



2015 Training Catalog

Training Courses and Schedule

Version 1.0

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Document History

Author/Editor	Date	Reason for Change	Version
Denise Duncan	12/23/2014	2015 Version	1.0

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Introduction

CrownPeak provides comprehensive training for new users as well as content authors, admins, developers and partners.

Courses and workshops are available online or onsite at CrownPeak headquarters in Culver City, or can be delivered on request at customer and partner locations.

The training schedule is available on Connect, CrownPeak's Community site - <http://connect.crownpeak.com/calendar>

Contact training@crownpeak.com for additional information.

Standard Training Options

Name	Location	Schedule	Price
Recent Product Updates	Online	Once per quarter 10AM-11AM PST	Free Unlimited attendees
Introduction to Editing and Content Creation	Online	3rd Tuesday of each month 10AM-12PM PST	Free Unlimited attendees
Introduction to Models and Templates	Online	1st Wednesday of most months 10AM-12PM PST	Free Unlimited attendees
Standard Developer Training	Online	2nd Tuesday - 2nd Friday of each month 10AM-12PM PST, each day	Included in Partner Enablement training or \$2,500 per attendee. Min: 2 / Max: 25 attendees
Standard Developer Training	Culver City	Two days. Scheduled 6 times a year. See training calendar for dates.	Included in Partner Enablement training or \$2,500 per attendee. Min: 4 / Max: 15 attendees
Project Workshop	Online or Onsite	Scheduled on request.	Included in Partner Enablement training or \$2,000 per project Min: 4 / Max: 15 attendees
Partner Enablement Training	Online or Onsite	Includes Standard Developer Training, Project Workshop, and ad-hoc support.	Pricing available through Partner Team Limited to 15 attendees
UAT Walkthrough	Online or Onsite	Scheduled with project team when configuration is ready for validation and content	Included in project or arranged through ABS Limited to 10 attendees

Custom Training Options

Name	Location	Schedule	Price
Recent Product Updates	Online	Scheduled on request	2 ABS hours Unlimited attendees
Introduction to Editing and Content Creation	Online	Scheduled on request	3 ABS hours Unlimited attendees
Introduction to Models and Templates	Online	Scheduled on request	3 ABS hours Unlimited attendees
Standard Developer Training	Online	Scheduled on request	\$2,500 per attendee. Min: 2 / Max: 25 attendees
Standard Developer Training	Onsite or Culver City	Two days. Scheduled on request	\$10,000 + T&E Min: 4 / Max: 10 attendees
One Day End User Training	Onsite or Culver City	One day. Scheduled on request	\$10,000 + T&E Min: 4 / Max: 10 attendees
Two Day End User Training	Onsite or Culver City	Two days. Scheduled on request	\$20,000 + T&E Min: 4 / Max: 10 attendees
Custom Developer Training	Onsite or Culver City	Two days. Scheduled on request	\$20,000 + T&E Min: 4 / Max: 10 attendees
Custom Training	Online, Onsite, or Culver City	Scheduled on request.	Time and Materials. \$250/hr. Limited to 10 attendees

Recent Product Updates

Delivery: 1 hour

This webinar provides an introduction to our newest features and solutions. The content is updated each quarter to reflect the latest release notes and samples.

The monthly webinar is free to all CrownPeak users. This can also be requested and scheduled using Absolute Service Hours.

Introduction to Editing and Content Creation

Delivery: 2 hours

This webinar is designed to orient new and occasional CrownPeak users. It provides an overview of the CrownPeak architecture, the user interface, workflow and publishing, and of course, content creation.

The monthly webinar is free to all CrownPeak users. This can also be requested and scheduled using Absolute Service Hours.

- **Training Introduction**
 - Agenda
 - Participant Introductions

- **Getting Started**
 - Login URL
 - CrownPeak Implementation Structure
 - Security and Governance
 - CrownPeak SaaS WCMS
 - How it Works for End Users
 - Publishing Architecture
 - Terminology: CrownPeak, Publishing, and Developer

- **CrownPeak UI: The End User Experience**
 - Navigating CrownPeak
 - Editing Content
 - Interface Elements
 - Workflow and Publishing Content

- **Creating Content**
 - From Models
 - Clone
 - Branch
 - From Scratch: Folders, Uploads, Files
 - Template Coding, Imports, CDC

Introduction to Models and Templates

Delivery: 2 hours

This introductory webinar is designed to acquaint new CrownPeak developers and admins. It provides an overview of how templates are used in CrownPeak. The course will review the role of the template files and the types of templates and models typically configured to deliver sites.

This monthly webinar is free to all users. This can also be requested and scheduled using Absolute Service Hours.

- **Introduction**
- **Role of Template Files**
- **Template Language**
- **Types of Templates**
- **Microsite Model**

Standard Developer Training (Online)

Delivery: 10 hours

This online in-depth course provides an overview of the end user experience before focusing on our developer process, tools, and API. Participants should be familiar with scripting and programming languages to get the most out of this course.

Delivery is divided into 4 two hour sessions. The first four hours are an overview of CrownPeak from the end user perspective, an overview of the development process and template development. The next four hours are dedicated to hands-on exercises and reviewing delivery and compliance configuration

Two hours of follow-up is included for each customer. These hours will be used to put the developer information in context and work towards creating or modifying a template in the customer instance.

Standard Developer Training (Onsite)

Delivery: 2 days

Crown Peak's Developer training is a comprehensive two day course that provides an overview of the end user experience before focusing on our developer process, tools, and API. Participants should be familiar with scripting and programming languages to get the most from this course.

This course delivers all of CrownPeak's training modules: Introduction, Site configuration, Delivery and Compliance Configuration.

- **Training Introduction**
 - Agenda
 - Participant Introductions
- **Template Development**
 - Developer Tools
 - Introduction to API
 - Template Creation Steps
 - Input Template File
 - Output Template File
 - Post Input Template File
- **Models**
 - Creating, Assigning, Using, and Changing Models in CrownPeak
 - Four Types of Models
 - Simple
 - Intermediate
 - Recursive
 - Complex

- **Publishing Configuration – Five Steps**
 - Configure Defaults
 - FTP Configuration
 - Setting Up a Publishing Page
 - Configuring Workflow for Publishing
 - Workflow Filters
 - Publishing Properties – Assets and Folders
 - Filenaming

- **Configuring Users**
 - User Reports
 - User Configuration
 - Group Configuration

- **Workflow**
 - Workflow Basics
 - The Content Lifecycle
 - Applying Workflow to Assets
 - The End User Perspective
 - Workflow Reporting
 - Workflow Best Practices
 - Access Control and Publishing

- **Access Control – Three Tiered System**
 - Tier 1: Groups – “Who”
 - Tier 2: States – “When”
 - Tier 3: Assets/Folders – “What/Where”

Project Kickoff Workshop

Delivery: 8 hours

This workshop is available for customers and partners who have completed developer training and would like to apply their knowledge to a specific project.

This workshop includes developing a plan for customer implementation, template and configuration co-development.

- **CrownPeak Process**
- **Site Overview (Delivered by Agency)**
- **Configuration Planning (Documented in Project Information Document)**
- **Delivery**
 - Hosting and Publishing Requirements
 - Delivery to and from 3rd party
- **Compliance**
 - Groups Definition
 - Access Definition
 - Workflow Definition
- **Site**
 - Template Planning
 - CMS Structure
 - Models
 - WCO, Search, and 3rd Party Implementations
- **Implementation Plan**

Partner Enablement Training

Delivery: 18 hours, Support: 42 hours

This suite of training and support is available to enable new partners to get up to speed in CrownPeak development and project process. Up to 15 developers and project team members can participate in training.

Partner enablement includes access to the following standard CrownPeak training courses. It also includes hours for follow up sessions, support, and guidance with certification.

- **Included in Partner Enablement**
 - Recent Product Updates
 - Introduction to Editing and Content Creation
 - Introduction to Models and Templates
 - Standard Developer Training
 - Project Workshop

- **During and after training, CrownPeak enablement is available to support the project team.**

Scheduling Standard Training

Any of the following standard training options can be scheduled on request.

- **Introduction to Editing and Content Creation**
- **Introduction to Models and Templates**
- **Standard Developer Training (Online or Onsite)**

One Day End User Training

Delivery: 8 hours, Preparation: 32 hours

Crown Peak's end user training is a one day course designed for those responsible for editing and creating site content, and training those who will. This course will get you up to speed on the CrownPeak interface and its workflow, publishing, and reporting capabilities.

This training is customized to instruct users on the CrownPeak framework using their instance so users can get the most out of the system and their implementation.

Enablement will work with you to develop an agenda that fits your training needs.

- **Introduction to Editing and Content Creation**
- **Uploading Assets**
 - Upload to Assets Folder
 - Creating Developer Asset
 - Upload to Templated Asset
- **WYSIWYG**
 - Introduction to WYSIWYG
 - What's New
 - Using the WYSIWYG – the Basics
 - Getting Content into the WYSIWYG
 - Styling Content
 - Inserting Images
 - Linking to Other Content
 - Checking Your Work
 - Advanced Features
 - Key Differentiators
- **Workflow and Publishing**
 - Status and Actions
 - Content Lifecycle in Edit Menus
 - Your Workflow
 - Publishing to Stage and Live
 - Publishing Monitor
- **Branching**
 - Branching Introduction
 - Branching Best Practices
- **Reporting**
 - Audits
 - System Reports
 - Custom Report

Two Day End User Training

Delivery: 16 hours, Preparation: 64 hours

Crown Peak's end user training is a two day course designed for those responsible for editing and creating site content, and training those who will. This course will get you up to speed on the CrownPeak interface and its workflow, publishing, and reporting capabilities.

This training is customized to instruct users on the specifics of their implementation so users can get the most out of the system and their custom implementation.

Enablement will work with you to develop an agenda that fits your training needs.

- **One Day End User Training**
- **Custom task based training**

Custom Developer Training

Delivery: 16 hours, Preparation: 64 hours

This training is customized to instruct users on the specifics of their instance so users can get the most out of the system and their custom implementation.

Enablement will work with you to develop an agenda that fits your training needs.

- **Standard Developer Training**
- **CrownPeak Implementation Overview**
 - Goals of Implementation
 - Templates & Models
 - Publishing implementation
 - Workflow implementation
 - Access implementation
- **Custom task based training**
 - Editing existing templates
 - Creating new templates
 - Editing/Creating Library files

Custom Training

Delivery: Based on requirements, Preparation: Based on requirements

Enablement can work with you to develop an agenda that fits your training needs.

2015 Training Schedule

Check the [training calendar](#) on Connect for the most current schedule. Dates are subject to change.

Training classes are online or at the CrownPeak offices in Culver City, CA.

Of course, you can contact us to schedule custom training for any time.

Also if you are interested in hosting a regional training session, let us know. Please contact us at training@crowpeak.com.