

Introducing Network Programmability Fundamentals - On Demand

Modality: On Demand

Duration: 40 Hours

Course Information

About this course:

This course will provide you an introduction and in-depth understanding about the role of an IT support agent, along with the major priorities and key responsibilities of the role. You will interact with other roles to learn how to improve your support skills and specific performance skills.

The course examines global cultural differences, communication styles and other factors that influence customer behavior when dealing with IT Support. The course concludes with an introduction to the basic stages of case management, from initial receipt of a support call through solution development and closure.

From this first of four network programmability courses being released in 2013, you will learn the terminology and tools that can help you enhance your core networking competencies to include an emphasis on software.

This is the first in a series of four courses that are targeted to individuals who are considering a move into IT Support.

Course Objective:

You will be able to achieve the following skills with further study in this learning series, and future Cisco certification in this area:

- Design network applications that can implement customer use cases requiring programmability
- Harness the flexibility of the infrastructure
- Complement your programming skills

Prerequisite:

- There are no prerequisites required for this course

Course Outline:

- **Module 1: Software-Defined Network (SDN) Basics**
- **Module 2: Cisco Open Network Environment (ONE) Framework**
- **Module 3: Programmatic APIs — Cisco One Platform Kit (onePK)**
- **Module 4: Controllers — Cisco Extensible Network Controller (XNC)**

- **Module 5: Virtual Network Overlays**
- **Module 6: OpenStack**