

## Supporting Cisco Service Provider IP NGN Operations

Duration: 5 Days Course Code: SSPO

### Overview:

In the Supporting Cisco Service Provider IP NGN Operations (SSPO) course, entry-level personnel will get an introduction to the service provider network operations environment, processes, and management tools and methods. You will practice the primary job roles and tasks as you prepare for the Cisco Certified Network Associate in Service Provider Operations (CCNA SP Operations) certification exam. CCNA SP Operations certification 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

### Target Audience:

This course is designed for: Support staff Service provider network operations center (NOC) personnel Service provider engineers Service provider partners

### Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
- Service provider NGN technology trends and their effect on operational environments
- NMS tools available to monitor networks and network devices
- Implement incident (event) management procedures
- Demonstrate fault management procedures
- Configuration management process
- Change management procedures
- Performance management procedures

### Prerequisites:

The knowledge and skills that a learner must have before attending this course are as follows:

- IP networking fundamentals
- Operations process knowledge represented by eTOM and/or ITIL® training or recommendations
- Knowledge of or experience troubleshooting IP network environments
- UNIX and/or Linux operating system experience or familiarity
- CCENT, CCNA Routing and Switching or any Cisco CCIE Certification

To gain the prerequisite skills and knowledge, Cisco strongly recommends the knowledge of the following courses:

- Interconnecting Cisco Networking Devices Part 1 (ICND1)

### Testing and Certification

Recommended as preparation for:

- 640-760 - Supporting Cisco Service Provider IP NGN Operations SSPO is the course required for the **Cisco Certified Network Associate Service Provider Operations (CCNA SPOPS)** Certification

### Follow-on-Courses:

- Operational Foundations for Cisco Service Provider Core Networks (OFCN)
- Maintaining Cisco Service Provider Routing Protocols (MSRP)
- Maintaining Cisco Service Provider VPNs and MPLS Networks (MSPVM)
- Maintaining Cisco Service Provider Quality of Service (MSPQS)

All the above courses are part of the **Cisco Certified Network Professional Service Provider Operations (CCNP SPOPS)** Certification

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## Content:

### Introduction to the Service Provider NGN and the Operations Environment

- Cisco IP NGN Architectures, Services, and Component Functions
- The Network Operations Environment
- Identify Current Operational Frameworks
- Network Operations Processes and Their Metrics

### NMS Tools and Protocols

- Identify the Various NMS Tools and Their Purpose
- Identify the Data Collection and Protocols Used to Monitor Network Systems
- Navigating IBM Tivoli Netcool Operations and Functions

### Incident Management

- Elements, Functions, Metrics and Process Flow for Incident Management
- Remedy Ticketing System and Component Functions

### Fault Management

- Systematic Troubleshooting Methodologies
- Common NGN Support Services
- Cisco IOS XR Device Operations and Configuration

### Configuration Management

- Configuration Management Process, Functions, and Tasks
- NMS Support of Configuration Management
- Interpret and Run Files for Common Scripting Tiles
- Identify and Describe Unix Cron Functions and File Syntax

### Change Management

- Elements, Functions, Metrics and Process Flow for Change Management
- Navigating CiscoWorks NCM

### Performance Management

- Elements, Functions, Metrics and Process Flow for Performance Management
- Fundamentals of Service Level Management

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## Further Information:

For More information, or to book your course, please call us on +254 713 027 191

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