

Microsoft Software Assurance Training Voucher Benefits

For Customers

What is Software Assurance?

A program that offers Volume Licensing customers a variety of services and resources that they can use to boost their organization's productivity and streamline their deployments.¹

SA resources include:

- ✓ Support Support available all day, every day
- ✓ Deployment planning services
- ✓ **Technical training**
- ✓ The latest Microsoft software releases

Software Assurance Process:



Plan

New product versions; spread payments; step-up licensing.

Deploy

- **Services:** planning services; **training vouchers** for IT training; **E-Learning** for end users; office home use program; problem-resolution support all day, every day; TechNet; enterprise source licensing.
- **Technologies:** license mobility; Windows thin PC; Windows 7 Enterprise; Windows Virtual Desktop Access; Microsoft Desktop Optimization Pack: Deployment Tools; Office Multi-language pack; Office roaming use rights.

Use

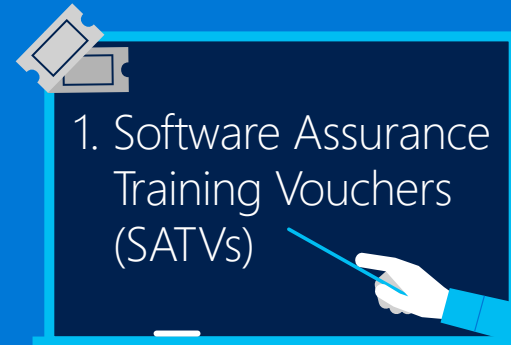
System Center Advisor; MDOP: Desktop management; problem-resolution support all day, every day; **training vouchers** for IT training; TechNet; **E-Learning** for end users; Office home use program; Extended HotFix support; cold backups for disaster recovery.



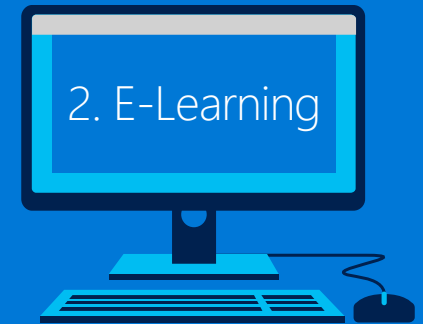
What are SA Training Benefits for customers?

Specific training resources that promote end-user skills development and technical training for IT professionals and developers.²

SA Training Benefit options:



Use SATVs for in-depth, instructor-led technical classroom training for IT professionals and developers.



Use E-Learning for individual end-user training, available through on-demand, self-paced online training.

Advantages of SA Training Benefits for customers



IT pros and developers can be always at the ready for new technology implementation, support, and maintenance.



Training dollars are already embedded in licensing contracts.



Technical training can greatly impact IT staff's productivity and effectiveness in managing and supporting their current or future Microsoft technology deployments.

What is a Software Assurance Training Voucher (SATV)?

Technical training for IT professionals and developers provided via a Microsoft Learning Partner.

Eligibility and management

Customers are eligible for training days based on qualifying Microsoft Office and/or Windows licenses activated using either the [Microsoft Volume Licensing Service Center \(VLSC\)](#)³ or the [Microsoft Business Center](#)⁴ (formerly known as the Volume Licensing Center). Confirm eligibility by reviewing the [Product Terms](#).⁵

Scheduling training

- ✓ In-classroom training can be delivered onsite at the trainer's facility, virtually, or through self-directed learning video training sessions.
- ✓ Trainees access the list of SATV-eligible courses in the [Course Catalog](#).⁶
- ✓ Trainees use the Partner Finder tool to [locate a Learning Partner](#)⁷ to schedule their training.

What is SA E-Learning?

Eligibility and management

Customers get a set number of E-Learning licenses based on the amount of qualifying Microsoft Office and/or Windows licenses, activated using either the Microsoft Volume Licensing Service Center (VLSC) or the Microsoft Business Center (MBC).

Two options for providing E-Learning to employees

1. Through the SA E-Learning Online Learning [administration portal](#)⁸
 - a. Using access codes from the VLSC or MBC site
 - b. Using enrollment codes from the Online Learning Administration portal
2. Through Shareable Content Object Reference Model (SCORM) 1.2 files from the download center on VLSC or MBC. (Note: Only available for Office courses)

Additional resources

1. Software Assurance overview: www.microsoft.com/licensing/software-assurance
2. Learning overview: www.microsoft.com/learning/en/us/business/software-assurance
3. Microsoft Volume Licensing Service Center: www.microsoft.com/Licensing/servicecenter
4. Microsoft Business Center: <https://licensing.microsoft.com/>
5. Product Terms: www.microsoft.com/en-us/Licensing/product-licensing/products.aspx
6. Course catalog: www.microsoft.com/learning/sa-vl-catalog/savldefault.aspx
7. Partner Finder: www.microsoft.com/en-us/learning/find-partner.aspx
8. SA E-Learning Online Learning administration portal: onlinelearning.microsoft.com/administration

For SA E-Learning SCORM support: onlinelearning.microsoft.com/administration?whr=default#contactUs, include "SCORM help needed" in the subject line

For Software Assurance Training Vouchers general inquires: satvteam@microsoft.com

For SATV Partner Program Compliance issues: satvcompliance@microsoft.com

For SA E-Learning general inquires: saelearn@microsoft.com

What is the overall process for SA Training Vouchers?

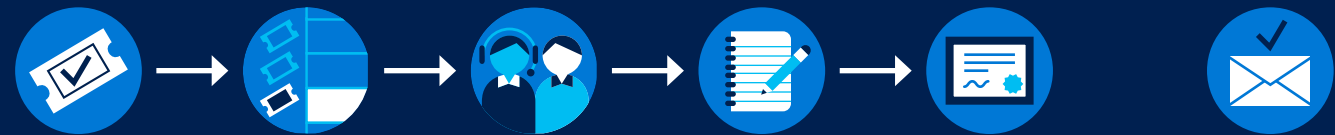
Pre-process steps:



Volume Licensing Agreement with Software Assurance

Activate SATV Days

Training Voucher life cycle:



Activates in VLSC

Creates and assigns in VLSC

Locates partner and schedules training

Attends training

Receives MOC/DMOC

Receives training confirmation email