Cisco Technical Education: Network Fundamentals Package

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 professionals to access just-in-time training on a variety of topics, including network fundamentals, 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: 
Network Fundamentals Package

Network Fundamentals Package Overview
Here are examples of topics addressed in the Network Fundamentals Package:

- Cisco Catalyst® CLI Tutorial
- Cisco Data Service Unit/Channel Service Unit WAN Interface Card (DSU/CSU WIC Troubleshooting)
- Cisco DSL Technology
- Cisco Dynamic Packet Transport Technology
- Cisco Long-Reach Ethernet
- Cisco Metro Ethernet Technology Overview
- IP
  - Multicast, Routing
- LAN Switching
  - Architecture, EtherChannel, Ethernet, Spanning Tree Protocol

Target Audience
Anyone who works with Cisco network devices 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 network devices

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

- Student features: Students who know what they need can simply search by topic or task to locate the appropriate training modules. 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 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.”

- Customer administration features: To help support reporting of training activity, Cisco Technical Education offers customer administration functionality (Figure 1).
  
  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.

Figure 1. Customer Administration Tools

<table>
<thead>
<tr>
<th>Tracking Info</th>
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<tbody>
<tr>
<td>Last Login: 02/01/10</td>
</tr>
<tr>
<td>Total Logins: 7</td>
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<table>
<thead>
<tr>
<th>Reporting Info</th>
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<tbody>
<tr>
<td>List of documents accessed</td>
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<table>
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<tr>
<td>NX-OS Software Rel 4.2 Nexus 7000/LAN Piece: Tunnel Manager Support to VDC and VRF</td>
<td>1</td>
<td>01/27/10</td>
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<tr>
<td>NX-OS Software Rel 4.2 Nexus 7000/LAN Piece: FHRP Enhancement</td>
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<td>1</td>
<td>01/27/10</td>
</tr>
</tbody>
</table>
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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 2)
• Visual instructions: Detailed, step-by-step instructions including graphics and Flash animation for performing onsite 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.

Student PC Support Requirements

The requirements for PCs that will be used to access Cisco Technical Education are as follows:

• 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

Figure 2. Example of Remote, Hands-on Lab Exercise
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**Purchasing Cisco Technical Education Network Fundamentals Package**

Customers can order Cisco Technical Education 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 the Network Fundamentals Package license for one or more students, entitling each student to one year (12 months) of access to the portal.

Table 1 shows the part number used to order the Cisco Technical Education: Network Fundamentals Package.

**Table 1. Cisco Technical Education Single Technology Package**

<table>
<thead>
<tr>
<th>Description (Unlimited Access for One Year)</th>
<th>Product ID</th>
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<tbody>
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<tr>
<td>Bundle of 50 user licenses</td>
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<td>Bundle of 500 user licenses</td>
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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.

**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).

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