

Help shape the future VMware Hands-on Labs

Community User Feedback

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Agenda

- Hands-on Labs Team Introductions
- VMware Hands-on Labs Overview and Updates
- Content Planning for 2014
- Open Feedback

VMware Hands on Labs Overview



2013 Stats
113,000 Labs Delivered
4 Million Minutes of lab time

- Access to latest VMware Products
- Tested, Documented and supported virtual lab environments
- Immediate access to fully configured environments
- Over 35 labs – 70 hours of guided exercises
- Most labs load within 3 – 5 minutes
- New labs available now !
 - Hybrid Cloud vCHS, vSAN, vFlash, Horizon and Management and many more..



What our users do with Hands-on Labs

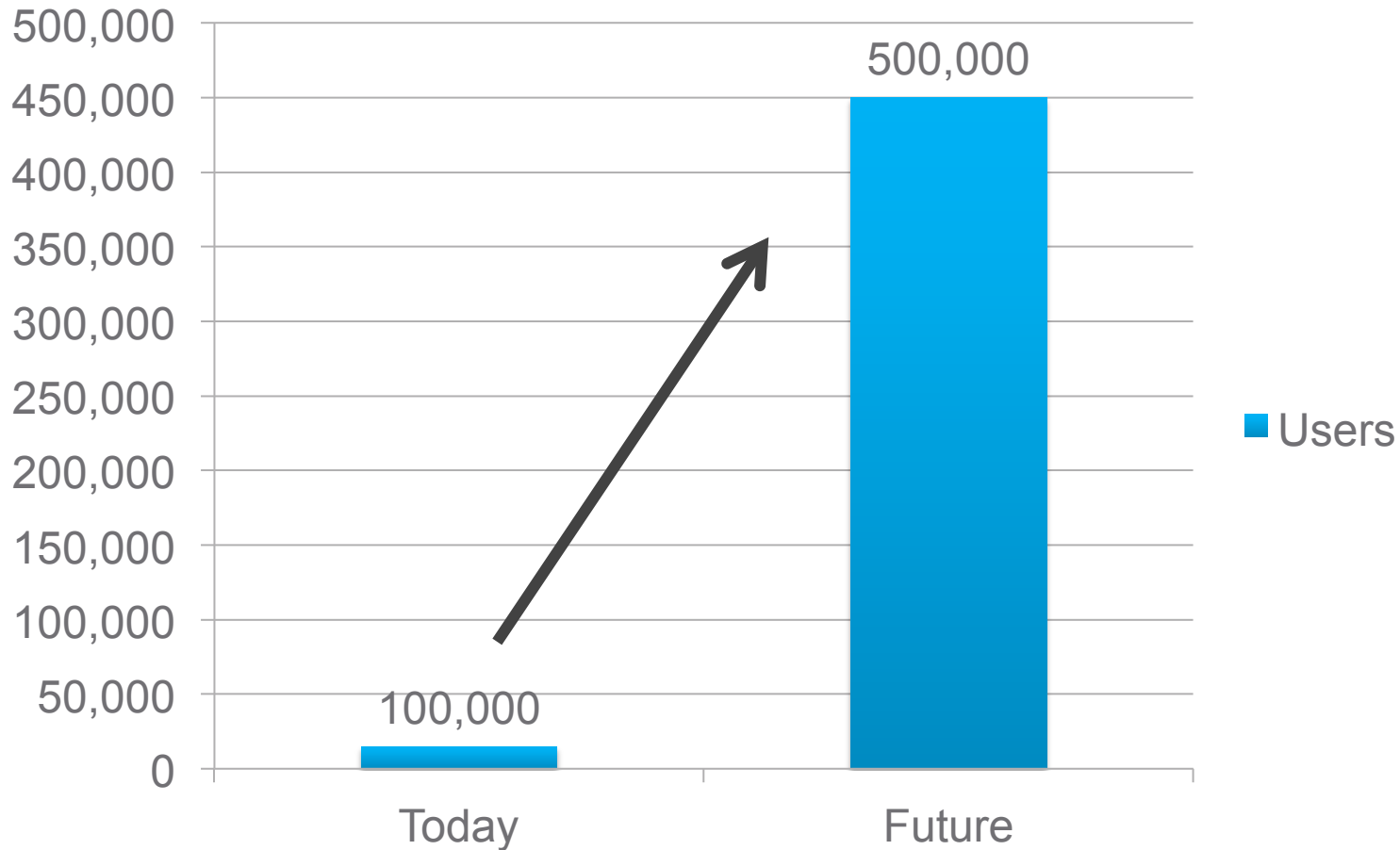


- Easy way for users to ramp up on products, evaluation, self learning
 - Documented, Tested, Full configured environments
- VMware Hands-on Labs Workshops
 - In-depth learning, provides opportunities to learn with your peers, self paced and instructor lead
- Product configuration / validation
 - Provides users templates to help verify product configurations, sanity checking



VMware Hands on Labs – Our long term goal.....

Hands-on Labs for every user on the Planet...



We heard your feedback...

User Experience

Feature	Status
Internet Explorer Support	Version 10+ Complete
“Not enough time to complete a lab”	Users can take labs as many times as they want – Need to more communication around this... extended lab time to 4 Hours ?
“Performance – Labs are slow”	Added tons of capacity, but sometimes we see problems with local network / access Expanding DC to APJ, EMEA
Lab Manual – localization	Japanese, Korean, Spanish, Chinese – what else ?
Finding your content	Users able to search for lab content
Easy access to portal	Self Registration, Invite a Friend

2013 Season Lab Content Stats

39 Lab Topics

207 Modules

8,208 Steps

6,650 images

541 MB of image data

357,839 words

Content Catalog Conventions

- Improved Flexibility for Captains and Content Leads
 - Each lab module can be up to 60 minutes

Module	Duration
Lightning Lab	15 or 30 minutes
Full-Length Lab	45 or 60 minutes

- Lab Module Content Type

Module	Purpose
Feature Lab	Focused on the features of a single product. No hypotheticals. No fluff.
Use Case Lab	A narrative that demonstrates the interactions between multiple products in a hypothetical “Scenario.”

Lab Module Duration and Type Mapping

Where do you use each Duration and Type?

Deciphering The Lab SKU

- The SKU is a Unique ID that includes:
 - Track ID
 - Catalog Year
 - Lab Serial Number

Catalog
Year



HOL-SDC-1401



Track ID



Lab Serial
Number

We heard your feedback... Content Architecture

Feature	Status
Expanded Topics and Modules	Content is easy to find and manage
Unique Lab SKU	The SKU makes for simple shorthand reference to each lab.
PDF / HTML Lab Manuals	Online – http://docs.hol.vmware.com
New Content Types	Additional content for beginners. Advanced troubleshooting topics.

Open Feedback / Questions and Answers

- Lab Manual Topics
- Portal User Experience
- Performance Improvements
- Search
- What else ?

Stay Connected

- VMware Hands-on Labs Blog
- <http://blogs.vmware.com/hol>
- Twitter @VMwarehol
- Take a Lab – <http://labs.hol.vmware.com>
- VMware Hands-on Labs Community