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: c**ommunications 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

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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/

EDUCATION SERVICES

Introduction to Training catalog

November 2018

ALCATEL-LUCENT ENTERPRISE EDUCATION SERVICES

This guide gives you with details on the training we provide and associated certifications as well as information on how to order a training course

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 ones-self for ACSE certification exams

GETTING CERTIFIED

Diplomas and Recognition

JOB FUNCTIONS	CERTIFICATIONS	LOGOS
SALES	**ACSR (Alcatel-Lucent Enterprise Certified Sales Representative)** For sales representatives who sell Alcatel-Lucent Enterprise products and solutions (Advanced level)	Alcatel-Lucent Enterprise Certified Sales Representative
PRESALES	**AQPS (Alcatel-Lucent Enterprise Qualified Presales)** For System Engineers who design stand-alone projects (Standard level)	Alcatel-Lucent Enterprise Qualified Presales
PRESALES	**ACPS (Alcatel-Lucent Enterprise Certified Presales)** For System Engineers who design large/complex networking projects (Advanced level)	Alcatel-Lucent Enterprise Certified Presales
POSTSALES	**ACFE (Alcatel-Lucent Enterprise Certified Field Expert)** For field engineers in charge of advanced configurations, installation and service support (Standard level)	Alcatel-Lucent Enterprise Certified Field Expert
POSTSALES	**ACSE (Alcatel-Lucent Enterprise Certified System Expert)** For expert engineers in charge of complex configurations, installation and remote service support (Advanced level)	Alcatel-Lucent Enterprise Certified System Expert

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.

STE2: 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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