



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 Service Provider, 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 a Cisco service provider network 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 service provider network infrastructure.
- Network operations personnel who provide support for service provider network infrastructure.

Service Provider Package Overview

Topics addressed in the Service Provider Package include:

- Cisco IOS and NX-OS Software:
 - Cisco IOS XE Software
 - Cisco IOS XR Software
- Multiprotocol Label Switching (MPLS):
 - Cisco Prime Central
 - Cisco Prime Optical
 - Cisco Prime Performance Manager
 - Fulfillment Products
 - Network Management Solutions
- Optical Networking:
 - Cisco Carrier Packet Transport (CPT) System
 - Cisco CWDM Passive Optical System (Legacy)
 - Cisco ONS 15200
 - Cisco ONS 15216
 - Cisco ONS 15302 and ONS 15305
 - Cisco ONS 15310
 - Cisco ONS 15327
 - Cisco ONS 15400 Series
 - Cisco ONS 15454 SDH
 - Cisco ONS 15454 SONET
 - Cisco ONS 15501
 - Cisco ONS 15530
 - Cisco ONS 15540
 - Cisco ONS 15800
 - Fiber Optics, Safety, Cleaning, and Tools
 - Optical DWDM Technology
 - Optical Transport Technology
- Routers:
 - Cisco 12000 Router
 - Cisco ASR 1000 Series Aggregation Services Routers
 - Cisco ASR 9000 Series Aggregation Services Routers
 - Cisco ASR 901 Series Aggregation Services Routers

- Cisco ASR 903 Series Aggregation Services Routers
- Cisco Cloud Services Router 1000V Series
- Cisco CRS-1 16-Slot Line Card Chassis
- Cisco CRS-1 8-Slot Line Card Chassis
- CRS-1 Multishelf System

Training Support Features

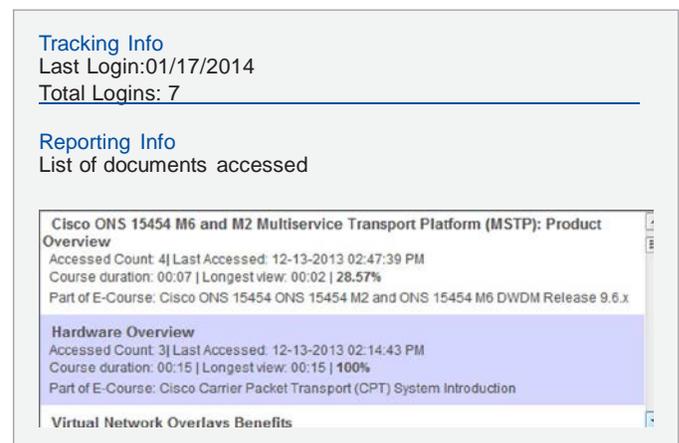
Cisco Technical Education offers several training support features for students and customer administrators.

- 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 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 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 are sometimes supported with audio and video.
- Remote Hands-On Labs: Structured, self-directed, hands-on lab exercises using 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 student's comprehension of the training materials

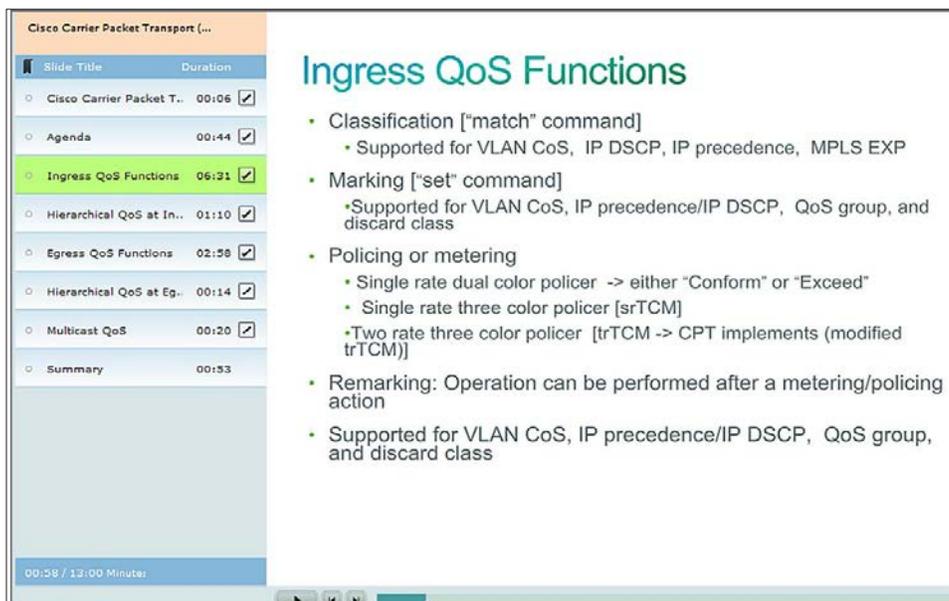
Note: Not all topics are available in all training formats or for all technology packages.

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 higher/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 Service Provider Package

Customers can order Cisco Technical Education 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 Service Provider 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: Collaboration 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.

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.



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