attend?

This course is designed for System Administrators who will be responsible for the installation and base configuration of the Snow Commander solution.

## Prerequisites

There are no prerequisites required for this course.

## Course Outline and Key Outcomes

- How to appropriately size and configure the environment that will host Snow Commander
- Best practices for installing Snow Commander
- Configuring a SMTP relay so messages can be sent to stakeholders
- Customizing the Commander and Service Portal URLs
- How to provide your users access to Snow Commander
- Adding your public and private clouds in Snow Commander
- Configuring Snow Commander to communicate through a proxy to provide access to public clouds
- Changing the look and feel of the Service Portal to match your organization's branding

## Delivery Method

Snow Commander Installation is offered as a 30 minute self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog.

If you wish to enroll in this e-learning course a ***Snow Academy account and a training subscription is required***.

**E-learning – English – On-Premises Version**

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow Commander Administrator

INTERMEDIATE LEVEL

## Overview

This course provides everything a Cloud Administrator will need to configure the Snow Commander product. Learn how to build a service catalog of virtual services and corresponding workflows, polices and administrative practices. Successfully completing the exam will contribute to your certification in the Snow Software Certification Program.

## Who Should Attend?

This course is designed for Cloud Administrators who will be responsible for administration of the virtual estate through the use of the Snow Commander solution. Individuals responsible for creating system integrations with the Snow Commander solution could also benefit from attending this course.

## Prerequisites

There are no prerequisites required for this course.

## Course Outline and Key Outcomes

- How to add cloud accounts and organize your users
- How to build and segment services for end users to consume
- Applying automation, workflows and policies
- Key administrative concepts and tasks
- Using the reports and searching functionality
- How to work with the API to configure key integrations

## Delivery Method

Snow Commander Administrator is offered as a remote delivery instructor led training, provided over 4-days in 3.5-hour sessions, including time for questions and answers. This course is included in the Snow Learning Annual Subscription - Full Catalog.

You can view instructor led training dates by clicking on the button below. If you wish to enroll in this instructor led course a ***Snow Academy account and a training subscription is required***.

**Instructor Led Training – English**

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow Commander Cloud Management – AWS

INTERMEDIATE LEVEL

## Overview

This technical training course covers unique management capabilities for AWS within Snow Commander. Successfully completing the exam will contribute to your certification in the Snow Software Certification Program.

## Who Should Attend?

This course is designed for Cloud Administrators who will be responsible for administration of the virtual estate using the Snow Commander solution.

## Prerequisites

Although there are no prerequisites, it is strongly recommended that you attend the Snow Commander Administrator course before attending this course.

## Course Outline and Key Outcomes

- The process of adding an AWS Cloud Account to Snow Commander
- Selecting and managing regions and configuring AWS billing retrieval
- Configuring Snow Commander to communicate through a proxy
- Best practices for managing AWS within Snow Commander
- Creating service catalog items from AWS templates
- How to use the provided reports and search capabilities

## Delivery Method

Snow Commander Cloud Management - AWS is offered as a 1-hour self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog.

If you wish to enroll in this e-learning course a ***Snow Academy account and a training subscription is required***.

**E-learning – English – On-Premises Version**

Instructor led sessions by request, please contact us:
educationservices@snowsoftware.com

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow Commander Cloud Management – Azure

INTERMEDIATE LEVEL

## Overview

This 3-hour technical training course covers unique management capabilities for Azure within Snow Commander. Successfully completing the exam will contribute to your certification in the Snow Software Certification Program.

## Who Should Attend?

This course is designed for Cloud Administrators who will be responsible for administration of the virtual estate using the Snow Commander solution.

## Prerequisites

Although there are no prerequisites, it is strongly recommended that you attend the Snow Commander Administrator course before attending this course.

## Course Outline and Key Outcomes

- The process of adding the Azure Cloud Account to Snow Commander
- How to select and manage regions and configure Azure billing retrieval
- How to configure a VM access proxy so users can access virtual services from behind a firewall
- Best practices for managing Azure within Snow Commander
- Creating service catalog items from Azure templates
- How to use the provided reports and search capabilities

## Delivery Method

Snow Commander Cloud Management - Azure is offered as a 1-hour 12 minutes self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog.

If you wish to enroll in this e-learning course a ***Snow Academy account and a training subscription is required***.

**E-learning – English – On-Premises Version**

Instructor led sessions by request, please contact us:
**educationservices@snowsoftware.com**

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow for ServiceNow

ENTRY LEVEL

## Overview

This technical course covers how to install and configure the Snow for ServiceNow application and how to upgrade an existing Snow for ServiceNow 3.3 to version 4.

If you are upgrading from Snow for ServiceNow 3.3, start watching the Upgrade video followed by the Installation video as the later version includes a series of new items that needs to be configured.

## Who Should Attend?

This course is designed to help anyone tasked with setting up a new integration between Snow License Manager and a ServiceNow instance or upgrading an existing one to the latest release.

## Prerequisites

There are no prerequisites required for this course.

## Course Outline and Key Outcomes

When you have completed this course, you will know how to:

- Request and install the applications in ServiceNow
- Configure the ServiceNow applications using guided setups
- Configure the Snow Integration Manager
- Verify the connection between ServiceNow and the License Manager API
- Test the data flow and verify the imported data

## Delivery Method

Snow for ServiceNow is offered as a 53-minute self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog.

If you wish to enroll in this e-learning course a ***Snow Academy account and a training subscription is required***.

**E-learning – English – On-Premises Version**

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow and Microsoft 365

INTERMEDIATE LEVEL

## Overview

During this self-paced e-learning training we explore the potential and capabilities of the Snow Platform in regard to Microsoft 365. You will learn about Microsoft, the Microsoft 365 Product Suite, licensing rules, the Snow Connector for Microsoft 365 and an in-depth overview of all functionalities and features of the Snow Platform in relation to Microsoft 365.

## Who Should Attend?

This course can be attended by anyone who has an interest in understanding how to manage their Microsoft 365 subscriptions through the Snow Platform.

## Prerequisites

The course Snow Platform Essentials is recommended but not required.

## Course Outline and Key Outcomes

- Microsoft Overview
- Microsoft 365 Overview
- Microsoft 365 Licensing Overview
- Microsoft 365 Connector Overview
- Hands-on demonstration within the Snow Platform of all the functionalities and features of Microsoft 365 as available in version 9.21

## Delivery Method

Snow and Microsoft 365 is offered as a 50-minute self-paced e-learning course. This course is included in the Snow Learning Annual Subscription - Full Catalog.

If you wish to enroll in this e-learning course a ***Snow Academy account and a training subscription is required***.

**E-learning – English – On-Premises Version**

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# Snow Optimizer for SAP® Software

## Tips and Tricks from Our Trainers

## Overview

Our Trainers share more of their product knowledge in this collection of short Tips and Tricks videos. The first of these series relate to Snow Optimizer for SAP Software. Additional Snow product insights will be forthcoming.

These videos supplement our Snow Optimizer for SAP Software certified courses which can be found in the Snow Software Training Catalog.

## Who Should Attend?

Anyone looking for some additional insight into Snow Optimizer for SAP Software.

## Prerequisites

This collection of videos is targeted to those who oversee the SAP licensing within their organization.

## Topics Covered

- Snow Optimizer for SAP License Routine (7m 0s)
- License Pools (4m 13s)
- The Offline Tool (8m 7s)
- Creation of an Aggregation Scheme (5m 16s)
- Restrict a License Type (9m 22s)
- How to Work with Usage Profiles (13m 34s)
- How to Build Your Own License Type Hierarchy (6m 39s)
- How to Build an Aggregation Scheme (7m 36s)
- How to Work with External Data Sources (8m 25s)
- How to Improve Your Rules and Rulesets (8m 14s)
- How to Push Data to the SLAW (3m 30s)
- How to The Circle of Life (8m 1s)
- How to Use Background Jobs (4m 34s)
- How to Use the STMS to Install the SoS (5m 33s)
- How to Update The Snow Optimizer for SAP Software (3m 23s)

Content will be added periodically, please visit Snow Academy for the latest releases.

## Delivery Method

Snow Optimizer for SAP® Software - Tips and Tricks from Our Trainers is offered as a collection of videos. This collection is included in a Snow Learning Annual Subscription - Full Catalog.

If you wish to enroll for this collection of videos a ***Snow Academy account and a training subscription is required***.

**E-learning – English**

No purchase order or training subscription? Contact **educationservices@snowsoftware.com** or your Snow Account Manager.

# New Course Releases!

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# Snow Risk Monitor

Available for **On-Premises**

**ENTRY LEVEL**

## Overview

During this self-paced e-learning course you will learn how to get the most out of Snow Risk Monitor. You will learn how to use the many risk dashboards, and which dashboard to choose as a starting point depending on what risk area on which you are focusing. You will also understand the different types of risks you need to be aware of, such as applications with vulnerabilities, applications that has reached their end of support and applications that contains Personal Identifiable Information and more.

The course will also cover how you can configure Snow Risk Monitor for your specific needs, setting up alerts for critical events, creating tags to group applications or devices in your environment, and configuring rules for intended access, making sure that you can keep track of unauthorized access to sensitive applications. The course also includes a series of use cases that will show you how you can use Snow Risk Monitor to manage some common situations.

## Who Should Attend?

This course is suitable for anyone working with risk management or wanting to know more about the values Snow Risk Monitor can bring to your organization. As this course covers most dashboards and configuration options expecting no prior knowledge about Snow Risk Monitor, this course is suitable for both beginners and users who wants to freshen up on their Snow Risk Monitor skills.

# Snow Introduction to SAP Licensing Basics

Available for **On-Premises**

**ENTRY LEVEL**

## Overview

The focus of this course is licensing in the SAP system.

## Who Should Attend?

This training is targeted to those who would like to know more about how SAP works with licenses.

Although we will be mentioning license scenarios and real-world examples **this is not a licensing course**, we will talk around license scenarios. Please ensure that you take the information, and how you are managing your data within your organization and look through your end user licensing agreements and your agreement terms to ensure that the licensing information you put into SAP is correct for your environment.

For further information on either of these courses please contact **educationservices@snowsoftware.com**.

# Snow Learning Annual Subscriptions - Full Catalog

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# Snow Learning Annual Subscriptions - Full Catalog

Snow Software's Snow Learning Annual Subscription has been developed to provide a range of courses covering multiple platforms to support you, your team, and your organization. Participants can alternate between classroom, self-paced e-learning and remote delivery offering customers total flexibility. Snow Learning Annual Subscriptions offer customers significant value, and the advantage of a single budget allocation for training of 1, 5 or 10 users. Nominated participants can attend any of the training offerings in the course catalogue during the subscription period.

## Benefits

- A comprehensive curriculum from entry level to advanced courses
- New content provided on regular basis
- Training costs are reduced with a volume discount
- Save time and money by budgeting for training upfront
- Easily manage planned and "last minute" training needs
- Support training needs for employees when role changes or onboarding new starters by offering immediate training
- Unlimited access to any of the certified training listed in this document for the subscription period

To learn more about subscriptions, or receive pricing reach out to your Account Manager or contact **educationservices@snowsoftware.com**.

## Individual courses

Some courses can be purchased individually, please reach out to your Account Manager for pricing or contact **educationservices@snowsoftware.com**.

# Enrollment, Terms and Contact

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## Course Enrollment

Before any training enrollments can be confirmed, Snow must be in receipt of a Purchase Order. Please reach out to your Snow Software Account Manager who will be able to provide you with a quotation. If you are unsure who your Account Manager is please email **educationservices@snowsoftware.com** and we will be happy to assist. Once we receive your purchase order, the Snow Education Services Team will be in touch regarding enrollment.

Should you need to change your enrollment after it has been confirmed please contact us and we will amend your booking. Changes to a classroom course must be advised no later than 10 business days before the scheduled course start date. For Instructor Led Remote Training courses we must be notified no later than 5 business days from the course start date. Beyond this point we are unable to change your enrollment although you would be able be to send a substitute delegate instead.

## Terms and Conditions

A minimum number of enrolled delegates is required for a course to run. If minimum numbers are not met and it is necessary to cancel or reschedule a classroom training course, we will advise delegates 10 working days prior to the training date and 5 working days for remotely delivered courses. In exceptional circumstances where a trainer is unable to run a course due to circumstances outside of their/our control, we will do our upmost to secure a replacement trainer. However, if a replacement trainer cannot be secured and it is necessary to cancel a course within the 10-working day notice period Snow Software will not be held responsible for travel or accommodation costs incurred by the delegate. We recommend that all travel and accommodation is booked on a flexible/refundable basis.

## Contact Us

To view the course scheduling please visit **academy.snowsoftware.com**, to reveal the dates click on a course badge.

To request an Academy account please email **academy@snowsoftware.com**.

For general training related queries please email **educationservices@snowsoftware.com**.