

Learning Services

Hosted Collaboration Service Foundation



The Hosted Collaboration Service Foundation (HCSF) course is a virtual instructor-led, lab-based, hands-on course offered by Cisco® Learning Services. This course focuses on the entire Cisco Hosted Collaboration Service environment and introduces participants to the roles of the data center, aggregation, fulfillment, and application architecture.

Duration

2 days

Target Audience

This course is designed to give participants an in-depth introduction to Cisco Hosted Collaboration Service (HCS), its features, capabilities and components either as a single course or in preparation for intermediate level courses.

Targeted roles include:

- System engineers
- Technical support personnel
- Channel partners and resellers
- Partner sales executives

Course Objectives

By completing this course, you should be able to describe:

- The overall HCS capabilities and deployment modules
- The HCS aggregation layer function and components for both local and central breakout
- The service fulfillment layer function and components including Hosted Collaboration Mediation Fulfillment and Cisco Unified Communications Domain Manager

- Endpoint and conferencing options available to HCS customers including on premise and cloud based Collaboration Meeting Rooms (CMR)
- The role of Cisco Prime™ Collaboration Assurance and Hosted Collaboration Mediation Fulfillment in monitoring and reporting on an HCS environment

Recommended Prerequisites

Cisco recommends that you have the following prerequisite knowledge and skills:

- Knowledge of Cisco Unified Communications Manager functionality
- Recommended courses: Cisco Unified Communication Foundation (UCMF) and Configuring the Cisco Nexus® Data Center (CCNDC)

Course Outline

- Module 1: HCS Solution Overview
 - Describe the purpose and benefits of HCS and describe the main purpose of each component part of an HCS implementation, including data center, fulfillment, management, applications and aggregation.
 - Describe the Cisco Data Center Version 2 architecture used by HCS.
 - Describe redundancy capacities in the data center.
 - Describe the main purpose of Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence Server (instant messaging).
 - Review Cisco Unified Communications application redundancy.
 - Describe a “pure hosted,” extender, remotely managed and private cloud HCS deployment model.
 - Discuss the customer benefits and scenarios suited to each architecture.
 - Locate the documentation available for HCS.
 - Describe and use the documentation available for HCS.
- Module 2: HCS Aggregation Layer
 - Describe the HCS aggregation layer principle purpose.
 - Describe the difference between local and central breakout.
 - Explain a session boarder controller’s role in an HCS network.
 - Describe how Cube SP and Perimeta connect the service provider network.
 - Describe the differences between Cube and Perimeta.
 - Describe the options for emergency calling.
 - Describe the principles of lawful intercept.
 - Describe the network components used for Cisco Collaboration Edge Architecture.
 - Describe the call flow and use cases for Collaboration Edge Architecture.
 - Describe the call flow and use cases for mobile and remote access.
 - Describe the call flow and use cases for Cisco Jabber® Guest.
 - Describe session boarder controller redundancy and capacity capabilities.
 - Describe Collaboration Edge Architecture redundancy and capacity capabilities.
 - Describe how session boarder controllers are licensed.

- Describe how collaboration edge infrastructure is licensed.
- Module 3: HCS Service Fulfillment Layer
 - Describe the purpose of the HCS fulfillment layer of an HCS environment.
 - Recall the tools used to in the fulfillment layer of an HCS environment.
 - Describe where data is stored in an HCS implementation.
 - Describe the role and information flow of the Cisco Unified Communications Domain Manager in an HCS environment.
 - Access the self-service portal and administer a user.
 - Describe how Cisco Unified Communications Domain Manager is integrated with Lightweight Directory Access Protocol (LDAP).
 - Describe how Cisco Unified Communications Domain Manager is integrated with single sign-on (SSO).
 - Describe how redundancy and disaster recovery is provided for Hosted Collaboration Mediation Fulfillment servers.
 - Describe how redundancy and disaster recovery is provided for Cisco Unified Communications Domain Manager servers.
 - Describe the licensing model for HCS.
 - Describe the difference between management and application licenses.
- Module 4: HCS Conferencing
 - Describe the options available for Cisco phone, TelePresence[®] and room-based TelePresence systems.
 - Describe the Cisco Collaboration Meeting Rooms (CMR) solution.
 - Describe the architecture used by HCS to connect to CMR.
 - Describe how CMR is licensed in and HCS environment.
 - Describe large enterprise options for conferencing.
 - Describe the call flows for CMR.
 - Describe redundancy and licensing for large enterprise conferencing solutions.
 - Describe Lync integration architecture, licensing and redundancy.
- Module 5: HCS Assurance and Reporting
 - Describe the monitoring capabilities provided by Hosted Collaboration Mediation Fulfillment.
 - Describe the main features of the Cisco Prime[™] Collaboration Assurance in and HCS network.
 - Describe how Cisco Prime Collaboration Assurance is integrated with an HCS environment.
 - Log in to Cisco Prime Collaboration Assurance and view main summary pages and specific devices in the Device Work Center.
 - View alarms and call statistics.
 - Describe the licensing model for Cisco Prime Collaboration Assurance in a HCS environment.

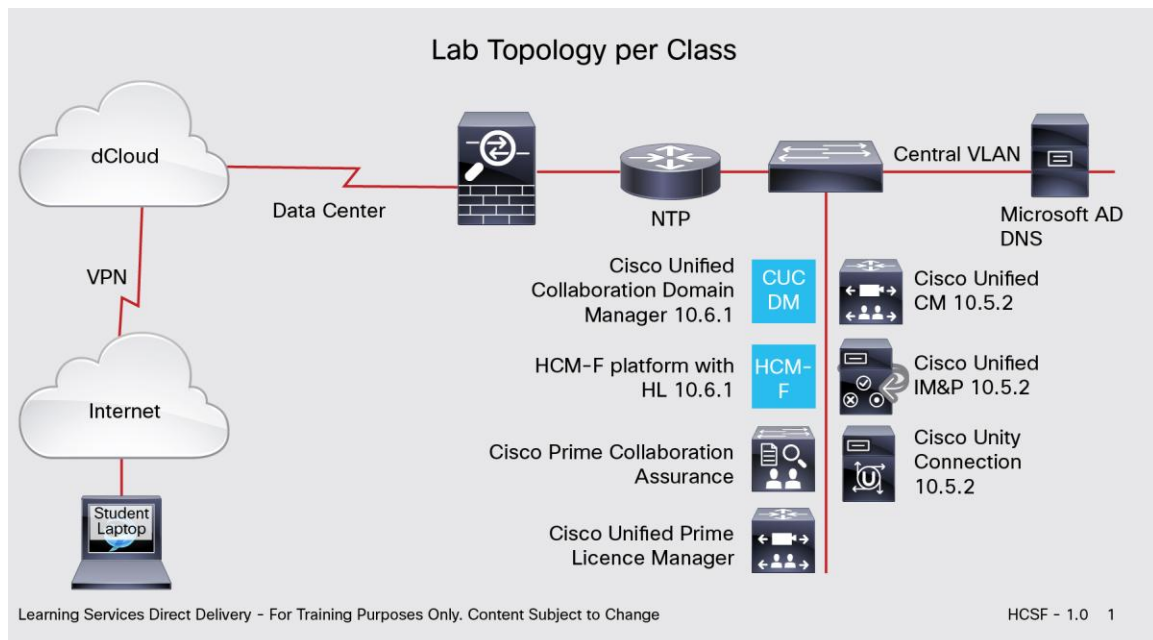
Lab Outline

- HCS Deployment Models
- Documentation
- Aggregation Deployment Models
- End-User Experience
- Collaboration Meeting Rooms
- Collaboration Customer Scenarios
- HCMF reporting
- Cisco Prime Collaboration Assurance Monitoring

Lab Topology

Following is the topology used in the lab for this course as shown in Figure 1.

Figure 1. Lab Topology



Registration Email

For more information about schedules and registration for this course, contact aeskt_registration@cisco.com.

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