

SAS® Education

Providing knowledge through global training and certification

2011



Institute of IT Training
Gold Standard
Accredited Training Provider

www.sas.com/uk/education

0845 402 9902

education@suk.sas.com

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Education Update



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Kevin Meachen
Director of Professional Services, SAS UK

Education is crucial to expanding your horizons as a SAS professional. We not only offer top quality courses, designed and presented by experts, but also the chance to meet new people and build your business network.

However, the challenge doesn't stop when you finish your course. Not only will we keep in touch with you to see how you're getting on but you'll also have the chance to become an elite SAS certified professional.

Public courses are taught at learning facilities throughout the United Kingdom and Ireland. Our accredited course leaders deliver critical SAS knowledge and helpful tips using a combination of expertly designed lectures and software demonstrations, question and answer sessions, and hands-on computer workshops for an interactive learning experience that is second to none.

Custom courses have the same quality content and instruction as our public courses, but are taught either at your workplace or in one of our learning facilities. You have the benefit of asking questions and generating discussions unique to your organisation in a convenient and private setting. Choose any course from our comprehensive curricula or combine course segments to create a customised training experience that optimally benefits your team. For more information, see page 5.

Adoption Services provide additional offerings such as learning needs assessment, online simulation, adoption 'health checks', team performance assessment and our Train-the-Trainer programme. We also deliver practical, 'made to measure' workshops, courses and assessments which will ensure effective use and adoption of SAS software. For more information, see page 5.

Certification recognises excellence using SAS software. With a growing, worldwide demand for professionals with a high level of SAS software knowledge, certification can help you distinguish yourself as a leading SAS professional. It is also important to make sure that you and your team are working as effectively as possible. Find out how we can optimise your performance as well as that of your team and your organisation. For more information, see page 4.

The SAS® Expert Channel brings SAS expertise direct to you, on demand and via interactive live webinars. The channel can be accessed online or via a smartphone, where and when you need it. Webinars are led by recognised SAS professionals and range from interactive technical sessions to chat shows. The SAS Expert Channel is run through the SAS Professionals network (www.sasprofessionals.net). Membership of the network is free and access to the channel is available through an individual or corporate annual subscription. For more information, see back cover.

For more information on all our offerings, please visit www.sas.com/uk/education

Your course - enhanced with new learning technology

Did you know?

- When you hear some information, three days later you'll remember only 10% of it. However, add a picture and you'll remember two-thirds.
- Your attention starts to fade after 10 minutes of listening, but your interest is revived with stories and examples.

That's why we've improved our delivery techniques in the classroom, created a social network for SAS professionals and introduced personalised 'individual learner reports'. Getting the best from your experience in the classroom is the key to rapidly acquiring new skills and improving your performance at work.

Look out for the ▲ symbol to show your course has been enhanced.

Use the latest technology to boost your learning

Our classrooms make use of the latest interactive 'white-board' and learner feedback technologies. These remove the need to take tedious notes as all diagrams and illustrations will be sent to you after the course; giving you the freedom to focus on learning. You'll also engage with your course leader via a voting handset, actively responding to questions and quizzes. Our class room management software enables us to increase the quality of our delivery even further and beyond previous levels.

Make your learning personal

At the end of each course, you will be presented with your Individual Learner Report (ILR). This report gives you a detailed account of your answers during the course, enabling you to easily identify your strengths and weaknesses. It also contains a personalised development plan describing how you can improve your skills and performance even further.

Keep learning after the course is over

The SAS Professionals social network at www.sasprofessionals.net allows you to continue learning and developing your career as a SAS professional. By joining, you will be able to network with your course leader and other SAS professionals, learn about the latest SAS technologies and solutions and benefit from special offers and events. You can build your own community of experts and improve your credibility in the marketplace.

After your course, you will be invited to join an appropriate online coaching group. For the next four to six weeks, we'll ensure you retain what you've learnt through exercises, games, scenarios and discussion. Course leaders will also follow up your course with personal coaching sessions online.

Stay on track

We will also keep in touch with you to see how you are progressing with your action plan, at regular intervals 30, 60 and 90 days after your course.

Key benefits:

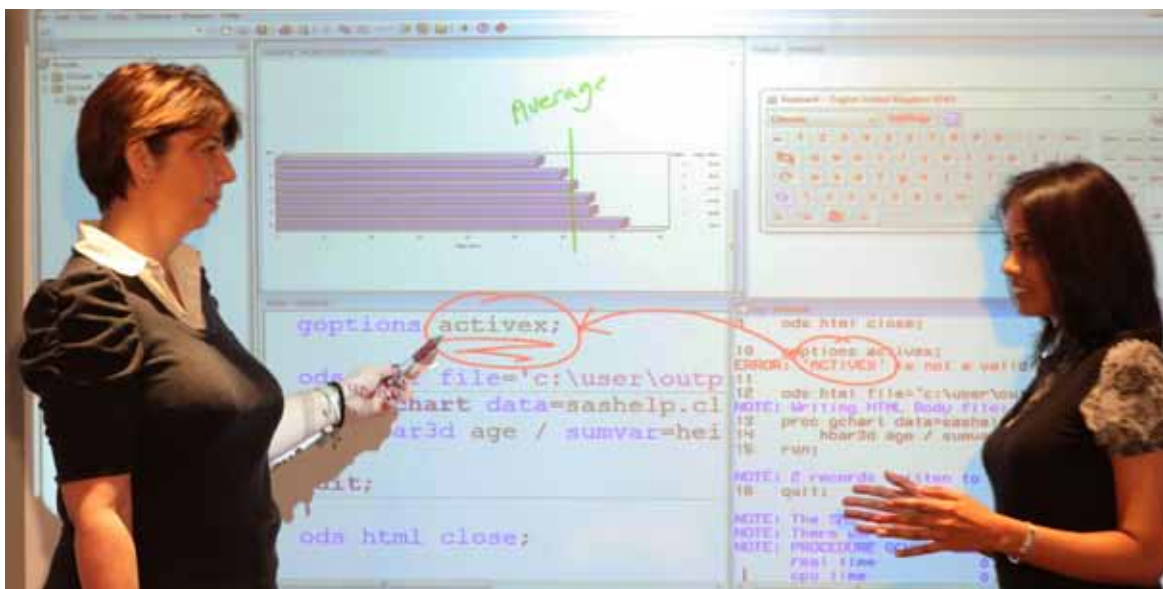
- Active engagement with questions, quizzes and educational games
- No more tedious note taking
- Network with your course leader and other SAS professionals after the course
- Keep your learning fresh with our post-course coaching groups
- Identify your strengths and weaknesses
- Benefit from a personalised action plan detailing further development
- Personal coaching programme
- Build a network of experts giving you the freedom to develop your career.

Customer feedback

"Good quiz/exercise format, seeing concepts before covered helped to grasp the concepts more thoroughly".

"This style of course content made learning it a lot more interesting than otherwise it could have been. The interactive voting keypads were well used and added a really valuable dimension to the course".

"Strong point: Use of activities to reinforce previously learned material. Interactivity: use of voting handsets during both quizzes and to check progress".



Are you ready to take your career to the next level?

Gaining SAS Certification means that you have proved your skills as a SAS professional. That's why SAS certified professionals enjoy higher salaries and better job security. Let SAS Certification enhance your credibility as a SAS professional and increase your career marketability.

Available credentials

- **Foundation:** SAS® Certified Base Programmer for SAS®9
- **Advanced:** SAS® Certified Advanced Programmer for SAS®9
- **Data Mining:** SAS® Certified Predictive Modeling using SAS® Enterprise Miner™
- **Platform Administration:** SAS® Certified Platform Administrator
- **Data Management:** SAS® Certified Data Integration Developer for SAS®9
- **Enterprise Business Intelligence:** SAS® Certified BI Content Developer for SAS®9.

Exam preparation

SAS Education has a programme of special offers and services to help you develop your career by attaining the SAS Programmer Certification credentials. Our 'best value' certification packages are available for both base and advanced credentials.

Exam registration

Register for the SAS® Certified Base Programmer for SAS®9, SAS® Certified Advanced Programmer for SAS®9, SAS® Certified Platform Administrator, SAS® Certified Data Integration Developer for SAS®9 and SAS® Certified Business Intelligence Content Developer for SAS®9 exams:

- With Prometric: www.prometric.com
- At a SAS UK office (Marlow, Manchester or Glasgow).

The data mining exam, SAS® Certified Predictive Modeling using SAS® Enterprise Miner™, must be taken at a SAS office. Dates for SAS Certification exams at SAS UK offices can be found in the Course Schedule.

For more information on SAS Certification, please visit www.sas.com/uk/certification

Base SAS Programming Certification Packages

BEST VALUE!

Save 50%

OR

Save 10%

Classroom + e-Learning + Certification

Classroom training:
[SAS Programming 1](#) £1,455
[SAS Programming 2](#) £1,455

e-Learning: (practice after class)
[SAS Programming 1 e-Course](#) £448
[SAS Programming 2 e-Course](#) £541
[Live Web Tutorial](#) £50

Certification:
[e-Practice exam](#) £33
 Certification exam voucher £113

Full retail price: £4,095

Save 50% **£2,047**

e-Learning + Certification

Classroom training:
Not Included

e-Learning:
[SAS Programming 1 e-Course](#) £448
[SAS Programming 2 e-Course](#) £541
[Live Web Tutorial](#) £50

Certification:
[e-Practice exam](#) £33
 Certification exam voucher £113

Full retail price: £1,185

Save 10% **£1,066**

Advanced SAS Programming Certification Packages

BEST VALUE!

Save 50%

OR

Save 10%

Classroom + e-Learning + Certification

Classroom training:
[SAS Programming 3](#) £1,455
[SAS Macro Language 1](#) £970
[SAS SQL 1](#) £970

e-Learning:
[SAS Programming 3 e-Course](#) £541
[SAS Macro Language 1 e-Course](#) £360
[SAS SQL 1 e-Course](#) £360
[Live Web Tutorial](#) £50

Certification:
[e-Practice exam](#) £33
 Certification exam voucher £113

Full retail price: £4,852

Save 50% **£2,426**

e-Learning + Certification

Classroom training:
Not Included

e-Learning:
[SAS Programming 3 e-Course](#) £541
[SAS Macro Language 1 e-Course](#) £360
[SAS SQL 1 e-Course](#) £360
[Live Web Tutorial](#) £50

Certification:
[e-Practice exam](#) £33
 Certification exam voucher £113

Full retail price: £1,457

Save 10% **£1,311**

Benefits of Online Certification Study Groups and Tutorials

Membership of a SAS Professionals study group or attendance at a Live Web tutorial will give you the opportunity to:

- Ask questions of course leaders and other SAS professionals.
- Interact with others preparing for the exam.
- Take part in quizzes.
- Practice with additional exercises.

"SAS Certification demonstrates a commitment to learning and provides a benchmark for skills and knowledge. These attributes will help strengthen my position within my organisation and help secure my future employment. Since taking the certification exams I have moved on to perform a more managerial and business analysis function within my organisation."

Frank Cushman
 Manager, Data & Risk Systems
 Lloyds Banking Group

Adoption Services

Learning Needs Assessment and Learning Strategy

The Learning Needs Assessment establishes the gap between the required competencies of a job role and the existing skills of your employees. The assessment is undertaken by experienced SAS Education specialists who are trained in assessing learning needs and designing training programmes. They all have in-depth knowledge of SAS and its application in a commercial context.

On completion of the Learning Needs Assessment, a Learning Strategy Report is created. This presents the findings of the assessment and our recommendations for an Adoption programme. The programme will support either the acquiring of new skills or the development of existing competencies for both the project team and the user community.

This approach ensures that the most suitable training is delivered at the right time, using the right mechanisms, to the right people.

For more information: www.sas.com/uk/education/learning-needs.html

Seminars

Seminars are an important way of learning. By discussing and questioning issues, SAS users can clarify their own ideas and also learn from each other. We can develop a programme to support you in learning more about SAS, working with examples and practical problems that arise in the business application of SAS. Seminars can be supported by a reading list to help facilitate discussions. They can be delivered by our Live Web media or as classroom activities.

Master Classes

As part of an overall Adoption programme, master classes provide a deeper understanding of topics relating to a particular discipline and are delivered by SAS experts or by subject matter experts.

Workshops

Workshops are sessions in which the participants work individually or in groups to solve actual work related tasks to gain hands-on experience. Fully customised, and interactive workshops can be delivered as individual events, or as part of an Adoption programme.

They enable participants to explore and solve business related tasks. Their objective is to provide an opportunity to consolidate existing knowledge and to learn new skills.

Online Simulation using our Rapid Adoption Service

The Rapid Adoption Service will help you to quickly implement and adopt new processes, policies and applications. It enables you to design, develop and deliver computer-based SAS training for multiple users so they can learn or update the specific skills needed to operate your SAS deployment.

To find out more: www.sas.com/uk/education/ras.pdf

Train-the-Trainer

SAS works with you to ensure that your training team are able to deliver any training materials that have been developed as part of the Adoption programme. We will co-develop a training repository that supports the on-going delivery of the customised SAS training materials. Train-the-Trainer can also include events designed to equip people unfamiliar with training with the awareness and practical techniques necessary to perform the role effectively. It aims to improve instructional skills by helping the trainees to understand the role of a trainer, prepare for instruction, recognise individual learning needs and manage a classroom environment effectively.

SAS[®] Adoption Health Check

An Adoption Health Check will be conducted six to eight weeks after you or your team have completed your training programme and have had an opportunity to apply what you have learned. The health-check will measure how you have maintained and grown in your ability to use SAS to resolve business problems.

Team Performance Assessment

The Team Performance Assessment is delivered by SAS Education specialists who will assess your team's skills and map them against your processes and procedures. The end result is a prioritised set of recommendations for tuning performance and planning long term improvement.

To find out more: www.sas.com/uk/education/team.pdf

Custom Training Services

Our custom-made courses, workshops and seminars are affordable, flexible and ideal for small or large groups.

You choose:

- **Course topics:** tailored to your needs or have a standard course delivered just for your staff
- **Course data:** standard course data can be provided or your own data can be used
- **Dates:** to suit your project timescales
- **Location:** your premises, a SAS learning centre or a third-party location.

If you would like training at your premises but do not have suitable training equipment, we can provide a setup service upon request.

Our custom-made courses combine lectures, software demonstrations, hands-on computer workshops and course materials.

We deliver:

- SAS accredited course leader
- Tailored course materials and exercises
- Hands-on workshops
- Post-course evaluation.

To book your custom event, simply contact one of our business development managers on **0845 402 9902** or education@suk.sas.com.

To find out more about custom events, go to www.sas.com/uk/education/custom-events.html

Course Schedule

Know Your Role

SAS®9 offers solutions for a wide variety of users, ranging from business users to programmers and statistical analysts. To find the training path best suited to your needs, simply match your job role to one or more of the examples below. If you can't find the courses you need, then log on to www.sas.com/uk/education, contact us on **0845 402 9902** or e-mail education@suk.sas.com.

Below and on the following pages you will find all our courses along with their location, dates and price. The courses are listed in job role order and are highlighted by their corresponding colour. ▲ denotes a course that has been enhanced with new learning technology. Please refer to www.sas.com/uk/education for detailed information on available courses.

Programmer/Analyst	Report Writer	Business User	BI Content Developer	BI Applications Developer	Data Integration Developer	Data Integration Architect	Data Quality Steward
Statistical Analyst	Market Researcher	Operations Researcher	JMP® Analyst	Data Miner	Forecaster	SAS® Platform Administrator	SAS® Solutions

Course Title & Location	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
PROGRAMMER / ANALYST								
SAS® Enterprise Guide® 1: Querying and Reporting (2 days) £970 / €1,200 ▲ EG1								
Marlow	11-12		10-11		1-2		2-3	
London		5-6		7-8		5-6		1-2
Glasgow	25-26				8-9		13-14	
Manchester		29-30		21-22		16-17		22-23
Dublin			13-14				20-21	
SAS® Programming Essentials for Experienced SAS® Enterprise Guide® Users (2 days) £970 / €1,450 EGP142								
Manchester	22-23							
SAS® Enterprise Guide®2: Advanced Tasks and Querying (2 days) £970 EG2								
Marlow	18-19			24-25			27-28	
London		26-27			19-20			12-13
Glasgow				10-11				26-27
Manchester			27-28			26-27		
SAS® Enterprise Guide® for Experienced SAS® Programmers (2 days) £970 / €1,200 EGSP42								
Marlow		1-2				19-20		
London				17-18				19-20
Glasgow	4-5						23-24	
Manchester			6-7					29-30
SAS® Programming 1: Essentials (3 days) £1,455 / €1,800 ▲ PRG1								
Marlow	22-24	28-30	24-26	23-25	19-21	4-6 30-1Feb	29-2Mar	26-28
London	10-12 31-2Sep	12-14	10-12	9-11 28-30		18-20	13-15	14-16
Glasgow	3-5	5-7	5-7	2-4	5-7	9-11	8-10	7-9
Manchester	17-19	19-21	19-21	14-16	14-16	23-25	22-24	19-21
Dublin		14-16				11-13		
SAS® Programming 2: Data Manipulation Techniques (3 days) £1,455 / €1,800 ▲ PRG2								
Marlow	1-3	7-9	3-5	2-4 30-2Dec		9-11	8-10	5-7
London	15-17	21-23	17-19	14-16	7-9	25-27	20-22	21-23
Glasgow	22-24		26-28		12-14		15-17	

Course Title & Location	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Manchester		12-14		23-25		18-20		26-28
Dublin			10-12				22-24	
SAS® Certified Base Programmer Fast Track (5 days) £2,425 / €3,000 ▲								
CERT92								
Marlow		26-30		28-2Dec		23-27		19-23
London	22-26		31-4Nov		12-16		6-10	
Glasgow		12-16				30-3Feb		
Manchester			10-14					5-9
Dublin				14-18				26-30
SAS® Base Programming Certification Tutorial (1 hour) £50								
LWCT								
Live Web	1	12	17	21		9	13	19
SAS® Base Programming Certification Exam (1 day) £175								
PRGEX								
Marlow	4		21		22	6		
Glasgow	2				22		20	
Manchester		16			22			30
SAS® Programming 3: Advanced Techniques and Efficiencies (3 days) £1,455 / €1,800								
PRG3								
Marlow		12-14	31-2Nov	23-25	12-14		15-17	
London	1-3		5-7			11-13		28-30
Glasgow		26-28			19-21			12-14
Manchester	24-26			7-9			20-22	
Dublin				28-30				
SAS® Macro Language 1: Essentials (2 days) £970 / €1,200 ▲								
MAC1								
Marlow		29-30		21-22		12-13		8-9
London	18-19		24-25		21-22		16-17	
Glasgow				7-8				15-16
Manchester	1-2		13-14		1-2		6-7	
Dublin		5-6				26-27		
SAS® SQL 1: Essentials (2 days) £970 / €1,200								
SQL1								
Marlow	9-10		13-14		15-16	9-10	13-14	
London		19-20			5-6			26-27
Glasgow	22-23				1-2			19-20
Manchester		1-2		17-18			27-28	
Dublin			27-28					12-13
SAS® Certified Advanced Programmer for SAS®9 (1 hour) £50								
LWCTADV								
Live Web		5	10	14	19		6	12
SAS®9 Advanced Programming Certification Exam (1 day) £175								
PRGEXADV								
Marlow	1		7					12
Glasgow		9				6		
Manchester				4			3	
SAS® Macro Language 2: Developing Macro Applications (2 days) £970								
MAC2								
Marlow			17-18					29-30
London	8-9					23-24		
Glasgow		1-2					6-7	
Manchester				7-8				

Course Schedule

Course Title & Location	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
REPORT WRITER								
SAS® Report Writing 1: Using Procedures and ODS (3 days) £1,455								RPT1
Marlow					7-9			12-14
Manchester		26-28						
BUSINESS USER								
SAS® Business Intelligence Reporting 1: Essentials (2 days) £970								SBU1
Marlow		1-2				5-6		
Glasgow				24-25				
Manchester								1-2
SAS® Business Intelligence Reporting 2: Additional Topics (2 days) £970								SBU2
Marlow			17-18				6-7	
Glasgow					15-16			
Manchester		12-13						15-16
BI CONTENT DEVELOPER								
Creating Business Intelligence for Your Organisation 1: Essentials (3 days) £1,455								SBA1
Marlow	22-24					16-18		
Glasgow								21-23
Manchester				2-4				
Creating Business Intelligence for Your Organisation 2: Additional Topics (3 days) £1,455								SBA2
Marlow			19-21				20-22	
Manchester						30-1Feb		
Creating Business Intelligence for Your Organisation: Fast Track (5 days) £2,425								SBAFT
Marlow		5-9	24-28			9-13		5-9
Glasgow	8-12						13-17	
Manchester					5-9			
Designing, Tuning and Maintaining SAS® OLAP Cubes (3 days) £1,455								SBAOLAP
Marlow				28-30				12-14
Glasgow		19-21						
SAS® BI Content Developer Certification Tutorial (1 hour) £50								LWCTBI
Live Web	8	19	24	28		16	20	26
SAS® BI Content Developer Certification Exam (1 day) £175								BIEX
Marlow	25		14			5		
BI APPLICATIONS DEVELOPER								
Developing Applications with SAS/AF® Software (4 days) £1,940								SBIADA
Marlow			10-13				28-2Mar	
DATA INTEGRATION DEVELOPER								
SAS® Data Integration Studio 1: Essentials (3 days) £1,455 / £1,800								DI1
Marlow	3-5		10-12		12-14			5-7
Glasgow		12-14				16-18		
Manchester			31-2Nov				8-10	

Course Title & Location	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
SAS® Data Integration Studio 2: Additional Topics (3 days) £1,455 DI2								
Marlow	31-2Sep							26-28
Manchester						25-27		
SAS® Data Integration Studio: Fast Track (5 days) £2,425 / £3,000 DIFT								
Marlow			3-7		5-9		13-17	
Glasgow	15-19							19-23
Manchester		5-9				9-13		
Dublin			17-21			30-3Feb		
Accessing Data in the SAS® Scalable Performance Data Server (2 days) £970 DISPDU								
Marlow			20-21					15-16
SAS® Data Integration Developer Certification Tutorial (1 hour) £50 LWCTDI								
Live Web	15	26	31		5	23	27	
SAS® Data Integration Developer Certification Exam (1 day) £175 DIEX								
Marlow	15			1			24	
DATA INTEGRATION ARCHITECT								
Warehouse Architecture and Design Principles (3 days) £1,455 WADPRIN								
Marlow			19-21					
DATA QUALITY STEWARD								
DataFlux® dfPower Studio® Overview (3 days) £1,455 DQDFPS								
Marlow		26-28				25-27		
STATISTICAL ANALYST								
Introduction to Statistics using SAS® 9.2: ANOVA, Linear Regression & Logistic Regression (3 days) £1,455 ▲ STO92								
Marlow	31-2Sep			2-4				19-21
London		7-9				30-1Feb		
Glasgow							27-29	
Manchester			10-12					
Introduction to Statistics using SAS® Enterprise Guide® 4.2: ANOVA, Linear Regression & Logistic Regression (3 days) £1,455 ▲ EGSTA92								
Marlow	15-17					4-6		
London			26-28					
Glasgow		28-30						
Manchester					12-14			12-14
Categorical Data Analysis Using Logistic Regression (3 days) £1,455 CDAL92								
Marlow		14-16						
MARKET RESEARCHER								
Applied Clustering Techniques (2 days) £970 CLUS92								
Marlow				14-15				13-14
Design of Experiments for Direct Marketing (2 days) £970 DOEF92								
Marlow				16-17				15-16
OPERATIONS RESEARCHER								
Building and Solving Optimisation Models with SAS/OR® (3 days) £1,455 OROP92								
Marlow			17-19					19-21

Course Schedule

Course Title & Location	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
JMP® ANALYST								
JMP® Software: Data Exploration (1 day) £485 JDEX8								
Marlow		12		7			20	
JMP® Software: ANOVA and Regression (2 days) £970 JANR8								
Marlow		13-14		8-9			21-22	
JMP® Software: Introduction to the JMP Scripting Language (2 days) £970 JSCR8								
Marlow		15-16		10-11			23-24	
DATA MINER								
Applied Analytics using SAS® Enterprise Miner™ (3 days) £1,455 / £1,800 ▲ AAEM61								
Marlow		7-9		7-9		23-25		7-9
Glasgow					5-7			
Manchester	3-5		3-5				15-17	
Predictive Modeling using Logistic Regression (2 days) £970 PMLR92								
Marlow	11-12			10-11			6-7	
Glasgow			6-7					5-6
Manchester					19-20			
SAS® Certified Predictive Modeler Exam (1 day) £175 ANAEX								
Marlow			10					
FORECASTER								
Forecasting using SAS® Software: A Programming Approach (3 days) £1,455 FETSP								
Marlow			12-14				1-3	
SAS® PLATFORM ADMINISTRATOR								
SAS® Platform Administration Fast Track (5 days) £2,425 / £3,000 SPAFT								
Marlow		19-23		14-18		16-20		
Glasgow	8-12						27-2Mar	
Manchester			24-28					
SAS® Platform Administrator Certification Tutorial (1 hour) £50 LWCTPA								
Live Web	22		3	7	12	30		5
SAS® Platform Administrator Certification Exam (1 day) £175 PAEX								
Marlow		5			5			30
CUSTOMER INSIGHT ANALYST								
Designing and Executing Marketing Campaigns using SAS® Customer Intelligence Studio (2 days) £970 CISTU53								
Marlow	9-10		24-25			18-19		
Managing the SAS® Marketing Automation Data Environment (1 day) £485 MADATA53								
Marlow	11		26			20		
RISK MANAGER								
Credit Risk Modeling Using SAS (3 days) £1,455 BB3C61								
Marlow		13-15					6-8	
Preparing for Solvency II (3 days) £1,455 BSOL								
Marlow		5-7						

SAS® Customer Services

SAS® Customer Support

SAS® Customer Support provides real-time professional support when you are unable to resolve a problem through our Self Help resource. We have a team of knowledgeable support consultants in the UK with a host of technical expertise.

SAS principally provides a telephone help-line for licensed SAS customers should you encounter a problem or when you simply are not sure how to achieve something when using SAS.

All problems reported to Technical Support are initially handled by a consultant who works with you to identify and often solve your reported problem. If the problem is not resolved during the primary contact, the consultant assigns a tracking number to the problem and does additional research or might pass it to a specialist.

Goals for initial follow-up after a problem in production software is first reported are based on the nature and severity of the problem, and the consultant will make every attempt to contact the customer within these response time goals.

How to contact SAS® Customer Support

There are 3 methods of logging a support incident with Customer Support:

1. Submit a problem by completing the easy-to-use web-based Technical Support Contact Form at <http://support.sas.com/ctx/supportform/createForm>
2. Call us at SAS UK Customer Support on 0845 402 9907.
3. Send us an email to support@sas.com. Our electronic networking service (EMITS) allows you to report problems and exchange information 24 hours a day.

For urgent issues, please telephone to ensure immediate assistance. We are available Monday to Friday from 8:00 am until 6:00 pm (excluding Bank Holidays).

All problems reported electronically receive an immediate automated email confirmation with a unique problem tracking number. A Customer Support representative will respond by phone or email within 24 hours, with the exception of problems reported on weekends and holidays.

Out of hours support

For business-critical problems after normal support hours please call our North American support centre on + (1) 919 677 8008 where your call will be directed to one of our world wide support centres, thus providing 24 hour support. Please be aware that this service is limited to critical problems.

Improving the service we provide

SAS Customer Support is fully committed to improving the quality of our services to you. If you have any ideas for new services or any other requirements, please contact the Support Team on 0845 402 9907.

Consultancy

From initial assessment to ongoing management, SAS® Consulting helps you reap the benefits of our software and solutions fast. SAS Consulting provides expert advice and help at all stages in a project's life cycle. For more information please go to www.sas.com/uk/services/consulting.html

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Contacting Us

EDUCATION

Tel: 0845 402 9902*

Fax: 01628 404 448

Email: education@suk.sas.com

Web: www.sas.com/uk/education

SUPPORT

Tel: 0845 402 9907*

Fax: 01628 483 203

Email: support@sas.com

Web: www.sas.com/uk/support

* If you need to contact SAS Ireland, please call 1850 923 323



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