



Authorized Connected Grid Account Manager Knowledge Verification (650-128)

Exam Description: The 650-128 *Connected Grid Account Manager (CGAM)* exam is a 30-minute test with 20–30 questions. This exam tests the candidate's knowledge of the features, functions, and design of the Cisco Connected Grid technology solution. The exam focuses on the features and benefits of the Cisco 2010 Connected Grid Router and the Cisco 2500 Series Connected Grid Switch; how these products are positioned within energy and utility companies; and how to identify new opportunities and set customer expectations.

The following topics are general guidelines for the content that is likely to be included on the exam. However, other related topics may also appear on any specific instance of the exam. To better reflect the contents of the exam and for clarity purposes, these guidelines may change at any time without notice.

57%	1.0	Introduction to Cisco Connected Grid Go-to-Market and How to Position
	1.1	Smart Grid Industry
	1.2	Cisco on Connected Grid GTM
	1.3	Cisco substation automation specific
43%	2.0	Connected Grid Program Order and Support
	2.1	Understanding type of support
	2.2	PDI Help Desk Support2.3