



Global Knowledge™



Fit for Voice

Unified Communications training for Cisco Channel Partners

2007

COMPLETE TRAINING PACKAGE TO ACHIEVE THE:

- Express Unified Communications Specialisation
- Advanced Unified Communications Specialisation

Europe's largest Cisco Learning Solutions Partner

Austria • Belgium • Denmark • France • Germany • Ireland • Italy • Netherlands • Norway • Spain • Sweden • UK

www.globalknowledge.net

Achieve success in a growing market – become a Cisco Unified Communications Specialist



Unified Communications (UC) has become the “must have” solution for companies from large multi-national enterprises to small and mid sized businesses (SMB). Many of the latest UC solutions offered by Cisco are targeted specifically at the SMB market where they are already making a large impact. To maintain and grow this market position Cisco is inviting new partners to join their Channel programmes and take advantage of the opportunities that their leading solution offers. To help you become a Cisco UC Partner, Global Knowledge is proud to offer its Fit for Voice certification programme.

“Fit for Voice” – Express and Advanced

“Fit for Voice” is a smart approach, developed by Global Knowledge, to achieve the certifications you require to participate in the growing UC market quickly and cost effectively.

Our programme encompasses the certification training required for both the Cisco Express UC Specialisation and the Cisco Advanced UC Specialisation. In addition to the technical training elements, we have added unique content for your sales representatives – to ensure they have the right skills and knowledge to achieve your market success.

As part of the programme we will guide your Engineers and Account Managers in all their specific educational and certification requirements. Together with your company executives we’ll work out a flexible and smart Learning Roadmap for each single individual that meets your company objectives.

Based on our close relationship with Cisco we can even help you maximise the advantages from relevant Cisco incentive programmes such as “Challenge & Reward”. With “Fit for Voice” we make sure that you meet all the necessary requirements – on time.

Unified Communications requirements & recommended training

Express Unified

Communications Specialisation

The Cisco Express Unified Communications Specialisation recognises partners for their knowledge and expertise in selling, designing, installing, and supporting a Unified Communications solution for small and mid-sized businesses. These solutions focus on single-site and limited-site entry-level converged network opportunities that have a low degree of complexity.

Advanced Unified Communications Specialisation

The Cisco Advanced Unified Communications Specialisation recognises partners for their knowledge and expertise in selling, designing, installing, and supporting complex Unified Communications solution. These solutions focus on Enterprise, multi-site solutions incorporating high-end applications.

Unified Communications Role Sharing

To achieve Cisco Unified Communications Specialisation, partners must fulfil defined job roles. The number of roles required is:

- 1 System Engineer (SE) can fulfil an SE role in any 2 Express, Advanced or Master specialisations (1x2)
- 1 Field Engineer (FE) can fulfil an FE role in any 2 Express, Advanced or Master specialisations (1x2)
- 1 Account Manager (AM) can fulfil an AM role in any 4 Express, Advanced or Master specialisations (1x4)
- AM, SE or FE can only fill other AM, SE or FE roles, respectively

In addition to the unique individual role requirements, the following 4 Cisco Qualified Specialist badges are required: Cisco Unified Contact Centre Express Specialist, Cisco Unity Design Specialist, Cisco Unity Support Specialist, and a Cisco Rich Media Communications Specialist. Any individual(s) who holds the above Cisco Qualified Specialist badges can meet this requirement, regardless of whether or not they are filling the required job roles (AM, SE or FE).

Unified Communications requirements & recommended training

Program Requirements	Account Manager (AM)	System Engineer (SE)	Field Engineer (FE)	Total Individuals
Express Unified Communications	CSE (1)	CCNA (1) or CCDA(1)		2
Advanced Unified Communications	CSE (1)	CCDA(1)	CCVP(1)	3

Express Unified Communications

Account Manager

Engineer

Advanced Unified Communications

Account Manager

Field Engineer

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Cisco Sales Expert
ILT, 2 days, code CSE
Exam: 646-203
LP: xxxx

Interconnecting Cisco Network Devices
5 days, code: ICND1
Exam: 640-822
LP: xxxx

Interconnecting Cisco Network Devices 2
5 days, code: ICND2
Exam: 640-816
LP: xxxx

Designing for Cisco Internet Solutions
5 days, code: DESGN
Exam: 640-863
LP: xxxx

Candidates have 2 options when pursuing the CCNA Certification, they can either sit a single exam that covers both the ICND1 and ICND2 (Exam 640-802) or they can take the relevant individual exams (640-822 and 640-816).

Cisco Sales Expert
ILT, 2 days, code CSE
Exam: 646-203
LP: xxxx

Implementing Cisco QoS
ILT, 5 days, code: QoS
Exam: 642-642
LP: xxxx

How to Sell Cisco Unified Communication Solutions
ILT, 2 days, code XXXX
Exam: xxxx
LP: xxxx

Cisco Voice over IP
ILT, 5 days, code: CVOICE
Exam: 642-432
LP: xxxx

Optional course to take

**Cisco IP Telephony Part 1
Telephony Part 2**
iILT, 5 days, code: CIPT & Cisco IP
ILT, 3 days, code:CIPT2
Exam: 642-444 (v4) or 642-445 (v5)
LP: xxxx

Troubleshooting Unified Communications
ILT, 5 days, code: TUC
Exam: 642-426
LP: xxxx

Implementing Cisco Voice Gateways and Gatekeepers
ILT, 5 days, code: GWGK
Exam: 642-453
LP: xxxx

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Lifecycle Services Express
VCeL, 4 Hours, code: LCSE
Exam: 646-392
LP: xxxx

Lifecycle Services Express
VCeL, 4 Hours, code: LCSE
Exam: 646-392
LP: xxxx

IP Communications Express Sales
VCeL, 4 Hours, code: IPXSS
Exam: 646-222
LP: xxxx

IP Telephony Express
ILT, 5 days, code: IPTX
Exam: 642-144
LP: xxxx

IP Communications Advanced Sales
VCeL, 4 Hours, code: ICPAAM
Exam: 646-229
LP: xxxx

Lifecycle Services for Advanced IPC
VCeL, 4 Hours, code: LCSAIPC
Exam: 646-228
LP: xxxx

Lifecycle Services Express
VCeL, 4 Hours, code: LCSE
Exam: 646-392
LP: xxxx

Cost for track: xxxx Cost for track: xxx

Cost for track: xxxx Cost for track: xxx

Package Price: xxxx including exams

Package Price: xxxx including exams

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System Engineer

Advanced Unified Communications Specialisations

Unified Contact Centre Express Specialist

Unity Support Specialist

Unity Design Specialist

Rich Media Communications Specialist

Interconnecting Cisco Network Devices PT1
5 days, code: ICND1
Exam: 640-822

Interconnecting Cisco Network Devices PT2
5 days, code: ICND2
Exam: 640-816

Designing for Cisco Internet Solutions
5 days, code: DESGN
Exam: 640-863

Candidates have 2 options when pursuing the CCNA Certification, they can either sit a single exam that covers both the ICND1 and ICND2 (Exam 640-802) or they can take the relevant individual exams (640-822 and 640-816).

No prerequisites required

Implementing & Supporting MS XP Professional
ILT, 5 days, code: M2272
Exam: 70-270
LP: xxxx

Implement, Manage & Maintain a MS Windows Server 2003 Network Infrastructure
iILT, 5 days, code: GK7004
Exam: 70-291
LP: xxxx

Plan Maintain & Troubleshoot a Microsoft Windows Server 2003 Network & Active Directory Infrastructure
ILT, 5 days, code: GK7005
Exam: 70-294 & 70-293
LP: xxxx

Implementing and Managing Microsoft Exchange Server 2003
ILT, 5 days, code: M2400
Exam: 70-285
LP: xxxx

Manage and Maintain a Microsoft Windows Server 2003 Environment
ILT, 5 days, code: M2273
Exam: 70-290
LP: xxxx

Designing Security for Microsoft Networks
ILT, 3 days, code: M2830
Exam: 70-298
LP: xxxx

Designing a Microsoft Exchange Server 2003 Organization
ILT, 5 days, code: M2008
Exam: 70-284
LP: xxxx

Interconnecting Cisco Network Devices
5 days, code: ICND1
Exam: 640-822
LP: xxxx

Interconnecting Cisco Network Devices
5 days, code: ICND2
Exam: 640-816
LP: xxxx

Designing for Cisco Internet Solutions
5 days, code: DESGN
Exam: 640-863
LP: xxxx

Candidates have 2 options when pursuing the CCNA Certification, they can either sit a single exam that covers both the ICND1 and ICND2 (Exam 640-802) or they can take the relevant individual exams (640-822 and 640-816).

Interconnecting Cisco Network Devices PT1
4 days, code: ICND1
Exam: 640-822
LP: xxxx

Interconnecting Cisco Network Devices
5 days, code: ICND2
Exam: 640-816
LP: xxxx

Candidates have 2 options when pursuing the CCNA Certification, they can either sit a single exam that covers both the ICND1 and ICND2 (Exam 640-802) or they can take the relevant individual exams (640-822 and 640-816).

Telephony Design
ILT, 4 days, code: IPTD
Exam: 642-414

Implementing Cisco QoS
ILT, 5 days, code: QoS
Exam: 642-642

Recycle Services for Advanced IPC
4 Hours, code: LCSAIPC
Exam: 646-228

Unified Contact Centre Express and Unified IP IVR Deployment
ILT, 5 Days, code: UCCXD
Exam: 642-162
LP: xxxx

Unified Communications for System Engineers
ILT, 4 Day, code: UCSE
Exam: 642-104
LP: xxxx

Unified Communications for System Engineers
ILT, 4 Day, code: UCSE
Exam: 642-072
LP: xxxx

Cisco Voice over IP
ILT, 5 days, code: CVOICE
Exam: 642-432
LP: xxxx

Cisco Unity Design and Networking
ILT, 4 Day, code: CUDN
Exam: 642-072
LP: xxxx

Implementing Cisco Rich Media Communications 1
VCeL, 4 Hours, code: ICMRC1
Exam: 642-481
LP: xxxx

Implementing Cisco Rich Media Communications 2
VCeL, 4 Hours, code: ICMRC2
Exam: 642-481
LP: xxxx

Cost for track: xx

Cost for track: xxxx

Cost for track: xxx

Cost for track: xxx

Cost for track: xx

Package Price: xxxx including exams

Global Knowledge – the 1st choice in Unified Communication Education

As the largest Cisco Learning Solutions Partner (CSLP) world-wide, Global Knowledge has the capability to offer the full range of Cisco Certified training solutions at over 40 purpose built locations across Europe. Global Knowledge is ideally placed to help you achieve your Unified Communications certifications.

Combined with our complete learning methodology and our extensive range of courses, you will understand why so many choose Global Knowledge as their preferred Cisco learning provider.

Get skilled with Global Knowledge through the Fit for Voice programme and enjoy the following benefits:

- **Reduced time** away from the business using Global Knowledge's state-of-the-art Learning Solutions such as "Virtual Classrooms" and self paced eLearning as part of the programme.
- Access to **convenient dates** and locations through the most **extensive schedule** offered in Europe as well as **guaranteed dates** for key courses to ensure you can achieve success on time
- **Reduced training** spend through the packaged bundles provide a cost-effective solution
- **Focused content** to meet the recommended requirements for the examinations
- Training delivered by **knowledgeable and experienced** UC instructors and sales professionals
- Practical exercises using the **latest hardware** and applications available from Cisco



Start learning now, to make a difference...

About Global Knowledge in Europe

Global Knowledge is Europe's largest independent IT training company with over 40 dedicated training centres in 11 countries, and offering more than 1000 distinct courses. Approximately 500 people are employed across Europe, 25% of these being technical trainers, training more than 2000 delegates every day.

Across Europe we hold the following accreditations

- Cisco Learning Solutions Partner (CLSP)
- Microsoft Certified Partner for Learning Solutions (CPLS)
- Red Hat Premier Partner
- Novell Authorised Education Centre
- Prometric Test-Centre
- Vue Test-Centre



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