CIS TRAINING 2020

Background

The CIS training planning is based on the EC CIS Training Master plan which describe the courses that should been done yearly. This document also establish the budgetary needs two years in advance.

As time pass the training needs change and must be reviewed and adapted.

On a yearly basics 1/3 of the personnel rotates in EUROCORPS (EC).

Sometimes the newcomers come without the specific knowledge on the software versions used in EC. Even though they come with the formation it is highly recommended to unify it.

The final aim is to give all of them the basic knowledge throughout the specific software architecture of the EC networks to have the minimum flexibility without relying on anyone for facing new challenges that make changes on CIS Coy manpower.

Proposal

We will keep a blended learning but reducing the on-line activities to:

- Consulting the teacher when needed.
- Do extra works/sessions during the on-the-job training.
- Check manuals or any other support material.

Most of the training will be done in the EC IT classroom (classroom 00-06 in building 43) in Adv barracks.

Courses Proposal (See requests)

Adapting the EC CIS Training Master Plan for 2020 these are the courses proposed and included under this justification document:

- Crypto devices
- IT MANAGEMENT: Itil Foundation and Specialist.
- CISCO: CISCO VoIP, Call Manager, Quality of Service,CCNP Enterprise, CCNP Collaboration
- Administration: Windows Server, SCCM ,Exchange Server, Hyper-V, Windows10.
- Security: PaloAlto firewall.

The courses objectives, descriptions, sessions, laboratories...can be checked in:

- Microsoft: www.microsoft.com/learning/en-us/training.aspx
- CISCO www.cisco.com
- ITIL V4: www.axelos.com
- PaloAlto www.paloaltonetworks.com

Here under you can see the courses codes when available. **All the courses listed are 'official courses' or 'equivalent'** and must be done following the official material. One hardcopy of the material per attendee must be provided. When possible, a softcopy will be also welcome.

English will be the language used during the courses.

1. Crypto Thales.

       a. KGC Operator

       b. TCE 671 Operator

2. ITIL

       a. ITIL V4 Foundation

       b. ITIL V4 Specialist: Create, Deliver and Support

3. CISCO

       a. CISCO: QoS Implementing Cisco Quality of Service

       b. CCNP Collaboration: CLCOR Implementing and Operating Cisco Collaboration Core Technologies

       c. CCNP Collaboration: CLACCM Implementing Cisco Advanced Call Control and Mobility Services

4. Administration:

       a. Microsoft courses:

           i. WINDOWS Server: Installation, Storage, and Compute with Windows Server 2016 (Course 20740C or last version for Windows Server 2019 if released)

          ii. Windows Exchange: Administering Microsoft Exchange Server 2016 (Course 20345-1B or last version for Windows Exchange 2019 if released)

        iii. Hyper V: Server Virtualization with Windows Server Hyper-V and System Center (Course 20409B)

        iv. SCCM Course: IT Service Management with System Center Service Manager 2016/2019 (Course 10965D)

         v. Windows 10: Supporting and Troubleshooting Windows 10 (Course 10982D)

5. Security:

       a. PaloAlto:

           i. Firewall 9.1 Essentials: Configuration and Management (EDU-210)

No official certification exam will be done at the end of the courses (except for the ITIL V4)

Key terms

- *E-learning*: It has to be understood as courses online with specific access to an enterprise elearning platform (LMS). **(For the Microsoft is mandatory the creation of a dedicated eLearning portal for EC hosted in the provider's LMS platform (Software as a service model-SaaS).**

- *On presence course/phase* of a course: It has to be understood as a face-to-face classroom method in EC facilities.

- *Blended learning:* It has to be understood as a method blending both online and face to face instruction. It will occur at the activity and course levels and it will be focused on a model of "enhancing blends" which allows for incremental changes to the pedagogy and characterized by the inclusion of supplemental online resources (f.e. video-record) and the implementation of online activities.

- *LMS or LMS elearning platform:* The "Learning Management System" platform. This LMS should be able to do the following

  o *Centralize and automate administration related with the courses contracted.*

  o Use self-service and self-guided service.

  o Assemble and deliver learning contant rapidly.

  o Consolidated training initiatives on a scalable web-based platform.

  o Support portability and standards.

  o Personalize contant and enable knowledge reuse.

  Although it will not be widely use during 2020, it is needed to support the courses attendees and it will also be part of the Eurocops image to the outter world.

- *EUROCORPS facilities*: In ADV barracks (Strasbourg), using the classroom 00-06 in building 43 (security class II area).

- Classroom 00-06: It is a certified CISCO classroom where up to 8 workstations are connected in a LAN configuration to the internet.

- Worksations software is: OS (Windows10), Microsoft Office 2016 and antivirus. Rest of the software must be managed by the provider and uninstalled at the end of each course. Different learning options that does not require software installation, like internet virtual laboratories or similar are allowed.

- NOTE: If the course must be followed OUTSIDE Eurocorps facilities due to the need of special materials such as physical laboratories, special appliances, special equipment configurations..., the new location must be close to Strasbourg.