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

- 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..

2013 Stats
113,000 Labs Delivered
4 Million Minutes of lab time
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*...
<table>
<thead>
<tr>
<th>Feature</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer Support</td>
<td>Version 10+ Complete</td>
</tr>
<tr>
<td>“Not enough time to complete a lab”</td>
<td>Users can take labs as many times as they want – Need to more communication around this… extended lab time to 4 Hours?</td>
</tr>
<tr>
<td>“Performance – Labs are slow”</td>
<td>Added tons of capacity, but sometimes we see problems with local network / access Expanding DC to APJ, EMEA</td>
</tr>
<tr>
<td>Finding your content</td>
<td>Users able to search for lab content</td>
</tr>
<tr>
<td>Easy access to portal</td>
<td>Self Registration, Invite a Friend</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Module</th>
<th>Duration</th>
</tr>
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<tbody>
<tr>
<td>Lightning Lab</td>
<td>15 or 30 minutes</td>
</tr>
<tr>
<td>Full-Length Lab</td>
<td>45 or 60 minutes</td>
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- Lab Module Content Type

<table>
<thead>
<tr>
<th>Module</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feature Lab</td>
<td>Focused on the features of a single product. No hypotheticals. No fluff.</td>
</tr>
<tr>
<td>Use Case Lab</td>
<td>A narrative that demonstrates the interactions between multiple products in a hypothetical “Scenario.”</td>
</tr>
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</table>
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

HOL-SDC-1401

Catalog Year

Track ID

Lab Serial Number
We heard your feedback…  Content Architecture

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<tbody>
<tr>
<td>Expanded Topics and Modules</td>
<td>Content is easy to find and manage</td>
</tr>
<tr>
<td>Unique Lab SKU</td>
<td>The SKU makes for simple shorthand reference to each lab.</td>
</tr>
<tr>
<td>PDF / HTML Lab Manuals</td>
<td>Online – <a href="http://docs.hol.vmware.com">http://docs.hol.vmware.com</a></td>
</tr>
<tr>
<td>New Content Types</td>
<td>Additional content for beginners. Advanced troubleshooting topics.</td>
</tr>
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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