ACRONYMS

**AOS** | **Alcatel-Lucent Operating System** OmniSwitch ranges 64xx, 68xx, 6900 and 10K

**BYOD** | Bring Your Own Device

**ClearPass** | Security & BYOD Network Services

**DC** | Data Centers OmniSwitch range used in Data Centers Networks Infrastructure

**Experienced** | Someone who is Experienced on Alcatel-lucent. Enterprise products/solutions/trained on previous release. Someone who is experienced on other vendors solutions

**LAN** | OmniSwitch range in a LAN environment see above, includes OmniVista2500 NMS network management platform

**MLE** | Medium and Large Enterprise

**Newcomer** | Someone with no experience on Alcatel-Lucent Enterprise products/solutions

**OT** | OpenTouch: communications solution offering advanced multimedia collaboration and mobility services

**OTCC** | OmniTouch Contact Center: solution for call centers that rely mainly on voice interactions

**OTEC** | OpenTouch Enterprise Cloud

**OV8770** | OmniVista 8770: network monitoring solution for OmniPCX Enterprise and OpenTouch

**OXE** | OmniPCX Enterprise: telephony for MLE

**OXOC** | OXO Connect: telephony for SMB

**Price List** | File in which all references are listed as well as training and certification on Alcatel-Lucent Enterprise products/solutions

**SMB** | Small and Medium Business

**TAPLAB** | Tutorial Assisted Practical Laboratory The TAPLAB is a tutor to help trainees to practice on our systems.

**WLAN** | Wireless LAN OmniAccess range includes OmniVista3600 Air manager, OmniAccess Guest Manager, Instant Access Points

GLOBAL EDUCATION SERVICES CONTACT LIST

- **General mail:** education-services@al-enterprise.com
- **Europe / Middle East / Africa Region:** emea.education-services@al-enterprise.com
- **North America Region:** nar.education-services@al-enterprise.com
- **Central America / Latin America Region:** cala.education-services@al-enterprise.com
- **Asia-Pacific Region:** apac.education-services@al-enterprise.com

BUSINESS PORTAL

https://businessportal2.alcatel-lucent.com/

KNOWLEGE HUB: your new training platform

Access directly to your learning platform: https://enterprise-education.csod.com/

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**DELIVERY METHODS**

- **I-learning**: Individual Learning tools (Web Based Learning, eBooks) to allow trainees learn at their own pace to optimize apprenticeship with electronic devices.
- **C-learning**: Class training, delivered at Alcatel-Lucent Enterprise Training Center or Training Partner premises, course made of lectures and practice.
- **V-learning**: Instructor led, virtual class, participants follow the class remotely (instruction given upon registration) and practice during remote laboratories.
- **Remote laboratories**: Connect remotely to real high-quality equipment to practice.
- **Electronic training materials (eBook)**: Access easily to your selected content through modular menus and training guides in digital format.

**TRAINING PROFILES BY JOB FUNCTIONS**

- **SALES**: the training provides understanding on Alcatel-Lucent Enterprise Communications, Cloud, Verticals and Networks and Applications products and solutions and how to sell them.
- **PRESALES**: the curriculum is designed to provide trainees with the knowledge they need to perform design and engineering on Alcatel-Lucent Enterprise products /solutions.
- **POSTSALES**: the curriculum provides trainees with the knowledge required to perform installation, configuration and maintenance.
- **ADMINISTRATORS**: the training offer is available for day to day tasks of: Administrators, IT Administrators, Supervisors or Accountants.

**LEARNING TRACKS**

- **Technical tracks** prepare learners for certification:
  - Starter courses are designed to match entry level certification (ACFE for Postsales and AQPS for Presales, ACSR for Sales).
  - Advanced courses are designed to reach expertise and second level certification (ACSE for Postsales and ACPs for Presales).
- **Evolution tracks** are designed for new software releases to upgrade skills. Renew certification enables trainees to validate their certification. Evolution training for new releases may be delivered in classroom or on I-learning depending on the complexity of the upgrade.
- **Added Value Courses** are proposed to acquire knowledge and skills on extra features and solutions.
- **Customized training courses** are available on demand.

**CERTIFICATION**

- **Certification validates knowledge and skills**
  - Exams are available for Sales, Presales and Postsales.
  - Exams can be taken on line for ACSR, AQPS, ACPs, ACFE and ACSE upgrade or in class for full ACSE.
  - Results are given at the end of exam for online MCQ, or sent to candidates by mail for in class exam.
  - For in class exams you need to register by contacting the Education Customer Support. The registration process is the same as for registering for any training course.
  - Every certification has a validity period, of at least 2 years.
  - TAPLAB are available to prepare oneself for ACSE certification exams.

**GUIDANCES TO REGISTER**

Access directly to your Knowledge Hub learning platform on which the courses are hosted: https://enterprise-education.csod.com/

**STEP 1: Find the Training Course you wish to take**

From your Knowledge Hub welcome page, click on the menu “Understand the Catalog” to find general information on the training and certification offers. Via the menu « Browse catalog » you have the opportunity to select your training thanks to a job profile matrix.

**STEP 2: Request your course on the Knowledge Hub**

Initiate your request or assign certification in Knowledge Hub. Your manager/purchaser will be automatically notified for approval, and then can place the order in eBuy.

**STEP 3: Order other training items via eBuy**

Purchasers can order training directly via eBuy as all training items are orderable from Online Ordering. If needed, consult the “eBuy-how to use” document and benefit from the numerous advantages of this new ordering model.

**STEP 4: Engage with Customer care**

Contact your Education Customer Support (available on the Business Portal or on the back of this guide) for quotation, scheduling confirmation, seat availability, or purchasing process.

**STEP 5: Registration Acknowledgement**

You will receive a confirmation e-mail for your registration including detailed information on the training items.

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**GETTING CERTIFIED**

**Diplomas and Recognition**

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