

VMware Education Services

VMware IT Academy Program Guide

Version 2.2
12 August 2009

VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 650-475-5000

Copyright © 2009 VMware, Inc. All rights reserved. VMware is a registered trademark of VMware, Inc. All other trademarks and names mentioned herein may be trademarks of their respective companies.

This document is provided for informational purposes only and the information is subject to change without notice. VMware does not provide any warranties covering this information and specifically disclaims any liability for damages, including, without limitation, direct, indirect, consequential, incidental, and special damages, in connection with this document or the programs contained herein.

The terms of this Program Guide are subject to the terms of the VMware IT Academy Program (VAP) Program Agreement and you and related addenda. VMware reserves the right to administer and modify the Program Guide at its discretion.

1. Introduction	1
1.1. Scope	1
1.2. Overview	1
1.3. Program Goals	1
1.4. Financial Overview	2
1.5. Other Documents	2
1.6. Acronyms	2
2. Application Process	2
2.1. Overview	2
2.2. Selection Criteria	2
2.3. Application Steps	3
2.4. Application Form	3
2.5. Termination	3
3. Course Curriculum	4
3.1 Overview	4
3.2 Curriculum	4
3.3 Curriculum Updates	4
3.4 Course Descriptions	5
3.5 Removing Courses	5
3.6 Self-Paced Courses	5
4. Faculty development Plan	5
5. Operations	6
5.1. Overview	6
5.2. VMware Provisions	6
5.3. Educational Institutions Provisions	6
5.4. VMware Trademarks	7
5.5. Advertising	7

5.6.	Support.....	7
5.7.	On-Site Courses.....	7
5.8.	Training Materials.....	7
5.9.	Student Certificates.....	8
5.10.	Quality Assurance.....	8
6.	United States Training Center Design Requirement.....	8
7.	United States Veterans Administration / GI Bill.....	9
8.	Hardware Compatibility Guide.....	9

VMware™ IT Academy

Program Guide

1 Introduction

1.1 Scope

The VMware IT Academy Program (VAP) Guide describes program parameters for VMware Academy Institutions (VAIs) and it explains the VMware IT Academy Program in detail.

VMware will periodically update this Program Guide to reflect program changes and enhancements.

1.2 Overview

The VMware IT Academy Program is an important component of VMware education programs. The academic institutions that agree to participate in the VMware IT Academy Program fulfill an important role in providing VMware education worldwide. These academic institutions operate as business alliances of VMware with an objective of delivering educational services to their students.

The VMware IT Academy Program is designed to introduce students to VMware technologies and equip them with VMware technical skills to compliment their chosen fields of study. VMware will provide selected academic institutions with course materials developed by VMware for this purpose. By instituting this program, VMware seeks to create a collaborative relationship with academic institutions whereby their students may obtain the VMware Certified Professional (VCP) status and other VMware certifications.

1.3 Program Goals

The VMware IT Academy Program has been developed to introduce students to VMware technologies. It enhances students' experiences by:

Providing students access to:

- The latest VMware technologies
- High quality curriculum
- Course paths that lead to certification
- Courses that can be integrated into degree programs
- Web course access with content that supports the faculty led learning environment

The VMware IT Academy Program provides faculty with services and tools to support delivering a quality learning experience for students by providing faculty with:

- Access to web based courses for use in class preparation and class presentation

- Access to a secure web site with course set-up guides and lab files
- Authorization to purchase course materials directly from VMware's print vendor.
- Authorization to purchase certification vouchers directly from VMware's certification vendor.

VMware IT Academy Program Value Proposition

Student	VMware	VMware Field	Academy Institutions
Worldwide access to high quality educational content, certification potential and providing experience with VMware technologies.	Introduction to a new generation of users. Enables students to learn about VMware and opportunities to use VMware technologies.	Builds relationships with academic institutions and students.	Receive support from VMware and other institutions to enable inclusion of VMware technologies in their curricula, providing routes to VMware certifications.

1.4 Financial Overview

Each VMware Academic Institution (“VAI”) is responsible for registering and invoicing students, and for acquiring Training Materials from VMware’s print vendor.

1.5 Other Documents

Additional information is contained in the following documents:

- *VMware IT Academy Program Agreement*
- *VMware , Inc. Logo Usage*
http://www.vmware.com/files/pdf/VMware_Logo_Usage_and_Trademark_Guidelines_Q307.pdf

1.6 Acronyms

VAP – VMware IT Academy Program

VAI – VMware IT Academic Institution

VCP – VMware Certified Professional

ILT – Instructor Led Course

2 Application Process

2.1 Overview

When evaluating a candidate for participation in the VMware IT Academy Program, VMware looks for an established, independent, accredited teaching organization with good facilities and experienced technical trainers. The VMware IT Academy Program application process is described in this Section 2 and leads to approval of the institution as a VAI.

VMware reserves the right to accept or deny any application based on VMware's needs and its strategic direction.

2.2 Selection Criteria

VMware analyzes potential VAI candidates according to specific criteria, including:

- Accredited, degree-granting higher education institutions worldwide offering 2- or 4- year college programs and in some cases high schools are eligible to participate in the program
- Technical schools offering accredited degrees through distance education programs are also eligible to participate in the program
- Institutions that agree to only offer VMware training according to an academic calendar using VMware IT Academy Instructors.
- Institutions must complete the Registration form and check the “I Agree” box for the VMware Academy Agreement before their application will be allowed for submission and consideration.

2.3 Application Steps

Once an academic institution is recognized by VMware as a potential VAI, the approval process includes these steps:

1. The academic institution submits an online registration - see 2.4. The online registration also serves as the legal agreement between VMware and the VAI for use of the web based training. If the VAI candidate is interested in the instructor led portion of the program the VAI also completes the appropriate VAP Agreement.
2. VMware reviews the application and approves or rejects it. If approved, the VAI is scheduled for addition to the online portion of the program and a welcome email containing a welcome letter and introduction to VMware’s eLearning entitlement service provider. If rejected the a rejection email is prepared and sent by the program administrator
3. If the application and Agreement are acceptable to VMware the academic institution will be considered to be a VMware Academic Institution or “VAI”.

2.4 Registration Form and eLearning and Instructor Led Agreements

Each VAI candidate must submit a completed online registration form to VMware using the VMware Academic and Academy Program web site:

http://www.vmware.com/partners/academic/registration_form.html

Note: Schools may sign up for the eLearning and ILT programs independently. ILT students are given access to eLearning when attending an ILT class. The eLearning part of the program is administered by e-academy on VMware’s behalf – see: <http://www.e-academy.com/>

2.5 Certain VAI Obligations and Termination

In addition to any other obligations or responsibilities described in this Program Guide or the VAP Agreement, each VAI must comply with the following obligations and prohibitions. The VAI's failure to comply will be considered a material violation of the Agreements giving VMware the right to terminate them for cause.

- The VAI may only use VMware IT Academy Instructors to teach an Authorized Courses.
- The VAI may not offer to teach VMware course(s) that the VAI is not authorized to teach.
- The VAI must not misrepresent the Training Materials.
- The VAI must provide each Authorized Student with (or otherwise ensure he or she receives) an original, new course manual for each Authorized Course for which the Authorized Student is registered.
- The VAI must provide Training of high quality. The VAI will be deemed to have failed in this obligation if VMware receives a significant number (as determined by VMware in its reasonable discretion) of verbal or written complaints about the VAI's Training from the VAI's Authorized Students.
- The VAI must not misuse VMware's Authorized Logos.
- The VAI must not disclose VMware's Confidential Information to unauthorized personnel, customers or others contrary to the requirements of the VAP Agreement.
- The VAI must have students register in VMware's Learning Management System (myLearn). This will enable students to register for eLearning content at no cost and is the mechanism to distribute discounted certification vouchers as well as completing the course evaluation.
- The VAI must ensure that ILT student complete course evaluations upon completion of an ILT course.

The items noted above are not an exhaustive list of potential material breaches from which termination may result. Further information regarding termination is set forth in the VAP Agreements document, which should be consulted.

3 Course Curriculum

3.1 Overview

Each VAI is authorized to teach Authorized Courses selected by VMware from the portfolio of courses developed by VMware, as notified to the VAI by VMware from time to time. To teach an Authorized Course, the VAI may only use VMware IT Academy authorized instructors and must have the necessary equipment located in (or accessible from) the classroom in which the Authorized Course will be taught. VMware will inform the VAI of the particular equipment that is necessary for each Authorized Course.

3.2 Curriculum

VMware will determine the VMware courses available to the VAI. The Authorized Courses that the VAI may offer, as such may be modified by VMware at its discretion from time to time.

VAI's MAY NOT OFFER OR REQUIRE MORE THAN A MAXIMUM OF 12 HOURS COMBINED LECTURE AND LAB TIME PER WEEK PER AUTHORIZED COURSE.

3.3 Curriculum Updates

VMware reserves the right at its sole discretion and without incurring any liability to modify Training Materials or discontinue their development, distribution, or support.

As software is updated, Training Materials may be changed to match the new environment. VMware will make updated Training Materials available to the VAI.

3.4 Course Descriptions

Full descriptions of VMware courses can be found in the VMware Education Services Public Course Catalog World Wide Web at:

<http://myLearn.vmware.com/MgrReg/plan.cfm?plan=3369&ui=www&legacy=1>

The course descriptions typically consist of:

- Short description
- Prerequisites
- Course objectives

3.5 Removing Courses

If a VAI decides that it will no longer offer a course, the VAI must notify the VMware Authorized Representative or his/her designee at least 30 days before removing a course from its list of offerings.

VMware will remove obsolete courses from the curriculum.

3.6 Self-Paced Courses

As participants in the VMware IT Academy Program, VAIs may provide Authorized Students, faculty and staff affiliated with the VAI with free access to selected online courses through the VMware myLearn Learning Management System (LMS), VMware's online training system. Registered users may access this online training at:

<https://myLearnssl.vmware.com/index.cfm>

These online courses may be used in a standalone fashion, to supplement VMware authorized courses, as reference or to supplement the VAI's own courses. *The eLearning courses currently do not qualify faculty or students to take the VCP exam.*

4 Authorized Faculty

Each VAI will, in its discretion, appoint and authorize qualified faculty from among its faculty membership to teach the Authorized Courses, thus becoming a VAI. Authorized Faculty (or the VMware IT Academy Instructor on behalf of the faculty) may purchase the Instructor Guide from VMware's print vendor for each Authorized Course he/she is becoming authorized to teach. The Instructor Guide provides instructor notes for teaching the course. Authorized Faculty will be given access to the TTT (Train The Trainer) eLearning and other supporting material. Once the school's instructor(s) have completed the TTT as well as all the labs they will send the screen shots of completed labs to VMware. Once the screen shots have been reviewed and approved the instructor will be sent a VCP certification voucher. Upon successfully obtaining a score of 85% or better on the VCP the school's instructor is authorized to teach on a probation basis. After a VMware IT Academy Instructor candidate completes all the above, they receive access to the VATC web site (which gives them class PowerPoint files, software & licenses) and can start teaching from VMware courseware.

For the first two VMware classes they teach, new VMware IT Academy Instructors are on "probation" pending their class evaluations in myLearn.

If a new VMware IT Academy Instructor receives unsatisfactory evaluations during their "probation", the remediation steps taken by VMware will be handled on a case-by-case basis.

If remediation does not resolve the issues, a VMware IT Academy Instructor can be suspended and prohibited from teaching VMware courseware.

5 Operations

5.1 Overview

This section explains the operational aspects of the VMware IT Academy Program and the responsibilities of VMware and each VAI.

5.2 VMware Provisions

VMware will provide:

- VMware IT Academy Program management
- High quality course materials and the on-going development of new courses and course updates, software and license files that are refreshed monthly.
- Mentoring via WebEx sessions and support via VMware VMTN Forums.

5.3 VAI Provisions

Each VAI will provide:

- Course catalog production and distribution
- Student registration and billing

The following process will be followed for institutions offering VAP instructor lead training:

- A qualifying discussion and briefing is held to determine if the school is accredited and teaches according to an academic calendar.
- VAIs agree to VMware's Academy Agreement by completing the online application
- Lead instructors take TTT eLearning and complete labs and submit screen shots.
- Lead instructors must pass the VCP exam with a score of 85% or higher
- Lead instructors are registered with VAP.
- VAIs will equip training facilities with hardware, software, and standard audio-visual equipment for instructional use as needed for each Authorized Course offered by the VAI.
- VAIs purchase course books directly from VMware's Authorized print vendor.
- Lead instructors must set up classes and have students register in myLearn (VMware's Learning Management System).
- Lead instructors must confirm student completion in myLearn which will trigger discounted certification voucher #s to be emailed to each student that may be redeemed with VMware's Authorized certification vendor.
- Lead instructors must have students complete a class evaluation in myLearn

5.4 VMware Trademarks

The VAI may refer to VMware IT Academy Program Training by the associated VAI Authorized Logos, provided that such reference is not misleading and complies with the VMware Trademark and Logo Usage Requirements:

http://www.vmware.com/files/pdf/VMware_Logo_Usage_and_Trademark_Guidelines_Q307.pdf

5.5 Advertising

Any advertising must comply with VMware corporate guidelines and the VMware Trademark and Logo Usage Requirements.

5.6 Support

Technical questions may be posted on the VMware form site, after registration, located at:

<http://communities.vmware.com/index.jspa>

VAI staff and instructors are strongly encouraged to search the Q&A section prior to submitting a question.

Separate agreements for software support are available for purchase either from VMware or one of its service providers, depending upon the location of the VAI.

5.7 On-Site Courses

The VAI may not teach VMware courses on-site to a customer(s) or otherwise disclose Training Material to anyone other than Authorized Faculty or Authorized Students.

5.8 Training Materials

All Authorized Students must be supplied with the appropriate Training Materials including a student kit. Training Materials (including student kits) must be ordered from VMware's print vendor. No copying of Training Materials or distribution to persons other than Authorized Faculty and Authorized Students is allowed unless expressly authorized by VMware in writing.

Most Authorized Courses will also include printed copies of the instructor guide, available for purchase from VMware's printer, and PowerPoint slide masters, as well as lab files.

All Training Materials are considered the Confidential Information of VMware and are subject to the Confidential Information provisions of the VAP Agreement. Each VAI will use the Confidential Information (including the Training Materials) only for purposes established by this Program Guide and the VAP Agreement.

Each VAI and/or Authorized Faculty may develop additional class materials (for example, labs, overheads, handouts, etc.). VMware reserves the right to review these materials prior to their use. The Agreement defines Supplemental Materials vs. Derivative Works. Derivative Works based on the VMware Training Materials are not allowed.

Each VAI is responsible for installing and maintaining any lab exercise software for use by its Authorized Students, and for providing any necessary additional materials, media, and reference manuals.

Each VAI Institution may not change the content of the Authorized Courses without VMware's prior written authorization. Local language translations of Training Materials may be authorized by VMware only pursuant to an express modification of the VMware VAP Agreement. VMware retains all intellectual property rights to translated material and reserves the right to check any such translations.

Provided that a VAI remains in compliance with the VAI program requirements as set forth in the Program Guide and VAP Agreement, the VAI will have the right to use the Training Materials in the Authorized Locations solely for the purpose of providing Training to its Authorized Students.

5.9 Student Certificates

Blank Certificates of Completion will be available to order from the VMware Authorized print vendor.

5.10 Marketing

Marketing of the courses offered by the VAI is the responsibility of the VAI. Any inquiries made directly to VMware regarding academic courses will be directed to the appropriate VAI.

Marketing materials, camera-ready artwork, and logo items may be available, either at no cost or for a small duplication fee. These trademarked items must be used in compliance with the VMware Trademark and Logo Policies and the Logo License Agreement.

6 United States Training Center Design Requirement

VAIs that have classrooms and equipment located in the United States must ensure that such meet the requirements established by the Americans with Disabilities Act.

7 United States Veterans Administration / GI Bill

VMware's VCP certification application has been submitted to be on the VA approved list. Participating U.S. schools may apply in their state with the Veterans Administration to have courses covered under the GI Bill after the course has been taught for at least two years.

8 Hardware Compatibility Guide

To ensure VAI classes can be taught without hardware issues, all equipment used for VAI classes should be listed in the "VMware Certified Compatibility Guides" currently linked to from this web page:

<http://www.vmware.com/resources/compatibility/>

The tab entitled "Systems" on this page lists the servers that are known to work and be supported with ESX and ESXi. Therefore Academy sites should source servers from this list.

The tab entitled "Storage/SAN" on this page lists the storage systems (disk arrays) that are known to work and be supported with ESX and ESXi. Therefore Academy sites should source mass storage from this list.

If an Academy site needs to add network cards or storage adapters to their servers, they should source them from the tab entitled "I/O Devices" on this web page.

9 Registering Students in VMware's myLearn Learning Management System

Instructors will be required to register students in VMware's myLearn LMS before students can take instructor led classes or eLearning. This is a simple process that will give the students access to eLearning content, issue them certification vouchers that can be redeemed for discounted certification exams with Pearson VUE and also allow students to complete class evaluations.

VMware, Inc. All Rights Reserved. The VMware Logo and trademarks or registered trademarks of VMware, Inc., in the United States and other countries.