



Service Description

Custom Learning Services

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

1.1 Description

- Learn with Cisco's Custom Learning Services provide tailored or custom-built instructor-led training to address specific Customer training needs and skill gaps not met by standard Cisco offerings. This service delivers customized content for private classes, aligning with Your specific context and training objectives. Custom Courses are delivered via instructor-led training for a single Customer.

1.2 Examples of custom course curriculum include (but not limited to):

- Develop specific and customized training materials.
- Support for training on specific Cisco Product or solution deployments and installations.
- Specialized content that trains personnel on skills to optimize and troubleshoot Cisco Products, solutions, or Services in their network environment.

1.3 This program allows You to work with Your account team and utilize Cisco Learning Credits for custom training needs such as:

- Courses with topics from multiple standard courses.
- Courses with new topics developed and added to standard courses.
- New courses.

2. Cisco Responsibilities

2.1 Cisco will conduct an initial meeting with You to gather requirements for the Custom Course, including:

- Identify specific learning objectives, topics, and required skills.
- Assess alignment with Cisco technologies or certifications (e.g., Cisco Networking, Security, Collaboration, etc.).
- Review existing Cisco training options to identify gaps.
- Based on gathered requirements, Cisco will propose customized course content, structure, duration, schedule, and delivery method for Your review and approval.
- Develop and deliver the approved course content.

3. Customer Responsibilities

3.1 Work with Your account team and Learn with Cisco Business Development Manager to request a Custom Course. You can also reach out to custom-courses@cisco.com for more information.

- 3.2 Define the goals and objectives for the Custom Course request to enable Cisco to create a proposal. Provide suggestions regarding desired hands-on labs, real-world scenarios, and specific use cases.
- 3.3 Review and approve the finalized course details.
- 3.4 Attend the Customized Training:
- Ensure your team is prepared to participate in the training as scheduled.
 - Provide feedback during or after the course.