



**Hewlett Packard**  
Enterprise

# **Peak Performance Digital Badging Phase One FAQ -- For External Use**

April 2017  
HPE Education Services  
[www.hpe.com/education](http://www.hpe.com/education)

## **Q. What is the HPE digital badging program?**

A. Digital badging is a common approach for companies like HPE, to provide credentialing to students who complete technical training. Some of these programs are very simple – such as providing a badge when each course is completed. Other programs have more dimensions and capabilities, to stimulate better engagement and outcomes with students – and to support richer and deeper relationships with business decision-makers and organizations. Our program is of the second variety, with robust capabilities that go beyond “simple badging” to enable better results for our business, for our students, for their organizations and, ultimately, for their customers.

## **Q. What benefits are we expecting for the organizations that employ our students, from our HPE digital badging program?**

A. There are many important benefits to organizations employing students with HPE digital badging, as their higher skilled staff has the credentials to prove their higher value. These benefits include:

- A better credentialed workforce with HPE digital badges helps to enhance the organization’s reputation, both within their company and within their market.
- A better credentialed workforce can provide an organization with competitive advantage, when competing for new business.
- A better credentialed workforce can enable an organization to justify higher service rates, from the higher quality services delivered to their customers.

As individual students share their earned Performance achievements (badges) on social media, it will help their organizations to be better known and recognized as centers of excellence for the types of HPE technical skills on which they have trained. In short, digital badging is beneficial to our customers for enhancing and developing a better reputation for their organizations, as well as being beneficial to individual professionals earning the badges.

## **Q. What benefits are we expecting our students to gain from our HPE digital badging program?**

A. Students attending our HPE training courses will gain immediate benefits from the HPE digital badging program, by receiving a formal HPE-branded credential in exchange for that recognizes their effort in developing valued technology-related skills. In phase one of our program, students will qualify to receive badges as they earn points for taking any of our HPE courses – and they will further receive points and badge credentialing with 6 initial key categories.

Receiving the badge recognizes our students for their training investment. Students can share their earned achievements with peers on social media, such as on LinkedIn, Facebook and Twitter – directly from the student profile interface, in a quick and automated process. Sharing HPE branded badges on social media helps students to show formal evidence of their earned credentials in technology skills through HPE Education Services. This is valuable to students for progressing their careers, building status and reputation within their online communities, in networking to improve their effectiveness, and attracting attention to advance their careers.

## **Q. Is there a name for the digital badging program?**

A. Yes. We are calling this program the HPE Peak Performance achievement program. We know that performance improvement is the primary benefit delivered by our technical training services. Therefore, we feel that this program name captures the intended primary benefit of the program well. We will have an overall program badge, called Peak Performance. We will encourage students to achieve higher levels of Peak Performance as they progress through the program – and through their training with Education Services. We will reward them through HPE-branded badge credentials which they can share in public to show their skills attainment.

As the program matures, we expect to offer special “Peak Performance” experiences to participating students, as well. Program opportunities will be communicated at: [www.hpe.com/ww/learnbadging](http://www.hpe.com/ww/learnbadging)

**Q. What are the key dates to know for the digital badging program?**

A. Here are the key dates to reference for our students:

April 26, 2017	The date when the digital badging program goes live. This means that students visiting their “My Profile” pages will now see a tab called Achievements on which their earned badges will appear, starting on this date.
Jan 1, 2016	The date from when student activity will accumulate points.

**Q. Does this mean that our students attending courses now will earn points and badges going forward?**

A. Yes. Our students attending any HPE courses provided by Education Services, will accumulate new points and earn new badges. Also, some courses in 6 key technology categories will earn additional badges for those categories. Points are earned automatically, and are counted as students complete registration and course attendance.

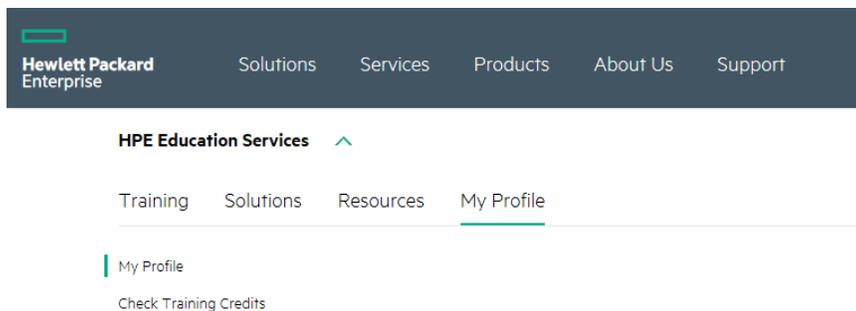
**Q. What do students need to do, to make sure that their activities are counted accurately towards earned points and badges?**

A. To ensure that their activities accumulate points accurately, students must ensure that they have accurate data in their “My Profile” information. They can do this by visiting their “My Profile” pages, logging in through the HPE Passport account, and checking their data.

Most importantly, each student must provide us with a unique and accurate email address for our system to be able to track their earned points and provide them with digital badges. Once students have an active and accurate “My Profile” page, then all of their activities are tracked automatically – such as registering for courses and completing course days. They do not have to do anything special to report activities, after they have an accurate profile.

**Q. Where can students find their “My Profile” information?**

A. Students viewing HPE Education Services (starting at: [www.hpe.com/education](http://www.hpe.com/education) ) on the web page, will find a link to “My Profile” in the page eyebrow menu. This is shown in figure 1 below.



**Figure 1. A link to “My Profile” from the Education Services web site pages, allow students to find their student profile to view badges as well as to correct profile information if needed**

## Q. How do our students find their badges after training?

A. Students will see their badges as part of their existing student profiles – found at the same My Profile location. Student profiles are created when students register for courses from us for the first time. Within their profile, students are able to track their course registrations, history, subscriptions, and contact information. To this, the badging program adds a new tab called Achievements in which the student will see their badging and encouragement messages, have social media sharing access, and be provided with links to information about the badging program.

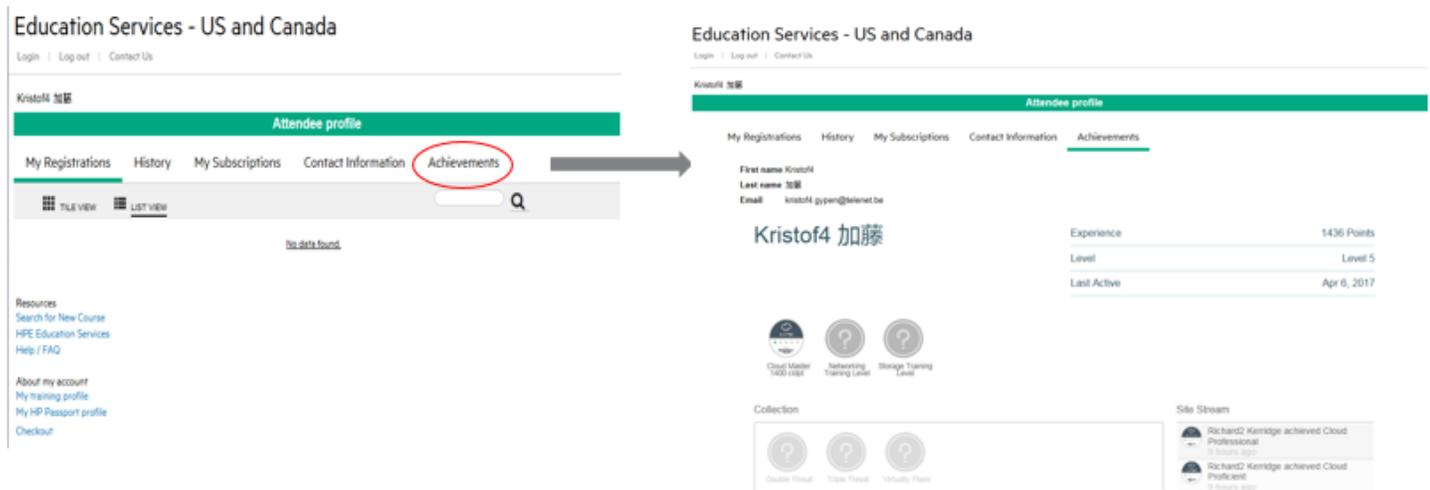


Figure 2. HPE digital badging Achievements interface for students

## Q. How can students learn more about the digital badging program?

A. Please provide them with the student hand-out on the digital badging program, provided to you along with this FAQ. We are also in the process of adding information on digital badging to student course materials. Students can also visit the digital badging web site page, at:

[www.hpe.com/ww/learnbadging](http://www.hpe.com/ww/learnbadging)

## Q. Which badges will students earn from attending a specific course?

A. Every HPE Education Services course contributes to the overall program points and Peak Performance badges, which look like this:

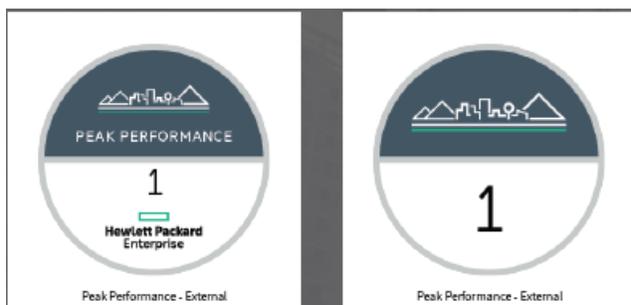


Figure 3. HPE Digital Badging for the overall program, called HPE Peak Performance – levels 1 through 10

Also, courses in 6 special categories will be individually recognized and awarded during phase one, each category with its own unique set of points and badges. These are:

- HPE Cloud
- HPE Storage

- HPE Networking
- HPE Servers
- HPE Security
- HPE DevOps

Students taking courses within these categories will also accrue points within the category, and receive specific category credentials (digital badges) as their training progresses within the category. These badges recognize a student's investment of time and acquisition of skill in a particular category.

Each category includes 5 progressive levels of skills development. Students reach a new level with each additional day of course work completed in a category.

An example of how a badge for HPE Cloud looks is shown here along with the progressive skill levels:



**Figure 4. HPE Digital Badging for HPE Cloud with progressive levels of skill development from HPE Cloud Savvy (level 1) through HPE Cloud Master (level 5)**

Our students will also earn special Achievement badges, awarded for their activity. In short, all students attending our HPE Education Services courses earn points and are rewarded with digital badges automatically as part of the benefits that they receive.

The badging program is described in full on our web site, at: [www.hpe.com/ww/learnbadging](http://www.hpe.com/ww/learnbadging)

Students are encouraged to check the “learn badging” page often, to find information on the badges offered as well as to learn about new badge opportunities. For example, information on a new badge opportunity offered for students attending Discover 2017 will be introduced in May 2017.

### **Q. Will badging be localized to work better internationally?**

A. Yes, although not in phase one. In a later phase, reward names displayed underneath each badge icon as well as the congratulatory reward message will be translated based on the students' brand page preference identified on their profile. This includes translated badge names for social media sharing. In addition, the supporting user interface of the Achievements tab of “My Profile” will also include translation.

### **Q. How does this badging program work with formal HPE certification?**

A. This program for digital badging and credentialing is designed to complement the formal HPE certification program. This Peak Performance badging program will include the formal HPE certification badges at a future phase later this year. Certification badges will be presented to students in the same “My Profile” Achievements interface.

### **Q. How does this badging program work with formal third-party certification?**

A. Third-party certifications can include any partner working with HPE to offer formal student exams, such as Exin and OpenStack. Our digital badging program is designed to be complementary to formal certifications from third parties such as these. Just as with certifications issued by HPE when formal exams are passed, the HPE digital badging program will

reward our students for the courses that they take to prepare for exams. This badging is in contrast to certifications which are awarded when students pass the formal exam.

**Q. What if a student doesn't know how to see their student profile?**

A. HPE has created a badging program hand-out that summarizes how to find and view the "My Profile" page. The process is very easy, and includes finding the "My Profile" link in the HPE Education Services web site and then signing into their HPE Passport account. The program hand-out is intended for students to receive in training courses, from HPE instructors as part of their kit of materials.

Students with additional questions or who need assistance, are advised to [Contact Us](#).