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**CISCO ANNOUNCES THE ADDITION OF TWO NEW IP TELEPHONY
CAREER CERTIFICATIONS**

*Focused Certifications Validate Skills and Competency in Operating and Designing
Cisco IP Telephony Networks*

SAN JOSE, CA — May 14, 2002 — Cisco Systems, the worldwide leader in networking for the Internet, announced today the addition of two new IP telephony focused certifications to its Cisco Qualified Specialist Program. The Cisco IP Telephony Design Specialist and the Cisco IP Telephony Operations Specialist add to the knowledge of the recently released Cisco IP Telephony Support Specialist and validate an individual's ability to support, operate and design advanced Cisco IP telephony solutions in enterprise environments.

Designed for systems engineers, the Cisco IP Telephony Design Specialist certification covers the technical issues related to the design of voice over data networks including in-depth coverage of IOS-based and CallManager-based voice network designs, the Cisco methodology for implementing voice over data networks, and Deploying Quality of Service (DQoS). Deploying Cisco QoS provides a methodology for identifying the characteristics of future types of traffic and applies QoS design criteria to enable successful enterprise network tuning in IP phone environments.

The Cisco IP Telephony Operations Specialist qualifies candidates as having the fundamental knowledge and skills required to troubleshoot Enterprise CallManager, Unity and IP network deployments as well as Deploying Quality of Service. The certification validates knowledge and expertise across a broad range of troubleshooting areas including methods, CallManager review, CallManager Dial Plan, internal services aids, external tools, voice quality and Unity configuration parameters, problems and solutions.

“As Internet business solutions continue to gain momentum, enterprises require skilled network professionals who can manage all aspects of advanced Cisco IP telephony networks,” said Don Field, senior manager of certifications, Internet Learning Solutions Group, Cisco Systems. “As a leader in IP telephony, Cisco is offering two new certifications that are evolving in step with what the market and our customers are demanding. These certifications validate the requisite skills network professionals need to manage enterprise IP telephony networks. And, we offer training to provide a Cisco-authorized path for those who need to acquire those skills in optimizing IP telephony technology.”

Training and Exams

The recommended training for the Cisco IP Telephony Design Specialist includes courses in Enterprise Voice over Data Design (EVODD) and Deploying Quality of Service.

Candidates must have a valid CCDA certification and pass the EVVOD 9E0-411 and DQoS 9E0-601 exams.

The recommended training for the Cisco IP Telephony Operations Specialist includes courses in IP Telephony Troubleshooting (IPTT) and Deploying Quality of Service. Candidates must have a valid CCNA certification and pass the IPTT 9E0-421 and DQoS 9E0-601 exams.

All courses are available through Cisco Learning Partners and the Partner E-Learning Connection. Authorized Cisco Learning Partners instructors are certified by Cisco to provide the recommended courses in preparation for the required exams. Virtual University Enterprises (VUE) and Prometric offer Cisco certification exams at locations worldwide.

For more information, visit www.cisco.com/go/training.

About Cisco Systems

Cisco Systems Inc. (NASDAQ: CSCO) is a worldwide leader in networking for the Internet. News and information are available at [http:// www.cisco.com](http://www.cisco.com).

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