Cisco® Technical Education is an e-learning portal containing over 10,000 newly available training titles. The titles, or modules, are organized around primary networking technologies that provide access to new product introduction, intermediate and advanced-level internal maintenance, operations, and break-fix training used to educate Cisco’s Technical Assistance Center (TAC) engineers.

What Is Cisco Technical Education?
As an e-learning portal that includes a variety of training modules on Cisco devices and technologies, Cisco Technical Education is designed to enable professional to access just-in-time training on a variety of topics, such as routing, switching, data center, and security technology, without leaving their offices.

Cisco Technical Education was developed specifically to meet the needs of those who want training, but do not require or have the time for an in-depth, instructor-led training class. Field technicians, for example, who manage a variety of Cisco products will find the portal useful since many of the over 10,000 titles focus on break-fix topics.

In addition to providing just-in-time e-learning, Cisco Technical Education includes customer administration features. Customer administrators can track student activities on a course-title basis, as well as print reports on overall portal and individual module utilization.

Welcome to the Cisco Technical Education
The Cisco Technical Education, organized around key networking technologies, gives your company subscribers access to the entire range of intermediate and advanced-level internal Technical Assistance Center (TAC) training resources used to educate Cisco’s world-renowned TAC Engineers.

The Cisco Technical Education is a premier “break-fix” training resource to teach just-in-time troubleshooting to network support professionals and build their problem-solving skills. CLICK HERE to log in to your company’s Cisco Technical Education subscription.
Cisco Technical Education: E-Learning Portal

Target Audience

Anyone who works with Cisco products can benefit from Cisco Technical Education. However, the primary audiences who will particularly benefit include:

- Field support staff who are responsible for the daily operation of Cisco devices in the field
- Network operations personnel who provide support for Cisco devices

Training Support Features

Cisco Technical Education offers several training support features for students and customer administrators.

- Student features: For students who know what they need, can simply search by topic or task to locate the appropriate training module. For students who prefer additional guidance, selected modules have been grouped and organized in a progressive order that is referred to as “e-courses”. E-courses can be studied over a longer period of time, as each provides students with a plan for what modules to take and in what order.

For students looking for even more comprehensive training on a topic, some e-courses have themselves been grouped to form an “e-curriculum” (Figure 1). Figure 1 shows e-courses organized in an e-curriculum.

- Customer administration features: To help support reporting on training activity, Cisco Technical Education offers customer administration functionality (Figure 2). Administrators can specify the students who have access to the portal and view student activity such as what titles have been launched and how often each student logs into Cisco Technical Education.

### Courses and Training Paths

<table>
<thead>
<tr>
<th>Skill</th>
<th>E-Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation</td>
<td>LAN Switching - Fundamentals</td>
</tr>
<tr>
<td></td>
<td>LAN Switching - Architecture</td>
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<tr>
<td></td>
<td>LAN Switching - Spanning Tree</td>
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<tr>
<td></td>
<td>LAN Switching - IP Multicast</td>
</tr>
<tr>
<td>Intermediate</td>
<td>Advanced LAN Switching, Private VLANs, RACL, VLAN Access Lists</td>
</tr>
<tr>
<td></td>
<td>LAN Switching - Advanced Spanning Tree</td>
</tr>
<tr>
<td></td>
<td>Security - AAA</td>
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<tr>
<td></td>
<td>LAN Switching - Advanced Spanning Tree</td>
</tr>
<tr>
<td></td>
<td>Security - Firewall</td>
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<tr>
<td></td>
<td>Security - IPSIDS</td>
</tr>
<tr>
<td>Advanced</td>
<td>Cisco Security Manager Release 3.3</td>
</tr>
</tbody>
</table>

### Figure 1. E-Curriculum

### Figure 2. Customer Administrator Tools

**Tracking Info**

Last Login: 02/01/10  
Total Logins: 7

**Reporting Info**

List of documents accessed

- **NX-OS Software Rel 4.2 Nexus 7000/LAN Piece: Tunnel Manager Support to VDC and VRF**
  
  Accessed Count: 1 | Last Accessed: 01/27/10

- **NX-OS Software Rel 4.2 Nexus 7000/LAN Piece: FHRP Enhancement**
  
  Accessed Count: 1 | Last Accessed: 01/27/10

- **NX-OS Software Rel 4.2 Nexus 7000/LAN Piece: VDC Restart and Suspend**
  
  Accessed Count: 1 | Last Accessed: 01/27/10
Cisco Technical Education: E-Learning Portal

Cisco Technical Education Training Formats

The e-learning titles on Cisco Technical Education come in different formats referred to as “delivery methods”. Here is a list of the methods used.

- **E-learning**: Training is delivered in the form of presentations with audio or video on demand
- **Visual product information**: These are used for identifying hardware and retrieve product information using high-resolution images of Cisco products, combined with detailed specs and sometimes supported with audio and video
- **Remote hands-on labs**: Structured, self-directed, hands-on lab exercises using remote access to Cisco equipment (Figure 3)
- **Visual instructions**: Detailed, step-by-step instructions including graphics and Flash animation for performing on-site upgrade and remedial services on Cisco products
- **Lab demonstrations**: Practical exercise walk-throughs presented as videos on demand giving detailed, guided demonstrations for deploying and operating Cisco products

Note: Not all topics are available in all training formats.

Figure 3. Example of a Remote, Hands-on Lab Exercise

Purchasing Access to Cisco Technical Education

Access to Cisco Technical Education can be purchased using the Cisco Services Contract Center tool or by asking your client services manager (CSM). Access is ordered in the form of student or user licenses. A customer can order an all access license or can order a technology-specific license for one or more students. Each license entitles a student to one year (12 months) of access to the portal.

Currently there are seven technology bundles available. The following list shows the technology bundle options. Details about each technology bundle can be found in the appropriate Cisco Technical Education data sheet at [http://www.cisco.com/web/learning/le31/ase/cte/index.html](http://www.cisco.com/web/learning/le31/ase/cte/index.html).

Table 1. Topics Covered in the All Access Package

<table>
<thead>
<tr>
<th>Technology Categories</th>
<th>Example Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data center</td>
<td>Application networking services, Cisco IOS® Software and Cisco NX-OS Software, Cisco Nexus® switches, server networking and virtualization, storage networking, unified computing and servers</td>
</tr>
<tr>
<td>Network fundamentals</td>
<td>Basic concepts covered for IP routing and LAN switching</td>
</tr>
<tr>
<td>Routing and switching</td>
<td>IP, Cisco IOS Software, LAN switching, Multiprotocol Label Switching (MPLS), quality of service (QoS), various routers and switches</td>
</tr>
<tr>
<td>Security</td>
<td>Authentication, authorization, and accounting (AAA), authentication protocols, CiscoSecure Access Control System (ACS), firewalls, identity management, intrusion prevention system (IPS), VPN</td>
</tr>
<tr>
<td>Service provider</td>
<td>Cisco IOS XE and XR Software, optical networking, routers (Cisco CRS-1 Carrier Routing System and Cisco ASR 1000, 9000 Series Aggregation Services Routers, and Cisco XR and GSR 12000 Series Routers)</td>
</tr>
<tr>
<td>Collaboration</td>
<td>Voice and unified communications, video and content delivery, Telepresence</td>
</tr>
</tbody>
</table>

Note: If your training needs are limited to one or two technologies, consider viewing the single technology packages available at [http://www.cisco.com/go/cte](http://www.cisco.com/go/cte).
Student PC Support Requirements

Here are the requirements for PCs that will be used to access Cisco Technical Education:

- **Minimum hardware requirements**
  - Intel Core Duo CPU
  - 1.83 GHz
  - 2.00 GB of RAM

- **Software requirements**
  - Microsoft Windows XP or later or Mac OS X 10.5 or later
  - Internet Explorer version 6.0 or later
  - Sun Java (with JRE 1.5 or later)

- **Additional software requirements to access the remote hands-on labs**
  - Administrator-level rights to PC
  - ActiveX

For More Information

Visit the Advanced Services Education website at http://www.cisco.com/go/ase for more information about other Cisco Technical Education packages or Advanced Services Education training offerings, including custom training options, as well as Advanced Services Curriculum Planning Services and the Advanced Services Technical Knowledge Library (TKL).

How to Order

Cisco Technical Education is available for purchase by Cisco service provider and enterprise customers. Please contact your Cisco CSM to request purchase of the service. If you are not familiar with Cisco Services Contract Center or need contact details for your CSM, send an email to cte-info@cisco.com.