Cisco® Technical Education is an e-learning portal containing over 14,000 training titles. The titles, or modules, are organized around primary networking technologies that provide access to break-fix, intermediate, advanced, and New Product Introduction training used to educate Cisco’s Technical Assistance Center (TAC) engineers.

Cisco Technical Education

As an e-learning portal that includes a variety of training modules on Cisco devices and technologies, Cisco Technical Education is designed to enable professionals to access just-in-time training on a variety of topics, without leaving their offices.

Cisco Technical Education was specifically developed to meet the needs of those who want training, but do not require or have the time for an in-depth, instructor-led training class. Field technicians, for example, who manage a variety of Cisco products, will find the portal useful because many titles focus on break-fix topics.

In addition to providing just-in-time e-learning, Cisco Technical Education includes customer administration features. Customer administrators can track student activities on a course-title basis, as well as print reports on overall portal and individual module usage, including assessments results.

Explore Cisco Technical Education

Organized around key networking technologies, Cisco Technical Education gives your community subscribers access to a wide range of intermediate and advanced level internal TAC training resources. The same resources used to educate Cisco’s world-renowned TAC Engineers.

Target Audience

Anyone who works with Cisco devices and technologies can benefit from Cisco Technical Education. The primary audiences who will particularly benefit include:

- Field support staff who are responsible for the daily operation of Cisco devices in the field.
- Network operations personnel who provide support for Cisco devices, software and servers.
Learning Services

All Access Package Overview
The All Access Package is organized into different technology categories and includes access to all of the training modules available in Cisco Technical Education. Table 1 gives examples of the topics covered.

Table 1. Topics Covered in the All Access Package

<table>
<thead>
<tr>
<th>Technology Categories</th>
<th>Example Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaboration</td>
<td>Cisco TelePresence conferencing, Video, Cable and Content Delivery, and Voice and Unified Communications</td>
</tr>
<tr>
<td>Data Center</td>
<td>Application Networking Services, Cisco IOS and NX-OS Software, Network Management and Automation, Network Modules and Interface Cards, Server Networking and Virtualization, Storage Networking, Switches, and Unified Computing</td>
</tr>
<tr>
<td>Routing and Switching</td>
<td>Cisco IOS and NX-OS Software, IP, LAN Switching, Multiprotocol Label Switching (MPLS), Routers, and Switches</td>
</tr>
<tr>
<td>Service Provider</td>
<td>Cisco IOS and NX-OS Software, Multiprotocol Label Switching (MPLS), Optical Networking, and Routers</td>
</tr>
<tr>
<td>Wireless</td>
<td>Voice and Unified Communications, Video and Content Delivery, and Cisco TelePresence conferencing</td>
</tr>
</tbody>
</table>

Training Support Features
Cisco Technical Education offers several training support features for students and customer administrators.

- Student features: Students can easily search by topic or task to locate the appropriate training module. For those who prefer additional guidance, selected modules have been grouped and organized in a progressive order that is referred to as an “e-course.” E-courses can be studied over a longer period of time because each provides students a plan for what modules to take and in what order.

- Customer administration features: To help support reporting of training activity, Cisco Technical Education offers customer administration functions. Administrators can specify the students who have access to the portal and view student activity such as what titles have been launched and how often each student logs in to Cisco Technical Education as well as the assessment results (Figure 2).

For students looking for even more comprehensive training on a topic, some e-courses have been grouped to form an “e-curriculum” (Figure 1).

Figure 1. E-curriculum Example

Figure 2. Customer Administrator Tools

Tracking Info
Last Login: 01/17/2014
Total Logins: 7

Reporting Info
List of documents accessed

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Training Formats
The e-learning titles on Cisco Technical Education come in different formats, referred to as “delivery methods”.

- **E-learning**: Training is delivered in the form of presentations with audio or video on demand (Figure 3).
- **Visual Product Information**: These detailed descriptions are used for identifying hardware and retrieving information using high-resolution images of Cisco products combined with detailed specs; these are sometimes supported with audio and video.
- **Remote Hands-On Labs**: Structured, self-directed, hands-on lab exercises use remote access to Cisco equipment.
- **Visual Instructions**: Detailed descriptions include graphics and Flash animation for performing onsite upgrade and remedial services on Cisco products.
- **Lab Demonstrations**: Practical exercise walk-throughs are presented as videos on demand giving detailed, guided demonstrations for deploying and operating Cisco products.
- **Review Questions**: Assessments help ensure student’s comprehension of the training materials.

**Note:** Not all topics are available in all training formats or for all technology packages.

Student PC Support Requirements
The requirements for PCs that will be used to access Cisco Technical Education are as follows:

- **Minimum hardware requirements**
  - Intel Core Duo CPU
  - 1.83 GHz
  - 2.00 GB of RAM
- **Software requirements**
  - Microsoft Windows XP or later or Mac OS X 10.5 or later
  - Internet Explorer version 6.0 or later
  - Sun Java (with JRE 1.5 or later)
- **Additional software requirements to access the remote hands-on labs**
  - Administrator-level rights to PC
  - ActiveX

Figure 3. Training Modules
Purchasing the All Access Package

Cisco service providers and enterprise customers can order Cisco Technical Education by using the Cisco Services Contract Center tool or by asking their client services manager (CSM).

Access is ordered in the form of student or user licenses. A customer can order the All Access Package license for one or more students, entitling each student to 1 year (12 months) of access to the portal.

Table 2 shows the part numbers used to order the Cisco Technical Education: All Access Package.

<table>
<thead>
<tr>
<th>Description</th>
<th>SKU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single user license</td>
<td>CON-TRN-CTE-1U</td>
</tr>
<tr>
<td>Bundle of 50 user licenses</td>
<td>CON-TRN-CTE-50U</td>
</tr>
<tr>
<td>Bundle of 200 user licenses</td>
<td>CON-TRN-CTE-200U</td>
</tr>
<tr>
<td>Bundle of 500 user licenses</td>
<td>CON-TRN-CTE-500U</td>
</tr>
</tbody>
</table>

If you are not familiar with Cisco Services Contract Center or need contact details for your CSM, send an email to cte-info@cisco.com.

For More Information

Visit the Advanced Services Education website at http://www.cisco.com/go/ase for more information about other Cisco Technical Education packages or Learning Services offerings, including custom training options, as well as Curriculum Planning Services and the Advanced Services Technical Knowledge Library (TKL).

Website Addresses for More Information

For more information about Learning Services for Cisco classic products and technologies, visit www.cisco.com/go/ase.

For information about Cisco TelePresence® training, visit www.cisco.com/go/telepresencetraining/

For information about broadband video training for service providers, visit www.cisco.com/go/spvtraining.

For information about Cisco WebEx® technology training, visit www.cisco.com/go/webextraining.

For information about mobile Internet technology training, visit www.cisco.com/go/mitg.