

Supporting Cisco Service Provider IP NGN Operations v1.0

SSPO



Delivery Type: Classroom

Duration: 5 days

Overview

The Supporting Cisco® Service Provider IP NGN Operations course is designed to introduce entry-level personnel to the service provider network operations environment, processes orientation, and management tools and methods and enables students to practice the primary job roles and tasks. The course is intended to help prepare students for the CCNA: SP Operations certification exam, which validates basic knowledge and skills of a Tier I support engineer in a prescriptive troubleshooting environment within a carrier-class IP Next-Generation Network (NGN) core infrastructure.

Pre-Requisites

Attendees should meet the following prerequisites:

- ✓ IP networking fundamentals; those topics supported by the ICND1 course
- ✓ Operations process knowledge, represented by eTOM and/or ITIL® training or recommendations
- ✓ Troubleshooting methodology knowledge or experience as applied to IP network environments
- ✓ UNIX and/or Linux operating system experience or general familiarity

Target Audience

The primary audience for this course is :

- ✓ Cisco Build-Operate-Transfer partners who are focused on service provider NGN networks, specific to entry-level network operations personnel.
- ✓ Service provider network operations organizations, specific to entry-level network operations personnel.
- ✓ Cisco engineers who are motivated to pursue Cisco certifications focused on service provider NGN operations.
- ✓ All service provider operations customers, partners who support service provider NGN environments, and internal Cisco engineers who wish to pursue Cisco professional or expert-level SP operations certifications.

Certification

Recommended preparation for exam(s):

- ✓ 640-760 SSPO Supporting Cisco Service Provider IP NGN Operations
- ✓ This course is part of the Cisco Certified Network Professional SP Operations Career Certification

Objectives

After completing this program, you will be able to:

- ✓ Describe service provider NGN technology trends and their effect on operational environments
- ✓ Describe the various NMS tools available to monitor networks and network devices
- ✓ Implement incident (event) management procedures
- ✓ Demonstrate fault management procedures
- ✓ Describe the configuration management process
- ✓ Demonstrate change management procedures
- ✓ Identify performance management procedures

Follow on Courses

The following courses are recommended for further study:

- ✓ OFCN Maintaining Cisco Service Provider Routing Protocols
- ✓ MSPRP Maintaining Cisco Service Provider Routing Protocols
- ✓ MSPVM Maintaining Cisco Service Provider VPNs and MPLS Networks
- ✓ MSPQS Maintaining Cisco Service Provider Quality of Service