Service Description
Curriculum Planning Services

This Service Description is part of the Services Agreement (as defined in the Services Guide) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

1.1 Description

This service provides a training needs assessment and customized curriculum plan, which may include standard and customized instructor-led training and self-directed training recommendations. These services may be delivered by Cisco or the authorized Learning Partner of Your choice ("Delivery Partner").

1.2 Service Term

Cisco will use commercially reasonable efforts to complete timelines agreed to in the Services kick-off meeting, as defined in the commercial terms for this service. All Service delivery will stop and be considered complete on the last Business Day of the Service Term.

2. Cisco Responsibilities

2.1 Curriculum Planning Review (Needs Assessment)

2.1.1   Cisco, or Your selected Delivery Partner will initiate the project by conducting kickoff meetings to define the project scope, schedule, and work breakdown structure in collaboration with the Customer Coordinator.

2.1.2   Assign a designated Curriculum Planner ("Planner") to perform the work and project manage the completion of Services.

2.1.3   Engage additional Cisco and or Delivery Partner's team members as necessary to complete Services specified herein.

2.1.4   Coordinate, perform and deliver a training needs assessment through a data gathering and reconciliation process for multiple job roles, technologies and/or personas. This assessment may include: Review of existing documentation (e.g., job descriptions, network diagrams, training materials), surveys to gather data on current skill levels and training needs, interviews with key customer staff to understand business objectives and performance gaps.

2.1.5   Analysis of performance data to identify areas for improvement.

2.1.6   During such assessment, Cisco/Delivery Partner may: Identify, coordinate, and interview selected Customer staff, work with the Customer coordinator to schedule and execute information gathering sessions.

2.1.7   Participate in regularly scheduled meetings with the Customer coordinator to discuss project scope, schedule, and provide updates on the status of the project.

2.2 Assessment Analysis Report and Readout

2.2.1   Provide a presentation summarizing the results arising out of the assessment. The presentation will be delivered to the Customer Coordinator and other key stakeholders and is an opportunity to understand what was learned and a preview of initial, high-level, recommendations and provide feedback prior to receiving the final Curriculum Plan. The presentation may include, but is not limited to, the following:

- Fndings regarding current skill levels and training gaps.
- Identified gaps between current skills and required skills to meet business objectives.
- Gap recommendations outlining potential training solutions.

2.3 Curriculum Training Plan Final Delivery

2.3.1   Create and provide to Customer a curriculum training plan ("Curriculum Training Plan") for each technology and/or functional group assessed. The Curriculum Training Plan will contain:

- Recommended courseware or other learning resources (e.g.: practice exams, hands-on labs, etc.) that may help close any identified gaps between Customer need and current skill set.
- Off-the-shelf training alternatives for both in-person and digital trainings offered by Cisco, describing how they could help customer meet the need.
- For each off-the-shelf option, include: course description, learning objectives, duration, delivery method, and cost.
- Applicable customized training solutions, if off-the-shelf options do not fully address the identified gaps.
- For each customized training solution, include: a detailed outline of the proposed content, learning objectives, recommended delivery method, and estimated development effort.
- A rationale on why each training option was selected, including an analysis of the pros and cons of each alternative.
- The Curriculum Training Plan will align training recommendations with the customer's business goals and objectives.

3. Customer Responsibilities

3.1   Ensure key Customer staff is available for scheduled information gathering sessions such as interviews.

3.2   Assign a Customer coordinator.