

Curriculum Release & Bug Reporting Processes

This document describes the numbering scheme for Cisco Networking Academy curriculum releases and updates. It provides an overview of each type of release and explains the process for reporting bugs or errors to help instructors use the curricula and learning materials most effectively.

New Curriculum Release Types

Releases have been divided into five categories. Each type of release represents a different level of change in the courseware:

Initial or major release: These releases have a version number of "X.0." The ".0" designator indicates either the first release of a new course (1.0), or a major revision of an existing course. Major releases may entail new platform requirements for course delivery, significantly different course flow and content, or other changes that will require an adjustment in course instruction. Major releases may occur every three to five years. An example of this type of change is the transition from CCNA 3.1 to CCNA Discovery 4.0 and CCNA Exploration 4.0.

Minor release: These releases contain an "X.y" version number, where "y" has a value of 1 or greater. This type of release indicates minor revisions such as content updates to reflect new certification requirements or innovations in technology. Instructors will want to review these changes, but the overall flow of the course should not be affected. Minor releases may occur every two to four years. An example of this type of change is the transition from CCNA 3.0 to CCNA 3.1.

Maintenance release: These releases have an "X.y (z)" version number, where "z" has a value of 1 or greater and represents the maintenance release number. The maintenance release number is only visible in the "About" box within the curriculum. The timing of this type of release is based on many factors, including the number and severity of reported bugs, especially pertaining to issues that might impact student comprehension of key technical concepts. This type of release includes fixes to content errors such as incorrect grammar and spelling, or errors in graphics and labs.

The date of a maintenance release is visible in Academy Connection, and a notification is sent when a new release is available. Instructors do not need to wait until a current class has ended to adopt the new maintenance release curriculum. A maintenance release can be downloaded onto a local Web server for use while a class is in progress. Maintenance releases may occur more than once immediately after an initial or major release and then taper off. An example of this type of change is the transition from CCNA Discovery 4.0 to CCNA Discovery 4.0 (1).

Emergency release: We have developed a contingency plan to accommodate an emergency release, if required. An emergency release would be versioned the same way as a maintenance release, with a maintenance number in parentheses after the version number, but created in response to a Priority 1 bug, which is an error that could potentially prevent the effective delivery of a course. An emergency release would be created and delivered in the fastest possible manner.

Adaptations: These are copies of existing releases with special characteristics, such as translated content or the ability to support accessibility devices. The version numbers of these releases will be the same as the original courses from which they have been created, but each adaptation will have its own maintenance releases. For example, if an English course is version 4.3 (3), the Spanish equivalent may be version 4.3 (1) if the first maintenance release of the Spanish version includes all the bug fixes from the first three maintenance releases of the English version.

In general, instructors should only be concerned with maintenance releases and numbers when they are reporting bugs in the curriculum, or if they want to verify that they have the most current version of a course on their local Web servers.

The Bug Reporting and Tracking System

You can help improve the quality of our curricula by reporting issues to the Global Support desk. Curriculum bugs and errors should be submitted through the Curriculum and Assessment Quality Support site. To access this site, log into Academy Connection and click **Help** at the top of the page, then select **Curriculum and Assessment Quality Support**.

Please follow these steps to view existing errata and report new bugs through the Support Desk:

1. Log into [Academy Connection](#).
2. Click **Help** at the top of the page.
3. Select **Curriculum and Assessment Quality Support**
4. Verify that the **Answers** tab is selected in the window that appears. Enter the curriculum or course name in the Search Text field and click **Search**.
5. After the search results populate, double click on the correct list to download and view.
6. You can also subscribe to updates by clicking the **Notify Me by Email if this Answer is Updated** button.

Please follow these steps to report an error that is not listed in the course errata:

1. In the Curriculum and Assessment Quality Support tool, select the **Contact Assessment Team** or **Contact Curriculum Team** tab, depending on the nature of the problem you are reporting
2. Enter the curriculum, course, language, and version, and enter the details of the problem in the summary section.
3. Click **Submit**.

After an error is reported, the issue is reviewed and a response is sent back to the individual who reported the error. If you submit a valid error through the site, it will be added to the errata FAQ and corrected during the next exam refresh or curriculum maintenance release.

Your feedback is very important to us and we appreciate the information you submit through bug reporting tools, forums, and other feedback mechanisms on Academy Connection. We perform maintenance releases based on the number and severity of reported bugs in the database, and your insights help us ensure that the courses are error-free and up-to-date.