

## TRAINING SERVICES

## COMPREHENSIVE TRAINING PROGRAMS DELIVERED JUST THE WAY YOU WANT THEM

Rapidly build your team's capabilities with expert technical training individualized to your requirements.

Whether your team is new to optical networks or has been using them for years, you can speed up implementation and get the most out of your network with Infinera Technical Training. Choose from our comprehensive suite of training courses to learn exactly what you need to know to capably deploy, operate, and optimize your Infinera network. Our expert trainers will quickly get your team up to speed on current best practices so you can maximize your network investment.

### Customized Training that's Easily Accessible

Our highly rated, interactive training programs are led by experienced Infinera professionals and personalized to your team's needs. Delivered online, at your location, or in one of our training centers, classes are highly focused so you can efficiently acquire the expertise you need.

If you train at any of our Learning Center Labs in Sunnyvale, London, Espoo, Stockholm, Munich, or Hong Kong, your learning will be enhanced by extensive hands-on labs using the latest Infinera equipment. If you prefer that we send our trainers to you, you will receive on-site education that is personalized to your existing

equipment and facility. Fully customized live training sessions are also conveniently delivered via several popular online meeting platforms.

Your access to training courses is also enhanced with offerings in multiple languages. In-person training is offered in English, Spanish, German, Swedish, Russian, and other languages by request. Product field engineering e-learning and exams are offered in English and Spanish.

You'll benefit from flexibility and price protection in the way you purchase and use Infinera Technical Training. You purchase training credits up front for either e-learning or live training courses. You then have one year to use those credits to procure training as your team requires. Just contact our Technical Assistance Center to schedule it.

### INFINERA TRAINING CUSTOMIZATION OPTIONS

Location	Content	Language
<ul style="list-style-type: none"> <li>• Infinera Learning Center Labs worldwide</li> <li>• Site of your choosing</li> <li>• Online</li> </ul>	<ul style="list-style-type: none"> <li>• 15 learning paths and multiple courses</li> <li>• Each course tailored to your needs</li> </ul>	<ul style="list-style-type: none"> <li>• Courses offered in 5+ languages</li> <li>• Exams in English or Spanish</li> </ul>

## Managing Your Training Program

Want help tracking and making the most of your training process? You can track all aspects of your training experience via our online customer learning management system, available 24x7x365 through a compatible browser. You'll be able to assign and maintain customer and student records, as well as manage training paths, recommended curriculums, completion status, exams, certifications, feedback, and progress reports.

## Learning Paths and Course Offerings

Whether you are an Infinera customer or channel partner, you will receive the comprehensive training required to effectively deploy, operate, and optimize all Infinera solutions in your network. We offer e-learning, classroom, and on-site training, with learning paths designed to support your entire team in successfully executing every aspect of your network.

### E-LEARNING

Infinera's e-learning designers are some of the most experienced in the world. All our courses include short, in-depth modules based on constructive alignment design methodology, in which all content is focused around clearly defined objectives. E-learning can be undertaken independently or in preparation for a program that includes an instructor-led element and eventual certification.

Infinera offers three e-learning curricula, each comprising up to 10 individual training modules:

- **Theory of Operations:** This curriculum focuses on a product family, explaining its functionality, core hardware, and most critical features within modern networks. An end-of-curriculum randomized exam gives students an opportunity to demonstrate their understanding. Theory of Operations is useful to:
  - Customers
  - Sales channel partners
  - Deployment partners
- **Turn-up and Test:** This interactive curriculum introduces students to a product family's hardware and walks them through its key installation processes. Turn-up and Test is useful to:
  - Customers choosing to install their own equipment
  - Deployment partners
- **NOC Procedures:** This interactive curriculum introduces students to the management tools used by network operations centers to manage Infinera equipment. NOC Procedures is useful to:
  - Customers
  - Sales channel partners
  - Deployment partners



## INSTRUCTOR-LED TRAINING

Instructor-led training can be delivered on-site at customer sites, in one of Infinera’s training centers, or in a virtual classroom utilizing collaboration tools and remote access to Infinera labs. Instructor-led courses are tailored to customer needs and delivered by professional trainers with years of experience in Infinera hardware and software solutions.

Standard classroom courses include:

### TECHNOLOGY BASICS

- **Optical and Packet Networking Basics:** These networking basics courses cover technologies from Layer 0 to Layer 3 and prepare students with no networking background to undertake product-specific deployment and operations courses.

### DEPLOYMENT

- **Field Engineering:** Field engineers receive hands-on training in installing, commissioning, configuring, maintaining, and upgrading Infinera hardware and related software.

### OPERATION AND OPTIMIZATION

- **Network Operations:** Network operations center (NOC) engineers are trained to monitor alarms and events as well as diagnose and troubleshoot issues.
- **Network Operations Advanced:** Tier 3 NOC engineers, who carry out high-level troubleshooting and are responsible for network and security administration, learn how to configure, provision, operate, maintain, troubleshoot, and upgrade Infinera hardware and software.
- **Provisioning:** Service delivery engineers learn how to provision all types of network services, perform basic diagnostics, and monitor performance.
- **First Line Maintenance (FLM) Engineering:** FLM engineers are trained to replace modules, retrieve logs, back up databases, and perform other activities with guidance from the network operations center.
- **Network Planning and Design:** Network planners learn how to design networks and manage network capacity using available planning tools.



**INFINERA EXPERT CERTIFICATIONS**

Service and Support Certifications		Pre-sales Certifications	
Certification	Domain Expertise	Certification	Domain Expertise
Infinera Certified Field Technician	Field maintenance	Infinera Certified Product Specialist	Product knowledge for sales presentations
Infinera Certified Deployment Technician	Installation	Infinera Certified Solutions Architect	Solution design
Infinera Certified Trainer	Technical training	Infinera Certified Solutions Expert	Highest level of expertise

**Infinera Expert Certifications**

Upon completion of Infinera training, you can validate your learning with certifications that demonstrate your Infinera product expertise. We offer designations for specialized expertise in pre-sales and

advanced service and technical support. Certifications are generally valid for two years and may be renewed via online exam. Whether you operate your own network or support customer networks, you'll rest easier knowing your team is Infinera-certified.

**ENSURE SUCCESS WITH INFINERA SERVICES**

When you choose Infinera Services, you gain a level of expertise rooted in decades of successful deployments. You get the global scale and proven expertise you require, enhanced by the speed, personal service, and peace of mind you've always wanted.

It's called the Infinera Services Experience. And for you, it means:



Personalized Services



Rapid Resolution



Unrivaled Support



Accelerated Time To Revenue



Peace of Mind

Network owners and operators worldwide rely on Infinera Services to deploy, operate, and optimize their critical network infrastructure. Shouldn't you, too?

**To learn more**, contact your Infinera account representative or visit us at [www.infinera.com/services](http://www.infinera.com/services).

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