



Global Knowledge™



# Authorised Cisco® Training

Europe's largest Cisco Learning Solutions Partner

## CISCO CHANNEL PARTNER PROGRAM

A guide at a glance  
*See pages 10-15*

CISCO LEARNING CREDITS  
*see page 3*

COMPLETE CERTIFICATION  
PREPARATION  
CCNA to CCIE - reach your certification goals

EXPERT GUARANTEE  
A guarantee on your training  
investment to achieve your  
certification goals

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## Delivery Methods

We provide a combination of instructor-led and self-paced e-Learning, offered via a blend of delivery options that match your specific training needs.

We deliver the premium content and expert instruction in the classroom, at your company, on the web, and on CD.

### Classroom Learning

Our expert instructors, hands-on labs, and superior content provide excellent, results oriented training in the classroom.

### Self-Paced e-Learning

Our Self-Paced e-Learning features the same superior content as our instructor led training, with delivery available via CD-ROM or the web - when, where, and how you need it. Try it now! For a free demo please visit our website.

### e-Labs

Global Knowledge's exclusive e-Labs offer access to live Cisco hardware over the Internet. When combined with our Self-Paced e-Learning, you'll get the highest quality content and the hands-on experience you need to solve your IT challenges.

### Virtual Classroom e-Learning

Our Virtual Classroom e-Learning delivery option combines the best of Classroom Learning with the best of online learning by featuring live, Instructor led training via the Internet. Live labs use real equipment in real time without the need to travel.

Try it now! Visit our web site and sign up for a free web seminar that uses this method for delivery

### On-Site Learning

When you have a large group to train, we can help with our private, On-Site delivery option. For further details please call.

## Terms & Conditions

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# Welcome to Global Knowledge

Train with Global Knowledge and join the ranks of IT professionals who have made us the world's largest and most trusted Cisco Learning Solutions Partner. Our instructors add their vast real-world networking industry knowledge to the Authorized Cisco curriculum to create a superior learning experience that includes custom, hands-on labs that put you on the fast track to competency and certification. That's why every year more IT professionals learn Cisco technologies with Global Knowledge than any other training provider in the world.

## Why Train with Global Knowledge

**1. Custom Hands-On Labs** | We enhance the Cisco Authorized courseware by adding custom labs featuring the best hardware, challenging scenarios that reflect real world conditions, and greater detail than you will find in standard Cisco labs.

**2. State-of-the-Art Equipment** | We invest millions of Euros to acquire the most reliable hardware for our labs. You'll configure and troubleshoot the latest routers, switches, IP phones, communications and security equipment, and more.

**3. The Best Instructors** | Our Certified Cisco Systems instructors go beyond the core curriculum to teach you tips and tricks and uncover hidden surprises that are not found in the standard course manual.

**4. Convenience and Integrity of Schedule** | We offer and deliver the largest public Cisco schedule of any other training provider in the world.

**5. Robust Delivery Options** | We deliver premium content and expert instruction through any combination of Classroom Training, On-Site Learning, Virtual Classroom e-Learning, Self-Paced e-Learning, and Live Remote e-Labs.

**6. Complete Certification Preparation** | With our unmatched blend of certification tracks, delivery methods, and value-added resources, you can count on us to help you reach your certification goals.



## Cisco Selects Global Knowledge for Learning Partner of the Year

Global Knowledge has received the prestigious Learning Solutions Partner of the Year award from Cisco Systems. Global Knowledge was one of only eight global honorees selected from a list of more than 2,800 Cisco Certified Channel Partners worldwide for outstanding performance in 2005. Read the press release at [www.globalknowledge.net/CLSP](http://www.globalknowledge.net/CLSP).

## Spend Your Cisco Learning Credits at Global Knowledge

The Cisco Learning Credit program is an innovative program that allows companies to acquire Cisco hardware, software, and training in a single purchase. Each CLC is redeemable for \$100 (USD) of Authorized Cisco training. Redeem your credits with Global Knowledge today by visiting our website: [www.globalknowledge.net/CLC](http://www.globalknowledge.net/CLC)

# Self-Paced e-Learning

Global Knowledge delivers a better return on your learning investment with our next generation Self-Paced e-Learning. Same content, same expert instructors, delivered at your convenience to your desktop.

## Self-Paced e-Learning

Course Title	Course code
<b>Routing and Switching</b>	
Introduction to Cisco Networking Technologies	INTRO
Interconnecting Cisco Networking Devices	ICND
Building Scalable Cisco Internetworks	BSCI
Building Cisco Multilayer Switched Networks	BCMSN
Implementing Cisco Quality of Service	QoS
Implementing Cisco MPLS	MPLS
Configuring BGP on Cisco Routers	BGP
<b>Network Design</b>	
Designing for Cisco Internetwork Solutions	DESGN
Designing Network Service Architectures	ARCH
<b>Security</b>	
Securing Cisco Network Devices	SND
Securing Networks with PIX and ASA	SNPA
Securing Networks with Cisco Routers & Switches	SNRS
Implementing Cisco Intrusion Prevention System	IPS
Cisco Secure Virtual Private Networks	CSVPN
<b>Voice and IP Communications</b>	
Implementing Cisco Quality of Service	QoS
Cisco Voice over IP	CVOICE
Cisco IP Telephony Part 1	CIPT1
Cisco IP Telephony Part 2	CIPT2
Cisco IP Telephony Troubleshooting	IPTT
Implementing Cisco Voice Gateways and Gatekeepers	GWGK
<b>Cisco Unified Communications System</b>	
Administration/Engineer	UCSAE
<b>Special Technologies</b>	
Implementing CiscoWorks for Enterprise	
LAN/WAN Management	CWENT

## Lab practices

Course Title	Course code
CVOICE Lab Practices	GK-283545
CIPT Lab Practices	GK-283546
UCSAE Lab Practices	GK-283547
IPTT Lab Practices	GK-283550
QoS Lab Practices	GK-283552
MCAST Lab Practices	GK-283553
CWENT Lab Practices	GK-283556

## e-Camps

e-Camps combine all that you need to get certified - Cisco Authorized Content, Global Knowledge complementary content, third party content, and test vouchers.

### CCNA e-Camp

- 13 titles of INTRO and ICND course content
- 4 hands-on labs (INTRO e-Lab pack bundle)
- 9 hands-on labs (ICND e-Lab pack bundle)
- CCNA exam voucher
- CCNA practice exam from Self Test Software (30-day access)

### CCNA/CCDA Combo e-Camp

- 5 titles of DESGN course content
- 7 titles of ICND course content
- 6 titles of INTRO course content
- 4 hands-on labs (INTRO e-Lab pack bundle)
- 9 hands-on labs (ICND e-Lab pack bundle)
- CCNA & CCDA exam vouchers
- CCNA practice exam from Self Test Software (30-day access)
- CCDA practice exam from Self Test Software (30-day access)

## e-Labs

Global Knowledge's exclusive stand alone e-Labs and Lab Practices offer access to Cisco hardware over the Internet. When combined with our Self-Paced e-Learning, you'll get the highest quality content and the hands-on experience you need to solve your IT challenges.

Course Title	Course code
CCNA e-Lab	GK-282348
BSCI e-Lab	GK-282377
BCMSN e-Lab	GK-282362



# Remote Labs

**\$13m invested in Cisco labs by Global Knowledge**



Having invested \$13m in its remote labs, Global Knowledge is one of Europe's leading providers of remote lab solutions both in support of its own Cisco training programmes as well as for hire by other Cisco Learning Partners.

Supporting the full range of Cisco's certification, channel and partner specialisation programmes, Global Knowledge's labs are built to the highest standard using the latest hardware, software and IOS, and all labs are built to support the exercises set out in the standard Cisco-released courses.

Global Knowledge labs are available 24x7 and are currently used to support training programmes worldwide without the need to ship equipment, with clients in Australia, Asia Pac, Middle East, Africa, Europe and the Americas.

For further information contact [gtr@globalknowledge.net](mailto:gtr@globalknowledge.net)



# Expert Guarantee

## Your guarantee to successful learning

**The Expert Guarantee provides an effective, stimulating and challenging programme in order to reach an outstanding level of knowledge.**

### Get a jump start in your career development

Students learn in different ways. Some students like to review the course materials or read independently published books before stepping into the classroom; other students like to talk about what they are learning with instructors or peers; and some students simply want a place to look up information after their course is completed.

Now you can do it all with the exclusive Global Knowledge Expert Guarantee programme - a personalised training solution using the resources you need for successful learning before, during and after your course.

Add Expert Guarantee to any one of the selected courses and you will receive access to all of the components of the Expert Guarantee programme including classroom learning, e-Learning, mentoring, on-line reference library, tests and more.

Get a jump-start on learning before you enter the classroom and then walk away with easy access to core materials with our Expert Guarantee programme - your guarantee to successful learning.

This offers you a number of advantages including guaranteed knowledge, continuous learning support, a clear and customised solution to a predefined price and a guaranteed return on investment.

The Expert Guarantee programme provides:

- guaranteed knowledge
- guaranteed certification
- guaranteed quality
- an exciting and stimulating learning solution

*Expert Guarantee is a package that can be purchased in addition to the selected Cisco courses. For pricing please view our web page. The programme cannot be combined with any other offer, discount or agreement.*

**[www.globalknowledge.net/expert](http://www.globalknowledge.net/expert)**



# Cisco Career Certifications



For many companies and individuals, the achievement of Cisco Systems Certification either as a company or an engineer, is a key objective. As the largest world-wide Cisco Learning Solutions Partner, with the capability to offer the full range of Cisco Certified training solutions at locations throughout Europe, Global Knowledge is ideally placed to help you achieve this objective.

If you then consider our complete spectrum of delivery methodologies and our extensive range of Internetworking courses that gives you all prerequisite knowledge you need, then you will understand why so many choose Global Knowledge as their preferred Cisco learning provider.

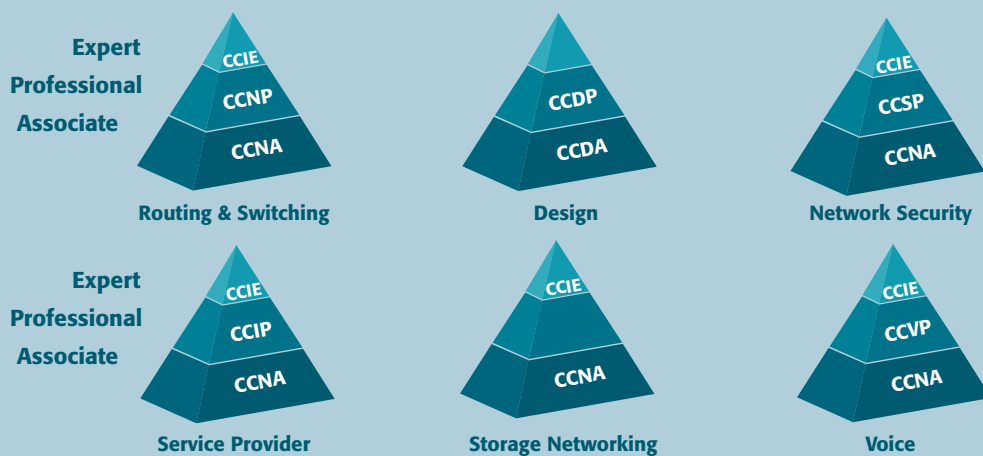
## What does having a Cisco Career Certification from Global Knowledge mean?

It means that recipients possess an industry-recognised level of expertise in supporting or designing Cisco networks. It means that they have demonstrated that they can perform specific tasks and implement solutions using Cisco products. And it means that they have shown technical proficiency and knowledge. In short, certification offers a cost-effective, objective and consistent method for measuring the technical knowledge and expertise of people who work with Cisco products and services.

Certifications help companies identify and develop their most important resource: qualified and competent people. Certified network professionals give a company a clear head start – one that may never relinquish.

Detailed below is an overview of the Cisco certifications. Over the following pages you will find information on how to achieve these accreditations.

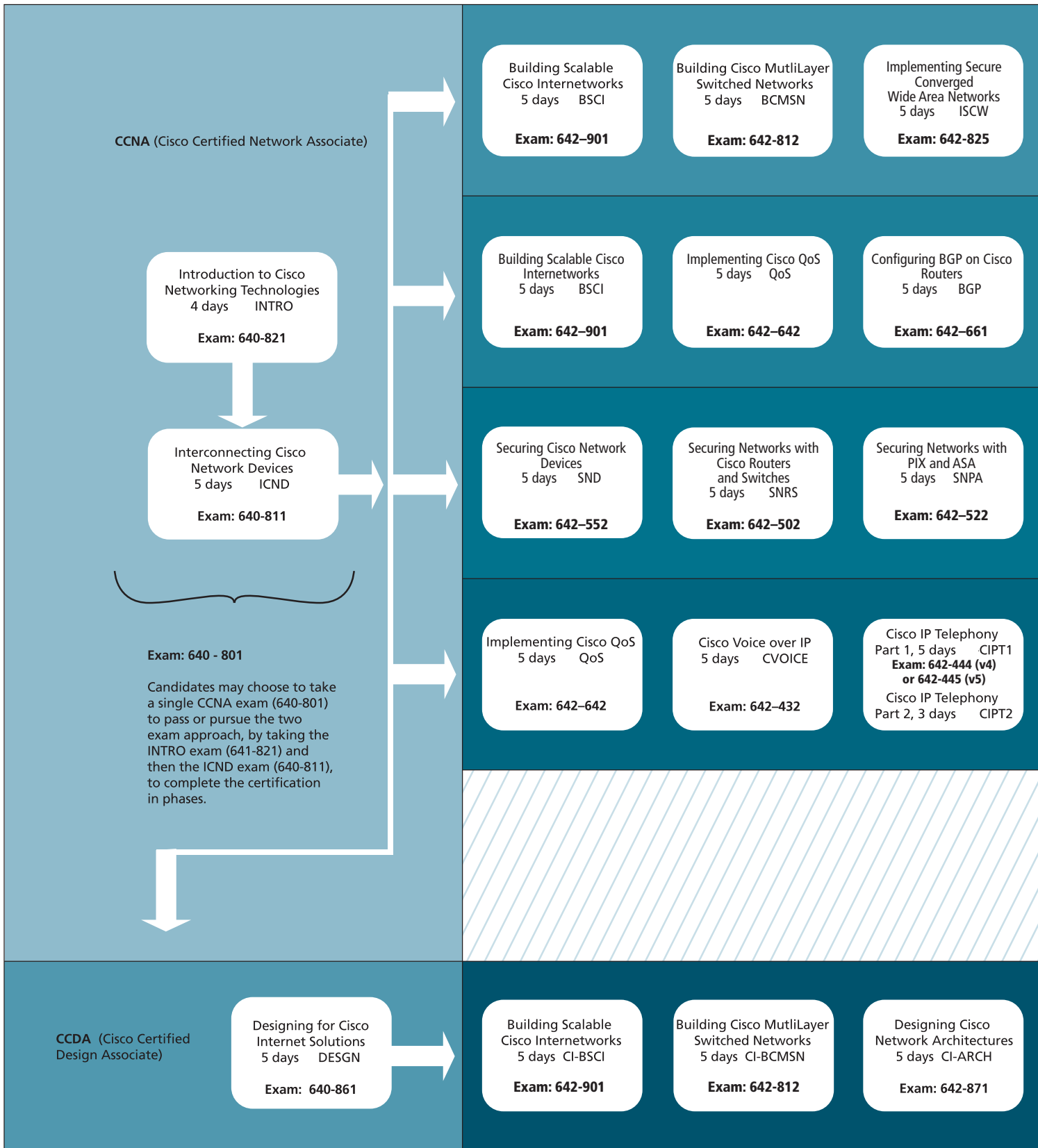
## General Certifications



# Cisco Career Certifications

## ASSOCIATE

## PROFES



# CCNA CCNP CCDA CDDP CCIP CCSP CCIE

## PROFESSIONAL

## EXPERT

<p>Optimizing Converged Cisco Networks 5 days ONT</p> <p><b>Exam: 642-845</b></p>	<p><b>CCNP</b> (Cisco Certified Network Professional)</p>	<p>Routing &amp; Switching</p>
<p>Implementing Cisco MPLS 5 days MPLS</p> <p><b>Exam: 642-611</b></p>	<p><b>CCIP</b> (Cisco Certified Internetwork Professional)</p>	<p>Service Provider</p>
<p>Implementing Cisco Intrusion Prevention System 5 days IPS</p> <p><b>Exam: 642-532</b></p>	<p>Securing Hosts using Cisco Security Agent 5 days HIPS <b>Exam: 642-513</b></p> <p><b>OR</b></p> <p>Cisco Secure Virtual Private Networks 5 days CSVPN <b>Exam: 642-511</b></p> <p><b>CCSP</b> (Cisco Certified Security Professional)</p>	<p>Security</p>
<p>IP Telephony Troubleshooting 5 days IPTT</p> <p><b>Exam: 642-425</b></p>	<p>Implementing Cisco Voice Gateways and Gatekeepers 5 days GWGK <b>Exam: 642-453</b></p> <p><b>CCVP</b> (Cisco Certified Voice Professional)</p>	<p>Voice</p>
<p>Please contact your local Global Knowledge office for details.</p> <p><b>Exam: 350-040</b></p>		<p>Storage</p>
<p><b>CCDP</b> (Cisco Certified Design Professional)</p>		<p>Design</p>

# Cisco Channel Partner Programme

In the new Cisco Channel Certification programme as well as having the three levels of certification (Premier, Silver and Gold) channel Partners are also required to qualify on a number of specialisations to achieve the certifications. Certification level directly reflects Partner's technology skills breadth across key technologies and Certification is no longer based on a point's model.

The key points of the programme are:

- **Cisco Partners** are required to meet specific **Specialisations** requirements based on their certification level (i.e. Gold, Silver, Premier)
- **Specialisation** requires a number of individuals to satisfy **Job Role requirements** (Account Manager (AM), Field Engineer (FE), Sales Engineer (SE) )
- **Job Roles** require individuals to pass one or more Certifications and/or Cisco Qualified Specialists (CQS) Exam(s)
- **Certifications and CQS's** are made up of one or more **courses** that prepare an individual for one or more exams

## Specialisation Levels

The three specialisation levels are:

### EXPRESS SPECIALISATION:

Two Express Specialisations are available to partners:

- **Express Foundation Specialisation** provides integrated training in routing and switching, wireless LAN, and security technologies. This training is required for all Premier and Silver Certified Partners.
- **Express Unified Communications Specialisation** qualifies partners in the area of converged data, voice, and video networking.

### ADVANCED SPECIALISATION:

The Partners certification level determines how many Specialisations are required. Partners can achieve Advanced Specialisation in:

- Unified Communications
- Security
- Wireless LAN
- Routing and Switching

### MASTER SPECIALISATION:

Partners with a highly qualified practice in a given technology can achieve Master Specialisation, regardless of certification level. This enables Partners to deliver more complex and specialised business solutions.

Certification and Specialisation Framework:



## When do the changes happen?

- Channel Partners can apply for, or renew existing qualifications in retiring specialisations until 14 June 2006
- During the first year of the transition (March 2006 to March 2007), certifications will be renewed under the current program, however Channel Partners can achieve new specialisations instead as their retired specialisations expire.
- From October 2006, new Advanced Specialisation discounts will be implemented, allowing six months for Channel Partners to qualify.
- Commencing 1 March 2007 the new certification & specialisation requirements will apply to Channel Partners on the next certification anniversary that falls on or after this date.
- By March 2008 all partners must be fully certified under the new programme.

## Cisco Specialisation Training Tool

To help Channel Partners determine the exams and training required by Job Role for the selected specialisation Global Knowledge has developed the Cisco Specialisation online training tool.

**It's easy.** Simply select your specialisation area and job role and then view your training track with our easy-to-use training tool, visit: [www.globalknowledge.net/ccps](http://www.globalknowledge.net/ccps)

and the current classroom training schedule. Training for each course can also be delivered at a customer's location.



# Cisco Channel Programme Certification Requirements

The following details the minimum prerequisites and role requirements for the specialisations at each certification level.

## Premier Partner

### Specialisation Requirements:

- Express Foundation

### Prerequisites - Individual Minimum Requirements:

- Minimum number of certified individuals required = 3

Program Requirements	Account Manager	Project Manager	Systems Engineer	Field Engineer	Total Individuals
Express Foundation	CSE (1)		CCDA(1)	CCNA(1)	3

## Silver Partner

### Option 1

### Specialisation Requirements:

- Express Foundation
- Any two Advanced Specialisations

### Option 2

### Specialisation Requirements:

- Express Foundation
- Express Unified Communications
- One Advanced Specialisation (except Advanced Unified Communications)

### Prerequisites - Individual Minimum Requirements:

- Minimum number of certified individuals required = 6
- CCIE requirements for certification = 2

Program Requirements	Account Manager	Project Manager	Systems Engineer	Field Engineer	Total Individuals
Express Foundation	CSE (1)		CCDA(1)	CCNA(1)	3
Express Unified Communications	CSE (1)		CCDA(1)	CCNA(1)	3
Advanced Routing and Switching	CSE (1)		CCDA(1)	CCNP as FE1(1) CCIE as FE2(1)	4
Advanced Unified Communications	CSE (2)	PM(1)	CCDA(1)	CCVP(1)	5
Advanced Security	CSE (1)		CCDA(1)	CCSP(1)	3
Advanced Wireless LAN	CSE (1)		CCDA(1)	CCNA(1)	3

## Gold Partner

### Specialisation Requirements:

- Advanced Unified Communications
- Advanced Routing and Switching
- Advanced Security
- Advanced Wireless LAN

### Prerequisites - Individual Minimum Requirements:

- Minimum number of certified individuals required = 15
- CCIE requirements for certification = 4

Program Requirements	Account Manager	Project Manager	Systems Engineer	Field Engineer	Total Individuals
Advanced Routing and Switching	CSE (1)		CCDA(1)	CCNP as FE1(1) CCIE as FE2(1)	4
Advanced Unified Communications	CSE (2)	PM(1)	CCDA(1)	CCVP(1)	5
Advanced Security	CSE (1)		CCDA(1)	CCSP(1)	3
Advanced Wireless LAN	CSE (1)		CCDA(1)	CCNA(1)	3

### Notes

- Each role must be satisfied by a unique individual
- Individuals satisfying roles in Express Foundation can also be utilised to fill one role in one other specialisation

The following details the certification tests required by Job Role and the recommended training to achieve the specialisation.

Express Foundation			
Role	Test	Recommended Training	Format
Account Manager	646-002	FXS - Foundation Express for Account Managers	E-Learning
	646-391	LCSE - Cisco Lifecycle Services Express	E-Learning
Systems Engineer	642-371	CFXSE - Foundation Express for Systems Engineers	E-Learning
	646-391	LCSE - Cisco Lifecycle Services Express	ILT, 5 days
Field Engineer	642-381	CFXFE - Foundation Express for Field Engineers	ILT, 5 days
	646-391	LCSE - Cisco Lifecycle Services Express	E-Learning

Express Unified Communications			
Role	Test	Recommended Training	Format
Account Manager	646-222	IPXSS - IP Communications Express Sales	E-Learning
	646-391	LCSE - Cisco Lifecycle Services Express	E-Learning
Systems Engineer	642-143	IPTX - IP Telephony Express	ILT, 5 days
	646-391	LCSE - Cisco Lifecycle Services Express	E-Learning
Field Engineer	642-143	IPTX - IP Telephony Express	ILT, 5 days
	646-391	LCSE - Cisco Lifecycle Services Express	E-Learning

# Cisco Channel Programme Certification Requirements

## Advanced Unified Communications

Role	Test	Recommended Training	Format
Account Manager	646-391	LCSE - Cisco Lifecycle Services Express	E-Learning
	646-229	IPCAAM - Cisco Advanced IP Communications Sales Specialist	E-Learning
Project Manager	646-227	LCSAIPC - Cisco Lifecycle Services for Advanced IPC	E-Learning
Systems Engineer	642-414	IPTD - IP Telephony Design	ILT, 4 days
	642-642	QoS - Implementing Cisco Quality of Service	ILT, 5 days
	646-227	LCSAIPC - Cisco Lifecycle Services for Advanced IPC	E-Learning
Field Engineer	646-227	LCSAIPC - Cisco Lifecycle Services for Advanced IPC	E-Learning
Cisco Unified Contact Centre Express Specialist	642-162	CRSD - IPCC Express & IP IVR Deployment	ILT, 5 days
Cisco Unity Design Specialist	642-071	CUDN - IPCC Express & IP IVR Deployment	ILT, 5 days
		UCSE - Unified Communications for System Engineers	ILT, 5 days
Cisco Unity Support Specialist	642-104	UCSE - Unified Communications for System Engineers	ILT, 4 days
Cisco Rich Media Communications Specialist	642-481	CRMC - Implementing Cisco Rich Media Communications	E-Learning
	642-432	CVOICE - Cisco Voice Over IP	ILT, 5 days

## Advanced Routing and Switching

Role	Test	Recommended Training	Format
Account Manager	646-002	RSAS - Cisco Routing & Switching Sales Specialist	E-Learning
	646-391	LCSE - Cisco Lifecycle Services Express	E-Learning
Systems Engineer	642-054	RSSSE - Routing and Switching Solutions for Systems Engineers	ILT, 5 days
	646-056	LCSARS - Cisco Lifecycle Services Advanced Routing & Switching	E-Learning
Field Engineer 1	642-055	ARSFE - Advanced Routing and Switching for Field Engineers	ILT, 5 days
	646-056	LCSARS - Cisco Lifecycle Services Advanced Routing & Switching	E-Learning
Field Engineer 2	Lab Exam	350-001	CCIE - CCIE Expert-level Certification - Routing & Switching
		CCIE - CCIE R&S Theory Preparation Course	ILT, 5 days
		CCIE1 - CCIE R&S Core Skills	ILT, 5 days
		CCIE2 - CCIE R&S Lab Preparation	ILT, 5 days

## Advanced Security

Role	Test	Recommended Training	Format
Account Manager	646-391	LCSE - Cisco Lifecycle Services Express	E-Learning
	646-561	SAS - Cisco Security Sales Specialist	E-Learning
Systems Engineer	642-564	SSSE - Security Solutions for Systems Engineers	ILT, 5 days
	646-573	LCSAS - Cisco Lifecycle Services Advanced Security	E-Learning
Field Engineer	642-567	ASFE - Advanced Security for Field Engineers	ILT, 5 days
	646-573	LCSAS - Cisco Lifecycle Services Advanced Security	E-Learning

## Advanced Wireless LAN

Role	Test	Recommended Training	Format
Account Manager	646-588	WLAS - Advanced Wireless LAN Sales Specialist	E-Learning
	646-391	LCSE - Cisco Lifecycle Services Express	E-Learning
Systems Engineer	642-586	CWLF - Cisco Wireless LAN Fundamentals	ILT, 4 days
	642-587	CWLAT - Cisco Wireless LAN Advanced Topics	ILT, 4 days
	646-589	LCSAWLAN - Cisco Lifecycle Services for Advanced Wireless	E-Learning
Field Engineer	642-587	CWLF - Cisco Wireless LAN Fundamentals	ILT, 4 days
	642-587	CWLAT - Cisco Wireless LAN Advanced Topics	ILT, 4 days
	646-589	LCSAWLAN - Cisco Lifecycle Services for Advanced Wireless	E-Learning

# Cisco Channel Partner Programme Specialisation Accelerated Programmes

Accelerated, Cost- Effective Learning

The Global Knowledge Cisco Channel Certification Accelerated programme combines classroom instruction and virtual classroom elearning. The solution helps channel partners to drive sales of key technologies while minimising the time spent in the classroom.

This learning initiative will not only help you gain solid knowledge and skills, but will drive you towards your Channel certification in an accelerated amount of time and for less money! The standard days of training are covered in lesser time through the elimination of redundant material, extended teaching days and emphasis on the important aspects.

**The tracks are available for booking as private courses for channel partners.**

3 Reasons to choose an accelerated track:

**1) Cost Effective** – the accelerated tracks will provide you with a cost-effective solution to help you prepare for your Cisco Channel Specialisation.

**2) Flexibility** – the accelerated tracks provide you with a flexible training solution to complete your Cisco certifications. Complete your training within less time.



**3) Complete Certification Preparation** –With our unmatched blend of certification tracks and value-added resources, you can count on us to help you reach your certification goals.

The accelerated tracks meet the recommended training requirements for all the Specialisation certification tracks.

## Express Foundation Accelerated Programme (Code: CH-EXPFND-BC)

Week (s)	Mon	Tues	Wed	Thurs	Fri	Sat
<b>Week 1</b>	<b>SE</b> Foundation Express for Systems Engineers (CFXSE) Exam : 642-371			<b>FE</b> Foundation Express for Field Engineers (CFXFE) Exam : 642-381		
<b>Week 2</b>	<b>AM</b> Cisco Sales Expert (CSE) (5 hrs/day) Exam: 646-203			<b>AM</b> Foundation Express for Account Managers (FXS) (4 hrs) Exam: 646-002	<b>SE, FE AM</b> Cisco Lifecycle Services Express (LCSE) (4 hrs) Exam: 646-339	

### Legend

	Instructor Led Private
	Virtual Classroom Elearning Private
SE	System Engineer
FE	Field Engineer
AM	Account Manager

# Cisco Channel Partner Programme Specialisation Accelerated Programmes

Accelerated, Cost- Effective Learning

## Express Unified Communications Accelerated Programme (Code: CH-EXPUNFCOM-BC)

Week (s)	Mon	Tues	Wed	Thurs	Fri	Sat
<b>Week 1</b>	<b>SE FE</b>	<b>IP Telephony Express (IPTX)</b> <b>Exam : 642-143</b>				
<b>Week 2</b>	<b>AM</b>	<b>Cisco Sales Expert (CSE)</b> <b>(5 hrs/day)</b>  <b>Exam: 646-203</b>		<b>AM</b>	<b>SE, FE AM</b>  <b>Cisco Lifecycle Services Express (LCSE) (4 hrs)</b>  <b>Exam: 646-339</b>	
				<b>Cisco Advanced IP Communications Sales Specialist (IPXSS) (4 hrs)</b>  <b>Exam: 642-222</b>		

## Advanced Routing & Switching Accelerated Programme (Code: CH-ADVRS-BC)

Week (s)	Mon	Tues	Wed	Thurs	Fri	Sat
<b>Week 1</b>	<b>SE</b>	<b>Routing and Switching Solutions for Systems Engineers (RSSSE)</b> <b>Exam: 642-054</b>				
<b>Week 2</b>	<b>FE</b>	<b>Advanced Routing and Switching for Field Engineers (ARSFE)</b> <b>Exam: 642-055</b>				
<b>Week 3</b>	<b>AM</b>	<b>Cisco Sales Expert (CSE)</b> <b>(5 hrs/day)</b>  <b>Exam: 646-203</b>		<b>AM</b>	<b>AM</b>  <b>Cisco Lifecycle Services Express (LCSE) (4 hrs)</b> <b>Exam: 646-391</b>	
				<b>Cisco Routing &amp; Switching Sales Specialist (RSAS) (4 hrs)</b>  <b>Exam: 646-002</b>	<b>Cisco Lifecycle Services Advanced Routing &amp; Switching (LCSARS) (4 hrs)</b>  <b>Exam: 646-056</b>	

### Legend

- Instructor Led Private
- Virtual Classroom Elearning Private
- SE System Engineer
- FE Field Engineer
- AM Account Manager

# Cisco Channel Partner Programme Specialisation Accelerated Programmes

Accelerated, Cost- Effective Learning

## Advanced Security Accelerated Programme (Code: CH-ADVSEC-BC)

Week (s)	Mon	Tues	Wed	Thurs	Fri	Sat
<b>Week 1</b>	<b>Security Solutions for Systems Engineers (SSSE)</b> <b>Exam: 642-564</b>					
<b>Week 2</b>	<b>FE</b> <b>Advanced Security for Field Engineers (ASFE)</b> <b>Exam: 642-567</b>					
<b>Week 3</b>	<b>AM</b> <b>Cisco Sales Expert (CSE)</b> <b>(5 hrs/day)</b> <b>Exam: 646-203</b>		<b>AM</b> <b>Cisco Security Sales Specialist (SAS)</b> <b>(4 hrs)</b> <b>Exam: 646-561</b>		<b>AM</b> <b>Cisco Lifecycle Services Express (LCSE) (4 hrs)</b> <b>Exam: 646-391</b>	
					<b>SE,FE</b> <b>Cisco Lifecycle Services Advanced Security (LCSAS) (4 hrs)</b> <b>Exam: 646-573</b>	

## Advanced Wireless LAN Accelerated Programme (Code: CH-WIRELAN-BC)

Week (s)	Mon	Tues	Wed	Thurs	Fri	Sat
<b>Week 1</b>		<b>SE,FE</b> <b>Cisco Wireless LAN Fundamentals (CWLF)</b> <b>Exam : 642-586</b>				
<b>Week 2</b>		<b>SE,FE</b> <b>Cisco Wireless LAN Advanced Topics (CWLAT)</b> <b>Exam : 642-587</b>				
<b>Week 3</b>	<b>AM</b> <b>Cisco Sales Expert (CSE)</b> <b>(5 hrs/day)</b> <b>Exam: 646-203</b>		<b>AM</b> <b>Advanced Wireless Lan Sales Specialist (WLAS) (4 hrs)</b> <b>Exam: 646-588</b>		<b>AM</b> <b>Cisco Lifecycle Services Express (LCSE) (4 hrs)</b> <b>Exam: 646-391</b>	
					<b>SE,FE</b> <b>Cisco Lifecycle Services for Advanced Wireless (LCSAWLAN) (4 hrs)</b> <b>Exam: 646-589</b>	

### Legend

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<span style="display: inline-block; width: 15px; height: 10px; background-color: #a6c9ec; border: 1px solid black;"></span>	Virtual Classroom Elearning Private
SE	System Engineer
FE	Field Engineer
AM	Account Manager

# Cisco Routing & Switching

Everyone who operates a network uses routers & switches. Since a variety of different models exist on the market Cisco has created a common COMMAND LINE interface across their offered technology portfolio. Whether you deploy a small Cisco 800 router or a large Cisco 6500 switch the way you would configure these technologies is almost identical. They differ only in their performance (e.g. interfaces, processor achievement, feature set, etc.). Nearly all Cisco devices use the same software called IOS.

## Introduction to Cisco Networking Technologies (INTRO)

A great starting point for a successful career in Cisco technologies

Classroom Learning - 4 days

### Overview

INTRO is recommended training for individuals seeking an understanding and knowledge of networking fundamentals including the Open Systems Interconnect (OSI) seven-layer model concepts; terminology and technologies. The course also provides learners with the basic skills and knowledge to configure a Cisco IOS router for network connectivity. It is recommended training for individuals seeking certification as a Cisco Certified Network Associate (CCNA).

### Examinations/Certifications

Exam: 640-821. INTRO is part of the recommended learning path for students seeking the Cisco Certified Network Associate (CCNA) certification.

### Prerequisites

Basic computer literacy, knowledge of PC hardware configurations and understanding of networking business drivers.

### Follow-On Courses

- Interconnecting Cisco Network Devices (ICND)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Interconnecting Cisco Network Devices (ICND)

Expand your Cisco skills and prepare for your CCNA certification

Classroom Learning - 5 days

### Overview

This course focuses on using Cisco Catalyst switches and Cisco routers connected in local-area networks (LANs) and wide-area networks (WANs) typically found at small to medium network sites. Upon completion of this training course, students will be able to select, connect, configure and troubleshoot the various Cisco networking devices. ICND is recommended training for individuals seeking certification as a Cisco Certified Network Associate (CCNA).

### Examinations/Certifications

This course, together with the prerequisites, prepare you for exam: 640-801 CCNA. Alternatively, for delegates taking the two stage CCNA route this course prepares you for exam: 640-811 ICND. To achieve the CCNA you will have already passed the exam 641-821 INTRO.

### Prerequisites

- Introduction of Cisco Networking Technologies (INTRO) or equivalent knowledge.

### Follow-On Courses

- Building Scalable Cisco Internetworks (BCSI)
- Building Cisco Multi-layer Switched Networks (BCMSN)
- Implementing Secure Converged Wide Area Networks (ISCW)
- Optimising Converged Networks (ONT)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Cisco Certified Network Associate (CCNA) Fast Track Programme (CCNABC)

Learn everything you need to achieve your CCNA certification in 5 days

Classroom Learning - 5 days

### Overview

The CCNA Fast Track Programme is a five-day course based on Cisco's INTRO and ICND course but focussing solely on the content areas that will be examined in the 640-801 CCNA exam. The programme is for those who have not passed the INTRO exam (640-821) but wish to achieve CCNA Certification quickly.

### Prerequisites

The participant should have good networking experience and a familiarity with commonly used networking terms and topologies, but do not require any Cisco technology experience. In particular they must understand the Open System Interconnect (OSI) reference model, Binary and hexadecimal numbering IP addressing and subnetting.

### Follow-On Courses

- Building Scalable Cisco Internetworks (BCSI)
- Building Cisco Multi-layer Switched Networks (BCMSN)
- Implementing Secure Converged Wide Area Networks (ISCW)
- Optimising Converged Networks (ONT)

### Examinations/Certifications

Exam 840-801 CCNA

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Building Scalable Cisco Internetworks (BSCI)

Master advanced routing configuration techniques

Classroom Learning - 5 days

## Overview

This course focuses on using Cisco routers connected in LANs and WANs typically found at medium to large network sites. The course provides the learner with in-depth information on these interior gateway protocols (IGPs): Enhanced Interior Gateway Routing Protocol (EIGRP), Open Shortest Path First (OSPF) and Intermediate System-to-Intermediate System (IS-IS). It also provides information on Border Gateway Protocol (BGP), an exterior gateway protocol (EGP). The course covers routing principles of both

distance vector and link-state routing protocols; IP addressing techniques; the theory behind the EIGRP, OSPF, IS-IS and BGP routing protocols and configuration and troubleshooting information for each protocol.

## Examinations/Certifications

Exam: 642-901. BSCI is part of the recommended learning path for students seeking CCIP, CCNP, CCDP and CCIE certifications.

## Prerequisites

CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

## Follow-On Courses

- Building Cisco Multi-layer Switched Networks (BCMSN)
- Implementing Secure Converged Wide Area Networks (ISCW)
- Optimising Converged Cisco Networks (ONT)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Building Cisco Multilayer Switched Networks (BCMSN)

Learn to deploy key technologies including Cisco's Catalyst series switches

Classroom Learning - 5 days

## Overview

This course enables learners to use appropriate technologies to build scalable multilayer switched networks, to create and deploy a global intranet and to implement basic troubleshooting techniques in environments that use Cisco multilayer switches for client hosts and services. This course also enables learners to improve traffic flow, reliability, redundancy and performance for LAN switching that is self-supported or transported via a service provider. The purpose of this course is to enable a learner to achieve a mid-career professional-level competency.

## Examinations/Certifications

Exam: 642-812. BCMSN is part of the recommended learning path for students seeking the CCNP & CCDP Cisco certified certifications.

## Prerequisites

CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

## Follow-On Courses

- Building Scalable Cisco Internetworks (BSCI)
- Optimising Converged Cisco Networks (ONT)
- Implementing Secure Converged Wide Area Networks (ISCW)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Implementing Secure Converged Wide Area Networks (ISCW)

Learn fundamental skills to implement WAN and remote access solutions

Classroom Learning - 5 days

## Overview

This course introduces techniques and features enabling or enhancing WAN and remote access solutions. This course focuses on using one or more of the available WAN connection technologies for remote access between enterprise sites.

path for students seeking the CCNP, CCDP, CCIE Routing and Switching, and CCIE Communications and Services certifications.

## Prerequisites

CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses, or the CCNA Fast Track Programme (CCNABC).

## Follow-On Courses

- Optimising Converged Cisco Networks (ONT)
- Building Scalable Cisco Internetworks (BSCI)
- Building Cisco Multi-layer Switched Networks (BCMSN)

## Examinations/Certifications

Exam: 642-825. ISCW is part of the recommended learning

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Optimising Converged Cisco Networks (ONT)

optimise networks as mobility and converged networks become more prevalent in business

Classroom Learning - 5 days

## Overview

This course is designed to enable delegates to optimise their networks as mobility and converged networks become more prevalent in today's businesses. Delegates will learn about the new Cisco Intelligent Information Network model (IIN) and the Cisco Service-Oriented Network Architecture (SONA) as architectural frameworks for converged networks. These networks bring with them a number of VoIP related challenges and you will be given an understanding of VoIP network essentials. In order to ensure the quality in a converged network, you will deal with concepts and implementation methods for Quality of Service (QoS).

## Examinations/Certifications

Exam: 642-845. ONT is part of the recommended learning path for students seeking the CCNP, CCDP, CCIP and CCIE Routing and Switching, and CCIE Communications and Services certifications.

## Prerequisites

CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses, or the CCNA Fast Track Programme (CCNABC). The Building Cisco Multilayer Switched Networks (BCMSN) course is recommended.

## Follow on Courses

- Implementing Secure Converged Wide Area Networks (ISCW)
- Building Scalable Cisco Internetworks (BSCI)
- Building Cisco Multi-layer Switched Networks (BCMSN)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Network Design

The capability to design highly available routed and switched networks involving LAN, WAN and dial access services and to ensure that the whole solution responds optimally to the business and technical needs is a much sort after skill. Our courses are targeted at providing the best preparation for gaining these skills whilst also preparing delegates for taking the CCDA and CCDP certifications.

## Designing for Cisco Internetwork Solutions (DESGN)

Design and implement Scalable Internetworks

Classroom Learning - 5 days

### Overview

This course covers the general approaches and technologies for network design, and Cisco solutions in designing and implementing scalable internetworks. You will learn about a new modular approach to network design.

The early modular approaches to network design divided networks into access, distribution and core layers only, separately for the campus and the WAN part. The new Enterprise Composite Model facilitates designing, planning, implementing, operating and troubleshooting (PDIOT) networks by concentration on a certain module and on

relations between the modules. Taking into account that most network solutions today (e.g. voice, video, storage networking, content networking) are typically overlay solutions spanning several modules, the composite modular approach seems even more relevant and is the main focus of this course.

### Examinations/Certifications

Exam: 640-861 DESGN

DESGN is part of the recommended learning path for students seeking Cisco CCDA and CCDP certifications.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Practical experience with deploying and operating networks based on Cisco network devices and Cisco IOS is strongly recommended.

### Follow-On Courses

- Designing Cisco Network Architectures (ARCH)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Designing Cisco Network Service Architectures (ARCH)

Design complex multi-protocol internetworks

Classroom Learning - 5 days

### Overview

Given enterprise business and technical requirements and constraints, you will learn how to perform the conceptual and intermediate design of a network infrastructure that supports the desired network solutions over intelligent network services, to achieve effective performance, scalability and availability. You will learn the fundamental aspects of the network design addressing QoS, Security, Network Management, fine-tuning Routing Protocols, Switching Structures and IP Multicast. In addition, you will leave with Solution Models for solutions and aspects of the network that are strategic to today's Cisco's Customers: Voice over IP and IP Telephony, Content and Storage Networking, Wireless Networking.

### Examinations/Certifications

Exam: 642-871.

ARCH is part of the recommended learning path for students seeking the Cisco CCDP qualification.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Designing Cisco Internetwork Solutions (DESGN)
- Building Scalable Cisco Internetworks (BSCI)
- Building Cisco Multilayer Switched Networks (BCMSN)

### Follow-On Courses

There are no direct follow-on courses recommended.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Advanced Routing & Switching

Once a delegate has mastered the core technology solutions offered by Cisco the focus changes to optimising the performance of the network devices and hence the business applications running on the network. Our Advanced Routing and Switching offering covers a broad range of technologies including advanced routing protocols and high end switching operations which will help take your skills and career to the next level.

## Configuring BGP on Cisco Routers (BGP)

Learn proven techniques for implementing BGP in your network

Classroom Learning - 5 days

### Overview

This course provides students with in-depth knowledge of BGP, the routing protocol that is one of the underlying foundations of the Internet and new-world technologies such as Multiprotocol Label Switching (MPLS).

### Examinations/Certifications

Exam: 641-661. BGP is part of the recommended learning path for students seeking the CCIP certification.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

- Building Scalable Cisco Internetworks (BSCI)

### Follow-On Courses

- Implementing Cisco MPLS (MPLS)
- Implementing Cisco Quality of Service (QOS)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Implementing Cisco MPLS (MPLS)

Learn to deploy MPLS and MPLS VPN infrastructures

Classroom Learning - 5 days

### Overview

The course will enable learners to gather information from the technology basics to a basic introductory level of some of the more updated features and functions such as Traffic Engineering, Fast Reroute and Any Transport over MPLS (AToM). The focus of the course is on VPN technology issues of MPLS from the Service Providers perspective and how to configure some of those features and functions in an existing routed environment.

### Examinations/Certifications

Exam: 640-611. MPLS is part of the recommended learning path for students seeking the Cisco CCIP certification.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

- Building Scalable Cisco Internetworks (BSCI)
- Configuring BGP on Cisco Routers (BGP)
- Implementing Cisco Quality of Service (QOS)

### Follow-On Courses

- Advanced MPLS VPN Solutions (AMVS)
- MPLS Traffic Engineering and other Features (MPLSTE)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## MPLS Traffic Engineering and Other Features (MPLST)

Design and implement new and advanced features of MPLS services

Classroom Learning - 5 days

### Overview

This course is recommended training for individuals seeking advanced MPLS-based knowledge and skills. The course will enable learners to gather information from the technology basics to some of the more updated features and functions such as Traffic Engineering, Carrier Supporting Carrier, and

Any Transport over MPLS (AToM). The focus of the course is on technology issues of MPLS from the Service Provider's perspective and how to configure some of those features and functions in an existing routed environment.

### Examinations/Certifications

There are no exams associated with this course.

### Prerequisites

- Configuring BGP on Cisco Routers (BGP)
- Implementing Cisco QoS (QOS)
- Implementing Cisco MPLS (MPLS)

### Follow-On Courses

- Advanced MPLS VPN Solutions (AMVS)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Building Core Networks with OSPF, BGP, and MPLS Boot Camp (BCMPL)

Understand design & scaling principles of routing protocols used in large-scale networks

Classroom Learning - 5 days

### Overview

This course will teach you how to design, deploy, and maintain an Internet Service Provider (ISP) backbone. It is focused on the operational design and scaling principles of routing protocols used in large-scale networks. This class will provide you with adequate hands-on practice with techniques used in implementing protocols such as OSPF,

BGP, and MPLS in an ISP network.

### Examinations/Certifications

There are no exams associated with this course.

### Prerequisites

CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

### Follow-On Courses

There are no follow-on courses for this course.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Voice & IP Communications

We've taken six of our core Cisco IP telephony courses and combined them to create three, 5-day Accelerated Tracks. This accelerated learning initiative will not only help you gain solid knowledge and skills, but will drive you toward your CCVP certification or any Cisco IP Telephony Qualified Specialist certification in an accelerated amount of time – only 15 days instead of 28 days!

## 3 Reasons to choose an IP Telephony

### Accelerated Track:

**1) Cost Effective** – Accelerated Tracks will provide you a cost-effective solution to help you prepare for your Cisco certifications.

**2) Flexibility** – Accelerated Tracks provide you with a flexible training solution to complete your Cisco certifications at your own pace. Complete your training within 15 days instead of 28 days.

**3) Complete Certification Preparation** – With our unmatched blend of certification tracks and value-added resources, you can count on us to help you reach your certification goals. The Accelerated Tracks meet the recommended training requirements for CCVP and Cisco IP Telephony Qualified Specialist Certifications.

### Fast Track Programme Hours

Students should expect class to run late into the evening on most days. In a typical programme it is not uncommon for some students to remain past 8:00 PM depending upon the class size and experience of the students.

### Who Needs to Attend

This course is recommended for technical professionals pursuing CCVP certification or any of the Cisco IP Specialist Certifications.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the Introduction to Cisco Networking Technologies (INTRO) and the Interconnecting Cisco Network Devices (ICND) courses, or the CCNA Fast Track Programme (CCNABC)

- A working knowledge of LANs, WANs, and IP switching and routing is essential.

### Hands-On Labs

CVOICE: 10 hands-on labs.

QOS: 17 hands-on labs.

CIPT1: 6 hands-on labs.

CIPT2: 10 hands-on labs.

GWGK: 9 hands-on labs.

IPTT 6: hands-on labs.

See our website for lab titles and description.

### Exam Vouchers included with the Accelerated Track

With every Accelerated Track you will receive free exam vouchers for the specific certifications that each track prepares for.

## CVOICE & QoS Accelerated Track (CCVP1)

Design complex multi-protocol internetworks

Classroom Learning - 5 days

The Authorised Cisco QoS course gives you the knowledge and skills required to design, implement, and troubleshoot Quality of Service (QoS) on a network. The course combines the key elements of the previous DQoS and QoS Cisco courses to address the essential QoS technologies and applications for both Service Provider and Enterprise networks. Successful implementation of the techniques taught in this course will have a dramatic impact on critical network application performance.

We've enhanced our labs beyond what you'll find in a standard Authorised Cisco QoS course. Students work with real VoIP and real data rather than simulated voice and data.

Labs include voice calls between Cisco IP phones and HTTP web page downloads and FTP file transfers from a server to student workgroup PCs. Traffic generators are used to inject additional simulated traffic into the lab environment to cause network congestion.

The comprehensive Authorised Cisco CVOICE course, developed for Cisco Systems by Global Knowledge, introduces you to the latest Voice over IP technologies from Cisco and gives you the skills and techniques to optimise your Cisco hardware for real performance and savings. You will learn to configure voice interfaces on Cisco equipment to enable connections to traditional, non-packetized telephony equipment. Also, learn to apply the fundamental knowledge of VoIP to dial plans and enterprise and service provider applications.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## CIPT 1 & 2 Accelerated Track (CCVP2)

Design and implement Scalable Internetworks

Classroom Learning - 5 days

In the Authorised Cisco CIPT1 course, you will learn to fully leverage the use of Cisco's CallManager and IP Telephones. By learning to build, manage, and troubleshoot campus and multi-site WAN IP telephony solutions, you can deploy the right network infrastructure to optimise the performance of your network. You will learn the installation, configuration, operations, and troubleshooting of Cisco IP phones and gateways and explore how to configure Cisco CallManager on a Windows 2000 platform.

Discover how to implement IP Telephony technology using the latest version of Cisco CallManager. Develop the needed skills to implement an IP-based telephone system in a small office or in a large-scale enterprise environment. In the Authorised Cisco CIPT2 course, you will learn to exploit advanced features of Cisco's CallManager and IP Telephones. These advanced features will allow you to deploy video in your IP telephony network and to properly secure your voice and video communications as well as

provide you with enhanced skills for monitoring and managing your network. You will learn the installation, configuration, operations, and troubleshooting of Cisco IP Video technology. Discover how to secure your IP Telephony technology using Cisco CallManager and tools such as Cisco's Security Agent. Develop additional skills to manage and troubleshoot an IP-based communications system in a variety of different environments.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## IPTT & GWGK Accelerated Track (CCVP3)

Classroom Learning - 5 days

The advanced Authorised Cisco GWGK course covers the in-depth and important topics needed to implement Cisco Voice Gateways and Gatekeepers in Enterprise or Service Provider environments with CallManager and Cisco Unity. This course will provide students with information and practice activities needed to install, configure, monitor, and troubleshoot Cisco voice gateways and gatekeepers in Enterprise installations, in accord with the recommendations of Cisco's Solution Reference Network Design (SRND) for IP Telephony guides. Given a voice over IP design, you will select an appropriate deployment model, correctly con-

figure the Gateways and Gatekeepers (whether distributed or centralized), implement Call Plans, and decide how to implement the most commonly offered Service Provider or managed services applications, features, or implementation requirements.

The Authorised Cisco IPTT course delivers the knowledge and skills required to troubleshoot Enterprise CallManager, Unity, and IP network deployments. The course begins by describing a systematic approach to troubleshooting AVVID networks, reviews CallManager signaling protocols, and

continues with topics such as dial plans, E911 implementation, internal service tools, and command line interface tools.

External tools, troubleshooting gateway problems with routers and switches, and looking at Call Detail Records and the administrative reporting tool are also covered. The course finishes with troubleshooting voice over IP quality and with an investigation of troubleshooting Unity problems

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Implementing Cisco QoS (QOS)

Practice what you learn with in-class voice and data traffic

Classroom Learning - 5 days

## Overview

This Cisco course gives you the knowledge and skills required to design, implement, and troubleshoot Quality of Service (QoS) on a network. The courses addressed the essential QoS technologies and applications for both Service Provider and Enterprise networks. Successful implementation of the techniques taught in this course will have a dramatic impact on critical network application performance.

## Why Take QoS from Global Knowledge?

We've enhanced our labs beyond what you'll find in a

standard Authorised Cisco QoS course. Students work with real VoIP and real data rather than simulated voice and data. Labs include voice calls between Cisco IP phones and HTTP web page downloads and FTP file transfers from a server to student workgroup PCs. Traffic generators are used to inject additional simulated traffic into the lab environment to cause network congestion.

## Examinations/Certifications

Exam: 642-642. QOS is part of the recommended learning path for students seeking the CCIP, CCVP and Telephony Specialisation certifications.

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Building Scalable Cisco Internetworks (BSCI)

## Follow-On Courses

- Cisco Voice over IP (CVOICE)
- Configuring BGP on Cisco Routers (BGP)
- Implementing Cisco MPLS (MPLS)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Cisco Voice over IP (CVOICE)

Start your AVVID training here

Classroom Learning - 5 days

## Overview

This course introduces you to the latest Voice over IP technologies from Cisco and gives you the skills and techniques to optimise your Cisco hardware for real performance and savings. You will learn to configure voice interfaces on Cisco equipment to enable connections to traditional, non-packetized telephony equipment. Also, learn to apply the fundamental knowledge of VoIP to dial plans and enterprise and service provider applications. This course

is the first step toward fully understanding Cisco's AVVID solution. Global Knowledge developed this course for Cisco Systems; our Course Director and Instructors, therefore, are the best at delivering this intense 5-day hands-on course.

## Examinations/Certifications

Exam: 642-432. CVOICE is part of the recommended learning path for students seeking the IPT Express, IPT Support and the CCVP certifications

## Prerequisites

CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

## Follow-On Courses

- Implementing Cisco QOS (QOS)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Cisco IP Telephony Part 1 (CIPT1)

Successfully incorporate and install Cisco CallManager into your network

Classroom Learning - 5 days

## Overview

Learn how to best use CIPT technology including phone and gateway installation, configuration and problem resolution.

## Examinations/Certifications

This course along with CIPT2 prepares you for exam 642-444 (v4) or 642-445 (v5) CIPT. CIPT is part of the recommended learning path for students seeking the IPC Support, CCIE and the CCVP certifications.

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Cisco Voice over IP (CVOICE)

## Follow-On Courses

- IP Telephony Design (IPTD)
- Troubleshooting Unified Communications (TUC)
- Cisco IP Telephony Part II (CIPT2)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Cisco IP Telephony Part 2 (CIPT2)

Learn Advanced CallManager features, such as how to deploy video in your IP telephony network

Classroom Learning - 3 days

## Overview

The Cisco IP Telephony Part II course focuses on Cisco CallManager advanced features and options. These features include point-to-point video calls for appropriate video enabled end-points, as well as video conferencing, Cisco CallManager Attendant Console, IP Softphone and extension Mobility, security features for hardening of applications and hardware for VoIP and command-line tools and monitoring devices that Cisco provides for troubleshooting voice and data networks.

## Examinations/Certifications

This course along with CIPT2 prepares you for exam 642-444 (v4) or 642-445 (v5) CIPT. CIPT is part of the recommended learning path for students seeking the IPC Support, CCIE and the CCVP certifications.

## Prerequisites

- Cisco IP Telephony Part 1 (CIPT1)

## Follow-On Courses

- Troubleshooting Unified Communications (TUC)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Troubleshooting Unified Communications (TUC)

Techniques, tools and tips to successfully troubleshoot Cisco Unified Communications systems

Classroom Learning - 5 days

## Overview

This course provides a foundation knowledge of the skills and techniques required for troubleshooting many areas of Cisco Unified Communications systems.

## Examinations/Certifications

Examination details not yet published.

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Implementing Cisco Quality of Service (QoS)
- Cisco Voice Over IP (CVOICE)
- Cisco IP Telephony (CIPT)

## Follow-on Courses

- IP Telephony Express (IPTX)
- IP Telephony Design (IPTD)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Implementing Cisco Voice Gateways and Gatekeepers (GWGK)

Install, configure and troubleshoot Cisco Voice Gateways and Gatekeepers with CallManager and Unity.

Classroom Learning - 5 days

## Overview

This advanced course covers the in-depth and important topics needed to implement Cisco Voice Gateways and Gatekeepers in Enterprise or Service Provider environments with CallManager and Cisco Unity.

## Examinations/Certifications

Exam 642-453. GWGK is part of the recommended path for students seeking the Cisco CCVP certification.

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Implementing Cisco QoS (QOS)
- Cisco Voice over IP (CVOICE)
- Cisco IP Telephony Part 1 (CIPT1)
- Cisco IP Telephony Part 2 (CIPT2)

- Cisco IP Telephony Fast Track (CIPT1-2)

## Follow-On Courses

There are no direct follow on courses recommended

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# CallManager Basic Administration (CMBA)

Develop the skills needed to manage and administer your CallManager

Classroom Learning - 3 days

## Overview

This Global Knowledge enhanced 3-day course delivers the needed skills to add, move, change and troubleshoot IP Telephony devices. Also learn the skills required to support IP phone users and identify network and server impact when administering changes. Students configure the latest Cisco CallManager on a Windows 2000 server platform with Cisco 7960 IP Phones, IP soft phones, and Catalyst switches with in-line power.

This course is one of the offerings in Cisco's Architecture for Voice, Video, and Integrated Data (AVVID) training curriculum.

## Examinations/Certifications

There are no examinations associated with this course.

## Prerequisites

- Cisco Voice over IP (CVOICE)
- Basic knowledge of Windows 2000 and networking

## Follow-On Courses

Cisco Unified Communications System Administration/Engineer (UCSAE)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# IPCC Fast Track Programme (GK-IPCC)

Accelerated training on ICM and CallManager

Classroom Learning - 10 days

## Overview

The IPCC, ICMPT & ICMSA courses have been combined in to an intensive 10-day course. This fast track programme incorporates courses ICMPT, ICMSA, and IPCCF.

## Examinations/Certifications

There are no examinations associated with this course.

## Prerequisites

- An understanding of the call centre operations
- A basic understanding of IP telephony

## Follow-On Courses

There are no follow on courses suggested.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Cisco Unified Communications System Engineer/ Administration (UCSE/A)

Install, integrate and troubleshoot a Cisco Unity system

Classroom Learning - 5 days

## Overview

We have combined two Authorised Cisco Unity courses (UCSE and UCSA) into one comprehensive programme designed to give the most complete coverage of the Cisco Unity software available anywhere.

This intense course prepares telephony system administrators and engineers to install and manage the Cisco Unity Unified Messaging server. Utilising text-to-speech technology, users may listen to their emails over the phone with the Unity system. Faxes may be forwarded from the Inbox to an external fax machine.

## Examinations/Certifications

Exam 642-104 UCSE

## Prerequisites

Good understanding of Windows 2000 and either Exchange or IBM Lotus Domino/Notes (dependent on their installation). In addition, be familiar with the features and benefits provided by at least one manufacturer's telephone switching equipment.

## Follow-On Courses

There are no direct follow on courses recommended.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# IP Telephony Express (IPTX)

Configure, troubleshoot and programme CME and CUE systems

Classroom Learning - 5 days

## Overview

This course enables students to learn CallManager Express (CME) and Cisco Unity Express (CUE) architecture, components, functionality and features for up to 120 IP phones. Lab exercises reinforce learning as students build CME and CUE networks using Voice over IP (VoIP).

## Examinations/Certifications

Exam: 642-143. IPTX is part of the recommended learning path for students seeking Cisco Qualified IP Communications Express Specialist certification.

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Cisco Voice over IP (CVOICE)

## Follow-On Courses

- Cisco IP Telephony 1 (CIPT1)
- Cisco Unified Communications System Engineer/ Administration (UCSE/A)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# IP Telephony Design (IPTD)

Understand the technical issues of designing Voice over Data networks

Classroom Learning - 5 days

## Overview

This course is designed to capture the breadth of technical issues surrounding the design of Voice over Data networks and explain a methodology that brings order to approaching the problems faced by a systems engineer.

The purpose of this class is to discuss the technical issues of designing Voice over Data networks. This course will assist both sales and technical personnel by teaching the assessment of customers current network, Cisco methodology for implementing Voice over Data networks, design sustainable and appropriate IPC designs.

## Examinations/Certifications

Exam: 642-414. IPTD is part of the recommended learning path for students seeking the IP Telephony Design Specialist (IPTDS) qualification.

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Cisco Quality of Service (QOS)

## Follow-on Courses

- Cisco IP Telephony (CIPT)
- Troubleshooting Unified Communications (TUC)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Unified Contact Center Express and Unified IP IVR Deployment (UCCXD)

Understand contact centre deployment

Classroom Learning - 5 days

## Overview

This course provides the student with hands-on experience and knowledge of tasks typically performed during Contact Centre deployment. This includes the deployment of Unified Contact Center Express (Unified CCX and Unified IP IVR as contact center solutions. Tasks include planning, installation, configuration tasks, troubleshooting and creating Cisco scripts. The deployment of both IP IVR and IPCC Express as a contact center solution. Tasks include planning, installation, configuration, scripting, troubleshooting and application creation.

## Examinations/Certifications

There are no exams associated with this course.

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses, or the CCNA Fast Track Programme CCNABC
- Cisco Voice over IP (CVOICE)
- Cisco IP Telephony Part 1 (CIPT1)
- Microsoft Windows 2000 Client Administration

## Follow-on Courses

- IPCC Fast Track Programme (IPCCFT)
- Cisco ICM Multichannel Options (ICMMC)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Network Security

Security Lab Solution - We have set ourselves apart from other Cisco training providers by enhancing our hands-on labs to include real security tools, PCs in all security zones, and realistic scenarios. Our labs cover more features and demonstrate those features in action using real-world examples.

We have invested in specialised hardware that enhances the general topology and allows for consistent lab solutions across all of our Cisco Security courses. In our lab descriptions, an enhanced lab contains a significant addition to the standard labs and may or may not be offered by other providers, while an exclusive lab contains material that is not offered by any other provider.

## Securing Cisco Network Devices (SND)

Understand the fundamentals of building a Cisco Security Solution

Classroom Learning - 5 days

### Overview

SND provides an opportunity to learn about a broad range of the components embedded in Cisco SAFE. Students will recognise threats and vulnerabilities to networks and learn how to implement basic mitigation measures. The course provides an introduction to the Cisco products and solutions that form the basis of the Cisco security portfolio.

### Examinations/Certifications

Exam: 642-552. SND is part of the recommended learning

path for students seeking the CCSP and any three of the Cisco Qualified Security Specialist (Firewall, IP and VPN) certifications.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Basic knowledge of the Windows operating system

- Familiarity with networking and security terms and concepts

### Follow-On Courses

- Securing Networks with Cisco Routers and Switches (SNRS)
- Securing Networks with PIX and ASA (SNPA)
- Implementing Cisco Intrusion Prevention System (IPS)
- Cisco Secure Virtual Private Networks (CSVPN)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Securing Networks with Cisco Routers & Switches (SNRS)

Learn to design and deploy Cisco security features in an IOS-based internetwork

Classroom Learning - 5 days

### Overview

Learn the knowledge and skills needed to secure Cisco IOS router and switch networks. Students will be able to secure the network environment using existing Cisco IOS and CatOS security features, configure the three primary components of the Cisco IOS Firewall Feature set (context-based access control (CBAC), intrusion prevention, and authentication proxy), implement secure tunnels (VPNs) using IPSec technology, and implement basic access switch security.

### Examinations/Certifications

Exam: 642-502. SNRS is part of the recommended learning path for students seeking the CCSP certification.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

- Basic knowledge of the Windows operating system
- Familiarity with networking and security terms and concepts

### Follow-On Courses

- Cisco Secure Virtual Private Networks (CSVPN)
- Implementing Cisco Intrusion Prevention System (IPS)
- Securing Networks with PIX and ASA (SNPA)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Securing Networks with PIX and ASA (SNPA)

Master the latest Cisco firewalls and security appliances

Classroom Learning - 5 days

### Overview

This course teaches the knowledge and skills needed to configure, maintain, and operate Cisco PIX 500 Series Security Appliances and Cisco ASA 5500 Series Adaptive Security Appliances. We have enhanced our 5-day hands-on delivery of SNPA by adding extra depth to the existing Cisco-developed hands-on labs.

### Examinations/Certifications

Exam 642-522. SNPA is part of the recommended learning path for students seeking the CCSP and Cisco Qualified Firewall Specialist certifications.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO

courses or the CCNA Fast Track Programme (CCNABC).

- Basic knowledge of the Windows operating system
- Familiarity with networking and security terms and concepts

### Follow-On Courses

- Building Enhanced Cisco Security Networks Boot Camp (BECSN)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Implementing Cisco Intrusion Prevention System (IPS)

Learn the techniques to prevent and neutralise un-authorised access to the network

Classroom Learning - 5 days

### Overview

This course teaches the knowledge and skills needed to design, install, and configure a Cisco Intrusion Prevention solution for small, medium, and enterprise networks. The course covers Cisco IPS sensor platforms, including the 4200 series sensors and the Catalyst 6000 series Intrusion Detection Module 2 (IDSM-2). The IPS Device Manager is used to configure and manage Cisco IPS Sensors. The Security Monitor is used to view and respond to IPS alarms.

### Examinations/Certifications

Exam 642-532. IPS is part of the recommended learning path for students seeking the CCSP and Cisco Qualified IP Security Specialist certifications.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

- Basic knowledge of the Windows operating system
- Familiarity with networking and security terms and concepts

### Follow-On Courses

- Securing Networks with PIX and ASA (SNPA)
- Securing Networks with Cisco Routers and Switches (SNRS)
- Cisco Secure Virtual Private Networks (CSVPN)
- Building Enhanced Cisco Security Networks Boot Camp (BECSN)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Securing Hosts Using Cisco Security Agent (HIPS)

Learn how to protect your servers and hosts with CSA

Classroom Learning - 2 days

## Overview

HIPS takes a task-oriented approach to teaching the skills to deploy, configure, and administer CSA to protect server and workstation hosts.

## Examinations/Certifications

Exam 642-513. HIPS is part of the recommended learning path for students seeking the Cisco Certified Security Professional (CCSP).

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- At least six months practical experience configuring Cisco IDS Sensors.
- Competency in using the Windows NT operating system.
- Familiarity with implementing network security policies and networking concepts

## Follow-On Courses

There are no direct follow-on courses recommended.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Cisco Secure Virtual Private Network (CSVPN)

Learn to extend you network using secure VPN solutions

Classroom Learning - 4 days

## Overview

This task-oriented course teaches the knowledge and skills needed to describe, configure, verify, and manage the Cisco VPN 3000 Concentrator, Cisco VPN Software Client, and Cisco VPN 3002 Hardware Client feature set.

## Examinations/Certifications

Exam 642-511. CSVPN is part of the recommended learning path for students seeking the Cisco CCSP and Cisco Qualified VPN Specialist certifications.

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Basic knowledge of the Windows operating system
- Familiarity with the networking and security terms and concepts

## Follow-On Courses

- Implementing Cisco Intrusion Prevention System (IPS)
- Securing Networks with PIX and ASA (SNPA)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Implementing Cisco Security Monitoring, Analysis and Response System (MARS)

Understand Cisco's Security Mitigation and Response System

Classroom Learning - 2 days

## Overview

This course is designed to give delegates a better understanding of the Cisco Security Mitigation and Response System (CS MARS) family of high performance, scalable appliances for threat management, monitoring and mitigation, thus enabling customers to make more effective use of network and security devices by combining network intelligence, context correlation, vector analysis, anomaly detection, hotspot identification and automated mitigation capabilities. CS MARS solutions empower customers to readily and accurately identify, manage and eliminate network attacks and maintain network compliance.

## Examinations/Certifications

There are no exams associated with this course.

## Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- CCSP Certification or the equivalent knowledge. This can be achieved by attending the following courses:
  - o Securing Cisco Network Devices (SND)
  - o Securing Networks with PIX and ASA (SNPA)

- o Implementing Cisco Intrusion Prevention System (IPS)
- o Cisco Secure Virtual Private Networks (CSVPN)
- o Securing Networks with Cisco Routers and Switches (SNRS)

## Follow-on Courses

- Network Admission Control (NAC)
- Implementing Network Appliance (Cisco Clean Access) (CANAC)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Implementing NAC Appliance (Cisco Clean Access) (CANAC)

Understand Cisco's Perfigo CleanMachines solutions

Classroom Learning - 3 days

## Overview

The Perfigo CleanMachines solution is a "shrink-wrapped" network admission control solution that recognizes users, their devices and roles; evaluates the security posture of the endpoint and scans for vulnerabilities; and enforces policy in the network. In particular, prior to allowing users onto the network, the Perfigo CleanMachine solution allows administrators to authenticate, authorise, interrogate and remediate users and their machines enforcing policy based access control on the network.

## Examinations/Certifications

There are no exams associated with this course.

## Prerequisites

- This can be achieved by attending the following courses:
- Securing Cisco Network Devices (SND)
  - Securing Networks with PIX and ASA (SNPA)
  - Implementing Cisco Intrusion Prevention System (IPS)
  - Cisco Secure Virtual Private Networks (CSVPN)

- Securing Networks with Cisco Routers and Switches (SNRS)
- Building Scalable Cisco Internetworks (BSCI)

## Follow-on Courses

- Network Admission Control (NAC)
- Implementing Cisco Security Monitoring, Analysis and Response System (MARS)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Advanced Security for Field Engineers (ASFE)

Improve the ability of the network to automatically identify, prevent and adapt to security threats

Classroom Learning - 5 days

### Overview

Emerging network security threats, such as viruses, worms, and spy ware, continue to plague customers and drain organisations of money, productivity, and opportunity. Cisco's Self Defending Network solutions can dramatically improve the ability of network to automatically identify, prevent and adapt to security threats. The Advanced Security Field Engineer training is part of the Cisco FE program.

### Examinations/Certifications

Exam 642-567. ASFE is part of the recommended learning path for Cisco Channel partner's required for the Advanced Security Specialisation certification.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- CCSP Certification or the equivalent knowledge. This can be achieved by attending the following courses:
  - Securing Cisco Network Devices (SND)
  - Securing Networks with PIX and ASA (SNPA)
  - Implementing Cisco Intrusion Prevention System (IPS)
  - Cisco Secure Virtual Private Networks (CSVPN)
  - Securing Networks with Cisco Routers and Switches (SNRS)

### Follow-On Courses

There are no direct follow-on courses recommended.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Network Administration Control (NAC)

Master the techniques to prevent unwanted admission to your network

Classroom Learning - 2 days

### Overview

This course teaches students the knowledge and to install, configure, and troubleshoot the Cisco NAC phase 1 solution.

### Examinations/Certifications

There are no exams associated with this course.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme

(CCNABC).

- CCSP Certification or the equivalent knowledge. This can be achieved by attending the following courses:
  - Securing Cisco Network Devices (SND)
  - Securing Networks with PIX and ASA (SNPA)
  - Implementing Cisco Intrusion Prevention System (IPS)
  - Cisco Secure Virtual Private Networks (CSVPN)
  - Securing Networks with Cisco Routers and Switches (SNRS)
- Basic knowledge of the Windows operating system

### Follow-On Courses

- Implementing Cisco Security Monitoring, Analysis and Response System (MARS)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)



# Content Networking

In today's business world an effective Enterprise network must be able to deliver information and applications to all users, from the Data Centre to the remote branches and through the web without degradation of performance or security. Cisco's Application and Content Networking Solutions are fully explored in the following two courses providing delegates with an in depth coverage of the functionality and features of these solutions as well as preparing delegates for their Content Networking Qualified Specialist certification.

## Content Services Switch Operation and Configuration (CSSOC)

Install, configure and maintain Cisco's 11000 series switch and CSM products

Classroom Learning - 4 days

### Overview

CSSOC is a four-day course designed to provide customers with essential knowledge required for deploying content switching networks and layer 4-7 switching applications. This four-day operation and configuration class provides customers with intensive hands-on training using Cisco 11500 Series Content Services Switch and the Content Switching Module for Cisco Catalyst 6500 Series Switch.

### Examinations/Certifications

Exam: 642-342 Content Networking . CSSOC is part of the recommended learning path for students seeking Content Networking Specialisation certifications.

### Prerequisites

Basic understanding of TCP/IP, IP routing, DNS, and HTTP and network/design configuration.

### Follow-On Courses

- Application and Content Networking System Operation and Configuration (ACNS)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Application & Content Networking System Operation and Configuration (ACNS)

Install, configure and maintain Cisco's ACNS products

Classroom Learning - 4 days

### Overview

This 4 day technical course provides an intensive lecture and hands-on training experience with Cisco's Application and Content Networking System 5.1 products. This course is intended for technical audiences involved in the installation, configuration and maintenance of Cisco's ACNS products. The class format will alternate between lectures, whiteboard discussions, and hands-on lab exercises.

### Examinations/Certifications

Exam: 642-342 Content Networking . ACNS is part of the recommended learning path for students seeking Content Networking Specialisation certifications.

### Prerequisites

A basic understanding of TCP/IP, HTTP, and IP routing

### Follow-On Courses

- Content Services Switch 11000 Series Operation and Configuration (CSSOC)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Wireless

As organisations adopt wireless LAN technology to offer higher levels of customer service and gain the competitive advantages of an increasingly mobile and productive workforce, they need qualified professionals who can design, install, support and operate a mobile wireless solution. To complement Cisco Wireless solutions, Cisco has developed a range of learning solutions for these IT professionals and organisations, which Global Knowledge can offer. All these offerings include an extensive range of hands-on labs providing a real-world environment to develop your skills and knowledge.

## Aironet Wireless LAN Fundamentals & Site Survey (AWFSS)

Classroom Learning - 4 days

### Overview

The Aironet Wireless LAN Fundamentals and Site Survey (AWFSS) v6.0 is a technical training course targeted to technical sales staff and technical engineers who will be designing, selling, and installing enterprise-class wireless LANs, such as in-building wireless LANs and building-to-building wireless bridges. It covers topologies, configuration, and troubleshooting, as well as security and management issues.

### Examinations/Certifications

There are no exams associated with this course.

### Prerequisites

CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

### Follow-On Courses

- Cisco Wireless Mesh Networking (CWMN)
- Cisco Wireless LAN Advanced Topics (CWLAT)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Cisco Unified Wireless Networking (CUWN)

Plan, deploy and manage enterprise WLANs

Classroom Learning - 5 days

### Overview

CUWN is based on lightweight access points, controllers and the advanced feature set. Through this course, you will gain experience planning, deploying and managing enterprise WLANs using the Cisco Unified Wireless Network solution.

### Examinations/Certifications

There are no exams associated with this course.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- CCNP certification or the equivalent knowledge. CCNP can be achieved by either attending the following courses:
  - Building Scalable Cisco Internetworks (BCSI)
  - Optimizing Converged Cisco Networks (ONT)
  - Implementing Secure Converged Wide Area Networks (ISCW)
  - Building Cisco Multilayer Switched Networks (BCMSN)
- Cisco Wireless LAN Fundamentals (CWLF)

### Follow-On Courses

- Cisco Wireless Mesh Networking (CWMN)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Cisco Wireless LAN Fundamentals (CWLF)

Configure and manage autonomous and lightweight wireless networks

Classroom Learning - 4 days

### Overview

This course examines the fundamentals of Cisco's wireless LAN technology. Topics will include the concepts of autonomous and lightweight access points and controllers, network management solutions and security. After completing this course, learners will be able to discuss configuration, management of both autonomous and lightweight wireless networks.

### Examinations/Certifications

Exam 642-587 and 642-586. CWLF is part of the recommended learning path for the Cisco Advanced Wireless LAN Design and the Field Specialist certification tracks.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

### Follow-On Courses

- Cisco Wireless LAN Advanced Topics (CWLAT)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Cisco Wireless LAN Advanced Topics (CWLAT)

Understand Cisco's Unified Wireless Networks

Classroom Learning - 4 days

### Overview

This course is designed to give students a firm understanding of the components, features and proper deployment of the Cisco Unified Wireless Network. The course focuses on advanced WLAN design, integrating Cisco wireless components into a wired infrastructure. Deployment topics include managing the WLAN by using the Cisco Wireless Control System (WCS) to manage the advanced feature set and using the CiscoWorks Wireless LAN Solutions Engine (WLSE)

to manage the core feature set. Security topics focus on integrating WLAN security using the WLAN controllers and lightweight access points as well as the autonomous access points in conjunction with the Cisco Secure ACS, and Network Access Controller (NAC). Security also includes Cisco WCS and CiscoWorks WLSE Intrusion Detection Systems. Troubleshooting the WLAN is also included.

### Examinations/Certifications

Exam 642-587 and 642-586. CWLAT is part of the recommended learning path for the Cisco Advanced Wireless LAN Design and the Field Specialist certification tracks.

### Prerequisites

- Cisco Wireless LAN Fundamentals (CWLF)

### Follow-On Courses

- Cisco Wireless Mesh Networking (CWMN)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Cisco Wireless Mesh Networking (CWMN)

Understand Cisco Aironet 1500 Series Lightweight Outdoor Mesh Access Point

Classroom Learning - 1 day

### Overview

This training session is a one-day instructor-led technical course that introduces the new Cisco Aironet 1500 Series Lightweight Outdoor Mesh Access Point. The course provides a technology overview, design and deployment options, and product configuration with hands on labs.

### Examinations/Certifications

There are no exams associated with this course.

### Prerequisites

- Cisco Unified Wireless Networking (CUWN)

### Follow-On Courses

There are no direct follow-on courses recommended

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)



# CCIE Certification Programmes

CCIE Certification remains the most desirable technical qualification within the Internetworking space and the small population of CCIE's in the world attests to the difficulty of achieving the required standard. With this in mind Global Knowledge has developed a variety of programmes to help potential candidates consolidate their knowledge and experience to enhance their chances of success in the rigorous examination process.

## CCIE Routing & Switching Core Skills (CCIE1)

Classroom Learning - 5 days

### Overview

This course is an instructor led course supported by comprehensive lab exercises to address areas of the CCIE curriculum not covered through CCNP or CCIP courses. The content covers round about 60% of the possible configuration in the CCIE lab. The whole Routing & Switching part will be covered with labs.

This course is aimed at candidates for the CCIE Routing and Switching Lab Exam after having successfully completed the written exam.

### Examinations/Certifications

This course along with the CCIE Routing & Switching Lab preparation (CCIE2) course prepares you for the CCIE Routing and Switching Lab exam.

### Prerequisites

- Passed the CCIE Written Exam 350-001 at 70% or higher
- CCNP certification or the equivalent knowledge:
  - Building Scalable Cisco Internetworks (BCSI)
  - Optimizing Converged Cisco Networks (ONT)
  - Implementing Secure Converged Wide Area Networks (ISCW)
  - Building Cisco Multilayer Switched Networks (BCMSN)
- Configuring BGP on Cisco Routers (BGP)

### Follow-On Courses

- CCIE Routing & Switching Lab Preparation (CCIE2)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## CCIE Routing & Switching Lab Preparation (CCIE2)

Classroom Learning - 5 days

### Overview

This course is intended to be an intensive lab based preparation for CCIE Routing and Switching candidates and will consist 100% of lab exercises, supported by CCIE trainers.

### Examinations/Certifications

This course along with the CCIE Routing and Switching Part 1 - CCIE Core Technologies (CCIE1) course prepares you for the CCIE Routing and Switching Lab exam.

### Prerequisites

- Pass CCIE Written Exam 350-001 at 70% or higher
- CCIE Routing and Switching Part 1 - CCIE Core Technologies (CCIE1)
- Implementing Cisco QOS (QOS)
- Configuring BGP on Cisco Routers (BGP)
- IPv6 Fundamentals (IPVSF)
- IPv6 Design and Deployment (IPVSD)

### Follow-On Courses

There are no direct follow-on courses recommended.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## CCIE Routing & Switching Theory Preparation (CCIE1T)

Configure, troubleshoot and programme CME and CUE systems

Classroom Learning - 5 days

### Overview

This theory course is designed to assist potential CCIE delegates by refreshing and enhancing their existing Cisco Systems knowledge with the additional information required to pass the CCIE Routing & Switching Theory Exam 350-001.

### Examinations/Certifications

Exam: 350-001

### Prerequisites

- Building Scalable Cisco Internetworks (BCSI)
- Optimising Converged Cisco Networks (ONT)
- Implementing Secure Converged Wide Area Networks (ISCW)
- Building Cisco Multilayer Switched Networks (BCMSN)
- Implementing Cisco QOS (QOS)
- Configuring BGP on Cisco Routers (BGP) - not Essential but recommended

### Follow-On Courses

- CCIE Routing & Switching Core Skills (CCIE1)
- CCIE Routing & Switching Lab Preparation (CCIE2)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## CCIE Security – Lab Preparation (CCIESEC)

Classroom Learning - 5 days

### Overview

This course is designed to prepare CCIE Candidates for the one-day CCIE Security practical Lab exam. Following one complex scenario, the delegate will work on a broad range of security technical equipment which Cisco will include in the practical Lab.

### Examinations/Certifications

CCIE Security (Practical) lab exam.

### Prerequisites

There are no formal prerequisites for CCIE certification however we strongly recommend delegates meet the following prerequisites:

- CCIE Core Technologies Practical Preparation Lab (CCIE1)
- Passed the CCIE written exam 350-018
- Have 3-5 years of job experience before attempting certification
- Securing Cisco Network Devices (SND)
- Securing Networks with Cisco Routers and Switches (SNRS)

- Securing Networks with PIX and ASA (SNPA)
- Implementing Cisco Intrusion Prevention System (IPS)
- Cisco Secure Virtual Private Networks (CSVPN)

### Follow-On Courses

There are no direct follow-on courses recommended.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## CCIE Voice – Lab Preparation (CCIEV)

Classroom Learning - 5 days

### Overview

This course is designed to prepare CCIE Candidates for the one-day CCIE Voice practical Lab exam. The delegates will work on a broad range of Voice equipment, which Cisco will include in the practical lab.

This week is very intensive and Covers all topics tested in CCIE Voice Lab including Catalyst 6500, 3550 and WAN QOS, E1, T1 signalling, MGCP, H323 IOS and

6608 Gateways, Call Manager, SRST, Gatekeeper, Cisco Call Manager Express, Unity, Customer Response Applications, VG 248, ATA 186, Media Resource Configuration, Call Manager Features.  
The course is based solely on hands-on labs.

### Examinations/Certifications

CCIE Voice Practical lab exam.

### Prerequisites

Delegates are required to have a strong understanding of Cisco IP Telephony, Call Manager and Cisco Unity

### Follow-On Courses

There are no direct follow-on courses recommended.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)



# Advanced Services

Training on Cisco's most advanced, leading edge technologies has previously only been available to a very small segment of the population. Global Knowledge is now in a position to bring you access to this training in selected locations in EMEA through our partnership with Cisco Advanced Services. Our offering includes training on the technology platforms that will underpin the Cisco Intelligent Information Network solution.

## Advanced Implementing and Troubleshooting MPLS VPN Networks Boot Camp (AMPLS)

Classroom Learning - 4 days

### Overview

Traditionally, ISPs and large Enterprise networks have used overlay or peer-to-peer models to implement Virtual Private Networks (VPNs). Multi-Protocol Label Switching (MPLS) VPNs provide the benefits of both the overlay and peer-to-peer models without their inherent detriments. This course teaches attendees how to implement, deploy, and troubleshoot MPLS VPNs in a variety of large-scale network scenarios.

### Examinations/Certifications

There are no Examinations for this course.

### Follow-On Courses

There are no follow-on courses for this course.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Building Scalable Cisco Internetworks (BSCI)
- MPLS Technology Essentials (MPLSTE)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Building Enhanced Cisco Security Networks Boot Camp (BECSN)

Classroom Learning - 5 days

### Overview

Learn how to create a network security policy - an often overlooked but vital part of any network security deployment - as well as how to deploy several emerging security technologies. In hands-on labs, students build a dynamic multipoint VPN (DMVPN), set up high availability for IP Security (IPSec-HA), configure Cisco Secure VPN concentrators and Cisco Secure PIX® firewalls for remote access management, modify a site-to-site VPN for split tunneling, secure network management, and set up identity-based network services (IBNS) for a wireless environment. The final phase of the class will be a test of the students' understanding of

the course material by providing a network attack section that will employ various tools to attempt to gain access to their networks.

### Examinations/Certifications

There are no Examinations for this course.

- Securing Networks with PIX and ASA (SNPA)
- Implementing Cisco Intrusion Prevention System (IPS)
- Cisco Secure Virtual Private Networks (CSVPN)
- Cisco Wireless LAN Fundamentals (CWLF)

### Follow-On Courses

There are no follow-on courses for this course.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Building Highly Available Networks (BHAN)

Classroom Learning - 5 days

### Overview

As critical applications such as e-commerce and telephony move toward Internet-based providers and away from traditional networks, highly available networks are no longer an option but a requirement. End users will begin to demand that modern IP networks provide the same level of availability they have come to expect from traditional networks. Achieving high availability in an IP network is more than providing redundancy at the physical layer; it is a far-reaching method of doing business, from site selection to the highest levels of management. This course is about the critical aspects of planning, design, implementation, operation, and optimisation of networks with the goal of "five nines" availability (99.999% uptime, or less than 5 minutes of downtime per year).

### Examinations/Certifications

There are no exams associated with this course.

### Prerequisites

- Considerable knowledge in hierarchical design principles including network protocols, addressing, and subnets
- Knowledge of network management principles and tools
- Knowledge of MIB, Syslog, and command-line interface (CLI) data collection methods
- Ability to efficiently use CLI to perform Cisco IOS Software configurations
- Ability to configure and optimise dynamic routing protocols, in particular

- Open Shortest Path First (OSPF) Protocol, Intermediate System-to-Intermediate System (IS-IS) Protocol, Enhanced Interior Gateway Routing Protocol (EIGRP), and Border Gateway Protocol (BGP)
- Ability to configure quality-of-service (QoS) features using Modular QoS CLI (MQC) interface

### Follow-On Courses

There are no direct follow-on courses recommended.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Cisco CRS-1 Essentials (CCRS-1)

Classroom Learning - 4 days

## Overview

The course introduces you to the new Cisco Systems Carrier Routing System (CRS-1). The platform options, features, and functionality are detailed. The modules are both theoretical and practical in scope. Although some of the modules focus on the technology and features of the platform, most of the modules deal specifically with the tasks associated with configuring and deploying the CRS-1. Hands-on lab exercises allow you to practice and use the knowledge and skills gained during this course to perform measurable tasks.

## Examinations/Certifications

There are no examinations/certifications associated with this course.

## Prerequisites

- Basic knowledge of router installation and some experience with installation tools
- Routing protocol configuration experience with Border Gateway Protocol (BGP), IS-IS, and OSPF
- Knowledge of BGP multihomed, multiautonomous system configurations

- Strong knowledge of MPLS configuration or Multicast configuration experience
- Knowledge of Cisco Router security implementation, including authentication, authorization, and accounting (AAA) and TACACS
- Experience troubleshooting Cisco routers in a large network environment

## Follow-On Courses

There are no direct follow-on courses recommended

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Cisco 7600 Series Essentials (C7600)

Classroom Learning - 5 days

## Overview

Advanced Services Cisco 7600 Series Essentials is a five day-training course that provides the student with a solid foundation of the components, configuration, and deployment guidelines for Cisco 7600 Series routers.

## Examinations/Certifications

There are no examinations/certifications associated with this course.

## Prerequisites

Students attending this training should have understanding of Layer 2 and Layer3 networking, including the following:

- Knowledge of Cisco IOS Software configuration for IP, MPLS, and MPLS VPN networks, including routing protocols such as Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), and Intermediate System to Intermediate System (IS-IS) Protocol
- Basic understanding of Cisco IOS Software QoS operations

## Follow-On Courses

There are no direct follow-on courses recommended

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Cisco IPCC Advanced Scripting

Classroom Learning - 2 days

## Overview

requirements into call-flow design and then into scripts that provide the routing information to routing clients. The process includes configuring, scripting, and testing complex call flows. Example scripts are utilized to demonstrate the provision of specific interactive voice response (IVR) treatment, the collection of call processing variables used in database lookups for call routing, and the facilitation of standard reporting. Other topics include collecting and setting the variables to provide CTI screen pops.

## Examinations/Certifications

There are no examinations associated with this course.

## Prerequisites

- Familiarity with Cisco Call Center Technology
- Working knowledge of ICM or IPCC
- ICM Product Training (ICMPT)

## Follow-On Courses

There are no direct follow-on courses recommended

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Cisco IPCC Enterprise PPDIIO Workshop

Classroom Learning - 5 days

## Overview

The Cisco IPCC Enterprise PPDIIO Workshop is a comprehensive five-day course that emulates IPCC deployments in the classroom to enable you to prepare for enabling the deployment of real-world IPCC environments.

## Examinations/Certifications

There are no examinations associated with this course.

## Prerequisites

- IPCC/Advanced Technology Provider (ATP) certification
- Cisco ICM/IPCC Product Training
- Project Management Experience
- ICM Product Training (ICMPT)
- IPCC Product Training (IPCCF)
- ICM System Administration (ICMSA)

## Follow-On Courses

There are no direct follow-on courses recommended

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Storage Networking

Cisco Storage Solutions incorporating the Cisco MDS 9000 Family are enabling organisations to significantly reduce storage costs through simplifying SAN topologies whilst maximising storage usage and management efficiencies. At the same time these solutions can also minimise risks to the business by protecting missioncritical data and applications with end-to-end back-up and disaster recovery solutions.

To generate the maximum business benefits from these solutions, organisations require individuals trained to a high level of competency in all areas of designing, installing, configuring, and troubleshooting Cisco Storage products to maintain a highly scalable, efficient, high performing storage networking environment. Global Knowledge has partnered with Firefly, the leading provider of Cisco Storage training, to offer a full range of courses to take you through the Cisco Storage Networking Qualified Specialist certifications and on to the ultimate qualification of CCIE Storage.

## Cisco MDS 9000 Configuration and Troubleshooting (MDSCT)

Classroom Learning - 5 days

### Overview

By building on a broad platform of basic storage technology and on the features and benefits that the MDS 9000 family brings to the market, the student develops skills in installing and configuring new installations and in troubleshooting techniques for resolving problems in existing implementations.

### You will learn

- Describe the storage and networking technologies and applications that surround the MDS 9000 Family
- Describe the MDS 9000 Family system components, features, diagnostics, and management capabilities

- Install and configure MDS 9000 Family of multi-layer switches
- Configure the MDS 9000 Family troubleshooting tools and perform basic troubleshooting tasks

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Cisco Multiprotocol Storage Essentials (CMSE)

Classroom Learning - 3 days

### Overview

Cisco Multiprotocol Storage Essentials (CMSE) will explain the protocols and procedures involved with designing, implementing and administering Multiprotocol Storage Area Networks. Sample topics covered in the course include how to configure FCIP and iSCSI on the MDS 9000 IPS module and how to position the FCIP PA in Cisco SAN solutions. The CMSE course will review the MDS 9000 series switches and explain hardware and software troubleshooting for FCIP and iSCSI on the IPS module using CLI and GUI management tools.

Hardware diagnostics, as well as how to configure, tune and troubleshoot FCIP tunnels configured on the FCIP PA, will also be covered in the course.

### You will learn

- Describe basic SAN challenges and how the MDS 9000 IP Services solutions respond to those challenges, and review TCP/IP concepts which form the foundation for skills needed to install, configure, and troubleshoot Cisco's multi-protocol storage solutions
- Describe the IP Services Module; its features, functions, and tools; and discuss how it is used to solve

fundamental issues in SAN design and deployment.

- Describe the FCIP standard and how Cisco implements that standard on the IPS Module.
- Identify iSCSI configuration and troubleshooting tasks for the IPS module.
- Identify and take corrective actions to recover from failed hardware components or software configuration problems when using FCIP and iSCSI with the MDS 9000 IPS Module.
- Describe, install and configure the Cisco 7200/7400 FCIP port adapter module in Cisco 7200/7400 Series routers.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Cisco Advanced Storage Implementation and Troubleshooting (CASI)

Classroom Learning - 3 days

### Overview

CASI focuses on advanced storage networking topics for the Cisco MDS Family of switches, including building virtual SAN fabrics, building heterogeneous SAN fabrics, configuring management and security services, and advanced troubleshooting skills. A significant portion of the course will be devoted to troubleshooting.

### You will learn

- Implement reliable, scalable SAN fabrics using the full range of features enabled by the MDS Family of switches, and will be able to diagnose and resolve issues using advanced diagnostic tools.
- Given a detailed Fibre Channel SAN design specification, the learner will be able to implement a SAN with multiple virtual fabrics using the full range of features and capabilities provided by the Cisco MDS platform, so that the SAN demonstrates high availability, scalability, and performance.

- Given a detailed set of Fibre Channel SAN management requirements, the learner will be able to configure and use fabric management, performance management, and security services on the Cisco MDS platform, so that the SAN can be effectively managed, tuned, and secured.
- Given a set of observable symptoms on a Fibre Channel SAN, the learner will be able to diagnose and correct software configuration issues and inoperable hardware components, so that the problems are resolved with minimal disruption to the SAN environment.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

# Special Technologies

## Implementing Cisco Works LMS (CWENT)

Classroom Learning - 5 days

### Overview

Learn to effectively use the CiscoWorks applications contained in the LMS 2.5 bundle. The focus is on finding the correct tools within CiscoWorks to document the network, log changes that occur, deploy global changes to devices, monitor network performance, and manage network faults. The labs are designed around students sharing two CiscoWorks servers set up in a Multi-Server Trust environment.

### Examinations/Certifications

Exam: 642-291 NM . CWENT is part of the recommended learning path for students seeking the Cisco Network Management Specialist (CNMS) certification.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Building Cisco Multi-Layer Switched Networks (BCMSN)

### Follow-On Courses

- Cisco Advanced 65xx Catalyst Switch Network (CACSN)

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Deploying Cisco 12000 Series Routers (GSR)

Classroom Learning - 5 days

### Overview

The course provides technical understanding of the software and hardware architecture, operation, capabilities and applications of the Cisco 12000 Series routers. It uses a hands-on approach that involves a combination of lectures, lab exercises and open discussions.

### Examinations/Certifications

There are no exams associated with this course.

### Prerequisites

- CCNA Certification or the equivalent knowledge. The CCNA can be achieved by either attending the ICND and INTRO courses or the CCNA Fast Track Programme (CCNABC).
- Building Scalable Cisco Internetworks (BSCI)

### Follow-On Courses

There are no direct follow-on courses recommended.

For complete course outline and scheduled events please visit: [www.globalknowledge.net](http://www.globalknowledge.net)

## Multi Service Switching

Service Providers across the globe recognize the strengths of ATM based networks in terms of speed and reliability and have come to rely on the resilience and flexibility of solutions based on Cisco's BPX and MGX products.

Global Knowledge is one of the few Learning Partners able to deliver the full range of training on these solutions to network professionals who need to successfully implement Cisco ATM Multiservice switching and servicing provisioning.

Our courses provide candidates with the technical expertise necessary to design, install, configure, support and troubleshoot all aspects of the hardware and software required to deploy complex ATM-based networks in the service provider segment.



# Global Knowledge in Europe and Worldwide

## Global Knowledge in Europe:

- Austria
- Belgium
- Denmark
- France
- Germany
- Ireland
- Netherlands
- Norway
- Spain
- Sweden
- UK

## Global Knowledge also has a Worldwide presence and training can be offered in:

- Canada
- China
- Colombia
- Korea
- Japan
- Malaysia
- Mexico
- Singapore
- USA
- Venezuela via partnership



Global Knowledge™

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