

## 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 Intelligent Transport 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, Stockholm 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 Training Centers 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.

### INTRODUCTORY E-LEARNING CLASSES

#### FOUNDATIONAL LEARNING PATHS

- **Optical Basics:** Beginners receive an introduction to the key technologies and principles of dense wavelength-division multiplexing (DWDM), covering everything from fiber basics to current methods of maximizing optical bandwidth.
- **Site Visit Essentials:** Students learn recommended practices for installing and maintaining Infinera equipment.
- **DTN/DTN-X Basics:** Delivers overview training in Infinera's DTN and DTN-X platforms for long-haul networks through a series of classes covering everything from turn-up and testing, theory of operations, field commissioning, network administration and Instant Bandwidth licensing.
- **XTM Series Basics:** Students learn network design, installation and configuration tasks for Infinera's metro-focused XTM Series.
- **Cloud Xpress Overview:** Introduces the Infinera Cloud Xpress (CX) product line, covering everything from a hardware overview to the theory of operation to initial setup.
- **SDN Theory of Operations:** Introduces the technical aspects of Infinera's software-defined network (SDN) offerings, such as the Xceed Software Suite.



## ADVANCED INSTRUCTOR-LED TRAINING

### DEPLOYMENT-RELATED LEARNING PATHS

- **Site Engineering:** Site engineers, who carry out site surveys and create work orders for field techs, are instructed in the installation and commissioning of network elements and the performance of software upgrades.
- **Field Engineering (Installation):** Field engineers receive hands-on training in installing, commissioning, configuring and upgrading Infinera hardware and related software.
- **Deployment Engineering:** Deployment engineers are taught to commission and configure capacity, power levels and thresholds, as well as perform diagnostics and troubleshooting.



### OPERATION- AND OPTIMIZATION-RELATED LEARNING PATHS

- **Network Operations:** Network operations center (NOC) engineers are trained to monitor alarms and events as well as diagnose and troubleshoot issues.
- **Tier 3 Network Operations:** 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 DTN and DTN-X 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 for DTN, DTN-X and XTM Series networks.
- **Customer Tech Support:** Customer service engineers receive instruction in performing alarm and alert management, troubleshooting and performing diagnostic operations on DTN and DTN-X networks.
- **Network Planning and Design:** Network planners learn how to design optical networks to best manage network capacity.

**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 ad-

vanced 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 more than 600 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).

Global Headquarters  
140 Caspian Court  
Sunnyvale, CA 94089  
USA  
Tel: 1 408 572 5200  
Fax: 1 408 572 5454  
[www.infinera.com](http://www.infinera.com)

Asia and Pacific Rim  
Infinera Asia Limited  
Suite 1611 – 12 City Plaza 1  
1111 Kings Road  
Tai Koo Shing  
Hong Kong  
Tel: +852 2521 1215

Europe, Middle East,  
Africa  
Infinera Limited  
125 Finsbury Pavement  
London EC2A 1NQ,  
United Kingdom  
Tel: +44 207 065 1340

Customer Service and  
Technical Support  
North America  
Tel: 877 INF 5288  
Outside North America  
Tel: 1 408 572 5288

For more information  
Contact Us  
[infinera.com/contact-us](http://infinera.com/contact-us)

