Cisco Collaborative Professional Services
Cisco Knowledge Services

For partners who need to bolster new and existing technology practices or who want to accelerate time-to-competency to Cisco technologies and architectures, Cisco® Collaborative Professional Services Knowledge Services allow you to augment your practice with the best-practice knowledge of Cisco engineers who have global implementation experience. Take advantage of Cisco expertise and leading practices in Cisco Borderless Networks, Cisco Collaboration solutions, and Cisco Data Center and Virtualization technologies by incorporating these services to enhance your own professional services team’s expertise.

With the Cisco Collaborative Professional Services Knowledge Services, Cisco provides your engineering staff and service architects with anytime, anywhere access to proprietary technical learning modules via an online learning portal. These services complement the entire Collaborative Professional Services portfolio, and establish a layer of continuous learning that empowers your technical staff to eliminate common errors while designing, deploying, or transitioning to new network capabilities. Cisco continuously updates the portal with different knowledge flavors that stems from on-field or off-field experiences of Cisco engineers.

Benefits
The Knowledge Services help you:

- Build advanced technical capabilities by exposing your staff to expert Cisco knowledge
- Make sure of successful deployment of Cisco solutions
- Accelerate time-to-competency to new technologies and architectures
- Elevate your confidence with new Cisco solutions
- Maximize your customers’ investment in Cisco solutions by accelerating the adoption of new network capabilities
- Facilitate staff career development or preparation for Cisco certifications with the help of self-study resources when your engineers are not deployed in the field, increasing the long-term return on benched resources
Knowledge Services

The Cisco Collaborative Professional Services Knowledge Services (Table 1) are delivered remotely via a learning portal on a subscription basis. The best practice knowledge is comprised of design tips, methodologies, leading practice documents, audio/video resources, online textbooks/manuals, test cases and other self-study resources that cover foundational concepts related to Cisco products and technologies. The knowledge base also covers experiential learning from industry-leading Cisco customer-facing labs and Cisco solution test and validation labs. All services are based on industry-proven Cisco methodology and best practices.

Table 1. Cisco Collaborative Professional Services Knowledge Services

<table>
<thead>
<tr>
<th>Service</th>
<th>SKU</th>
<th>What It Does</th>
<th>Deliverables</th>
<th>Specializations Required</th>
</tr>
</thead>
</table>
| Cisco Technical Knowledge Library | CON-AS-CPS-TKL | Helps build advanced technical capabilities across the full spectrum of Cisco products and technologies that bolsters new and existing technology practices and makes sure of successful deployment of Cisco solutions. | Complete library subscription for network infrastructure, security, wireless, collaboration, and data center. Includes:  
  - Proprietary best practices documents authored by Cisco's Advanced Services engineers  
  - Experiential learning's from Customer Proof Of Concept (CPOC) labs  
  - Access to comprehensive set of Cisco Press titles in digital format  
  - Test cases, benchmarking results, and best practice recommendations  
  - Access to IntelliShield security feeds | Aligns with eligibility for product resale                                                                 |
| Cisco Network Infrastructure Knowledge Services | CON-AS-CPS-NIKS | Helps build advanced technical capabilities for Network Infrastructure products and technologies that bolsters new and existing technology practices and makes sure of successful deployment of Cisco solutions. | Network infrastructure library subscription Includes:  
  - Proprietary best practices documents authored by Cisco's Advanced Services engineers  
  - Experiential learning's from CPOC labs  
  - Access to comprehensive set of Cisco Press titles in digital format  
  - Test cases, benchmarking results, and best practice recommendations  
  - Access to IntelliShield security feeds | Aligns with eligibility for product resale                                                                 |
| Cisco Security Knowledge Services | CON-AS-CPS-SKS | Helps build advanced technical capabilities for Security products and technologies that bolsters new and existing technology practices and makes sure of successful deployment of Cisco solutions. | Security library subscription Includes:  
  - Proprietary best practices documents authored by Cisco's Advanced Services engineers  
  - Experiential learning's from CPOC labs  
  - Access to comprehensive set of Cisco Press titles in digital format  
  - Test cases, benchmarking results, and best practice recommendations  
  - Access to IntelliShield security feeds | Aligns with eligibility for product resale                                                                 |
| Cisco Wireless Knowledge Services | CON-AS-CPS-WKS | Helps build advanced technical capabilities for Wireless products and technologies that bolsters new and existing technology practices and makes sure of successful deployment of Cisco solutions. | Wireless library subscription Includes:  
  - Proprietary best practices documents authored by Cisco's Advanced Services engineers  
  - Experiential learning's from CPOC labs  
  - Access to comprehensive set of Cisco Press titles in digital format  
  - Test cases, benchmarking results, and best practice recommendations  
  - Access to IntelliShield security feeds | Aligns with eligibility for product resale                                                                 |
| Cisco Collaboration Knowledge Services | CON-AS-CPS-CKS | Helps build advanced technical capabilities for Collaboration products and technologies that bolsters new and existing technology practices and makes sure of successful deployment of Cisco solutions. | Collaboration library subscription Includes:  
  - Proprietary best practices documents authored by Cisco's Advanced Services engineers  
  - Experiential learning's from CPOC labs  
  - Access to comprehensive set of Cisco Press titles in digital format  
  - Test cases, benchmarking results, and best practice recommendations  
  - Access to IntelliShield security feeds | Aligns with eligibility for product resale                                                                 |
### Service

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| Cisco Data Center Knowledge Services | CON-AS-CPS-DKS | Helps build advanced technical capabilities for Data Center products and technologies that bolsters new and existing technology practices and makes sure of successful deployment of Cisco solutions. | Data Center library subscription Includes:  
  - Proprietary best practices documents authored by Cisco's Advanced Services engineers  
  - Experiential learning's from CPOC labs  
  - Access to comprehensive set of Cisco Press titles in digital format  
  - Test cases, benchmarking results, and best practice recommendations  
  - Access to IntelliShield security feeds | Aligns with eligibility for product resale |

### Engagement

The Cisco Collaborative Professional Services Knowledge Services are delivered remotely via a learning portal. Project kickoff and portal entitlement for end users begin within seven business days of order placement.

### Table 2. Roles and Responsibilities of Cisco and Partner in Cisco Collaborative Professional Services Knowledge Services

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<th>Phase</th>
<th>Owner</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Cisco</td>
<td>Cisco delivery lead schedules and conducts the project kick-off with partner.</td>
</tr>
<tr>
<td>2</td>
<td>Partner</td>
<td>Partner provides on-boarding information along with the end-user details to Delivery Lead to initiate access/entitlement for the portal</td>
</tr>
</tbody>
</table>
| 3     | Cisco | Cisco provides entitlement to end-users as per the contract agreement  
  - Cisco schedules a training session to train the end-users to navigate the portal |
| 4     | Partner | Partner participates in the training session and notifies Cisco of any technical issues related to portal access |