



## Expert advice for fast, smart IT decisions

The HP IT Resource Center (ITRC) is an innovative support Web site where IT professionals get the resources they need to make better, faster IT decisions for their complex IT environments. Winner of numerous industry awards, the ITRC offers expert solutions across the lifecycle of IT activities, including self-solve tools, reliable assistance, training, community forums of IT experts, and a broad multivendor knowledge base.

Three main areas are available to assist you:

### **Maintenance and support**

- Self-solve problems using a multivendor database
- Log and track support calls with HP solution centers
- Request and manage software updates
- Search for and download software patches

### **Forums**

- Actively communicate with peers and HP experts
- Share ideas and solve problems in discussion groups

### **Training and education**

- Attend online seminars
- Take self-paced Web-based training
- Search white papers, job aids, FAQs, and manuals

## Benefits of using the ITRC

- Enhances job effectiveness and technical skills via comprehensive education offering
- Simplifies management of IT projects with comprehensive multivendor content and tools
- Helps you stay ahead of the competition by sharing knowledge on hot topics and best practices
- Offers improved system productivity by providing one-stop access to multivendor software, hardware, network, and operational support information and tools

## Maintenance and support

IIRC's resources are designed to help IT professionals keep systems running productively. When IT professionals need to troubleshoot a problem, they can search the knowledge base and knowledge trees, find the latest patches, or submit a case to the HP Response Center—all in the same place. Personalized assessments, patch updates, and other notifications help IIRC users proactively monitor systems and prevent problems. Whether the environment is Linux, HP-UX, MPE/iX, Tru64 UNIX®, OpenVMS, or Microsoft®, IIRC's resources can help you solve your problems faster.

With the IIRC you can:

- Search a multivendor knowledge database—maintained and used daily by HP engineers
- Submit, update, and track support calls online
- View online and telephone support call history
- Download patches and receive notifications

## Forums

IIRC's forums are an active online community where thousands of IT professionals worldwide collaborate, share ideas, and solve problems. Many of the IIRC's more than 800,000 registered users visit the forums daily for discussion on topics of interest. IIRC forums offer:

- Discussion groups covering business-related issues, servers, storage, workstations, HP-UX, Linux, Microsoft, MPE/iX, Tru64 UNIX, OpenVMS, HP ISEE, management software, digital imaging, printers, multifunction copiers and fax products, print servers, peripheral sharing, and more
- Proactive notifications about your topics of interest and responses to your questions
- Rating mechanisms to help you identify top contributors and earn recognition

## Training and education

IIRC helps IT professionals stay ahead of fast-moving technologies with flexible training solutions—from online instructor-led seminars to self-paced training. Customers can select from more than 2,000 courses on the topics of HP-UX, MPE/iX, Linux, Tru64 UNIX, and OpenVMS operating environments; HP Superdome, HP Netserver, and ProLiant servers; HP OpenView; IT management; e-services (CRM, Java™, BroadVision, Bluestone, and others); printing and imaging; networking; telecommunications; software development; Microsoft, Novell, Oracle®, and SAP solutions; and more. Other resources include manuals, FAQs, job aids, and links to related resources.

## Customer praise for the IIRC

"The knowledge sharing forum is the best community of practice I have ever come across on the Internet. Participating in this forum helps brush up my HP-UX knowledge."

**Steven Sim**  
Senior Systems Engineer  
National University of Singapore

"I use the IIRC to locate solutions for my customers. I search the technical knowledgebase first, then look into the forums."

**Robert Gamble**  
System Administrator  
EDS

"IIRC is a great concept. I use it regularly, and will continue to do so. I probably generated between 100 and 120 calls in the last six months to the IIRC. I find it much easier than telephoning."

**James Mohr**  
Help Desk Lead  
Elax

## For more information

For more information about the IT Resource Center, visit [www.itrc.hp.com](http://www.itrc.hp.com).



The Year's Ten Best  
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USA 2000,  
2001, and 2003



USA October 2001

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