

HP Service Manager Training

Summary

Course Evaluation Question	IM	IM	IM	IM	IM	IM	PBM	PBM	PBM	PBM	Average
The course objectives were clearly defined at the beginning of the course.	9.20	9.25	9.18	8.67	9.71	9.13	9.20	9.50	9.83	9.00	9.27
The course objectives were achieved during the course.	9.10	9.33	8.73	8.11	9.29	9.13	8.93	9.50	10.00	9.22	9.13
The course content was pertinent and sufficiently challenging.	9.40	9.33	9.00	8.78	9.57	9.13	8.87	9.63	9.75	9.44	9.29
Rate the effectiveness of support materials accompanying the course.	8.80	9.00	8.18	8.00	9.57	9.00	8.73	9.38	9.67	9.22	8.96
The instructor's effectiveness was...	9.40	9.33	9.18	8.22	9.86	9.75	9.27	9.63	9.92	9.56	9.41
The instructor was knowledgeable about the subject matter.	9.40	9.75	9.36	8.44	9.86	9.75	9.40	9.63	10.00	9.44	9.50
The instructor communicated effectively.	9.40	9.67	9.45	8.67	9.86	9.88	9.33	9.63	10.00	9.44	9.53
As a result of the course, you have a good understanding of the subject matter.	9.00	8.50	8.36	7.33	8.71	8.88	8.60	9.13	9.17	8.44	8.61
The activities and content supported the learning objectives.	9.00	8.83	8.45	7.78	8.86	8.88	8.80	9.38	9.50	9.00	8.85
This course has equipped you with knowledge, skills and/or information that you can use immediately!	8.80	9.08	8.55	8.00	8.71	8.75	8.60	9.63	9.25	8.78	8.81
The time allowed for this course was... (1-Too little; 6-Fine; 10-Too much)	5.80	7.00	6.09	5.00	6.29	6.38	7.47	8.25	7.42	7.67	6.74
OVERALL EVALUATION	9.10	9.08	8.73	7.67	9.57	9.38	9.13	9.38	9.67	9.11	9.08
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * Everything * The hands on activity helped to drive understanding and was helpful * Hands-on demo very useful * All sections of the course were helpful & useful to my job * The entire course and how it was put together and delivered * Everyone had a laptop and hands-on was great * Defined ITIL + HPSM thoroughly, the slides and definitions of terms * Clear slides helped for exercises, the entire class was informational * Flowchart kept us focused 										
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	<ul style="list-style-type: none"> * More time, 4 hours and too much material * Need more time of subject matter * Handouts hardcopy would be nice 										
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	<ul style="list-style-type: none"> * Great course. Thank you! Instructor was excellent - patient and thorough * Thorsten was great! Answered all questions + paid special attention when needed * Thorsten is an Excellent instructor * Thorsten had a great pace, took time to answer questions and explained * Good instruction, delivered well the material presented * Did a good job presenting the material * Presentation presented effectively, Instructor was very good, very well presented * Excellent communication & follow through by the instructor * Knowledgeable, friendly and understanding 										

Instructor: Thorsten Manthey

Evaluation scale: 1-10

Course duration: Incident Management 4h, Problem Management 6h

HP Service Manager Training Incident Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	Average
The course objectives were clearly defined at the beginning of the course.	9	8	9	10	8	10	10	8	10	10			9.20
The course objectives were achieved during the course.	9	9	9	10	6	10	10	8	10	10			9.10
The course content was pertinent and sufficiently challenging.	10	9	9	10	8	10	10	8	10	10			9.40
Rate the effectiveness of support materials accompanying the course.	9	8	9	10	6	10	10	7	9	10			8.80
The instructor's effectiveness was...	10	8	9	10	8	10	10	9	10	10			9.40
The instructor was knowledgeable about the subject matter.	10	9	9	10	8	10	10	8	10	10			9.40
The instructor communicated effectively.	10	9	9	10	8	10	10	8	10	10			9.40
As a result of the course, you have a good understanding of the subject matter.	8	8	9	10	8	10	10	7	10	10			9.00
The activities and content supported the learning objectives.	8	8	9	10	8	10	10	7	10	10			9.00
This course has equipped you with knowledge, skills and/or information that you can use immediately!	7	9	9	10	6	10	10	7	10	10			8.80
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	6	6	9	8	5	5	1	7	5	6			5.80
OVERALL EVALUATION	9	8	9	10	7	10	10	8	10	10			9.10
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * Slides * Hands-on * Hands-on * The hands on instruction was very helpful * all factions of the course were helpful & useful to my job 												
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	<ul style="list-style-type: none"> * Some of the course of repetitive and caused it to run long 												
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	<ul style="list-style-type: none"> * Presentation presented effectively * He did a great job * workable pace * Overall course was good and helpful * Instructor was excellent - patient and thorough 												

HP Service Manager Training

Incident Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	Average
The course objectives were clearly defined at the beginning of the course.	10	9	10	10	8	10	10	9	9	9	9	8	9.25
The course objectives were achieved during the course.	10	9	10	10	9	10	9	9	8	9	9	10	9.33
The course content was pertinent and sufficiently challenging.	10	9	9	10	10	10	9	10	9	8	8	10	9.33
Rate the effectiveness of support materials accompanying the course.	10	9	9	8	9	8	9	10	9	9	8	10	9.00
The instructor's effectiveness was...	10	9	9	9	9	10	10	10	9	9	8	10	9.33
The instructor was knowledgeable about the subject matter.	10	9	10	10	10	10	10	10	9	9	10	10	9.75
The instructor communicated effectively.	10	9	10	10	9	10	10	10	9	9	10	10	9.67
As a result of the course, you have a good understanding of the subject matter.	10	9	9	9	5	8	8	9	8	9	8	10	8.50
The activities and content supported the learning objectives.	10	9	9	9	9	9	8	9	8	8	8	10	8.83
This course has equipped you with knowledge, skills and/or information that you can use immediately!	10	9	10	10	10	9	9	8	8	8	8	10	9.08
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	6	6	10	6	10	6	7	6	6	8	7	6	7.00
OVERALL EVALUATION	10	10	10	9	9	9	8	9	9	8	8	10	9.08
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * online program * Hands-on demo very useful 												
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	<ul style="list-style-type: none"> * Navigator toolbar complicated 												
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	<ul style="list-style-type: none"> * Very good 												

HP Service Manager Training Incident Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	Average
The course objectives were clearly defined at the beginning of the course.	10	10	10	8	10	9	10	9	7	9	9		9.18
The course objectives were achieved during the course.	9	9	10	7	10	7	9	10	8	9	8		8.73
The course content was pertinent and sufficiently challenging.	9	9	10	8	10	10	9	9	8	9	8		9.00
Rate the effectiveness of support materials accompanying the course.	6	8	10	8	10	7	8	9	7	9	8		8.18
The instructor's effectiveness was...	9	9	10	9	10	9	10	10	8	9	8		9.18
The instructor was knowledgeable about the subject matter.	10	10	10	8	10	9	10	10	9	9	8		9.36
The instructor communicated effectively.	10	10	10	8	10	9	10	10	9	10	8		9.45
As a result of the course, you have a good understanding of the subject matter.	9	10	9	8	8	7	8	9	8	9	7		8.36
The activities and content supported the learning objectives.	9	10	10	8	10	6	8	9	7	9	7		8.45
This course has equipped you with knowledge, skills and/or information that you can use immediately!	9	10	9	7	10	7	8	10	7	10	7		8.55
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	5	9	6	6	4	5	5	9	6	6	6		6.09
OVERALL EVALUATION	9	9	9	8	10	9	8	10	7	9	8		8.73
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * Everything * Escalations, preview of PID process * I felt course was covered, I can do my job * The entire course and how it was put together and delivered * Overview * Everyone had a laptop and hands-on was great 												
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	<ul style="list-style-type: none"> * More time, 4 hours and too much material * No hand-outs * Need more time of subject matter * Handouts hardcopy would be nice 												
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	<ul style="list-style-type: none"> * No handouts for the course * Not enough time to do hands-on * Instructor was very good * Very well presented * Very well given 												

HP Service Manager Training Incident Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	Average
The course objectives were clearly defined at the beginning of the course.	10	7	7	10	8	8	10	8	10				8.67
The course objectives were achieved during the course.	10	7	6	9	8	8	10	6	9				8.11
The course content was pertinent and sufficiently challenging.	8	8	10	9	8	8	10	8	10				8.78
Rate the effectiveness of support materials accompanying the course.	9	6	4	9	9	8	10	8	9				8.00
The instructor's effectiveness was...	9	6	7	9	8	8	10	8	9				8.22
The instructor was knowledgeable about the subject matter.	10	7	7	9	9	7	10	8	9				8.44
The instructor communicated effectively.	10	8	8	9	8	8	10	8	9				8.67
As a result of the course, you have a good understanding of the subject matter.	7	7	6	8	7	7	10	6	8				7.33
The activities and content supported the learning objectives.	10	6	6	7	8	8	10	7	8				7.78
This course has equipped you with knowledge, skills and/or information that you can use immediately!	7	6	9	8	9	9	10	5	9				8.00
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	3	2	3	6	6	8	6	5	6				5.00
OVERALL EVALUATION	8	5	6	8	8	8	10	7	9				7.67
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * Defined ITIL + HPSM thoroughly * Able to use test of application * PPT presentation was good * The slides and definitions of terms * Clear slides helped for exercises * Hands-on assignment * The slide show and try me tasks 												
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	<ul style="list-style-type: none"> * Not specific to our needs for training * Wanted more practical functional exercises * Areas not relating to CSC tasks/functions 												
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	<ul style="list-style-type: none"> * Good instruction, delivered well the material presented * Great course. Thank you! * Thorsten was great! Answered all questions + paid special attention when needed * Good knowledge of basics of SD&IM. Process person should be available to this audience * Thorsten is an Excellent instructor * Thorsten had a great pace, took time to answer questions and explain 												

HP Service Manager Training

Incident Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	Average
The course objectives were clearly defined at the beginning of the course.	10	10	9	10	9	10	10						9.71
The course objectives were achieved during the course.	10	10	8	10	8	9	10						9.29
The course content was pertinent and sufficiently challenging.	10	10	8	10	9	10	10						9.57
Rate the effectiveness of support materials accompanying the course.	10	10	8	10	10	9	10						9.57
The instructor's effectiveness was...	10	10	9	10	10	10	10						9.86
The instructor was knowledgeable about the subject matter.	10	10	10	10	10	9	10						9.86
The instructor communicated effectively.	10	10	9	10	10	10	10						9.86
As a result of the course, you have a good understanding of the subject matter.	8	9	8	9	8	9	10						8.71
The activities and content supported the learning objectives.	8	9	8	9	9	9	10						8.86
This course has equipped you with knowledge, skills and/or information that you can use immediately!	8	9	8	9	9	8	10						8.71
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	6	6	6	6	4	6	10						6.29
OVERALL EVALUATION	10	10	9	10	9	9	10						9.57
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * The exercise, the hands on * Hands-on * Interactive usage * Hands on, being able to use what being taught * The entire class was informational 												
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	<ul style="list-style-type: none"> * More time for hands on 												
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	<ul style="list-style-type: none"> * Very clear instruction * Very effective 												

HP Service Manager Training

Incident Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	Average
The course objectives were clearly defined at the beginning of the course.	9	10	8	8	9	10	9	10					9.13
The course objectives were achieved during the course.	9	10	8	8	9	10	9	10					9.13
The course content was pertinent and sufficiently challenging.	9	10	8	8	9	10	9	10					9.13
Rate the effectiveness of support materials accompanying the course.	8	10	8	8	10	9	10	9					9.00
The instructor's effectiveness was...	9	10	10	9	10	10	10	10					9.75
The instructor was knowledgeable about the subject matter.	9	10	9	10	10	10	10	10					9.75
The instructor communicated effectively.	9	10	10	10	10	10	10	10					9.88
As a result of the course, you have a good understanding of the subject matter.	9	10	9	8	9	8	8	10					8.88
The activities and content supported the learning objectives.	8	10	7	8	9	10	9	10					8.88
This course has equipped you with knowledge, skills and/or information that you can use immediately!	8	10	8	8	9	9	9	9					8.75
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	8	1	5	9	8	6	5	9					6.38
OVERALL EVALUATION	9	10	8	10	9	10	9	10					9.38
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * The hands on activity helped to drive understanding * Utilizing the product in training * Enjoyed the hands on exercises 												
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	<ul style="list-style-type: none"> * In some cases not enough time allotted to hands on 												
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	<ul style="list-style-type: none"> * Excellent communication & follow through by the instructor * Knowledgeable, friendly and understanding * Instruction was great * Good instruction 												

HP Sevice Manager Training

Problem Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	Average
The course objectives were clearly defined at the beginning of the course.	10	10	10	8	9	8	8	9	10	9	10	9	10	9	9	9.20
The course objectives were achieved during the course.	10	8	10	7	9	8	8	9	10	9	10	9	8	9	10	8.93
The course content was pertinent and sufficiently challenging.	10	8	10	8	9	8	8	8	10	9	9	8	9	9	10	8.87
Rate the effectiveness of support materials accompanying the course.	10	6	10	9	9	9	9	6	10	9	8	9	8	9	10	8.73
The instructor's effectiveness was...	10	8	10	9	9	9	9	9	10	9	10	8	9	10	10	9.27
The instructor was knowledgeable about the subject matter.	10	10	10	9	9	9	9	8	10	9	10	8	10	10	10	9.40
The instructor communicated effectively.	10	9	10	8	9	9	8	9	10	9	10	9	10	10	10	9.33
As a result of the course, you have a good understanding of the subject matter.	10	7	10	8	8	6	7	9	9	9	10	8	9	9	10	8.60
The activities and content supported the learning objectives.	10	8	10	9	8	7	7	9	10	9	10	8	8	9	10	8.80
This course has equipped you with knowledge, skills and/or information that you can use immediately!	10	9	10	8	8	6	8	9	9	9	8	9	9	7	10	8.60
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	6	6	10	6	9	6	7	8	10	6	10	9	6	7	6	7.47
OVERALL EVALUATION	10	8	10	9	9	7	8	8	10	10	10	9	10	9	10	9.13
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * Great exercises * Flowchart kept us focused * Everything * The to do exercises, good feel for product * Hands on * Flow of contents and how we will use the tool 															
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	<ul style="list-style-type: none"> * There were a few bugs * None * All good * Booklet / copies needed 															
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	<ul style="list-style-type: none"> * Very good * He was great <p>Great presentation and knowledge of course</p>															

HP Service Manager Training

Problem Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	Average
The course objectives were clearly defined at the beginning of the course.	10	9	9	9	10	10	10	9					9.50
The course objectives were achieved during the course.	10	9	9	9	10	10	10	9					9.50
The course content was pertinent and sufficiently challenging.	10	9	9	10	10	10	10	9					9.63
Rate the effectiveness of support materials accompanying the course.	10	8	9	9	10	10	10	9					9.38
The instructor's effectiveness was...	10	9	9	10	10	10	10	9					9.63
The instructor was knowledgeable about the subject matter.	10	9	9	10	10	10	10	9					9.63
The instructor communicated effectively.	10	9	9	10	10	10	10	9					9.63
As a result of the course, you have a good understanding of the subject matter.	10	8	9	7	10	10	10	9					9.13
The activities and content supported the learning objectives.	10	8	9	9	10	10	10	9					9.38
This course has equipped you with knowledge, skills and/or information that you can use immediately!	10	9	9	10	10	10	10	9					9.63
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	5	7	9	10	10	6	10	9					8.25
OVERALL EVALUATION	10	9	9	9	10	9	10	9					9.38
Highlights - What elements of the course did you find most interesting and valuable? Why?													
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	* Contention issue with myself												
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	* Excellent												

HP Service Manager Training

Problem Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	Average
The course objectives were clearly defined at the beginning of the course.	10	10	10	10	9	10	10	10	10	10	10	9	9.83
The course objectives were achieved during the course.	10	10	10	10	10	10	10	10	10	10	10	10	10.00
The course content was pertinent and sufficiently challenging.	10	10	10	10	10	10	10	10	10	8	10	9	9.75
Rate the effectiveness of support materials accompanying the course.	10	10	10	10	10	10	10	9	10	8	10	9	9.67
The instructor's effectiveness was...	10	10	10	10	10	10	10	10	10	10	10	9	9.92
The instructor was knowledgeable about the subject matter.	10	10	10	10	10	10	10	10	10	10	10	10	10.00
The instructor communicated effectively.	10	10	10	10	10	10	10	10	10	10	10	10	10.00
As a result of the course, you have a good understanding of the subject matter.	10	10	10	8	8	10	10	9	8	7	10	10	9.17
The activities and content supported the learning objectives.	10	10	10	10	8	10	10	10	8	8	10	10	9.50
This course has equipped you with knowledge, skills and/or information that you can use immediately!	10	10	10	8	8	10	10	10	8	7	10	10	9.25
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	10	10	6	6	6	6	6	6	8	6	10	9	7.42
OVERALL EVALUATION	10	10	10	10	9	10	10	10	10	8	10	9	9.67
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * The hands on activities * Hands on * Interactive, the actual excelsises of doing it made theory stick * Hands on training 												
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	* Everything was good												
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	* Very clear and understandable												

HP Service Manager Training

Problem Management

Course Evaluation Question	1	2	3	4	5	6	7	8	9	10	11	12	Average
The course objectives were clearly defined at the beginning of the course.	8	9	10	8	7	10	10	9	10				9.00
The course objectives were achieved during the course.	8	9	10	8	9	10	10	9	10				9.22
The course content was pertinent and sufficiently challenging.	8	10	10	9	9	10	10	9	10				9.44
Rate the effectiveness of support materials accompanying the course.	8	10	10	9	8	10	10	9	9				9.22
The instructor's effectiveness was...	8	10	10	10	9	10	10	9	10				9.56
The instructor was knowledgeable about the subject matter.	8	10	10	9	9	10	10	9	10				9.44
The instructor communicated effectively.	8	10	10	9	9	10	10	9	10				9.44
As a result of the course, you have a good understanding of the subject matter.	8	9	8	7	8	10	8	9	9				8.44
The activities and content supported the learning objectives.	8	9	10	8	8	10	10	9	9				9.00
This course has equipped you with knowledge, skills and/or information that you can use immediately!	8	9	9	8	8	10	8	9	10				8.78
The time allowed for this course was... (1-too little; 6-fine; 10-too much)	8	9	8	8	8	10	6	6	6				7.67
OVERALL EVALUATION	8	9	9	9	8	10	10	9	10				9.11
Highlights - What elements of the course did you find most interesting and valuable? Why?	<ul style="list-style-type: none"> * Good hands on * Doing the creation of tickets * Good to have hands on tools to work with * Hands on 												
Low Spots - What elements of the course did you consider to be of little or no value or could be improved? Why	* None												
Instruction - comment on the method of instruction and the Instructor (i.e. presentation, techniques, exercises etc.)	* Very effective												