



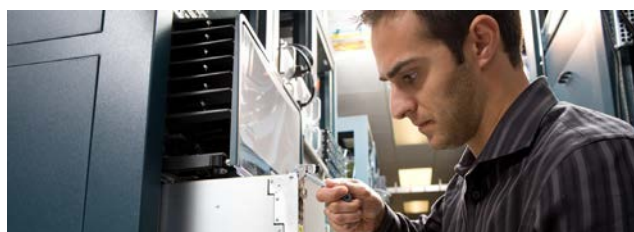
Cisco® Technical Education is an e-learning portal containing about 13,000 training titles. The titles, or modules, are organized around primary networking technologies that provide access to break-fix, intermediate, advanced, and New Product Introduction training used to educate Cisco's Technical Assistance 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, including Routing and Switching, 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 routing and switching devices 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 routing and switching devices in the field.
- Network operations personnel who provide support for routing and switching devices.

## Routing and Switching Package Overview

Topics addressed in the Routing and Switching Package include:

- Cisco IOS and NX-OS Software
  - Cisco IOS Software
  - Cisco IOS XE Software
- IP
  - Inter-VLAN Routing
  - IP Addressing Services
  - IP Application Services
  - IP Multicast
  - IP Routing
  - IP Switching
  - IP Version 6 (IPv6)
- LAN Switching
  - EtherChannel
  - Ethernet
  - LAN Quality of Service
  - LAN Security
  - Multicast
  - Spanning Tree Protocol
  - Virtual LANs/VLAN Trunking Protocol (VLANs/VTP)
  - VLAN Trunking Protocol
- Multiprotocol Label Switching (MPLS)
- Router Platforms
  - Cisco 10008 Edge Services Router (Legacy)
  - Cisco 10720 ESR (Legacy)
  - Cisco 1700, 1800, 1900, 2800, and 2900 Series Integrated Services Routers
  - Cisco 3700 Multiservice Access Routers
  - Cisco 3800 and 3900 Series Integrated Services Routers
  - Cisco 5900 Series Embedded Services Routers
  - Cisco 7200, 7300 (Legacy) 7500 (Legacy), 7600, and 800 Series Routers
  - Cisco CSU/DSU WIC Troubleshooting
  - Cisco Dynamic Packet Transport Technology
- Switching Platforms
  - Cisco BPX, IGX, and MGX Series Switches (Legacy); Cisco Catalyst® 2960 and 2960-C Series Switches; Cisco Catalyst 2975 Switch; Cisco Catalyst 3560-C, 3560/3560-E, 3570, 3570-X, 3850, 4000, 4500, and 4500-E Series Switches; Cisco Catalyst 4224 Access

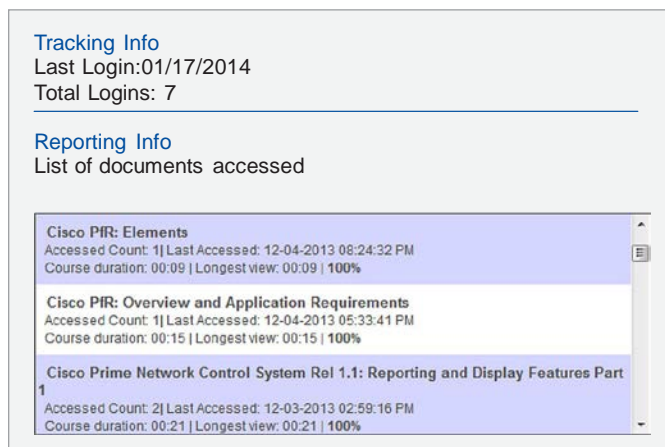
Gateway Switch (Legacy); Cisco Catalyst 4900, 5000 (Legacy), and 6500 Series Switches; Cisco Catalyst 8500 Series Multiservice Switch Routers (Legacy); Cisco Catalyst Blade Switch 3000 Series; Cisco Catalyst CLI, Cisco Catalyst Express 500 and 520 Series Switches; Cisco DSL Products; Cisco DSL Technology; Cisco IE 2000 and 3000 Series Switches; Cisco Long-Reach Ethernet; Cisco ME 2400 and 3400 Series Ethernet Access Switches; Cisco ME 4924-10GE Ethernet Aggregation Switches (Legacy); LAN Switching Architecture

## 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. Learning History provides easy access to previously viewed training modules and lists related titles that may be of interest to students. The Newest and Most Popular training listings allow users to always keep track of the “latest and greatest” (Figure 1).
- Customer administration features: To help support reporting of training activity, Cisco Technical Education offers customer administration functionality. 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 Cisco Technical Education as well as the assessment results.

Figure 1. Customer Administrator Tools



## 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 2)
- 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 sessions 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, step-by-step instructions 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 the student’s comprehension of the training materials.

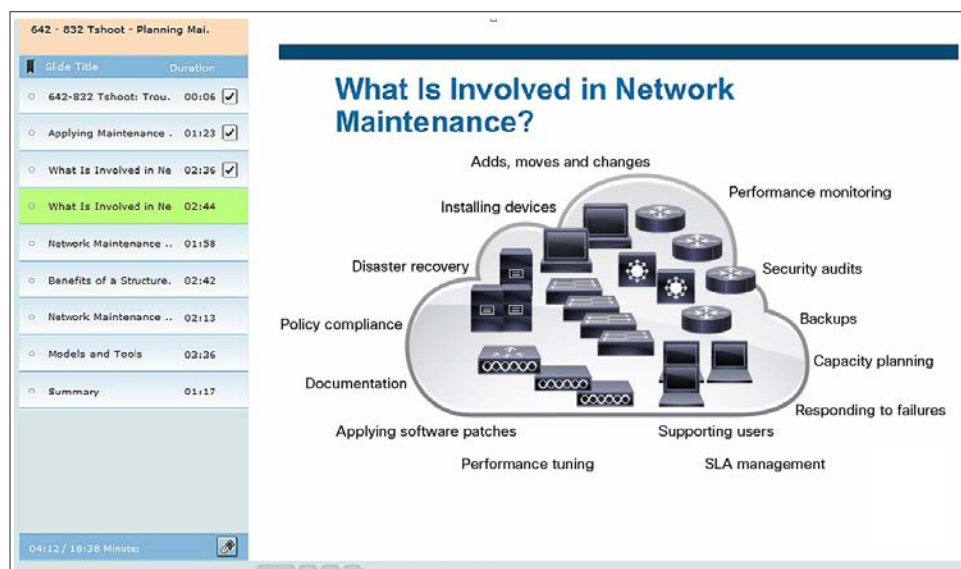
Note: Not all topics are available in all training formats or for all technology packages.

## 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 2. E-learning Module Example



## Purchasing Cisco Technical Education Routing and Switching Package

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 Routing and Switching Package license for one or more students, entitling each student to 1 year (12 months) of access to the portal.

Table 1 shows the part numbers used to order the Cisco Technical Education: Routing and Switching Package.

Table 1. Cisco Technical Education Single Technology Package

Description (Unlimited Access for One Year)	SKU
Single user license	CON-TRN-CTE-1UL
Bundle of 50 user licenses	CON-TRN-CTE-50UL
Bundle of 200 user licenses	CON-TRN-CTE-200UL
Bundle of 500 user licenses	CON-TRN-CTE-500UL

If you are not familiar with the Cisco Services Contract Center or need contact details for your CSM, send an email inquiry to [cte-info@cisco.com](mailto: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](http://www.cisco.com/go/ase).

For information about Cisco TelePresence® training, visit [www.cisco.com/go/telepresencetraining/](http://www.cisco.com/go/telepresencetraining/).

For information about broadband video training for service providers, visit [www.cisco.com/go/spvtraining](http://www.cisco.com/go/spvtraining).

For information about Cisco WebEx® technology training, visit [www.cisco.com/go/webextraining](http://www.cisco.com/go/webextraining).

For information about mobile Internet technology training, visit [www.cisco.com/go/mitg](http://www.cisco.com/go/mitg).



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