



# Harvard Business Publishing Education

[hbsp.harvard.edu](http://hbsp.harvard.edu)



# Organización sin ánimo de lucro que pertenece 100% a Harvard Business School (HBS)/Harvard University

**Misión:** Mejorar la  
práctica de la gestión  
y su impacto en un  
mundo cambiante

**Mission:** To improve the  
practice of management  
and its impact in a  
changing world

¿Quiénes  
somos?



# Expertos en Educación Superior, conocemos las variables en juego

**Perfil del claustro:** académicos (PDI) y  
profesionales (asociados)

**Perfil de los alumnos:** niveles de  
atención y capacidades

**Innovación pedagógica:** metodologías,  
formación, contenidos y soporte

**Modalidades e idiomas:** presencial,  
online, mixta... inglés, castellano...

**Diseño curricular:** desarrollo de  
programas y guías docentes

**AOL (Assurance Of Learning):**  
acreditaciones, medición e impacto

**Marketing:** branding, reputación

¿Qué  
hacemos?

The screenshot shows the Harvard Business Publishing Education website interface. At the top, there is a search bar with the text "Search for cases, simulations, and other learning materials" and a magnifying glass icon. Below the search bar are navigation links for "CATALOG" and "TEACHING SKILLS", along with "SIGN IN" and "REGISTER NOW" buttons. The main content area features a large article titled "When—and When Not—to Choose a Business Simulation for Your Course" with a sub-label "INTERACTIVE LEARNING". Below this are two smaller article thumbnails: "4 Tested Techniques to Engage Students" under "CLASSROOM MANAGEMENT" and "Moving Your Classroom Online" under "TEACHING RESOURCES". On the right side, there is a filter section titled "Filter By Discipline" with a dropdown menu labeled "CHOOSE A DISCIPLINE". Below the filter are tabs for "NEW" and "POPULAR". A list of "HARVARD BUSINESS REVIEW ARTICLE" titles is displayed, including "Learn to Love Networking", "Do Your Employees Feel Respected?", "How to Job Craft as a Team", "Rebounding from Career Setbacks", and "Make Your Side Hustle Work". A "SEE COMPLETE LIST" button is located at the bottom of the list.

## Plataforma

Una plataforma digital única de recursos pedagógicos que destaca por su calidad, cantidad, variedad, fiabilidad, soporte técnico, y materiales de apoyo al docente, con la garantía de marca **Harvard**

## Recursos pedagógicos

- 25.000 **Casos**: + 2.700 en español.
- Casos cortos, casos multi-media, podcasts...
- En su mayoría acompañados de “Teaching Note”

- ❑ Fundamentos de las disciplinas de management:  
**Core Curriculum** (libros digitales interactivos)
- ❑ Accounting, Entrepreneurship, Finance, Marketing, Operations Management, Organizational Behavior and Strategy (Marketing y Estrategia en español)

- Artículos, libros y capítulos, incluyendo **Harvard Business Review** (+1.400 artículos en español)

## 72 **Simuladores** de negocio (“business games”):

- ✓ En todas las disciplinas de management
- ✓ Con distintas duraciones y nivel de dificultad
- ✓ Individual o equipos, sincrónicos o asincrónicos
- ✓ Con guías técnicas y académicas para el profesor

## **Cursos online:**

❖ “Hard topics” (Finance, Accounting, Maths...)  
Para usar completos (20 hs) o por sección (6 hs)

❖ “Soft skills” (“*Harvard Manage Mentor*”)  
41 módulos independientes, en inglés y español  
Duración estimada entre 90’ y 120’ por módulo

# +10.000 Casos de Harvard Business School (HBS)

+2.700 Casos traducidos al español  
+9.000 Casos de 48 “Partner Collections”

HBS “Brief Cases” : 5-8 páginas

- Todos con Teaching Note

## Casos I

Casos Multimedia en formato digital

NEW! PodCases :

Desafíos de negocio reales contados por sus protagonistas

- Accesibles para los estudiantes en format audio (12 a 23 minutos de duración)



## Colecciones de casos (Partner Case Collections)

### Casos II

- ABCC at Nanyang Tech University
- Babson College
- Business Enterprise Trust
- Business Experts Press
- CLADEA-BALAS
- Columbia Business School
- Crimson Group
- Darden School of Business
- Design Management Institute
- European School of Mgmt. & Tech. (ESMT)
- Greif Center for Entrepreneurial Studies — USC Marshall School of Business
- Harvard Advanced Leadership initiative
- Harvard Kennedy School of Govt.
- Harvard Medical School/Global Health Delivery
- Harvard T.H. Chan School of Public Health
- HEC Montréal
- Hong Kong University of Science & Technology
- IE Business School
- IESE Business School
- IMD
- Indian Inst. of Management – Ahmedabad
- Indian Inst. of Mgmt. – Bangalore
- Indian School of Business
- INSEAD
- Ivey Publishing
- Journal of Information Technology
- Kellogg School of Management
- Lahore University of Management Sciences
- London Business School
- McGraw-Hill
- NACRA Case Research Journal
- Program on Negotiation at Harvard Law
- Public Education Leadership Project
- Singapore Management University
- Social Enterprise Knowledge Network
- Stanford Graduate School of Business
- Thunderbird School of Global Management
- Tsinghua University
- UC Berkeley – Haas School of Business
- University of Hong Kong
- Wharton School, University of Pennsylvania
- WDI Publishing at the University of Michigan

# Libros de texto digitales:

## La Teoría.

*Core Curriculum* contiene los conceptos y teorías fundamentales de las disciplinas esenciales de gestión de negocio



## Core Curriculum I

- Enteramente online - Videos e ilustraciones interactivas
- Estrategia y Marketing, también en español
- “Teaching Note”, “Test Bank”, lista de casos recomendados
- Exhibit slides y glosario de términos

### Disponibles en:

Accounting

Entrepreneurship

Finance

Marketing

Operations Management

Organizational Behavior

Strategy

## Ejemplo de Core Curriculum: Marketing (18)

- Framework for Marketing Strategy Formation
- Marketing Intelligence
- Creating Customer Value
- Customer Centricity
- Customer Management
- Consumer Behavior and the Buying Process
- Business-to-Business Marketing
- Global Marketing
- Segmentation and Targeting
- Brand Positioning
- Brands and Brand Equity
- Competitive Strategies
- Product Policy
- Pricing Strategy
- Developing and Managing Channels of Distribution
- Sales Force Design and Management
- Digital Marketing
- Marketing Communications

# Artículos, libros y capítulos

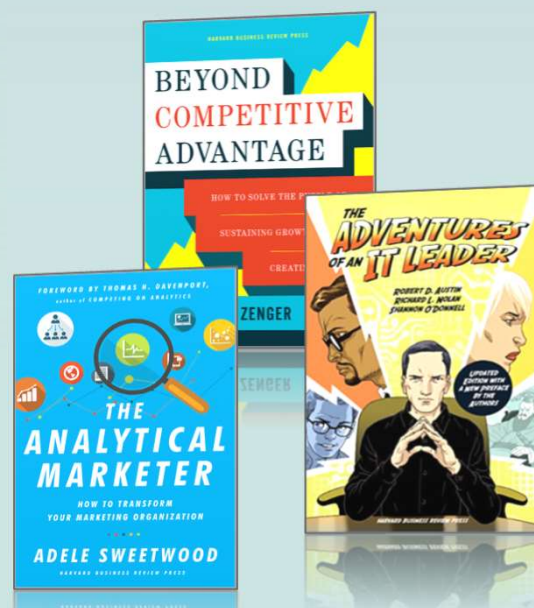
## *Harvard Business Review*

Ideas para mejorar la práctica del management  
+1.400 artículos disponibles en español

### Partner Article Collections

- *Business Horizons*
- *California Management Review*
- *Rotman Magazine*
- *MIT Sloan Management Review*

**Artículos,  
libros y  
capítulos**



### *Harvard Business Review Press*

- PDF eBooks disponibles via “coursepacks”
- Muchos libros disponibles por capítulos
- Capítulos de editoriales aliadas:
  - *Berrett-Koehler Publishers*
  - *Business Expert Press*
  - *Perseus Books*
  - *Princeton University Press*

## e-learning: Simuladores

### Más de 70 Simulaciones disponibles

- Dos simuladores en español (Everest & Global Supply Chain Management)
- Con **herramientas** de gestión sencillas y efectivas
- Ofrece opciones flexibles de **configuración**
- Incluye **guías** detalladas y **slides** para el profesor
- **Pruebas** gratuitas para los profesores registrados
- Con **duración** (“seat time”) entre 30 y 120+ minutos
- Basadas en plataforma Web, proporcionan gráficos de **resultados** inmediatos para presentar en el aula

## e-learning: Simuladores disponibles (criterios de selección)

# Criterios para la selección de simuladores

1. **Agrega valor dentro del curso**, y tiene coherencia con la guía docente. No se trata de entretener un día a la clase, ni de utilizarla para posicionarse como el “profesor innovador”.
2. **Disciplina (temática)**. La mayoría son “cross-disciplinary”, y se pueden encontrar en la plataforma bajo más de una “discipline” (“Filter By Discipline”), aunque suele haber una predominante.
3. **Tiempo de juego (“seat time”)**. La referencias de duración indican el tiempo de juego aproximado para tener una experiencia adecuada del simulador, excluyendo la sesión para el “debrief”.
4. **Asíncronas/Síncronas**. Los simuladores asíncronos permiten que los jugadores pueden utilizarlos sin tener que hacerlo de forma simultánea.
5. **Juego individual (“single player”) o por equipos (“teams”)**. Las “single player” ofrecen adicionalmente cierta flexibilidad en formato presencial para el profesor (ejemplo: organizar por parejas que comparten un PC y actúan como “equipo”)
6. **En remoto o en clase**. La mayoría admiten ambas posibilidades.
6. **Audiencia**. Se adaptan a Grado, Máster/MBA y formación ejecutiva, y está en manos del profesor modular la complejidad, tanto en la configuración del simulador como en el debrief.
7. **Idioma**. Todas en inglés. Everest y Global Supply Chain, también en español.

## e-learning: Simuladores (sugerencias)

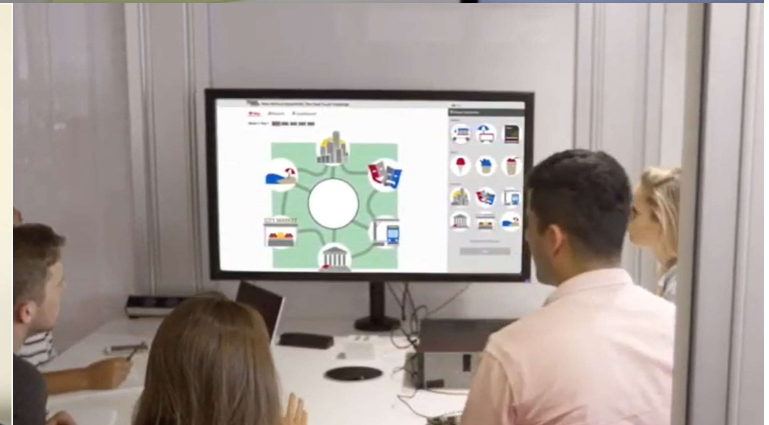
### Sugerencia de algunas simulaciones sencillas para utilizar Online *Asíncronas, configuración sencilla, con mínima o ninguna necesidad de coordinación entre los estudiantes para poder jugar.*

1. **Marketing** Simulation: Using Conjoint Analysis for Business Decisions
2. **Operations** Management Simulation: Multiple Server Queues
3. **Operations** Management Simulation: Push vs Pull Production
4. **Operations** Management Simulation: Inventory Basics
5. **Operations** Management Simulation: Quality Analytics
6. **Operations** Management Simulation: Balancing Process Capacity
7. **Operations** Management Simulation: System Utilization in Service Management
8. **Macroeconomics** Simulation: Econland
9. **Innovation** Simulation: Breaking News
10. **Working Capital** Simulation: Managing Growth V2
11. **Data Analytics Simulation**: Strategic Decision Making
12. **Strategy** Simulation: Value Champion
13. **Global Supply Chain** Management Simulation V2
14. **Operations** Management Simulation: Benihana V2
15. **Organizational Behavior** Simulation: Judgment in a Crisis
16. **Financial** Analysis Simulation: Data Detective
17. **Family Business** Simulation: Honey Heritage
18. **Project Management** Simulation: Scope, Resources, Schedule V2
19. **Pricing** Simulation: Universal Rental Car V2
20. **Finance** Simulation: Capital Budgeting
21. **Innovation Marketing** Simulation: Crossing the Chasm
22. **Change Management** Simulation: Power and Influence V2
23. **New Venture** Simulation: The Food Truck Challenge\*\*
24. **Organizational Design** Simulation: Evolving Structures\*\*
25. **Marketing** Simulation: Managing Segments and Customers V3
26. **Strategic Innovation** Simulation: Back Bay Battery V3

# The power of using simulations in the classroom



## e-learning: Simuladores (impacto)



Find the right simulation for your course at  
[hbsp.harvard.edu/simulations](https://hbsp.harvard.edu/simulations)

 <p><b>Global Supply Chain Management Simulation V2</b>        Harvard Business Publishing        Duration: 1 hour, 30 minutes</p>	 <p><b>Innovation Marketing Simulation: Crossing the Chasm</b>        Harvard Business Publishing        Duration: 30 minutes</p>	 <p><b>Operations Management Simulation: Quality Analytics</b>        Harvard Business Publishing        Duration: 1 hour</p>	 <p><b>Operations Management Simulation: Balancing Process Capacity</b>        Harvard Business Publishing        Duration: 30 minutes</p>	 <p><b>Strategic Innovation Simulation: Back Bay Battery v3</b>        Harvard Business Publishing        Duration: 1 hour, 30 minutes</p>
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## Elementos clave para preparar una simulación:

1. Leer con detenimiento la **“Teaching Note”**
2. Ver los **Videos** de apoyo
3. Descargar (y adaptar) las **“Debrief slides”** de apoyo
4. Probarla como estudiante: **“Run Simulation as a Student”**

## e-learning: Simuladores (Materiales de apoyo)

**Strategy Simulation: Value Champion**  
Norman T. Sheehan  
Length: 30 minutes  
Type: Single-player Simulation  
☆☆☆☆

**TRY NOW** | **VIEW SAMPLE RESULTS** | **VIDEOS** | **GUIDED TOUR** | **TEACHING NOTE**

This 30-minute simulation teaches students about value chain analysis and competitive advantage. Students act as a manager at SmartShoe, a manufacturer of technology-enabled athletic footwear. To fulfill a special order from a large sports retailer, students make strategic decisions about everything from the number of shoes to produce and the quality of raw materials to shipping and delivery options, manufacturing methods, staffing, procurement, and product features. Their decisions impact SmartShoe's costs and the buyer's willingness to pay. In the debrief, students learn about the value chain framework and how to apply it to their experience in the simulation; students will understand how to break down the various activities of the firm to help manage costs, increase differentiation, and create value.

This product was designed and developed to comply with WCAG 2.0 AA standards.

**Learning Objective**  
1.) Explain the purpose of value chain analysis. 2.) Break down firms into their key activities and understand the role of activity drivers. 3.) Use the activity and driver analysis firm revenues or decrease firm costs, which include selecting the appropriate tactics (such as just-in-time delivery or joining a buying group). 4.) Make consistent activity choices to support the delivery of the firm's customer value proposition.

**Details**  
Pub Date: Mar 13, 2018  
Discipline: Strategy  
Subjects: Differentiation strategy, Evaluating cost drivers, Strategic analysis, Operations and processes, Competitive advantage, Strategy formulation, Value chains, Value creation, Strategy  
Source: Harvard Business Publishing  
Product #: 8685-HTM-ENG  
Industry: Footwear, Sporting goods & equipment, Athletic & outdoor apparel  
Duration: 30 minutes

**Supplementary Material**  
For Educators

- Strategy Simulation: Value Champion, Debrief Slides  
Product #: 8687-PPT-ENG  
For Educators Only
- Strategy Simulation: Value Champion, Introductory Slides  
Product #: 8689-PPT-ENG  
For Educators Only

**Professors Also Used**

- Chapter**  
Competitive Advantage: The Value Chain and Your P&L--Applying Michael Porter's Value Chain Framework to Your Business  
Joan Magretta  
32 page(s) PDF
- Core Curriculum**  
Strategy Reading: Competitive Advantage  
Pankaj Ghemawat, Jan W. Rivkin  
29 page(s) PDF
- Main Case**  
Curled Metal Inc.--Engineered Products Division  
Benson P. Shapiro, Frank V. Cespedes  
14 page(s) PDF

**Reviews**  
Be the first to share your thoughts on this item  
Rate this case  
**WRITE A REVIEW**

## e-learning: Simuladores (Patient Zero)



### Leadership Simulation: Patient Zero

What would you make to save your country in the face of an unfolding pandemic?



Welcome Student student\_6000-HTM-ENG! Welcome to Finance

- Welcome to Finance
  - Pretest Introduction
  - Introduction
  - Ratio Analysis
  - Cash Cycle and Growth
  - Financial Forecasting
  - Time Value of Money and Project Valuation
  - Conclusion
  - Final Exam 1 Introduction
  - Final Exam 2 Introduction

You are about to begin Harvard Business School's interactive Finance course, which will introduce you to the principles of finance. Successful completion of this introductory section will prepare you for further study of financial management, financial markets, and financial instruments and the application of these disciplines in organizations throughout the world.

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**Cursos online Disponibles:**

- Finance
- Financial Accounting
- Mathematics for Management
- Quantitative Methods
- Spreadsheet: Excel 2013



**e-learning:  
Cursos  
online y  
Tutorials**

- Para cursos de **grado**, pre-matriculados de **MBA**s, o simplemente como **“homework”**
- Con **“Teaching Notes”** y **Panel de control** para seguimiento de los alumnos
- Para usar **completos** (20 horas) o por **sección** (6 horas)
- **Formato interactivo** (vídeos, animaciones, ejercicios...)
- **Exámenes y Certificado** personalizado al completarlo

**Tutoriales online para aprender conceptos clave (aprox. 2 horas cada uno)**

**Online Tutorials**

Online Tutorials provide an interactive way for students to learn key concepts. Each tutorial takes approximately 2 hours to complete. Tutorials are available in:

- Accounting**
- General Management**
- Economics**
- Marketing**

**ONLINE TUTORIAL**

## PRICING FOR PROFIT

WELCOME | MY PROJECTS | TUTORIAL | GLOSSARY

**WELCOME, STUDENT**

This tool will enable you to price products or services to maximize profits. Professors Thomas Steenburgh (Darden School of Business, University of Virginia) and Jeffery Pfeffer (Harvard Business School) designed the tool to help you see your product's value, demand, and profitability at various prices.

- Watch the introductory video
- Walk through the tutorial
- Complete data to price your product or service

Crunch your numbers and produce a report that will help you and your colleagues make more informed pricing decisions.

**Walk Through the Tutorial**

The tutorial has two examples. In one example, you're a senior manager selling Jaws Spring Water and you're expected to grow the number of Jaws bottles produced (and in the face of stiff competition). You need to figure out if a price change would be a good move.

In the other example, you're at Apple, launching the iPad in 2010. You're responsible for setting the new product's price, with no comparable products.

The tutorial walks you through the data gathering, calculations, and analyses to help you make more informed pricing decisions.

**Price Your Product or Service**

Enter your data into the tool, select a systematic way to figure out the best price for your product or service to maximize profits. When done, export the results into a PowerPoint presentation to share with colleagues.

**TUTORIAL**

*¿Cómo podemos preparar mejor a nuestros estudiantes para su incorporación al mercado laboral?*

e-learning:  
Harvard  
Manage  
Mentor

**HARVARD**  
ManageMentor 

# 41 Cursos online e independientes

## Principales disciplinas de “Management”

### Todos ellos disponibles en inglés y español

### Centrados en el desarrollo de los “soft skills”

#### **Entrepreneurship**

[Innovation Implementation](#)

[Innovation and Creativity](#)

#### **Negotiation**

[Negotiating](#)

[Persuading Others](#)

#### **Marketing**

[Marketing Essentials](#)

[Customer Focus](#)

#### **Strategy**

[Strategic Thinking](#)

[Strategy Planning and Execution](#)

[Business Case Development](#)

[Business Plan Development](#)

#### **Finance & Accounting**

[Budgeting](#)

[Finance Essentials](#)

#### **Human Resource Management**

[Developing Employees](#)

[Hiring](#)

[Performance Appraisal](#)

[Performance Measurement](#)

[Retaining Employees](#)

#### **Operations Management**

[Process Improvement](#)

[Project Management](#)

#### **Organizational Behavior**

[Change Management](#)

[Crisis Management](#)

[Diversity](#)

[Global Collaboration](#)

[Leveraging Your Networks](#)

#### **General Management**

[Career Management](#)

[Coaching](#)

[Decision Making](#)

[Delegating](#)

[Difficult Interactions](#)

[Ethics at Work](#)

[Feedback Essentials](#)

[Goal Setting](#)

[Leading People](#)

[Managing Your Boss](#)

[Meeting Management](#)

[Presentation Skills](#)

[Team Creation](#)

[Team Management](#)

[Stress Management](#)

[Time Management](#)

[Writing Skills](#)

Creados por “**Harvard Corporate Learning**”: 5+ millones de usuarios, 1.000+ empresas

**41 módulos online** independientes: El estudiante puede completarlos **a su propio ritmo**

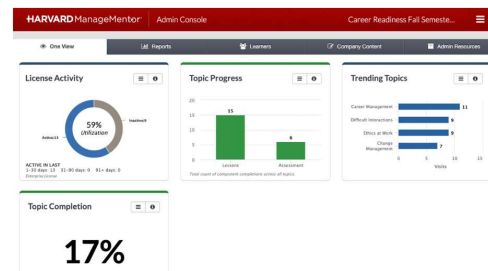
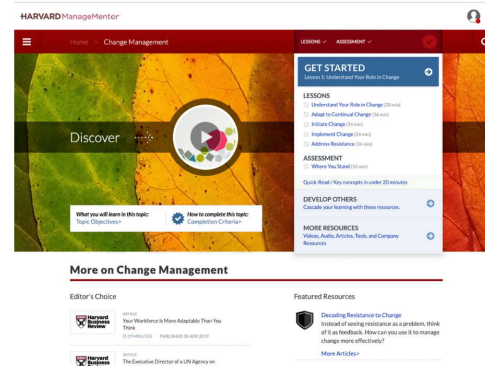
**Contenido** dinámico: Videos, casos, ejercicios, tests, artículos, herramientas de trabajo

Desarrollados por un conjunto de renombrados **expertos** para cada una de las áreas

## e-learning: Harvard Manage Mentor

**Students develop** the skills employers seek through short, self-paced lessons that:

- Introduce essential business concepts through the lens of management experts
- Turn learning into action with proven tools, techniques, and assignments
- Draw connections to the real world with timely articles and podcasts from HBR



Con un **tablero de mando** para controlar el avance de los estudiantes

Materiales de apoyo al **profesor** (Slides y Teaching Note) para guiar el debate en el aula



**Educators prepare** students for successful careers with teaching resources that:

- Flip the classroom and inspire engaging discussion around critical business challenges
- Track students' progress and assess how well they grasp key concepts
- Reward students for completing the course with personalized certificates

Certificado personalizado por completar cada módulo

e-learning:  
Harvard  
Manage  
Mentor

HARVARD  
ManageMentor®

*Certificate of Completion*

**Firstname Lastname**

successfully completed the following topic in  
Harvard **ManageMentor®**

**Developing Others**

DAY MONTH, YEAR



**Ian Fanton**  
SENIOR VICE PRESIDENT & HEAD OF CORPORATE LEARNING,  
HARVARD BUSINESS PUBLISHING

# Todo comienza desde el claustro, y termina en el estudiante ("participant-centered learning")

Operativa de  
uso  
(esquema  
general)

Acceso sin restricciones a los recursos pedagógicos para uso exclusivo del profesor (Cuenta "Educator Premium")

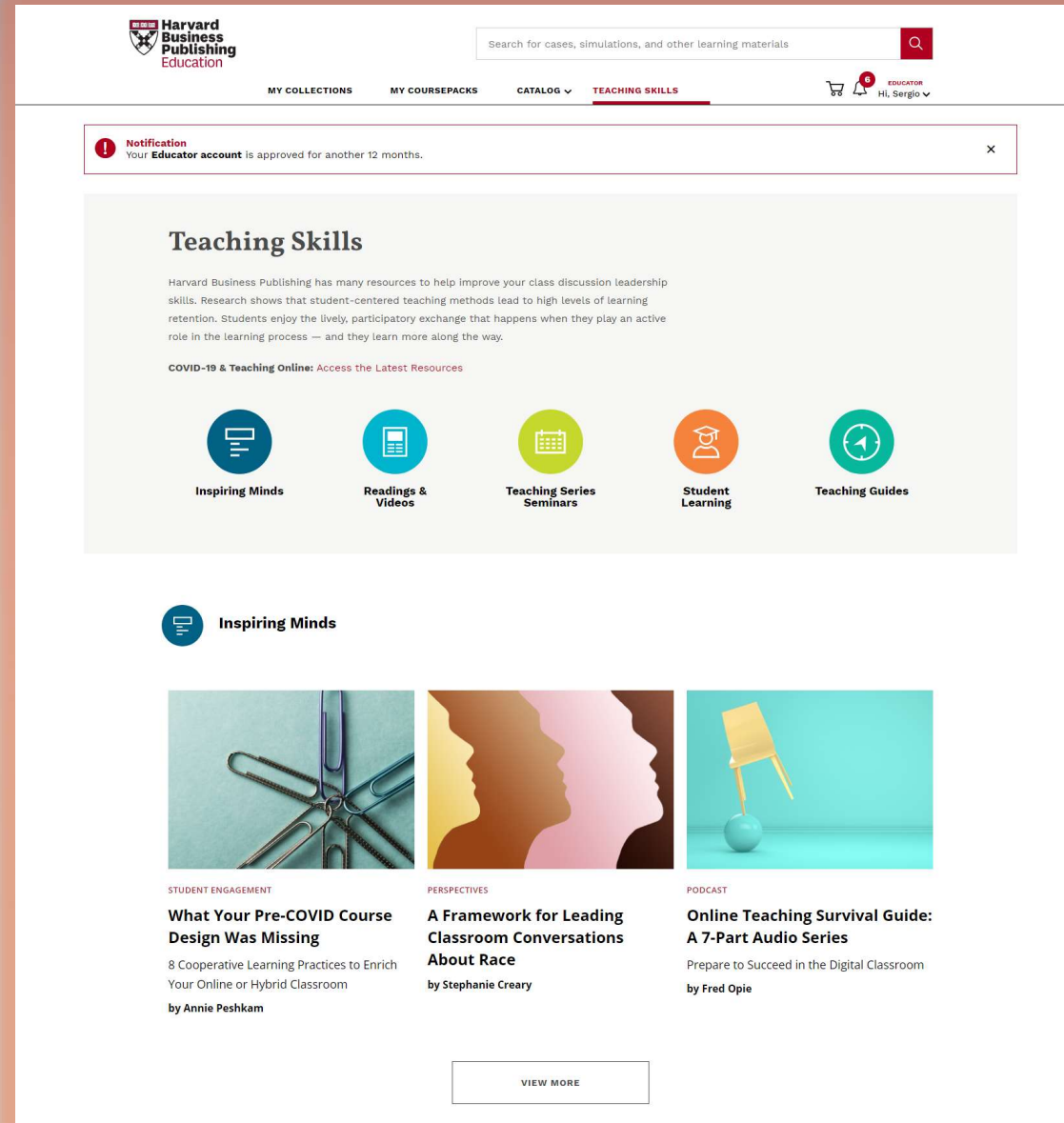
Quien filtra y selecciona los más relevantes para integrar en sus cursos

Y solicita al Administrador de UCM ([bdccee@ucm.es](mailto:bdccee@ucm.es)) la creación de un *coursepack* (completando el formulario)

El Administrador crea un **link (URL)** para que el profesor lo comparta con sus alumnos

# Recursos prácticos y actualizados para formar e inspirar al claustro <https://hbsp.harvard.edu/teaching-skills/>

## Apoyo al profesorado (Teaching Skills)

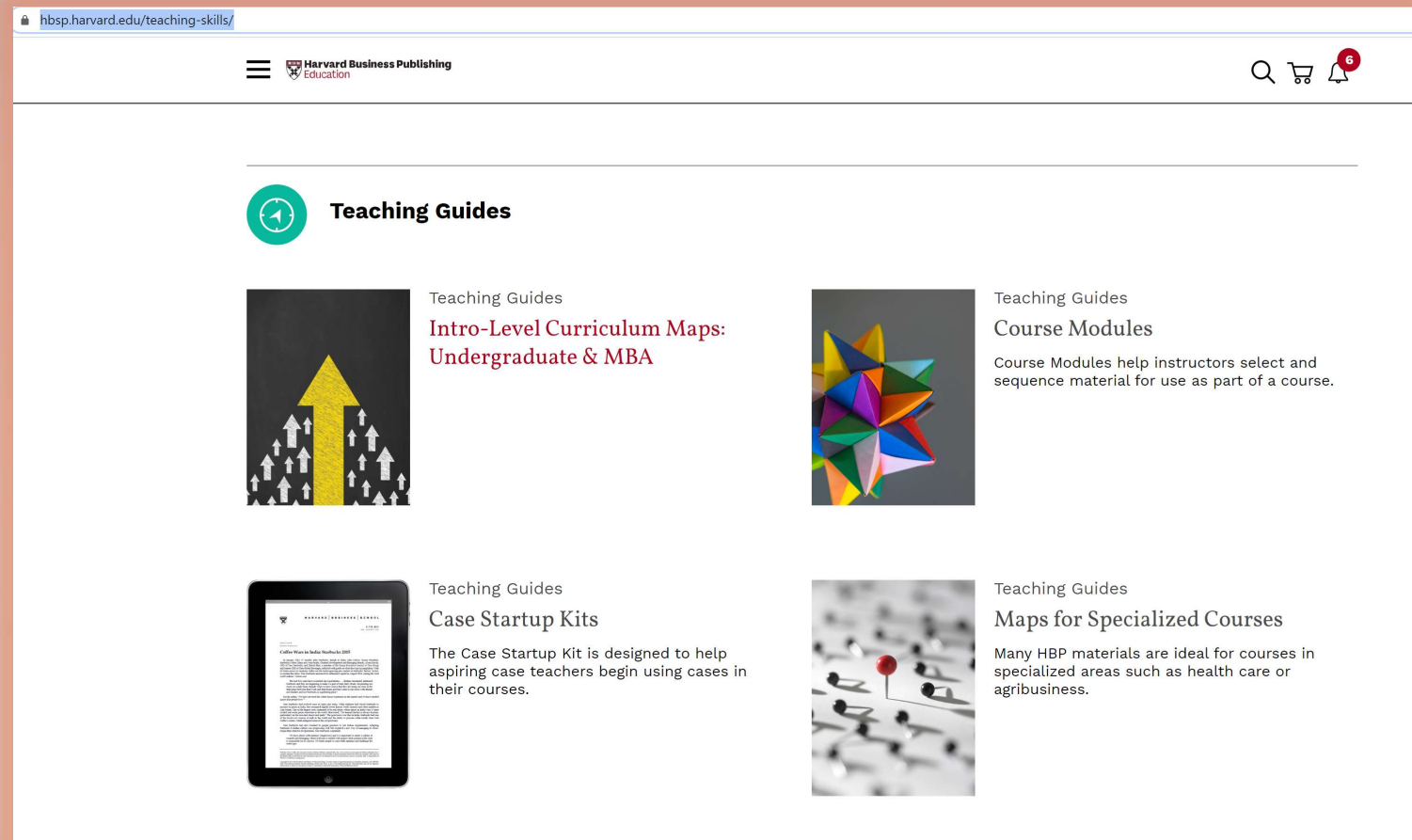


The screenshot shows the Harvard Business Publishing website's 'Teaching Skills' page. At the top, there is a search bar and navigation links for 'MY COLLECTIONS', 'MY COURSEPACKS', 'CATALOG', and 'TEACHING SKILLS'. A notification banner states: 'Your Educator account is approved for another 12 months.' Below this, the 'Teaching Skills' section features an introductory paragraph and a row of five icons representing different resource categories: Inspiring Minds, Readings & Videos, Teaching Series Seminars, Student Learning, and Teaching Guides. The 'Inspiring Minds' category is highlighted, showing three featured items: 'What Your Pre-COVID Course Design Was Missing' (8 Cooperative Learning Practices to Enrich Your Online or Hybrid Classroom by Annie Peshkam), 'A Framework for Leading Classroom Conversations About Race' (by Stephanie Creary), and 'Online Teaching Survival Guide: A 7-Part Audio Series' (Prepare to Succeed in the Digital Classroom by Fred Opie). A 'VIEW MORE' button is located at the bottom of the featured items.

# Recursos prácticos y actualizados para formar e inspirar al claustro <https://hbsp.harvard.edu/teaching-skills/>

La sección “Teaching Guides” ofrece diversas recomendaciones de recursos por disciplinas, niveles de estudio y grado de experiencia del profesor con la Metodología del Caso.

## Apoyo al profesorado (Teaching Guides)



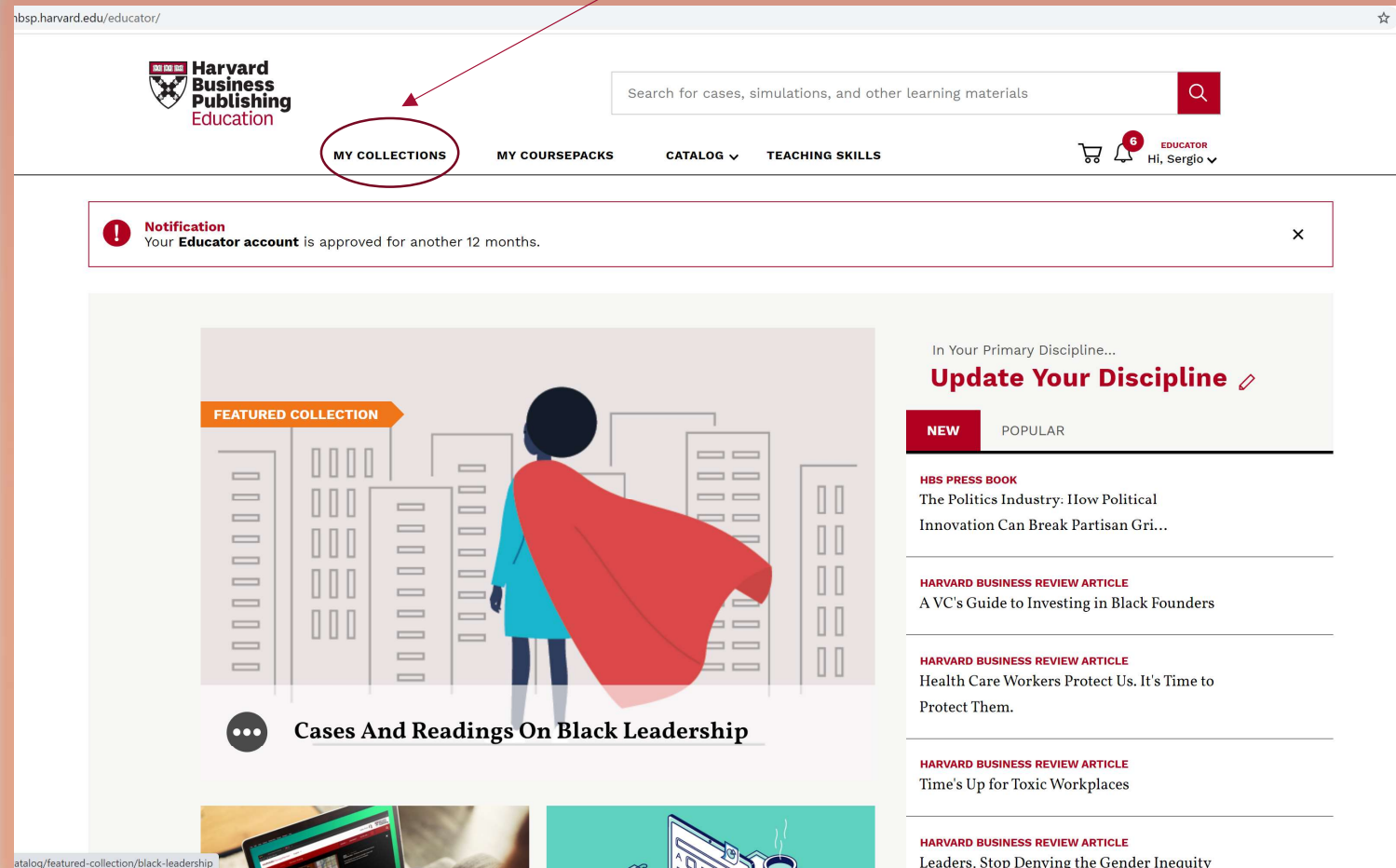
The screenshot shows the website interface for hbsp.harvard.edu/teaching-skills/. The header includes the Harvard Business Publishing Education logo, a search icon, a shopping cart icon, and a notification bell with a '6' badge. The main content area is titled "Teaching Guides" and features four resource cards:

- Teaching Guides Intro-Level Curriculum Maps: Undergraduate & MBA**: Accompanied by an image of a large yellow arrow pointing up, with several smaller white arrows pointing up behind it.
- Teaching Guides Course Modules**: Accompanied by an image of a colorful, multi-faceted geometric shape.
- Teaching Guides Case Startup Kits**: Accompanied by an image of a tablet displaying a document titled "Coffee Wars in India: Starbucks 2005".
- Teaching Guides Maps for Specialized Courses**: Accompanied by an image of a whiteboard with a red pushpin and several black pushpins.

# La manera más sencilla de seleccionar y organizar los recursos desde la propia Plataforma: MY COLLECTIONS

<https://hbsp.harvard.edu/collections>

## My Collections



hbsp.harvard.edu/educator/

Harvard Business Publishing Education

Search for cases, simulations, and other learning materials

MY COLLECTIONS MY COURSEPACKS CATALOG TEACHING SKILLS

EDUCATOR Hi, Sergio

**Notification**  
Your Educator account is approved for another 12 months.

**FEATURED COLLECTION**

**Cases And Readings On Black Leadership**

In Your Primary Discipline...  
**Update Your Discipline**

NEW POPULAR

**HBS PRESS BOOK**  
The Politics Industry: How Political Innovation Can Break Partisan Gri...

**HARVARD BUSINESS REVIEW ARTICLE**  
A VC's Guide to Investing in Black Founders

**HARVARD BUSINESS REVIEW ARTICLE**  
Health Care Workers Protect Us. It's Time to Protect Them.

**HARVARD BUSINESS REVIEW ARTICLE**  
Time's Up for Toxic Workplaces

**HARVARD BUSINESS REVIEW ARTICLE**  
Leaders, Stop Denying the Gender Inequity

atalog/featured-collection/black-leadership



**Harvard  
Business  
Publishing**  
Education

HBSP.HARVARD.EDU

Servicio de atención técnica  
24 horas al día | 7 días por semana

**¡GRACIAS!**

