

ASC Meeting 2024 - Journey to Convergence

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Agenda

ASC Meeting 2024

We're on a Journey to Convergence

1. Was heißt Convergence aus der Sicht der ASCs und ITCs?
 - a) Technische Umsetzung der Convergence und Zeitplan
 - b) Inhaltliche Komponente der Convergence
 - c) Kursportfolio NACH Convergence
 - d) CCST Zertifikatsfamilie wird größer
 - e) Check in mit den Metrics
2. Änderungen im Instructor Training und ITQ
3. Auswirkungen auf die Arbeit der ASCs und ITCs
4. Routers, Patches und Badges
5. Verschiedenes

Was heißt Convergence aus
der Sicht der
ASCs und ITCs?



Technische Umsetzung der Convergence und Zeitplan

E-mail to our instructors

Currently on NetAcad.com

- Email went out January 30th in 10 languages
- Went to instructors who are currently teaching or have taught an End-of-Life class in the last 18 months
- Provided the link to the list of impacted courses
- Encouraged them to view the list of alternatives and begin planning to transition
- Includes FAQs
- Separate email will be going out early March for instructors teaching Cybersecurity Essentials v2.0 and Networking Essentials v2.0

Hello,

Our records indicate that you are teaching or have taught a course in the last 18 months that will reach end-of-life as part of our journey to convergence.

Click the link within this [article](#) for a list of impacted courses.

For a demo of how to use the list, please review this [video](#) in English.

The last day to [create](#) one of these classes on NetAcad.com is **July 15, 2024**. The last day to [complete](#) your class is **January 15, 2025**.

Please begin planning to transition your course. Check the list above to see recommended alternatives you could migrate to for your future teaching needs.

Frequently Asked Questions

What is convergence?

Convergence is when our two learning platforms, NetAcad.com and SkillsForAll.com, will be combined into one platform that offers you an even better teaching and learning experience. The unified experience is planned to be released in July 2024.

Why are these courses reaching end-of-life?

With dynamic changes in technology and industry needs, we continue to evolve our portfolio to provide you with up-to-date curriculum offerings. Although most NetAcad.com courses [will migrate](#) to the unified platform at convergence, some versions will reach end-of-life. For example, we are not planning to migrate legacy versions of a course that already has a newer version released. View the list of impacted courses to see what alternatives are recommended for your course.

How will I access my class after convergence?

After convergence, you and your students will be able to access your end-of-life class(es) through the new, converged platform until January 15, 2025.

What if I have more questions?

We are committed to empowering our academies and instructors to make a graceful transition to our new learning platform. If you have any questions or need assistance with the migration process, please don't hesitate to reach out to your Academy Support Center or the NetAcad support desk.

Login experience beginning February 24, 2024

Users go to login from NetAcad.com or SkillsForAll.com



The screenshot shows the top navigation bar of the Cisco Networking Academy website. The Cisco logo is on the left, followed by 'Networking Academy'. Navigation links include 'Courses', 'Careers', 'Support', and 'More'. A search icon and 'English' language selector are also present. The 'Log In' button is highlighted with a blue arrow pointing down to it.



The screenshot shows the top navigation bar of the SkillsForAll.com website. The Cisco logo is on the left, followed by 'Networking Academy'. Navigation links include 'Teach with us', a globe icon, 'EN', a question mark icon, a bell icon, and a 'Login' button. The 'Login' button is highlighted with a blue arrow pointing down to it.

Skills for All
with Cisco
Your window to a world of opportunity.

20.5 million	29,700	11,700	190	95%
Students since our start in 1997	Educators around the world	Organizations offering our courses	Countries where we serve learners	Students obtained a job or new educational opportunity

Skills for All Class Management released on February 23

- Instructors can delete classes from their My Classes page
 - Deletion is permanent and cannot be undone (there is a pop-up warning)
 - They must unenroll all students prior to deletion
 - Cannot unenroll students marked as complete
- Instructors can unenroll/re-enroll students from their classes
 - Unenrolled students cannot access class or gradebook
 - Re-enrollment restores grades and progress present at time of unenrollment
 - Instructors may still opt to suspend a student from a class

Instructor-Funktionalitäten auf SFA werden besser

In den frühen Versionen von SFA waren die Instructor-Funktionen und die Informationen über die individuellen Lernverläufe beschränkt

Das hat sich Schritt für Schritt gebessert und zur Convergence werden die Funktionen sogar umfangreicher sein, als von NetAcad.com bekannt

Integration eines Webex-Spaces als Option (siehe nächste Seiten) ist eine Neuerung und erleichtert die Kommunikation mit den Students

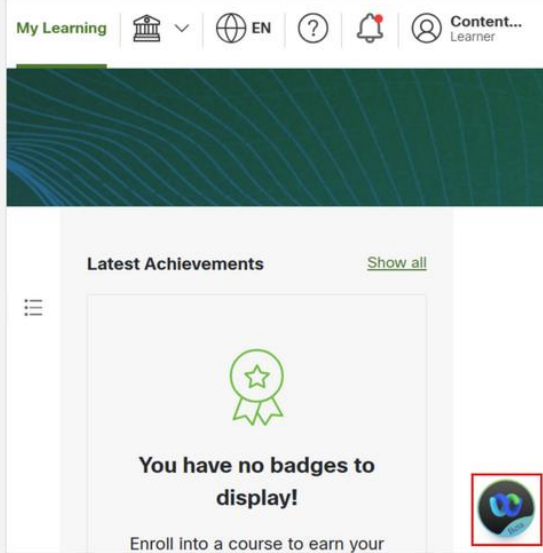


Instructors need to ensure they have a Webex account before they can link it to their Skills for All account. To link your Skills for All account and your Webex account, please follow the steps below after logging in to Skills for All:

1. Click the academy icon and select your role/academy



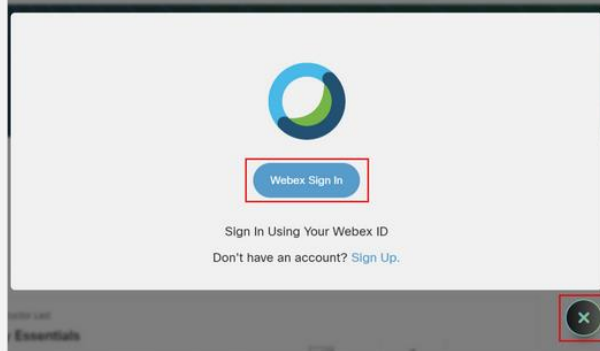
2. Click the Webex Messaging widget on the lower right corner of your screen



Type your question here.



3. Click "Webex Sign In" to sign into your Webex account



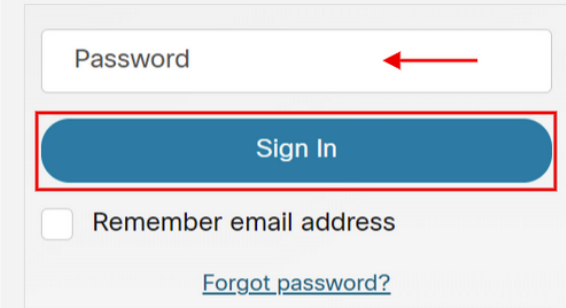
4. Enter your Webex account email address and click "Sign In"



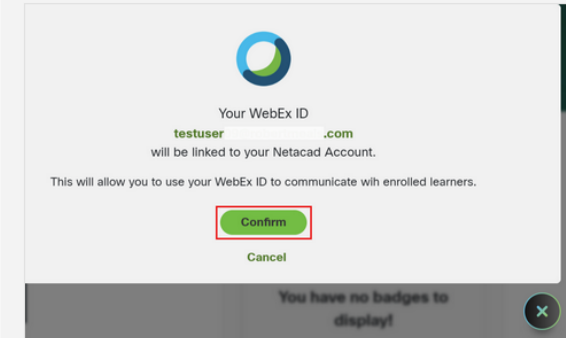
Type your question here.



5. Enter your Webex account password and click "Sign In"



6. Click "Confirm" to link your Skills for All account to your Webex account



Note: In the "Invite Instructor/Staff" section of the class, you should see the Webex icon with the phrase "Webex Available" next to your name, if you successfully integrated Webex.

Type your question here.



Ansicht bei der Klassenanmeldung

Networking Academy | Explore | Search Catalog | Instructor | My Classes | Resources | Deutsch... | EN | Carsten Instructor

Edit Class - DESY Sicherheitstraining 3. Ausbildungsjahr Cyber Threat Management

- EDIT SCHEDULE
- UPDATE MARKETING CONTENT & DETAILS
- 3 INVITE INSTRUCTOR/STAFF**
- 4 WEBEX FOR CLASS
- 5 PREVIEW & PUBLISH

Invite Instructor/Staff

You can invite multiple instructors and staff to join by searching them by their name or email address.

Search by name | Add Instructor

	Carsten Johnson	Instructor	carsjohn@cisco.com	Webex Available
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Cancel Previous Next

Networking Academy | Explore | Search Catalog | Instructor | My Classes | Resources | Deutsch... | EN | Carsten Instructor

Edit Class - DESY Sicherheitstraining 3. Ausbildungsjahr Cyber Threat Management

- EDIT SCHEDULE
- UPDATE MARKETING CONTENT & DETAILS
- INVITE INSTRUCTOR/STAFF
- 4 WEBEX FOR CLASS**
- 5 PREVIEW & PUBLISH

Webex for Class

You can send communications to your learners, send a quick message to the entire class or a single learner in the same app you use in your hybrid classrooms.

Enable Webex

Team Name
DESY Sicherheitstraining 3. Ausbildungsjahr Cyber Threat

Available Spaces
Select available spaces created for this class.
 General
[+ Add Space](#)

Cancel Previous Next

Class Management coming before convergence

- Instructors will be able to create their own assessments
 - Provide custom quizzes or tests in addition to assessments provided in the curriculum
- Instructors will be able to create custom resources and share within their academy or with other academies
 - Can also share courses they customized
- Instructors will be able to customize assignment and assessment settings
 - Due dates, number of attempts, etc
 - Apply to a subset of students
 - Allows students with excused absence to retake or resubmit
- Allow for accommodations
 - For learners with disabilities
 - Compliance with individual education plans

Upcoming Timeline – subject to change

Last update February 6, 2024



What is the Experience at Convergence?

The Educator experience we are building on SkillsforAll.com will be the experience at convergence

Pre-Convergence NetAcad.com

The screenshot shows the 'I'm Teaching' page on the pre-convergence NetAcad.com. The URL in the browser is netacad.com/portal/teaching. The page features a search bar for course names or IDs, a table of courses being taught, and various navigation options like 'Platform Updates', 'Student Lookup', and 'Create Course'. The table lists courses such as DevNet, Python FY24, CCNA ENSA 7.02, IPD Week FY23, and CyberOps Associate Self-P...

COURSE ID	COURSE NAME	COURSE DATES	ALL ACADEMIES	ALL STATUSES	ACTIONS
★ DevNet	DevNet	19 Feb 2024 - 15 Feb 2025	IPD Academy	In Progress	Course Details Grades Assignme
★ Python FY24	Python FY24	23 Aug 2023 - 31 Jul 2024	IPD Academy	In Progress	Course Details Grades Assignme
★ CCNA ENSA 7.02	CCNA ENSA 7.02	10 Apr 2023 - 09 Apr 2024	Cisco Staff	In Progress	Course Details Grades Assignme
★ IPD Week FY23	IPD Week FY23	22 Jul 2022 - 31 Jul 2024	IPD Academy	In Progress	Course Details Grades Assignme
★ CyberOps Associate Self-P...	CyberOps Associate Self-P...	21 Jun 2021 - 31 Jul 2024	IPD Academy	In Progress	Course Details Grades Assignme

New NetAcad.com after Convergence

The screenshot shows the 'My Classes' page on the new NetAcad.com. The URL in the browser is NetAcad.com, highlighted in a green callout box. The page displays a welcome message for Echo Rantanen, an instructor at IPD Academy. It features a 'My Classes' section with a '+ Create' button and filters for 'In-Progress' and 'Completed' classes. Two classes are listed: 'Creating Compelling Reports' and 'Networking Essentials'.

Course	Instructor Led	Skills For All	Duration	Level
Creating Compelling Reports	Instructor Led	Learn how to tell a great story and communicate importa...	4 Hours	Beginner
Networking Essentials	Instructor Led			

URL at convergence is NetAcad.com

Inhaltliche Komponente der Convergence

Neue Kurse auf SFA und kommende Kursangebote

- Die innerhalb der letzten 18 Monate veröffentlichten Kurse zeichnen sich aus durch:
 - Modularität
 - Im Schnitt kürzere Kursdauern
 - Mehr Video-Sequenzen, noch mehr praxisnahe Übungen
 - Leistungsnachweis ist immer ein digital Badge
- Klassenanlegen in einem geführten Prozess
- Standardprozess zur Einladung der Students mittels Kurslink (anstelle der Seat Tokens wie auf Netacad.com). Einfacher Versand per Mail

Networking

Networking

Networking Essentials

- Networking Basics
- Networking Devices and Initial Configuration
- Network Addressing and Basic Troubleshooting
- **Network Support and Security**

CCNA: Introduction to Networks

CCNA: Switching, Routing, and Wireless Essentials

CCNA: Enterprise Networking, Security, & Automation

CCNP Enterprise: Core Networking

CCNP Enterprise: Advanced Routing

Automation

DevNet Associate

Workshop: Model-Driven Programmability

Cybersecurity

Introduction to Cybersecurity

Cybersecurity Essentials

- Endpoint Security
- Network Defense
- Cyber Threat Management

CyberOps Associate

Network Security

Ethical Hacker

Data Science

Introduction to Data Science

Data Analytics Essentials

Operating Systems & IT

Computer Hardware Basics

Operating System Basics

IT Essentials

Linux Unhatched

Linux Essentials

Linux I

Linux II

Programming

PCAP: Programming Essentials in Python

- Python Essentials 1
- Python Essentials 2

JavaScript Essentials 1

CLA: Programming Essentials in C

CPA: Programming Essentials in C++

CLP: Advanced Programming in C

CPP: Advanced Programming in C++

Workshop: Experimenting with REST APIs

Digital Literacy

Get Connected

Introduction to IoT and Digital Transformation

Professional Skills

English for IT

English for IT 1
English for IT 2

Core Skills

Engaging Stakeholders for Success

Entrepreneurship

Discovering Entrepreneurship

Practice

Cisco Packet Tracer

Getting Started with Cisco Packet Tracer

Exploring Networking with Cisco Packet Tracer

Exploring IoT with Cisco Packet Tracer

Additional Tools

Virtual labs

Remote accessible labs

Gamification

Physical equipment

Assessments



Introduction to Cybersecurity

Cisco



CCNA

Cisco



CCNA: Introduction to Networks

Cisco



IT Essentials

Cisco



Computer Hardware Basics

Cisco



CyberOps Associate

Cisco



Understanding of Cisco Network Devices

Cisco



CCNA: Switching, Routing, and Wireless Essentials

Cisco



Cybersecurity Essentials

Cisco



Networking Essentials

Cisco



Networking Devices and Initial Configuration

Cisco



Cyber Threat Management

Cisco



Introduction to IoT

Cisco



CCNA: Enterprise Networking, Security, and Automation

Cisco



Cisco Certified Specialist - Enterprise Core

Cisco



Understanding Cisco Network Security

Cisco



Cisco Certified Specialist - Security Core

Cisco



Endpoint Security

Cisco



Python Essentials 1

Cisco



Cisco Certified Network Professional Enterprise (CCNP...)

Cisco



Networking Basics

Cisco



Data Analytics Essentials

Cisco



Cisco Certified Internetwork Expert Enterprise Infrastructure (CCIE...)

Cisco



Network Defense

Cisco



Cisco Certified Specialist - Enterprise Advanced Infrastructure...

Cisco



Introduction to Packet Tracer

Cisco



Introduction to Data Science

Cisco



Understanding Design for Cisco Internetworking Solutions

Cisco



Python Essentials 2

Cisco



CX Baseline Training

Cisco

Kursportfolio NACH Convergence

Instructor-led course offerings in English

NetAcad.com (24 courses)

NETWORKING (8 courses)

- Networking Essentials 2.0
- CCNA Introduction to Networks
- CCNA Switching, Routing, and Wireless Essentials
- CCNA Enterprise Networking, Security & Automation
- CCNP Enterprise Core Networking
- CCNP Enterprise Advanced Routing
- DevNet Associate
- Workshop Model-Driven Programmability

CYBERSECURITY (4 courses)

- Introduction to Cybersecurity (old version)
- Cybersecurity Essentials 2.0
- CyberOps Associate
- Network Security

OS & IT (4 courses)

- IT Essentials
- NDG Linux Essentials
- NDG Linux I
- NDG Linux II

PROGRAMMING (7 courses)

- PCAP Programming Essentials in Python (updated as Python Essentials 1 and 2 on Skills for All)
- JavaScript Essentials (updated as 1 and 2 on Skills for All)
- CLA Programming Essentials in C
- CLP Advanced Programming in C
- CPA Programming Essentials in C++
- CPP Advanced Programming in C++
- Workshop Experimenting with REST APIs

DIGITAL LITERACY (1 course)

- Get Connected

SkillsForAll.com (22 courses)

NETWORKING (5 courses)

- Networking Essentials 3.0
- Networking Basics
- Networking Devices and Initial Configuration
- Network Addressing and Basic Troubleshooting
- Network Support and Security

CYBERSECURITY (6 courses)

- Introduction to Cybersecurity (newer version)
- Cybersecurity Essentials 3.0
- Endpoint Security
- Network Defense
- Cyber Threat Management
- Ethical Hacker

PROFESSIONAL SKILLS (7 courses) – NEW Category

- English for IT 1
- English for IT 2
- Engaging Stakeholders for Success
- Creating Compelling Reports
- Discovering Entrepreneurship
- Launching a Business Venture
- Managing a Business Venture

PROGRAMMING (4 courses)

- Python Essentials 1
- Python Essentials 2
- JavaScript Essentials 1
- JavaScript Essentials 2

Many courses in both lists are also available in other languages and some can be opened as self-paced.

The educator experience we are building on Skills for All will be the experience in the converged platform.


For translations,
cs.co/sfatranslations



 NetAcad.com Planned Maintenance 22 March 2024

Search

Content Users

course availability after convergence 

Search results

results: 1

1. **IMPORTANT! Course Availability at Convergence**

... to the new platform, the view and navigation of the **course** content (curriculum user interface) will either be the in the new or ... – see lists below. >> See **Course Availability at Convergence**: Arabic | English | French | ...

Article

« < 1 - 1 of 1 > »

Share Idea



NetAcad.com Planned Maintenance 22 March 2024

IMPORTANT! Course Availability at Convergence

13 Dec 2023



At the convergence of SkillsForAll.com and NetAcad.com planned for July 2024, you will be able to access one unified platform.

Along with all the courses currently available on SkillsForAll.com, over 20 NetAcad.com courses in multiple languages will be available on the new platform at convergence.

Teaching and Learning Experience

For this transition, here is the teaching and learning experience you can expect:

- **Class Management experience:** All courses on the new platform will have the latest Class Management experience, including assignments, gradebook, etc., currently available on SkillsForAll.com.
- **Curriculum content experience:** For NetAcad.com courses transitioning to the new platform, the view and navigation of the course content (curriculum user interface) will either be the in the new or the legacy curriculum user interface, depending on the course – see lists below.

>> **See Course Availability at Convergence:** [Arabic](#) | [English](#) | [French](#) | [Portuguese](#) | [Spanish](#)

New curriculum user interface

The new curriculum user interface (currently available on SkillsForAll.com) is modern and intuitive. It provides access to assessments and hands-on labs with progression tracking. The following courses will be available in the new curriculum user interface at convergence:

Related Articles

[CCST Cybersecurity and CCST Networking now ACE accredited!](#)

28 February, 2024

[New Sustainability Content on Skills for All](#)

26 February, 2024

[Discovering Entrepreneurship now in Español](#)

26 February, 2024

[Webex upgrade coming!](#)

22 February, 2024

[New Class Management functionality on Skills for All](#)

22 February, 2024

[More](#)

B5 : Netacad Offering Name

NetAcad.com Courses Available at Convergence

Please see second tab for end-of-life courses

Netacad Offering Name	Language	Version	Experience at Convergence	Delivery Type
CCNA: Introduction to Networks	English	7,02	Will be available in the new curriculum content experience at convergence	Instructor-Led
CCNA: Switching, Routing, and Wireless Essentials	English	7,02	Will be available in the new curriculum content experience at convergence	Instructor-Led
CCNA: Enterprise Networking, Security, and Automation	English	7,02	Will be available in the new curriculum content experience at convergence	Instructor-Led
CyberOps Associate	English	1,02	Will be available in the new curriculum content experience at convergence	Instructor-Led
DevNet Associate	English	1,01	Will be available in the new curriculum content experience at convergence	Instructor-Led
IT Essentials	English	8,01	Will be available in the new curriculum content experience at convergence	Instructor-Led
Network Security	English	1	Will be available in the new curriculum content experience at convergence	Instructor-Led
CLA - Programming Essentials in C	English	1,1	Will be available in the new curriculum content experience at convergence	Instructor-Led
CLP - Advanced Programming in C	English	1,1	Will be available in the new curriculum content experience at convergence	Instructor-Led
CPA - Programming Essentials in C++	English	2	Will be available in the new curriculum content experience at convergence	Self-Paced & Instructor-led
CPP - Advanced Programming in C++	English	1,1	Will be available in the new curriculum content experience at convergence	Instructor-Led
NDG Linux Essentials	English	2.2x	Remains on the existing curriculum content experience	Self-Paced (v 2.20) & Instructor-led
NDG Linux 1	English	2.2x	Remains on the existing curriculum content experience	Self-Paced (v 2.20) & Instructor-led
NDG Linux 2	English	2.2x	Remains on the existing curriculum content experience	Self-Paced (v 2.20) & Instructor-led
NDG Linux Unhatched	English	2,1	Remains on the existing curriculum content experience	Self-Paced
Talent Bridge Career Preparation	English	5	Will be available in the new curriculum content experience at convergence	Self-Paced

B5 : Netacad Offering Name

NetAcad.com Courses Available at Convergence

Please see second tab for end-of-life courses

Netacad Offering Name	Language	Versio	Experience at Convergence	Delivery Type
CCNA: Introduction to Networks	German	7	Will be available in the new curriculum content experience at convergence	Instructor-Led
CCNA: Switching, Routing, and Wireless Essentials	German	7	Will be available in the new curriculum content experience at convergence	Instructor-Led
CCNA: Enterprise Networking, Security, and Automation	German	7	Will be available in the new curriculum content experience at convergence	Instructor-Led
IT Essentials	German	7,01	Remains on the existing curriculum content experience	Instructor-Led
NDG Linux Unhatched	German	2,1	Remains on the existing curriculum content experience	Self-Paced

B9 : CCNA R&S: Introduction to Networks

Courses that will not be available at Convergence

These courses will not transition to the new platform. Review the other tab for a list of netacad.com courses that will be available at convergence on the new platform

NetAcad Offering Name	Language	Version	Alternative
13 CCNA R&S: Introduction to Networks	German	6	Migrate to CCNA version 7, available in German
25 CCNA R&S: Routing and Switching Essentials	German	6	Migrate to CCNA version 7, available in German
62 Cybersecurity Essentials	German	1,02	Migrate to version 3.0 in the available languages on skillsforall.com
77 Get Connected	German	1,12	Plan to migrate to the replacement course in English or Spanish in 2024
92 Introduction to Cybersecurity	German	2,03	Migrate to version 3.0 in the available languages on skillsforall.com
130 Networking Essentials	German	1,01	Migrate to version 3.0 in available languages on skillsforall.com.

CCST Zertifikatsfamilie wird größer

Coming soon, CCST IT Support certification.

[Learn more](#)

Cisco Certified Support Technician Certifications

These entry-level certifications are perfect stepping stones to kick-start your career in IT. Be sure to check out the free, online training from Cisco Networking Academy to get you started on earning your Cisco Certified Support Technician (CCST) Networking or Cybersecurity certification(s).

[Read FAQs](#)

[Get free online training](#)

Why Cisco Certified Support Technician (CCST)?

Earning your Cisco Certified Support Technician (CCST) Cybersecurity or Networking certification is the perfect way to start or upskill your IT career. These new entry-level certifications not only offer foundational knowledge to get you started, they prepare you to move forward with your CyberOps Associate or CCNA certification. What better way to change your career—and your life?

[Read FAQs](#)

Cisco Certified Support Technician (CCST) Cybersecurity

[Schedule exam >](#)

The Cisco Certified Support Technician (CCST) Cybersecurity certification validates a candidate's skills and knowledge of entry-level cybersecurity concepts and topics, including security principles, network security and endpoint security concepts, vulnerability assessment and risk management, and incident handling.

The Cisco Certified Support Technician (CCST) Cybersecurity certification is also a first step toward CyberOps Associate certification.

Check out the free training and resources that can help you prepare for certification:

- [Cisco Certified Support Technician \(CCST\) Cybersecurity exam topics](#)
- [Cybersecurity Career Path from Cisco Networking Academy](#)

Candidates interested in scheduling the CCST Cybersecurity exam, will need to create a [Certipoint candidate profile](#), even if they have an existing Cisco Certification candidate profile.

Cisco Certified Support Technician (CCST) Networking

[Schedule exam >](#)

The Cisco Certified Support Technician (CCST) Networking certification validates an individual's skills and knowledge of entry-level networking concepts and topics. The certification demonstrates foundational knowledge and skills needed to show how networks operate, including the devices, media, and protocols that enable network communications.

The Cisco Certified Support Technician (CCST) Networking certification is also a first step toward CCNA certification.

Check out the free training and resources that can help you prepare for certification:

- [Cisco Certified Support Technician \(CCST\) Networking exam topics](#)
- [Network Technician Career Path from Cisco Networking Academy](#)

Cisco Certified Support Technician (CCST) IT Support

[Available in June 2024](#)

The Cisco Certified Support Technician (CCST) IT Support certification provides a validation of work-ready skills and knowledge necessary to help start careers in roles such as IT End User Support, IT Help Desk Support, Computer Support Specialists, and IT Help Desk Analyst.

The exam is currently scheduled to go live in June 2024. Sign up below to receive the latest information.

Networking Essentials on Skills for All

- Job Aligned: Network Support Technician
- Certification Aligned: CCST Networking
- Requires ASC alignment
- Extensive overlap with v2.0 on NetAcad.com
- Scope & Sequence available in the Instructor Resource Library on SkillsforAll.com or on NetAcad.com at cs.co/sfanews
- Includes topics that are not currently part of v2.0 on NetAcad:
 - More network troubleshooting
 - Use of “show” commands and packet captures
 - Create network documentation
 - Technician and helpdesk best practices
 - Updated and expanded network security
 - Endpoint configuration and troubleshooting



Important information for
instructors transitioning to
Networking Essentials 3.0

Cybersecurity Essentials on Skills for All

- Job Aligned: Junior Cybersecurity Analyst
- Cert Aligned: CCST Cybersecurity
- Cybersecurity Essentials on NetAcad was 30 hours and on Skills for All it is 70 hours
- Designed from the ground up, very little similarities to the course currently on NetAcad
- Scope & Sequence available in the Instructor Resource Library on SkillsforAll.com or on NetAcad.com at cs.co/sfanews



Important information for
instructors transitioning to
Cybersecurity Essentials 3.0

Share



Cisco Certified Support Technician (CCST) IT Support Exam

Available late June 2024

Exam Description

Cisco Certified Support Technician (CCST) IT Support is a 50-minute exam that tests an entry-level candidate's foundational knowledge and skills related to IT support tasks, including queue and time management, documentation, troubleshooting, assisting end users, managing computer components, and identifying security threats.

Expand each item below to view related exam topics.

1.0 IT Support Job Tasks and Responsibilities ▾

2.0 Hardware Issues ▾

3.0 Connectivity and Resource Access Issues ▾

4.0 Operating System and Application Issues ▾

5.0 Common Threats and Preventions ▾

6.0 Job Tools ▾

Passfähigkeit neue Kurse mit Rahmenlehrplan

- Beitrag Almut Leykauff-Bothe und Stefan Krieger im Plenum

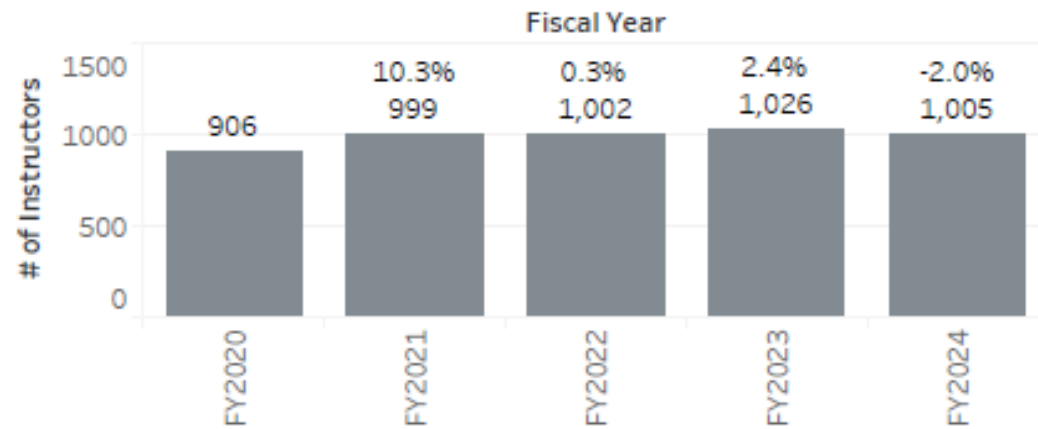
Check in mit den Metrics

Instructor insgesamt und Instructors auf SFA

Instructors Starting a Class Dashboard

Updated: Daily

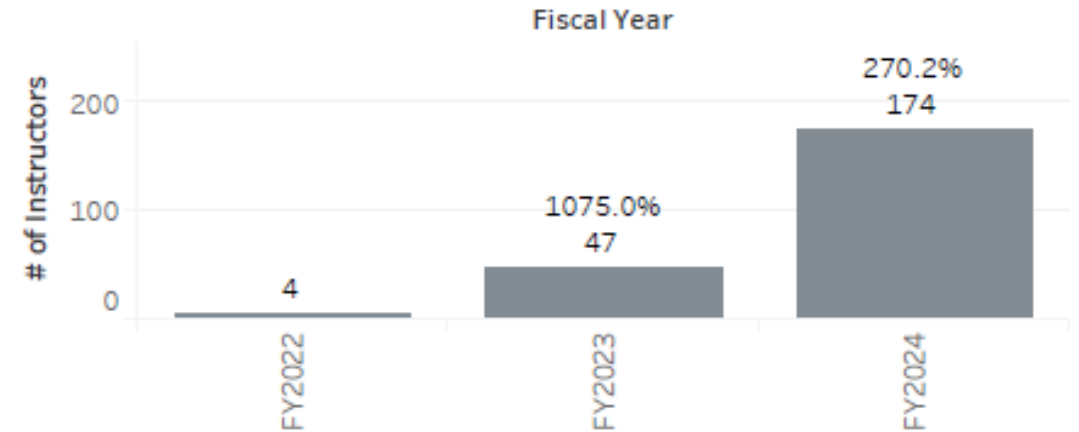
Overall Trend



Instructors Starting a Class Dashboard

Updated: Daily

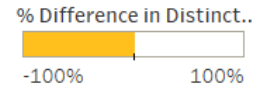
Overall Trend



Instructor Kursverteilung und ASC Instructor Aktivität

By Course [\(Click on Course to filter\)](#)

Agg Course Name	Fiscal Year				
	FY2020	FY2021	FY2022	FY2023	FY2024
CCNA 1	508	541	511	524	500
CCNA 2	300	286	282	295	289
IT Essentials: PC Hardware ..	245	294	367	364	284
Networking Essentials - Leg..	147	244	202	228	195
CCNA 3	104	125	130	153	167
Introduction to Packet Tracer	77	109	111	103	122
Introduction to Cybersecuri..	102	105	102	91	114
Cybersecurity Essentials - L..	95	124	98	115	101
Partner: NDG Linux Essentia..	109	120	79	87	69
Networking Basics				14	67
CyberOps Associate	23	21	21	58	57
IoT Fundamentals: Connecti..	26	24	88	84	55
Introduction to IoT	55	55	52	56	50
Partner: NDG Linux Unhatch..	31	50	44	61	45
Partner: PCAP - Programmin..	62	71	65	66	41
DevNet Associate		3	14	55	41
Computer Hardware Basics					27
JavaScript Essentials 1 (JSE)			11	14	20
Networking Essentials					18
Network Security	24	15	16	23	17
Python Essentials 1				7	16
English for IT 1					16
Networking Devices and Init..				1	14
Operating Systems Basics				2	13
IoT Fundamentals: Big Data ..	2	4	7	20	13
Partner: CPA - Programming..	18	9	17	13	12
Partner: NDG Linux I	18	17	25	12	11
Get Connected	20	27	29	12	9
Endpoint Security					9



By ASC / Cisco Academy [\(Use hover over +/- signs to drill down to Academy and fiscal Qtr levels\)](#)

ASC Name	Fiscal Year				
	FY2020	FY2021	FY2022	FY2023	FY2024
Zentrum für Schulqualität und Lehrerbildung	127	153	151	137	145
Fachbereich Elektrotechnik und Informatik an ..	131	135	127	141	137
Akademie fuer Lehrerfortbildung und Personal..	94	107	111	105	116
IT-Bildungsnetz e.V.	79	85	102	111	95
Berufsbildende Schule - Lingen	69	75	71	81	85
Paedagogisches Landesinstitut RLP	52	53	50	48	59
Multi-Media Berufsbildende Schulen Hannover	50	62	58	57	58
Null	28	20	21	29	41
FH Bielefeld	27	40	38	40	39
Staatliche Technikakademie Weilburg	34	33	34	37	35
Staatliche Technikerschule Berlin-R	30	38	42	40	30
BBZ Dithmarschen Meldorf	30	39	27	32	26
OSZ IMT	32	29	32	33	24
Universitat Rostock	24	21	20	24	17
Oskar-von-Miller-Schule Kassel	23	21	20	17	17
Hochschule Bremen, Fachbereich Elektrotechn..	12	8	10	11	14
Industrieschule Chemnitz	10	16	12	13	13
abacus e.V.	10	12	12	12	9
Schule für Informationstechnik der Bundeswehr	4	13	11	13	9
Dr. Eckert Akademie gem. GmbH	7	8	8	9	9
Marie-Curie-Schule BBZ Völklingen	13	10	13	10	8
Hochschule Fulda-FB AI	5	6	6	6	7
Andreas-Gordon-Schule	5	7	10	9	6
Berufskolleg Stadtmitte der Stadt Muelheim a..	5	6	7	8	4
Self Service Center	4	4	4	4	3
LPI e.V.	2	1	2	2	2
Duale Hochschule Baden-Württemberg Karlsru..	4	2	2	1	2
CERTNET GmbH	3	2	1	1	1
Bundestechnologiezentrum für Elektro- und In..	3	2	2	1	1
Duale Hochschule Baden-Württemberg (DHBW)		2	1		
1 NATO Signal Battalion	4	3		2	

Blick auf die SFA Aktivität der Instruktor:innen

By Course (Click on Course to filter)

Agg Course Name	Fiscal Year		
	FY2022	FY2023	FY2024
Networking Basics		14	67
Introduction to Cybersecuri..		19	59
Introduction to Packet Tracer	3	20	35
Computer Hardware Basics			27
Introduction to IoT		12	24
Networking Essentials			18
Python Essentials 1		7	16
English for IT 1			16
Networking Devices and Init..		1	14
Operating Systems Basics		2	13
Endpoint Security			9
English for IT 2			7
Python Essentials 2			6
Network Defense			6
Ethical Hacker			6
Network Addressing and Ba..		1	5
JavaScript Essentials 1 (JSE)			5
Cybersecurity Essentials			4
Cyber Threat Management			4
Network Support and Securi..			3
JavaScript Essentials 2 (JSA)			2
Engaging Stakeholders for ..			1
Creating Compelling Reports			1
Networking Essentials - Leg..		1	
Introduction to Data Science		1	
Cybersecurity Essentials - L..	1	1	

% Difference in Distinct..



By ASC / Cisco Academy (Use hover over +/- signs to drill down to Academy and fiscal Qtr levels)

ASC Name	Fiscal Year		
	FY2022	FY2023	FY2024
Zentrum für Schulqualität und Lehrerbildung	2	9	33
IT-Bildungsnetz e.V.		10	29
Multi-Media Berufsbildende Schulen Hannover		2	26
Akademie fuer Lehrerfortbildung und Personal..		8	20
Berufsbildende Schule - Lingen		2	17
Null		3	12
Fachbereich Elektrotechnik und Informatik an ..	2	5	11
Paedagogisches Landesinstitut RLP		1	9
Oskar-von-Miller-Schule Kassel			4
Hochschule Bremen, Fachbereich Elektrotechn..		4	4
FH Bielefeld		2	4
Universitat Rostock		1	2
BBZ Dithmarschen Meldorf			2
Marie-Curie-Schule BBZ Völklingen			1
Industrieschule Chemnitz			1

Änderungen im Instructor Training und ITQ



ITQ Retirement Objectives

- Put the trust in our Partners' hands to select their preferred Instructor Trainers
- Shifting quality control to the Partner
- Provide a faster pathway to grow the program
- Reduce barriers to adoption
- Faster ITC Onboarding
- Focus on Instructor Resources to support and improve instruction

Qualification, Accreditation and Instruction



**Instructor Trainer
Qualification (ITQ)**

Evaluate & Accredite
Instructor Trainers via ITQ

Removal of the Instructor
Trainer Qualification
Exam proctored by
Technical Managers

- No changes to roles
- No changes to
Instructor
qualifications



Instructor Trainers
Teach Instructors



Instructors
Teach Students



Students
Learn

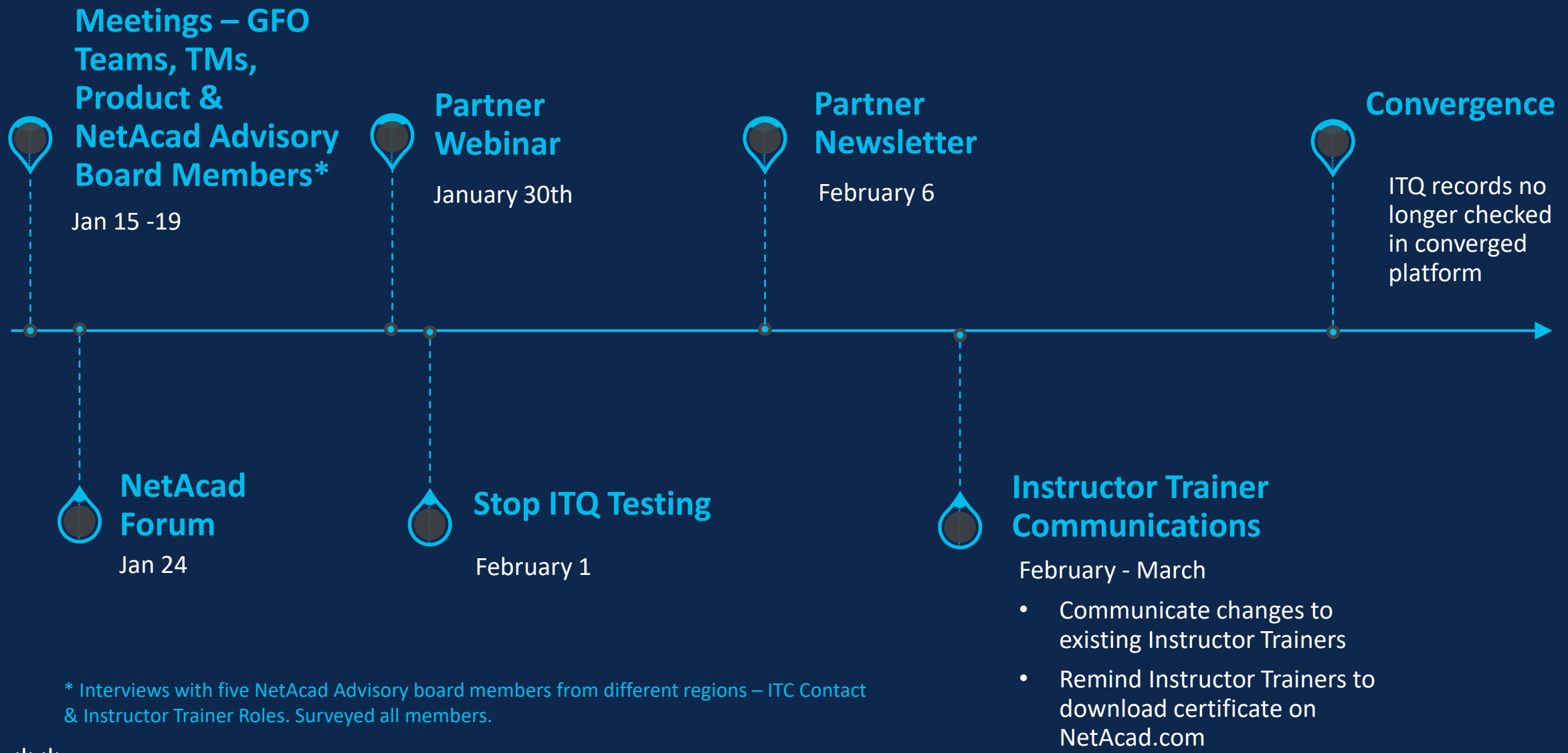
Requirements to Teach Students

Requirements to teach students does not change with this announcement.

Changes only reflect the process to become an Instructor Trainer – someone who teaches instructors.

CCNA, CCNP, CyberOps Associate, DevNet Associate & Network Security continue to require Instructor Training at an ITC to teach students.

ITQ Communications & Retirement Timeline



* Interviews with five NetAcad Advisory board members from different regions – ITC Contact & Instructor Trainer Roles. Surveyed all members.

Instructor Trainer Qualification FY24



CCNP update

- Why are the CCNP courses not listed on the "Course Availability and EoL at Convergence" spreadsheet?
 - This Course Availability list displays committed courses that will be available to **open new classes** on the converged platform.
 - We are in the process of evaluating the migration plan for CCNP. This means it is not yet 100% confirmed that CCNP will be ready for opening new classes on the unified platform by the convergence date.
- More details about CCNP availability will be communicated in **May 2024**.
- **You will be able to continue to teach CCNP**. To ensure you have any new CCNP class after convergence, we recommend:
 - **Create your CCNP class** on NetAcad.com **before** convergence.
 - Add your students when you're ready, before or after convergence.

Auswirkungen auf die Arbeit der ASCs und ITCs



Übergangszeiten sind anspruchsvoll für ASCs

- Die Menge an Informationen, die von Cisco kommen nehmen während des Convergence Prozesses stark zu
- Instruktor:innen lesen meist nicht und verfahren meist nach ihren Unterrichtsroutinen. Vorbereitende Schritte führen viele Instruktor:innen nicht durch
- Anfragen an die ASCs kommen immer dann, “wenn die Hütte brennt”
- Der Convergence-Prozess wird voraussichtlich während der Sommerferien durchgeführt und abgeschlossen (siehe Zeitplan)
- Mit vielen Fragen und Hilferufen ist zu Beginn des nächsten Schuljahres zu rechnen

Partner model is not changing with convergence

- We are not making changes to the ASC and ITC Partner model
 - In January, we communicated the retirement of the Instructor Training Qualification (ITQ) testing
 - We put the trust in the hands of the ITCs to select preferred Instructor Trainers to teach instructors (See January 30 Partner Webinar for details)
- Classes that require ASC alignment or instructor training to open will continue to have those requirements after convergence
- We may be simplifying/updating some of the roles in ASCs, ITCs, and Cisco Academies at convergence

Convergence dates delayed

- Convergence is delayed: We will not be converging the platforms in July 2024 as originally communicated
- New convergence dates will be shared in April 2024
 - Targeting dates in August 2024
 - Convergence will still require 3 days of downtime for today's NetAcad.com and SkillsForAll.com to then launch our new converged NetAcad.com experience
- Stay tuned!

Customizations from current NetAcad.com classes

- There will not be a simple way for instructors to export current NetAcad.com content and import it into the new educator experience
- We will be providing instructions in the coming months on how to save and export current customizations on NetAcad.com
- After convergence, it will be a manual process to customize your newly opened NetAcad.com classes (CCNA, IT Essentials, DevNet Associate, CyberOps Associate, Network Security, etc)



This does not apply to class customizations you make on Skills for All classes today.

Recognition and certificates on NetAcad.com today

ACTION: Prior to convergence users must download copies of current recognition certificates from their NetAcad.com profile as they will not be available to after convergence.

NetAcad Role	Recognition Types	Where to find it
Instructor	<ul style="list-style-type: none">• Certificates of Recognition• Instructor Professional Development (IPD) Certificates• Instructor Trainer Certificates (ITCs only)• Others	Instructor profile on netacad.com
Academy	<ul style="list-style-type: none">• Certificates of Recognition	Manage at institutions academy recognition page
Student	<ul style="list-style-type: none">• Course Completion Certificates	Student profile on netacad.com

Instructors! Don't Lose Your Award and Course Completion Certificates

You, your colleagues, and your students need to act to retain copies of the recognition and course completion certificates from Cisco Networking Academy as the certificates will not be available after we converge our two platforms (~Aug 2024). Prepare with these 3 steps:

1 **Download your certificates in NetAcad.com.**

Your profile lists your award and course completion certificates. Click the Get Certificate button to download a pdf for each certificate.

2 **Download your academy's certificates in NetAcad.com.**

If you are also an academy admin, **check your Academy Recognition page.** Click on the Academy Recognition link on the I'm Managing page for each academy where you are an admin. Click the [Get Certificate](#) button to download a pdf for each Certificate of Recognition.

3 **Remind your students.**

Students should also check their profiles in NetAcad.com to download any Certificates of Completion or Letters of Merit.



Cisco Networking Academy

Helpful Links (most links require that you are logged in):

- Community content submissions – <https://cs.co/communitycontent>
- Skills for All News - cs.co/sfanews
- Skills for All translations and Instructor-led functionality - cs.co/sfatranslations
- IPD Week course, session registrations and recording playback – cs.co/ipdweek24
- IPD Week course enrollment – cs.co/ipd24
- Instructor News & Events - <https://www.netacad.com/portal/news-and-events-instructors>
- NetAcad Profile (opt-in to communications) - <https://www.netacad.com/portal/profile>
- SkillsforAll.com Profile (opt-in to communications) - <https://skillsforall.com/profile>
- **Instructor How-to Guides** for SkillsforAll.com:
 - English - <https://www.brainspark.com/CiscoNetworkingAcademy?pi=zGJzgKBezXsVEz0&r3f1=&fb=0>
 - Spanish – <https://www.brainspark.com/CiscoNetworkingAcademy/vu?pi=zIYzd1lyhzXsVEz0>
 - Portuguese – <https://www.brainspark.com/CiscoNetworkingAcademy/vu?pi=zGTz79Ex6zXsVEz0>
 - French – <https://www.brainspark.com/CiscoNetworkingAcademy/vu?pi=zIxzTxbvWzXsVEz0>
- **Courses Available and End-of-Life at Convergence:**
 - Document (English) - <https://www.netacad.com/portal/resources/file/e34993ac-b500-4a49-8274-d3a430a3e92a>
 - Video (English) - https://players.brightcove.net/1384193102001/4J1qMC8lie_default/index.html?videoid=6343196812112

Helpful Links document

Demo Script document

Educator Experience Demo Script

Goal

The objective of this script is to provide an easy follow-through for anyone to make a demo of the basic functionalities of the current skillsforall.com platform, focusing on course customizations.

Agenda

Part 1: Getting started and Create a Class

1. Login
2. Platform navigation
3. Roles
4. Create class vs create Exam
5. Create a Class
 - a. Self paced vs instructor led
 - b. Customize marketing content
 - c. Adding instructors
 - d. Webex
6. Enrolling students
7. Explore My Classes view
8. Course content areas

Part 2: Course customizations

Routers, Patches und Badges



Cisco Packet Tracer 8.2.2

Security Fix Release

Cisco Packet Tracer 8.2.2 includes security vulnerability fixes to **enhance resilience** and provide **increased security** for our learners, instructors, and partners.



Public Release
expected
by **March 6,**
2024

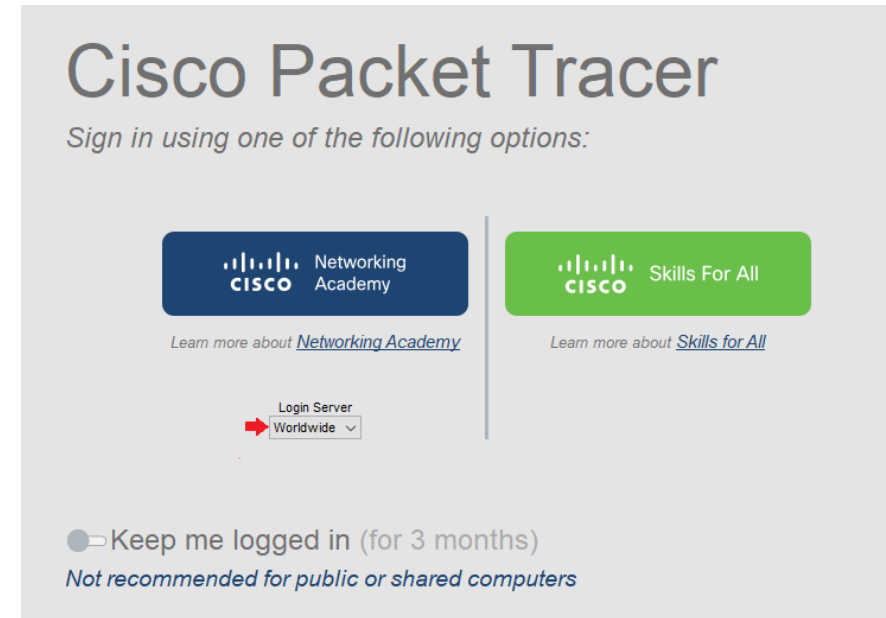


To ensure users maintain the best Cisco Packet Tracer experience possible, **we strongly recommend all users upgrade to this latest version.**

Cisco Packet Tracer Authentication Steps

Post “Account Unification” Experience

- When you are prompted to log in and use Cisco Packet Tracer, on the Login Server drop down box, select Worldwide .
- Then click **either** the Cisco Networking Academy icon or the Cisco Skills For All icon to start the login process.



NOTE: To log in to Cisco Packet Tracer using a new NetAcad.com account, you must first activate and complete your Networking Academy profile by following these steps:

1. Go to www.netacad.com and log in using a web browser.
2. Complete the form with your data.

Digital Badges I

- Background: Many students are using email accounts from their school to work on our learning platforms. Instructors asked me what will happen to the digital badges when students leave the school and the email account is no longer valid.
- Can I add multiple emails to my Credly account?
- You can easily add other email address(es) to your profile. This will ensure that all of your Credly badges will be assigned to your profile, no matter which email address is used for issuing.

To add a secondary email:

1. Log into your account on https://www.credly.com/users/sign_in
2. Click on the profile icon in the top right-hand corner
3. Click "Settings"
4. Click the "Account" tab from the left-hand menu
5. In the "Add Email Address" box, type an alternate email address, click "Add"
6. Credly will send a verification email to the new address
7. Click the link in the email to complete the verification process

Digital Badges II

- If you'd like to switch your default email address on Credly:
 - 1. Click on the profile icon at the top right-hand corner of the page
 - 2. Click "Setting"
 - 3. Click "Account" from the left-hand menu
 - 4. Click the More "... " icon next to any secondary address and select "Make Default" and Confirm you would like to make that email the primary email address.
- **It is also important to note**, we recommend leaving all email addresses within your account. The reason for this is two fold, one it allow you to gain any further badges or updates that are addressed to any of the email address within your account and two the secondary allows you another means to verify as well log in to your account. Additionally, if you delete the email address connected to a badge, the badge may also be deleted. We also recommend adding any email addresses to which you might be issued a badge to your Credly account.

Verschiedenes



Verschiedenes

- Partner Calls
- IPD Week Sessions