



Course Catalog

Intershop Technical Training

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Table of Contents

1	WELCOME AT INTERSHOP TECHNICAL TRAINING	4
2	THE INTERSHOP TRAINING CONCEPT	6
3	LEARNING PATH	7
	Intershop 7 Training Course Overview	7
4	TRACKS	7
	ICM-010: General Overview Track	8
	ICM-016: Training Track for System Administrators	9
	ICM-055: Fast Track for Developers	10
	ICM-020: Training Track for Business Users	11
5	COURSES	12
	ICM-100: Intershop 7 –Overview	12
	ICM-116: Intershop 7 – System Administration	13
	ICM-550: Intershop 7 – Express Training	14
	ICM-200: Intershop 7 – Business User Training	15
	Intershop Certified Professional Program	16
6	ORGANIZATIONAL HINTS	17
	Training Data, Pricing, and Further Information	17
	Training Registration (Training Center)	18
	On-Site Scoping Form	19
	On-Site Training Check List	20
	Certification Request	21
	General Terms and Conditions for Training Services	22
7	YOUR CONTACTS AT INTERSHOP TECHNICAL TRAINING	24

1 Welcome at Intershop Technical Training

Dear Customers and Partners,
Dear Friends and Employees of Intershop,

A well educated, prepared and experienced staff is one of the most important success factors for software rollout projects. In other words: A high percentage of software implementations fail due to the human factor.

Intershop Technical Training can significantly help you prepare your team for the rollout, maintenance, and efficient usage of Intershop 7.



Thomas Richter
Manager Technical Training

Make your Intershop implementation successful.

A reliable specification is the first important step to a successful implementation.

Therefore you must:

- ▶ Clearly define the target system
- ▶ Know the software's out-of-the-box functionality
- ▶ Derive necessary customization efforts

Intershop Technical Training delivers the proven knowledge and skills for modeling the individual solution and for correct and efficient project estimation.

Streamline your implementation.

Engineers need comprehensive knowledge of technology in order to efficiently customize and implement the software.

One to two weeks of training provide them with an overview of the whole Intershop application suite as well as advanced knowledge on tools and techniques for installing, customizing, and tuning the system.

Reduce project risk.

A clear understanding of the chosen technology will enable you to avoid non-performing implementation as well as unnecessary or awkward customization.

Professional staff is the key factor to minimize the risk of failing or of setting up an ineffective system.

Shorten project time.

Most projects have a demanding schedule. The better the engineers know the system and the corresponding tools and techniques, the faster they can do their jobs.

Secure your investment.

Building up at least basic internal knowledge on the newly implemented system can make your organization independent from some possibly expensive services.

Get most value from your system.

You reduce long-term TCO (total cost of ownership) by using educated system administrators and web designers.

Prepare the users.

In one and two day training sessions, users learn how to efficiently and correctly deal with the new environment. This will also reduce their fear of the change to another system.

Learn Intershop from Intershop.

Intershop Technical Training offers a wide range of trainings aimed to prepare consultants and engineers for the implementation and maintenance of Intershop's E-Business Solutions. Training courses are modularly assembled into tracks to support various members in Intershop project teams as well as maintenance staff and users. This flexible system can easily be adapted to very special demands from customers and partners.

Use the advantages of...

- ▶ ... receiving high-quality education
- ▶ ... on most current technology and methodology
- ▶ ... delivered by experienced trainers,
- ▶ ... who are part of the software manufacturer itself.

Our trainings are mainly targeted to technical staff. All overview courses and technical introductions are also good for partners, project managers, business consultants and end-users to get an understanding of the Intershop software, how it works and which features and functionalities it delivers.

An up-to-date version of the Intershop Course Catalog you can always find on our public website, which also contains descriptions of older training classes.

For additional information please check our website: www.intershop.com

We are looking forward to seeing you in one of our trainings soon! If you need more information feel free to contact us. All necessary information you will find on the last page of this document.

Thomas Richter
Manager Technical Training

Jena, Jul 2018

2 The Intershop Training Concept

Intershop offers a complete line of trainings to cover the needs of each team member involved in an Intershop project.

Training Tracks

Each individual can find a learning path geared directly at her or his personal needs. To find the right one for you, please check the target group definitions on the right side and then turn to the recommendations for your target group on page Training Tracks⁶ or adjacent.

Training Courses

On the following pages you will find descriptions of all currently available courses on Intershop 7. They are aimed at the various target groups involved in e - commerce implementation project work as well as at IT Managers and Decision Makers.

We offer classes on previous Enfinity versions (Enfinity Suite 6), too. For more information, please contact us by e-mail (techtraining@intershop.com) or phone (+49 3641 50-1400).

Certification

At the end of this course catalog (see page **Error! Bookmark not defined.**) you will find the currently available Intershop Certification exams and all necessary information.

Main Target Groups of Intershop Trainings

Developers...

... in Intershop projects are Java programmers. They are instrumental in the implementation of new and extended functionality.

Web Developers...

... are responsible for the development and design of site "look and feel". They possess extensive knowledge of page design.

System Administrators...

... are responsible for management and control software/hardware infrastructure, are involved in the system maintenance, including user access rights, tuning, performance and security issues.

Technical Consultants...

... are responsible for assisting customers in scoping and specifying the optimum technical architecture.

Project Managers...

... are responsible for the design and implementation of e - commerce projects, devising project plans, including budget and human resource forecasts and requirements.

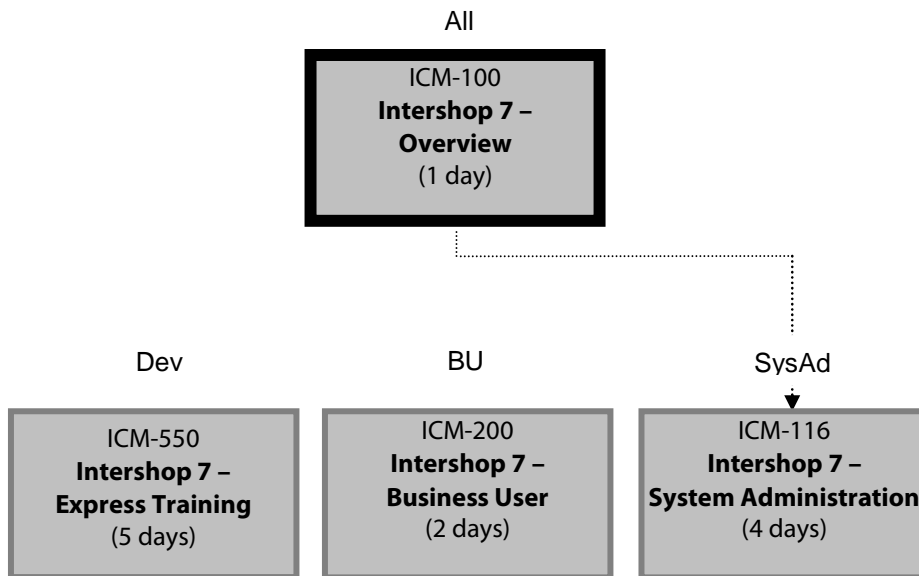
Business Consultants...

... are responsible for defining business models and processes.

3 Learning Path

Intershop 7 Training Course Overview

The following picture shows the Intershop 7 training courses, their duration, target groups and order.



Legend:

Course Sequence:
Optional →

Target Groups:

All	Special
-----	---------

All – Everyone
SysAd – System Administrator
Dev – Developer
BU – Business User

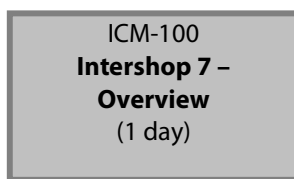
4 Tracks

The following training track shall give you an idea which courses are helpful for your profile.

ICM-010: General Overview Track

During this overview track you will be introduced to Intershop 7 business features and capabilities. You will also get a comprehensive overview over system components and tools..

Basic Training (1 day)



Pre-Requisites

None

Duration

1 day

Target Audience

All, especially:

- ▶ Decision Makers
- ▶ IT& Business Managers
- ▶ Sales Representatives and Sales Consultants
- ▶ Business & Technical Consultants
- ▶ Project Managers
- ▶ (Power) Users
- ▶ Developers
- ▶ Managers & Specialists from other departments then IT

Practical Exercises

50%

Tools

- ▶ Intershop 7
- ▶ Course Files

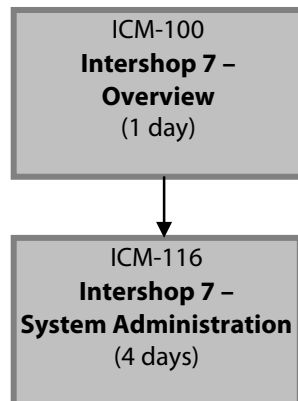
Books

Manual Books

ICM-016: Training Track for System Administrators

This track is designed to meet the needs of System Administrators. They are responsible for management and control software and hardware infrastructure, are involved in the system maintenance, including user access rights, tuning, performance and security issues. Installation from scratch as well as various deployment scenarios is on the agenda.

Basic Training (5 days)



Pre-Requisites

- ▶ Familiarity with Internet technology and networking, client-server architecture, server administration issues and databases;
- ▶ Administrator level familiarity with Windows operating systems, databases and UNIX

Duration

5 days

Target Audience

- ▶ System Administrators
- ▶ People responsible for deployment scenarios

Practical Exercises

50%

Tools

- ▶ Intershop 7
- ▶ Course Files

Books

- ▶ Manual Books

Certification

The courses deliver the fundamental knowledge for the Certification examination to become a...

Certified Intershop 7 System Administrator

ICM-055: Fast Track for Developers

This track is geared to reach developers. All standard programming aspects are covered in this extensive track. It all starts with the very basics in form of an introduction. Since web developers depend on the output produced by developers, web development aspects need to be covered also. Common facets like java development, modelling, testing etc. are certainly part of this track. Needless to mention there are various practical tasks embedded.

Basic Training (5)



Pre-Requisites

- ▶ Familiarity with internet technology and networking and experience in web page design
- ▶ Ability to create your own Java programs from scratch
- ▶ Programming experience under Windows
- ▶ Basic knowledge of Extensible Markup Language (XML)

Duration

5 days

Target Audience

- ▶ Frontend Developers
- ▶ Backend Developers

Practical Exercises

75%

Tools

- ▶ Intershop 7
- ▶ Course Files

Books

- ▶ Manual Books

Certification

The courses deliver the fundamental knowledge for the Certification examination to become a...

Certified Intershop 7 Developer

ICM-020: Training Track for Business Users

During this track you will be introduced to Intershop 7 business features and capabilities. You will get an overview over the entire Intershop 7 landscape. Most important, you will get in touch with the tools you'll use on a day-to-day basis. In this track, the training reference scenario is used. B2C as well as B2B topics are covered in the training.

Basic Training (2 days)

ICM-200
**Intershop 7 –
Business User**
(2 days)

Pre-Requisites

Basic understanding of e - commerce

Duration

2 days

Target Audience

All, especially:

- ▶ Strategic Business Users
- ▶ Business Users
- ▶ Sales Representatives and Sales Consultants
- ▶ Business Consultants
- ▶ Project Managers

Practical Exercises

75%

Tools

- ▶ Intershop 7
- ▶ Course Files

Books

- ▶ Manual Books

5 Courses

The following training courses shall give you an idea which individual courses are helpful for your profile.

ICM-100: Intershop 7 –Overview

Description

This course provides an overview about usual Business Processes within typical e - commerce business scenarios and how they are handled by Intershop 7 as an essential application to transfer them to an online shop.

During this course you will be introduced to Intershop 7 Sell-Side Channels, i.e. Consumer Channel, Partner Channel and their respective concepts.

You will gain extensive hands-on experience with the included demo scenario. Furthermore, you will see how you can implement electronic business processes with resellers, partners and customers easily and economically.

Guided through real-world tasks, you will learn how to establish business relationships to customers and how you can use these relationships, as you need them for your enterprise.

What you will learn

- ▶ How Intershop 7 integrates with external applications to provide a multi channel e - commerce.
- ▶ How to administer a sales organization, its channels and applications.
- ▶ How sales organizations sell goods and services over the internet to their direct customers with personalized storefronts and consumer specific catalogs.
- ▶ How sales organizations can provide commercial services to distributors or agents which do not have e - commerce capability.
- ▶ How to process orders.
- ▶ How to use the various marketing features to improve the business.
- ▶ How to use the new content management functionalities to edit and manage storefront pages.
- ▶ How to manage Mass Data like catalog and product import/export, product syndication or product sharing.
- ▶ How to use the new Localization capabilities.

Pre-Requisites

- ▶ none

Duration

1 day

Target Audience

All, especially

- ▶ Decision Makers
- ▶ IT Managers
- ▶ Sales Representatives and Sales Consultants
- ▶ Developers
- ▶ Web Designers
- ▶ Technical Consultants
- ▶ Business Consultants
- ▶ Project Managers

Practical Exercises

60%

Software / Tools

- ▶ Intershop 7
- ▶ Course Files

Books

Training Manual

ICM-116: Intershop 7 – System Administration

Description

In this 4-days training done on CentOS Linux running in a VM you will get hands-on practice installing, configuring and administering an Intershop 7 system on top of an Oracle database server.

An important topic is the Continuous Integration (CI) process, which is the Gradle based build, publishing and deployment process of Intershop 7 systems.

You will understand the technical details and learn to administer an Intershop 7 system. You will then explore the access points for configuring Intershop 7: Various properties files and log files. You will see how to install and initialize an Intershop 7 cluster as well as to perform a data replication between different Intershop 7 clusters. You will also become familiar with monitoring tools.

What you will learn

- ▶ Database server setup
- ▶ Setup and configuration of remote Artifact Repository (Nexus) with proxy repository that maps to Intershop's public Nexus
- ▶ Setup and configuration of build server (Jenkins)
- ▶ Download bootstrap for project and CI environment, create project and CI environment
- ▶ Download sources of Intershop's responsive starter store
- ▶ Prepare custom component set and assembly based on Intershop sources.
- ▶ Import project and CI environment into the version control system (SVN).
- ▶ Configuration and execution of Jenkins jobs as preparation for CI and developer builds.
- ▶ Demonstration of CI workflow, publishing of snapshots and releases to Nexus done by Jenkins jobs.
- ▶ Checkout of developer environment and demonstration of the developer workflow (publish to local repository, deploy server, and work with Intershop Studio).
- ▶ Automatic generation of snapshots
- ▶ Deployment of a release to two servers (LIVE, EDIT) ready for Data Replication.
- ▶ Additional service component administration
- ▶ Cluster architecture and communication processes
- ▶ Web server, web adapter and web adapter agent
- ▶ Management and administration
 - ▶ Properties files
 - ▶ System Management Console (SMC)
 - ▶ Tomcat Cluster Management Console (TCC)
 - ▶ Configuration framework /Loggin Framework

- ▶ Tools
 - ▶ Rest calls
 - ▶ Command Line Client
 - ▶ Ant tasks
- ▶ Security aspects
- ▶ High availability and scaling
- ▶ Monitoring
- ▶ Caching
- ▶ Data Replication

Pre-Requisites

- ▶ Participation in Intershop 7– Overview (ICM-100) recommended
- ▶ Familiarity with:
 - ▶ IT technology and networking
 - ▶ Server administration issues
 - ▶ Database administration
 - ▶ Linux OS

Duration

4 days

Target Audience

- ▶ System Administrators
- ▶ Technical Consultants

Practical Exercises

30%

Tools

- ▶ Intershop 7
- ▶ Nexus
- ▶ Jenkins
- ▶ SVN
- ▶ Intershop Studio
- ▶ JMX client

Books

Training Manual
Cookbooks

ICM-550: Intershop 7 – Express Training

Description

After a successful checkout and deployment of an Intershop 7 project you'll have a quick tour through backoffice and storefront features. The course is then aimed at learning how to extend and customize Intershop 7. Firstly, you will learn how to add programmatic resources to an Intershop7 project via Cartridges and Application Types. You will then get familiar with basic concepts on accessing and provisioning of data via Persistent Objects, Business Objects and REST services.

Secondly, you will learn how to use and display data in the backoffice via the usage and creation of pipelets, pipelines, webforms and queries. Code execution is controlled via the Intershop7 extension framework. We will then turn our attention to storefront enhancement. You will learn that an Intershop 7 storefront website is always composed out of pages, page variants, slots and components and how data is gathered. More enhanced features like page templates are used to speed up the development of storefront elements.

The course focuses heavily on modern software development paradigms, prefers the use of extension mechanisms and the use of the Managed Service framework to ensure migratability. It also demonstrates the use of automatic testing principles in detail to ensure proper functioning of a webshop project at all levels. In an optional section we offer the demonstration of a wide range of advanced features like basket re-calculation, dynamic customer segmentation, microservice development, widget programming or the development of speech skills to access information from the webshop via voice command.

What you will learn

- ▶ Intershop 7 project development aspects
- ▶ Intershop 7 cartridges Application Types and Applications
- ▶ Modeling of Persistent Objects for an ORM Implementation of Business Objects
- ▶ DBInit and Database Preparers
- ▶ Development of Business and Resource Objects and a REST service
- ▶ Pipelet and Pipeline Development
- ▶ Automated Testing, Query Framework
- ▶ Managed Services Framework
- ▶ Authorization Framework, Localization Framework
- ▶ Intershop7 Content Management System
- ▶ Extension Framework
- ▶ Intershop 7 advanced features

Pre-Requisites

- ▶ Java knowledge
- ▶ Basic knowledge of Web Services
- ▶ Familiarity with internet technology and web design

Duration

5 days

Target Audience

- ▶ Frontend Developers
- ▶ Backend Developers

Practical Exercises

75%

Software / Tools

- ▶ Intershop 7
- ▶ Course Files

Books

Training Manual - Tasks

ICM-200: Intershop 7 – Business User Training

Description

This course provides an overview about usual business use cases within typical e - commerce business scenarios and how they are handled by Intershop 7 as an essential application to transfer them to an online shop.

The focus is set on day-to-day tasks and how Intershop 7 can be of help here. For training reasons the reference scenario is used.

You will gain extensive hands-on experience with the included demo scenario. Quite a few business scenarios can be combined with content authoring tasks (A/B testing, promotions, campaigns etc.). This allows for highly customized, on-demand content presentation and shopping experience.

Guided through real-world tasks, you will learn how to establish business relationships to customers and how you can use these relationships, as you need them for your own enterprise.

What you will learn

- ▶ Business use cases and their mapping to the underlying business processes
 - ▶ Maneuver within the different web interfaces of the reference szenario
 - ▶ Setup a new customer target segment (Customer Management)
 - ▶ Activities regarding closer customer relationship especially using the B2B scenario (Customer Management)
 - ▶ Edit a product in the online-shop (Product & Catalog Management, Content Management)
 - ▶ Configure the search user experience for the online-shop and use it for marketing purposes (Operations & Maintenance, Marketing)
 - ▶ Perform a marketing campaign including promotions, creation of landing pages and teasers (Marketing, Content Management)
 - ▶ Configure the order process (Order Management, Operations & Maintenance)
 - ▶ Understand the data publishing/replication process using an environment with separated edit and live system. (Operations & Maintenance)
 - ▶ Monitor and analyze the customer behavior related to alternative promotions and /or different designed content elements using the built in A/B- Test feature (Marketing, Content Management)
 - ▶ Change an image teaser (Content Management)
 - ▶ Localize values of localizable keys.(Content Management)

Pre-Requisites

- ▶ none

Duration

2 days

Target Audience

All, especially

- ▶ Business Users
- ▶ Decision Makers
- ▶ IT Managers
- ▶ Project Managers

Practical Exercises

75%

Software / Tools

- ▶ Intershop 7
- ▶ Course Files

Books

Training Manual - Tasks

Intershop Certified Professional Program

Certifications on Current Intershop Software

Certified Intershop 7 - System Administrator

- ▶ ICM-100: Intershop 7 – Overview
- ▶ ICM-116: Intershop 7 – System Administration

Certified Intershop 7 - Web Developer

- ▶ ICM-550: Intershop 7 – Express Training

Certified Intershop 7 - Developer

- ▶ ICM-550: Intershop 7 – Express Training

Certifications on older Enfinity versions

Please, contact us for more information on the following certifications:

Enfinity Suite 6.4

- ▶ Intershop Certified Enfinity Suite 6 - System Administrator
- ▶ Intershop Certified Enfinity Suite 6 - Web Developer
- ▶ Intershop Certified Enfinity Suite 6 - Developer

Do you want to test and assess your knowledge of Intershop products?

Certification is the best way to measure your skills alongside those of other Intershop Certified Professionals.

As a result of becoming certified, you will

- ▶ Receive acknowledgment from the development community and establish yourself as an expert on Intershop products
- ▶ Reach new heights in your career path and distinguish yourself from your competition in the world of e - commerce
- ▶ Have access to the official 'Intershop Certified' logo for use in marketing collateral.

Which knowledge is required?

Most of the test questions correspond to the content of the training courses shown with the certification title. It is not required that you pass training before taking an examination.

Where can I take the exam?

Intershop offers the certification exams at any of Intershop or Partner offices, including:

- ▶ Germany:
 - Jena
 - Stuttgart
- ▶ United States: San Francisco
- ▶ Australia: Melbourne
- ▶ Remote Access via WebEx

How long takes the exam?

Depending on the chosen exam it takes:

- ▶ 60 minutes for the Web Developer
- ▶ 60 minutes for the System Administrator
- ▶ 90 minutes for the Developer

Register for a test!

You can register on our website or simply send an e-mail with the following information to techtraining@intershop.com:

- ▶ Your complete name
- ▶ Your e-mail address
- ▶ Certification name
- ▶ Location
- ▶ 3 alternative exam dates

or you check the adjacent form at the course catalog.

6 Organizational Hints

Training Data, Pricing, and Further Information

Training Dates

The current training dates for different regions are available at <http://www.intershop.com/training>.

Training

The training goes from 9 am -5 pm. It is split into 90 minute units. Between the units we offer a coffee break. From 12:30 – 1:30 we offer a lunch break. Catering is included.

How to Enroll?

Please enroll via our Web site at <http://www.intershop.com/training>. There you can find our trainings. You will receive step-by-step instructions on how to enroll. Alternatively, you can use the enrollment fax form available on page 18.

On-Site Courses

Intershop offers an easy and convenient method for organizations to conduct private on-site courses. To schedule an on-site course on a given Intershop product line, please complete one of the following applications (page 19) and send it by letter or fax to your Intershop Technical Training Team.

In case you do not have the necessary technical equipment (page 20), you can arrange to rent computers from Intershop Technical Training.

Pricing

The price for one student per day in a standard training course at the Intershop Training Center in Jena is EUR 600 (USD 675), excluding tax. A price list as well as information about discounts for Intershop Partners is available on your request.

The price for a certification examination (page 21) is EUR 200 (USD 225), excluding tax.

Training Registration (Training Center)



Fax +49-3641-50 14 09

Please send the completely filled-out and signed form back to Intershop Technical Training by fax or mail.

Intershop Communications AG
D-07740 Jena, GERMANY
Phone +49-3641-50-1400
Fax +49-3641-50-1409
E-Mail techtraining@intershop.com

I want to register the following person for the Intershop training courses shown below:

_____	_____	_____
First Name / Last Name	Phone	E-Mail
_____		_____
Mailing Address		Position

Course No	Course Name	Location	Start at	Days	List Price € excl. VAT
Total:					

Do you wish a hotel reservation? Yes No

Billing Address:

_____	_____	_____
Organization	Department	Fax
_____	_____	_____
First Name / Last Name	E-Mail	Phone
_____		_____
Mailing Address		Position
_____	_____	
Location, Date	Signature	

On-Site Scoping Form

Fax +49-3641-50 14 09

In order to arrange an Intershop training for your company we kindly request you to fill out this form and send it back by fax. You will get a resource schedule confirmation, contact information and quote within two business days.

Intershop Communications AG
 D-07740 Jena, GERMANY
 Phone +49-3641-50-1400
 Fax +49-3641-50-1409
 E-Mail techtraining@intershop.com

1. Training Contents

a) Subject of Training:

- Intershop 7 Enfinity Suite 6
 Other: _____

b) Training Contents and Goals:

Briefly describe what the attendees should learn during the training and/or what they have to be able to do after the training:

c) Pre-Requisites (knowledge and/or practical experience of the training attendees):

- | | |
|--|--|
| <input type="checkbox"/> Administering Windows 7/2000/XP | <input type="checkbox"/> Programming with |
| <input type="checkbox"/> Administering Linux | <input type="checkbox"/> Java |
| <input type="checkbox"/> Database Administration | <input type="checkbox"/> other languages: _____ |
| <input type="checkbox"/> Web Design, HTML <input type="checkbox"/> XML / XSL | <input type="checkbox"/> Management of software projects |
| <input type="checkbox"/> Intershop-Product (like marked above) | |

2. Organizational Questions

- a) Estimated Number of Training Days: _____
 b) Number of Attendees: _____
 c) Preferred Training Location: your company* Intershop Training Center
 d) Possible Training Dates: _____ - _____
 Alternatively: _____ - _____

3. Contacts

a) Training Attendee Information:

 Organization Department Phone

 Mailing Address Fax

b) Contacts:

Responsible for...	Name	Phone	e-Mail
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Training & technical issues

Billing contact

Operational issues (Hotel etc.)

 Location, Date Name Signature

On-Site Training Check List

Fax +49-3641-50 14 09



Intershop Communications AG
D-07740 Jena, GERMANY
Phone +49-3641-50-1400
Fax +49-3641-50-1409
E-Mail techtraining@intershop.com

Please send the filled-out and signed form back to us 1 week before training starts.

1. Training Room and Date

Training Room Address	Floor, Room	Training Start Date + Time
Local Contact	Mobile Phone	Phone

2. Equipment for Training Attendees

The following table shows the minimal requirements for the appropriate Intershop software product training:

	Intershop 7 (VM)
a) Hardware:	1 Computer per Attendee with at least:
BIOS	<input type="checkbox"/> 64 Bit activated
RAM	<input type="checkbox"/> 16 GB
Processor	<input type="checkbox"/> 2 GHz
Free Disc Space	<input type="checkbox"/> 100 GB
DVD Drive	
CD Drive	
USB 2.0	<input type="checkbox"/> required
b) Network:	
Network Card	<input type="checkbox"/> required
TCP/IP installed	<input type="checkbox"/> required
c) Software:	
Host Operating System	<input type="checkbox"/> Windows 10, Mac OS X
Tools	<input type="checkbox"/> 7zip
Other Tools	up-to-date Oracle VM Virtual Box Manager
d) Intershop VM:	
Installation/	<input type="checkbox"/> to be done by client
Database	included in VM
Intershop Software	included in VM
Browser	included in VM
e) Internet Access:	
Attendee's computer	<input type="checkbox"/> mandatory
Trainer computer: either from Intershop or provided by client	<input type="checkbox"/> mandatory

3. Equipment for Trainer

- SVGA Projector with resolution of at least 1024 X 768
- Flipchart and/or whiteboard with necessary accessories

I hereby confirm that for the on-site training all hardware and software will be available as marked above.

Location, Date	Name	Signature
----------------	------	-----------

Certification Request

Fax +49-3641-50 14 09

Please note that we need the completely filled-out form at least 2 weeks before the first possible examination date.

Intershop Communications AG
D-07740 Jena, GERMANY
Phone +49-3641-50-1400
Fax +49-3641-50-1409
E-Mail techtraining@intershop.com

Data of the Applicant:

_____	_____	_____
First Name / Last Name	Phone	E-Mail
_____		_____
Mailing Address		Position

I wish to take the following exam:

Intershop software:

- Intershop 7
- Enfinity Suite 6

Title:

- Certified System Administrator
- Certified Web Developer
- Certified Developer

Language: English German

Location:

- Jena
- Hamburg
- Stuttgart
- Remote (via WebEx)
- Other: _____

Date: _____ or _____

Billing Address:

_____	_____	_____
Company	Department	Fax
_____	_____	_____
First Name / Last Name	E-Mail	Phone
_____		_____
Mailing Address		Position

_____	_____
Location, Date	Signature

In case you want to certify a group of applicants, please send e-mail to techtraining@intershop.com

General Terms and Conditions for Training Services

1. Subject matter, conclusion of the contract

1.1 These general terms and conditions of business apply for all training and certification programs delivered by Intershop Communications AG (subsequently referred to as Intershop).

1.2 Only these general terms and conditions of business apply. Terms and conditions of business of those receiving training or taking a certification examination (subsequently referred to as participant) do not apply, even if not explicitly stated by Intershop. The terms and conditions presented in this document also apply if Intershop knowingly renders services due that are in conflict with the participant's terms and conditions of business.

1.3 Participants must register in advance to take part in Intershop trainings or certification exams. Registration consists of filling out a form, either by hand or online, that is provided by Intershop. Registration also includes selecting the training session the participant intends to attend or the respective certification exam. The current Intershop Technical Training Course Catalog provides a list of training services and certification examinations offered by Intershop.

1.4 Intershop will then submit a written quote of the selected services to the participant. The contract only takes effect once the participant has confirmed the quote in writing.

2. Conducting training

2.1 Intershop is responsible for conducting training or for contracting a third party to conduct training and is free to choose any consultant for such purposes. Intershop is entitled to transfer the duties of the contract to a third party to perform and to change the contents of training sessions as long as the objective of the training is not compromised. Intershop may cancel training, change the date or time of training or designate the training location with advance notice.

2.2 Intershop will make every effort to provide the participant with all important knowledge during training sessions, as per the training plan and the current training documents.

2.3 Intershop will conduct training on its own premises, on the participant's premises, or at another mutually agreed upon location. Training is to be conducted during the dates specified by Intershop in the quote and confirmed by the participant.

2.4 If training takes place on Intershop premises, Intershop will provide each participant with a desk with a computer and the necessary documents. Participants are responsible for incidental expenses (travel, accommodation, additional meals, etc.).

2.5 If training takes place on the participant's premises, the participant will provide the infrastructure necessary for training especially desks and computers, and is responsible for obtaining Internet connections if required. Intershop can provide these services, particularly computers with pre-installed training software, on the customer's premises or at an agreed upon location. The contract does not include this service, and the participant must reimburse Intershop for these costs.

2.6 Participants will receive a certificate confirming participation upon completion of training.

3. Certification

3.1. The price of one certification examination entitles one participant to take one certification exam, independent from the result of the respective test.

3.2. Before the examination, the participant must identify himself or herself by showing a valid passport.

3.3. The use of any aids besides the certification software is forbidden during the certification examination. If the participant uses any other software, data, documents or persons, the examination will be stopped and the results of the examination will be not passed. The participant must pay the full certification fee, no refund.

3.4. Within 24 hours after the end of the examination, Intershop will inform the participant of the examination results.

3.5. After passing the examination, the participant will receive the Intershop Certification Kit (certificate, digital logos) by mail within three weeks.

3.6. After a successful certification exam, the participant has the right to use the Intershop Certified title and logos for a period of two years. This time can be prolonged only by successfully passing another certification examination.

4. Compensation and terms of payment

4.1 Costs covered by the participant will be specified in writing in the contract and will include additional sales tax as required by law. If the parties do not specify the amount of compensation, the Intershop price list in effect at the time of conclusion of the contract will apply.

4.2 All fees are due upon receipt of an invoice and must be paid in full within 10 days. Sales tax as required by law will be included in all prices and indicated on the invoice.

4.3 If payment is not made on time, Intershop may charge a late fee of up to 9% but at least 5% over the European Central Bank (ECB) base interest rate.

4.4 The participant is in default if he/she does not pay following receipt of a reminder sent by Intershop once the due date has been reached. The legal regulation, which automatically takes effect 30 days after default on an invoice, remains valid.

5. Termination by Intershop

5.1 Intershop is entitled to terminate this contract if excess or insufficient registration cannot guarantee proper or economically feasible training or certification. Intershop is also entitled to terminate the contract due to instructor illness, technical reasons, or other reasons beyond Intershop's control.

5.2 Before exercising this right to termination, Intershop will make every effort to reschedule training or certification examination, with the participant's consent. In case of rescheduling, the contract will remain in effect and will be amended with the consent of both parties. If the parties cannot agree on the amendment to the contract, the contract will be terminated, and any fees paid by the customer will be reimbursed.

6. Termination by the customer

6.1 If the participant is unable to attend, the customer is entitled to designate another representative from his/her company to participate in the training or certification before the training begins. The client will incur no additional costs.

6.2 The participant is entitled to terminate the contract via written notice at any time.

6.3 The participant must not pay any fees if Intershop receives notice of termination on or before the 10th business day before the first day of training or certification date. The participant must pay 50% of the agreed costs if he/she terminates the contract between 10 and 5 business days before the first day of training or certification. The participant must pay 100% of the costs if he/she terminates the contract within 5 business days of the first day of training or before the certification examination.

6.4 If the participant wishes to change the training date set in the contract without canceling the entire contract, Intershop must receive written notice at least 5 business days before the first day of training. The participant will incur no additional costs, and the contract will be amended with consent of both parties. If Intershop receives such notice within 5 business days of the first day of training or the certification exam, the participant must pay Intershop 50% of the agreed upon costs as a processing fee.

6.5 Rights to further claims are reserved by Intershop. This especially concerns cancellation costs for travel already booked to the customer's premises or to any other agreed-upon location.

7. Right to training documents, software

7.1 All training documents are intended for the exclusive personal use of the participant.

7.2 The participant recognizes Intershop's copyright and therefore the exclusive distribution rights and right of use of training documents and software.

7.3 Intershop gives the participant the single and non-transferable right to use training documents and software for purposes stipulated in the contract. The right to use training software is limited to the length of the training session and is automatically rescinded following completion of training. Intershop is not required to provide notice of this rescission. The participant may only use training software on the training premises. The participant is not allowed to reproduce the training software and documents, in particular to process them in electronic systems, duplicate, or modify them in any way, or distribute them in any form to third parties. All embedded knowledge and teaching systems provided by Intershop to the participant on data storage media or made available on electronic networks are considered training documents.

7.4 Intershop will prepare and when necessary install training and certification software before training sessions and un-install the software following completion of training, if training takes place on the participant's premises and the participant does not have his/her own license for the training software. The participant must support Intershop as much as possible during such measures. The participant must ensure that no third party has access to the installed software and that the software is not retained in any form.

7.5 In addition, the participant recognizes all of Intershop's brand, trademark, name, and patent rights to the software and related documents. The participant may not remove, modify, or render unrecognizable copyright indications or indications of property rights.

8. Confidentiality

8.1 The participant is obligated to keep confidential all business and company secrets made known to him/her during training. This obligation is not limited to the training period. The participant may not share these with a third party or use them for his/her own purposes without written permission from Intershop.

8.2 The participant may not conduct any internal or external training or certification exams on Intershop products.

9. Liability

9.1 Intershop is only liable to the participant, regardless of legal grounds, for willful misconduct or gross negligence on the part of Intershop itself or its employees.

9.2 Intershop is only liable for slight negligence if provisions of the contract, which have a particular importance for achieving the purpose of the contract and can therefore be considered to be fulfilled, are violated. In this case, liability for damages, consequential harm caused by a defect, not specified in the contract is excluded. Liability is limited to the amount specified in Intershop's liability insurance for one single case of damage.

9.3 Contractual claims for damages by the participant against Intershop are subject to a limitation period of six months from the date on which the right arose, notwithstanding shorter legal limitation periods.

9.4 Due to the current technology, access to the server with teaching materials cannot be guaranteed at all times. Intershop is not liable if access is not available for short periods of time.

9.5 In the case data loss, Intershop is only liable for the costs of necessary reconstruction from back-up copies.

10. Other

10.1 The participant must obtain prior written permission from Intershop to transfer all rights stipulated in the contract.

10.2 The law of the Federal Republic of Germany, excluding the UN sales law, applies for all claims arising from the contract.

10.3 Changes and supplements to these terms and particularly warranties and agreements must be specified in writing to serve as point in controversy. Oral agreements are not valid.

10.4 Jena, Germany, is the place of jurisdiction for all disputes arising from the contract, as long as the contract is awarded by a *Vollkaufmann* (merchant who has been entered in the *Handelsregister* / Commercial Registry as a merchant) on the basis of his/her commercial trade or by a public law entity.

10.4 Jena, Germany, is the place of jurisdiction for all disputes arising from the contract, as long as the contract is awarded by a *Vollkaufmann* (merchant who has been entered in the *Handelsregister* / Commercial Registry as a merchant) on the basis of his/her commercial trade or by a public law entity.

7 Your Contacts at Intershop Technical Training

We would be happy to help you with any training related issue. Please, contact any of the contacts by phone, e-mail, fax or mail.

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