

The Novell® Certified Training Salesperson (NCTS) Course

2008 Edition

Novell.

Example excerpt

Introduction



NCTS Objectives



- At the conclusion of this course, you will be familiar with the following:
 - The training courses and certifications available from Novell®
 - How they fit your customers' concerns and business focus
 - How to position the courses and certifications to meet your customers' needs

This course will give you fundamental information about Novell training and certification, as outlined on this and the next slide.

To officially complete the course, you must pass a 45-minute timed exam consisting of 30 multiple-choice and true/false questions with a score of 75 percent or higher. You may refer to these slides and your notes as you take the exam, and you will see your score immediately upon completion.



This Course Will Cover:



- Why Novell® Training and Certification?
- Understanding Novell Training and Certification Offerings
 - Courses and Certifications in Desktop to Data Center Linux*
 - Courses and Certifications in Collaboration
 - Courses in Identity and Security Management
 - Courses in Systems Management
- Sales Tips and Resources

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The primary purpose of this course is to help you become a more effective Novell training and certifications sales associate. The course will cover the information shown on the slide.

If you would like additional information about selling Novell products and solutions, we recommend the Certified Novell Salesperson course. It provides important information about Novell technology solutions, including:

- The Novell strategy
- The solution selling model
- Novell product capabilities
- Novell solution business benefits

For more information about the Certified Novell Salesperson course, visit www.novell.com/partners/training/academy/spresent.html

Why Certification and Training from Novell®?



- Industry-leading enterprise solutions
- High-quality training
- Practicum exams
- Recognized leader in Linux* training, including vendor-neutral certifications like CompTIA



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There are many reasons your customers should choose Novell for their training and certification needs.

- Novell delivers industry-leading enterprise technology infrastructure solutions, including leading proprietary and open source network solutions and award-winning solutions in systems and resource management and identity and security management.
- Novell is dedicated to partnering with original equipment manufacturers and others to ensure that our products work well with your customers' existing IT environments. We partner with some of the most influential companies in the industry, including Intel, IBM, Dell, SAP, AMD, HP, Microsoft and many more.
- Novell courseware is designed and developed by Novell engineers and support staff who are experts on the products and solutions being presented. This commitment to quality has resulted in some of the best IT training in the industry.
- Novell has a long history of innovation and excellence in IT network training and certification, delivering some of the most recognized and valued technical certifications in the industry. We also deliver courses and certifications in Linux and open source technologies, which represent the future of networking.
- Novell practicum exams are recognized industrywide as excellent tools for measuring practical knowledge. They require students to prove that they have mastered the practical skills we have taught, rather than simply recalling memorized information. Students must successfully complete technical, hands-on scenarios that show that they understand the technical concepts and can apply them in a real-world environment.

About Novell® Courses and Exams



- We offer more than 50 courses
- We provide extensive opportunities to sell testing



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Novell offers more than 50 unique training courses, with and without certification options, through a global network of authorized training partners. These courses range from entry-level networking technology to advanced security features on SUSE Linux Enterprise Server. The courses emphasize practical job skills that are critical to today's IT engineer.

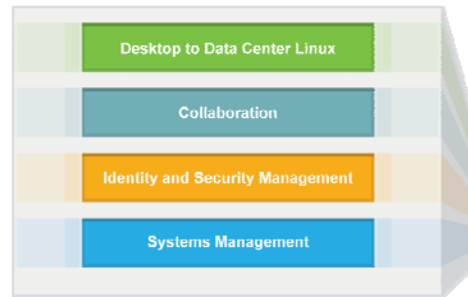
As a Novell Training Services partner, you are eligible to deliver instructor-led Novell training courses and to resell Novell Self-Study Kits (SSKs). Furthermore, you can profit through the sale of Novell practicum exams, which can be offered via any computer with an Internet browser. This testing model no longer requires a third-party test driver to deliver the exam, so Novell Training Services partners can participate in the testing process.

In fact, Novell Training Services partners retain any fees collected for each exam beyond the \$100 that must be remitted to Novell. (Currently, the MSRP for a Novell practicum exam is \$195.)

For additional details on offering Novell Practicum exams, visit www.novell.com/training/practicumtest

Organization

Novell® Business Units



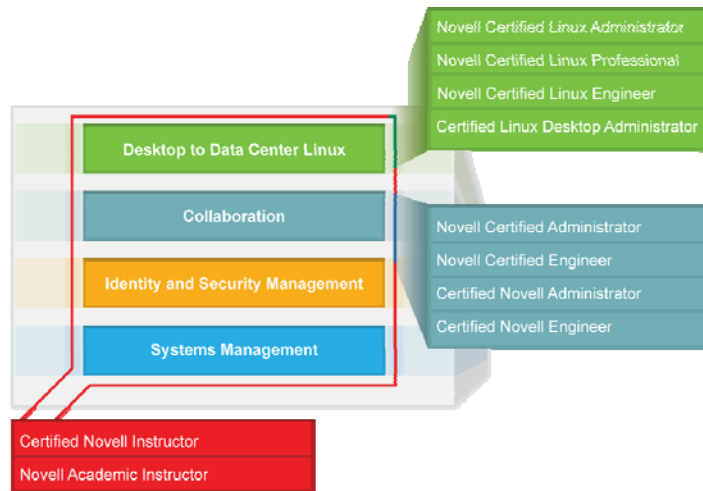
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Novell structures its marketing and production activities around the four business units shown on the slide. This structure allows us to focus on growth opportunities and aligns our business efforts with market trends that will generate demand well into the future. All Novell products and solutions fit within this structure, as you'll see in upcoming slides.

This course mirrors that organization. Courses and certifications are organized by business unit so you can capitalize on the Novell channel marketing activities. Within this organization, you can easily find the courses and certifications most applicable to your customers' business focus and respond dynamically to their changing needs.

In other words, using the information presented in this course, you can quickly identify which courses to recommend based on your customers' markets. Do they sell workgroup and collaboration solutions? If so, you can focus on courses and certifications from our Collaboration business unit. Does another customer sell open source solutions? Then courses and certifications from our Desktop to Data Center Linux business unit would directly address that customer's needs.

Certifications



As you can see, the certifications and courses you will sell correspond to the Novell business units. Some overlap is intended, allowing you to remain responsive to your customers' needs in a changing marketplace.

Two of the business units, Identity and Security Management and Systems Management, do not have directly applicable certifications. However, a large number of courses are available within those business units, so sales opportunities abound.

You will also note that the two instructor certifications, Certified Novell Instructor and Novell Academic Instructor, are broad enough to apply to all business units.

Please note that some slides describing specific courses are repeated more than once. If a course is required for more than one certification learning path, it is given its own slide in each appropriate section.



Specializations



- Novell® Solution Provider Partners have the opportunity to specialize. This means more opportunity for you because you can sell them the required courses in their area of specialty:
 - Linux
 - Identity and Security Management
 - Systems and Resource Management
 - Workgroup

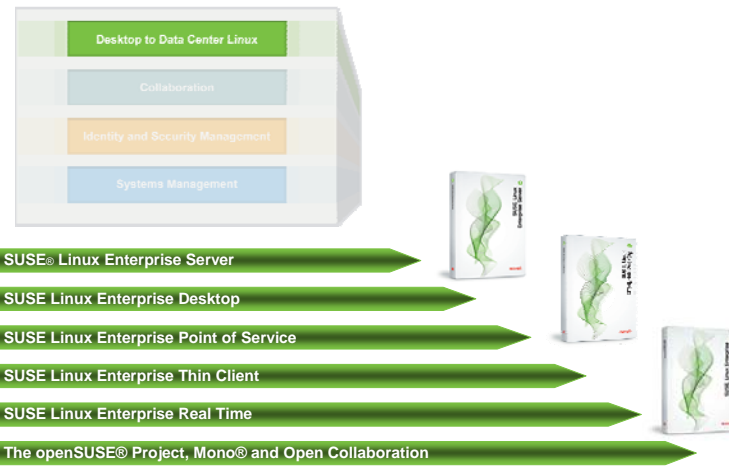
For more information, see: www.novell.com/partners/solution/

The comprehensive resource for Novell partners, PartnerNet, helps your customers stand out from the competition. They can specialize in one or more of four solution areas and engage with customers looking for their specific expertise.

To learn more about the training these partners will need (which you can provide), visit the Web site shown on the slide.

Desktop to Data Center Linux*

Products



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The Desktop to Data Center Linux business unit focuses on the unique growth opportunity around Linux and open source technologies. Its products include those shown on the slide.

- SUSE Linux Enterprise Server
- SUSE Linux Enterprise Desktop
- SUSE Linux Enterprise Point of Service
- SUSE Linux Enterprise Thin Client
- SUSE Linux Enterprise Real Time
- The openSUSE project, Mono and Open Collaboration

SUSE® Linux Enterprise 10 Product Overview



SUSE Linux Enterprise Server



SUSE Linux Enterprise Server is a scalable, high-performance foundation for secure enterprise computing.

SUSE Linux Enterprise Desktop



SUSE Linux Enterprise Desktop is the first enterprise-quality Linux* desktop that's ready for routine business use.



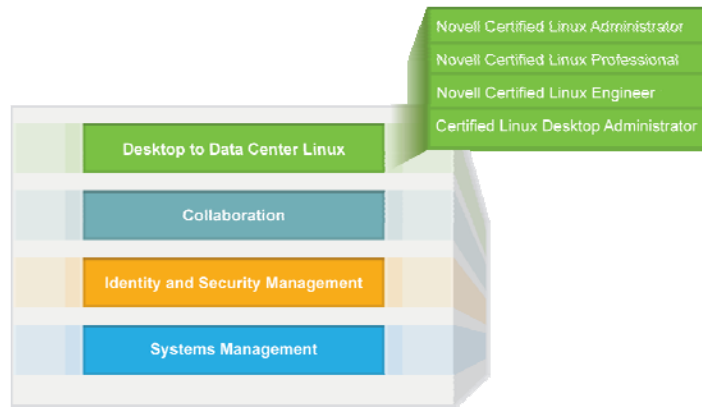
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Our Desktop to Data Center Linux products are built on SUSE Linux Enterprise 10, the best-engineered, most interoperable platform for enterprise computing from the desktop to the data center. You will have many opportunities to sell training for these revolutionary products.

- SUSE Linux Enterprise Server is a scalable, high-performance foundation for secure enterprise computing. Built for reliability, it offers comprehensive functionality to power today's networks and meet user demands. SUSE Linux Enterprise Server also supports a broad range of hardware platforms and leading software applications.
- SUSE Linux Enterprise Desktop is the first enterprise-quality Linux desktop that's ready for routine business use. It provides market-leading usability, seamless interoperability and dozens of essential office applications. Its unparalleled flexibility allows users to dramatically reduce costs, improve end-user security and increase workforce productivity.

Certifications



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Four certifications are built on Desktop to Data Center Linux products:

- Novell Certified Linux Administrator
- Novell Certified Linux Professional
- Novell Certified Linux Engineer 10
- Certified Linux Desktop Administrator

Specialization



- Novell® helps your customers stand out from the competition by allowing them to specialize in Desktop to Data Center Linux* solutions.



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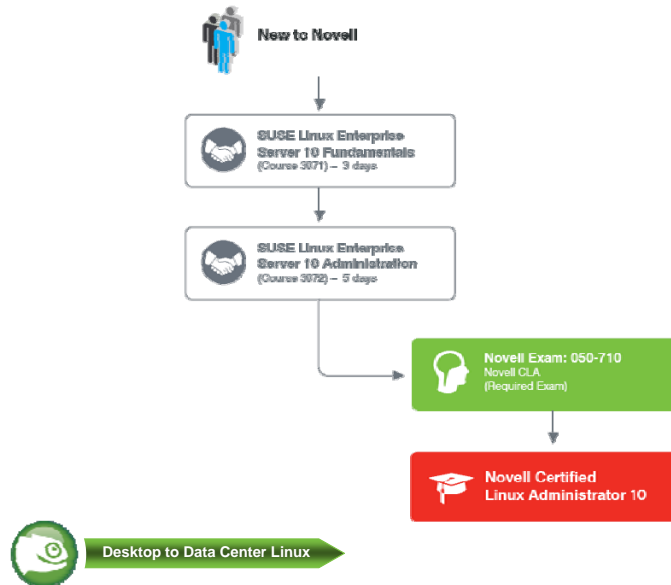
The Linux Technical Specialization validates Linux engineer-level skills for enterprise network managers or architects, and requires that partners take the Novell Practicum for the Novell Certified Linux Professional (CLP) 10 certification.

The number of technical certifications required in fiscal year 2008 for a Linux Specialist Partner are as follows:

- Silver Linux Specialist: One Certified Linux Professional (CLP) 10
- Gold Linux Specialist: Two Certified Linux Professional (CLP) 10
- Platinum Linux Specialist: Three Certified Linux Professional (CLP) 10 certifications, of which a minimum of one person has taken the additional test to gain their Novell Certified Linux Engineer (CLE) 10 certification.

These partners will need your help in acquiring the necessary training and tests.

Novell® Certified Linux Administrator 10



The Novell Certified Linux Administrator (CLA) certification proves that the holder can successfully and effectively manage the day-to-day administration of installed SUSE Linux Enterprise Server networks.

SUSE® Linux Enterprise Server 10 **N** Fundamentals (Course 3071)

Prerequisites

- Experience administering any operating system in a computing environment

- This course is for customers who need an introduction to SUSE Linux Enterprise Server. Topics include the basics of managing a Linux* server, such as installation, configuration and maintenance of a virtual machine environment using Xen* technology.



Desktop to Data Center Linux

CLA 10 and CLP 10

Three-day course

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This course teaches students about the main concepts of open source and Linux as well as the fundamental knowledge necessary to administer SUSE Linux Enterprise Server 10. Students will also learn to:

- Understand the Linux story
- Use the Linux desktop
- Locate and use help resources in the Linux system
- Administer Linux with the YaST management utility
- Work with the Linux shell and command line
- Manage directories and files in the Linux system
- Use Linux text editors
- Administer the network configuration

SUSE® Linux Enterprise Server 10 Administration (Course 3072)

Prerequisites

- Course 3071
- Basic knowledge of and/or experience with SUSE Linux Enterprise Server

- This course is for customers who need SUSE Linux Enterprise Server administration skills. Students will install and configure SUSE Linux Enterprise Server 10 and perform common tasks that are part of day-to-day Linux* administration.



Desktop to Data Center Linux

CLA 10 and CLP 10

Five-day course

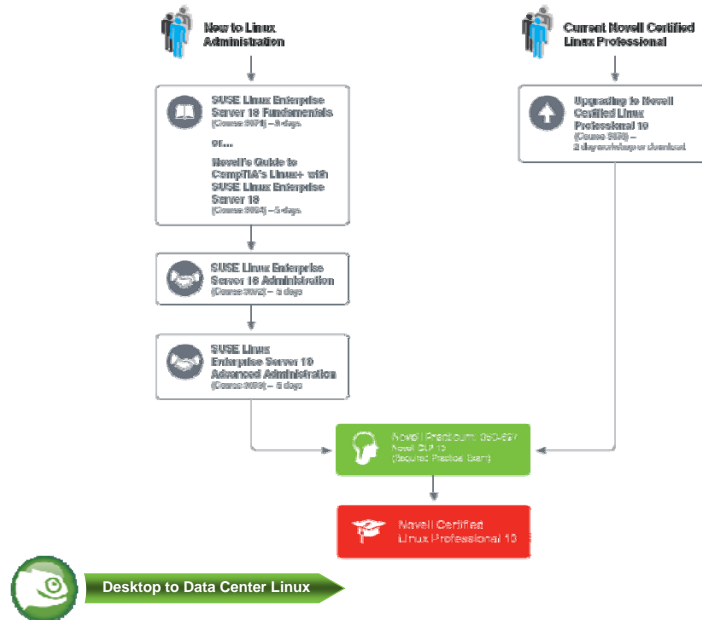
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This course utilizes SUSE Linux Enterprise Server 10 to teach administrative skills common to a Linux administrator in an enterprise environment. Students will learn to:

- Understand system installation
- Administer user access and security
- Administer the Linux file system
- Manage Linux processes and services, understand system initialization
- Connect the SUSE Linux Enterprise Server to the network
- Manage software
- Manage printing
- Configure remote access

Novell Certified Linux ProfessionalSM 10



The demand for Linux expertise is escalating, and your customers need to gain the necessary skills to become proficient Linux administrators. Once customers obtain those skills through authorized Novell training courses, the Novell Certified Linux Professional (Novell CLP) certification proves to current and potential employers that they have what it takes to begin successful careers as Linux administrators.

SUSE® Linux Enterprise Server 10 **N** Fundamentals (Course 3071)

Prerequisites

- Experience administering any operating system in a computing environment

- This course is for customers who need an introduction to SUSE Linux Enterprise Server. Topics include the basics of managing a Linux* server, such as installation, configuration and maintenance of a virtual machine environment using Xen* technology.



Desktop to Data Center Linux

CLA 10 and CLP 10

Three-day course

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This course teaches students about the main concepts of open source and Linux as well as the fundamental knowledge necessary to administer SUSE Linux Enterprise Server 10. Students will also learn to:

- Understand the Linux story
- Use the Linux desktop
- Locate and use help resources in the Linux system
- Administer Linux with the YaST management utility
- Work with the Linux shell and command line
- Manage directories and files in the Linux system
- Use Linux text editors
- Administer the network configuration

The Novell® Guide to CompTIA's Linux+ with SUSE® Linux Enterprise Server 10 (Course 3064)



Prerequisites

• None

- This course is for customers who are interested in an introductory, vendor-neutral Linux* certification. Students will learn how to install SUSE Linux Enterprise Server 10; how to understand directories, files, users and groups; and how to configure the network and key services.



Desktop to Data Center Linux

CompTIA Linux+ and CLP 10

Five-day course

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This course introduces the knowledge and skills needed to work with Linux and prepares attendees to take the CompTIA Linux+ exam. This course can also be taken instead of SUSE Linux Enterprise Server 10 Fundamentals (Course 3071 v2) as a prerequisite for SUSE Linux Enterprise Server 10 Administration (Course 3072 v2) to obtain the Novell Certified Linux Professional 10 certification.

SUSE® Linux Enterprise Server 10 Administration (Course 3072) **N**

Prerequisites

- Course 3071
- Basic knowledge of and/or experience with SUSE Linux Enterprise Server

- This course is for customers who need SUSE Linux Enterprise Server administration skills. Students will install and configure SUSE Linux Enterprise Server 10 and perform common tasks that are part of day-to-day Linux* administration.



Desktop to Data Center Linux

CLP 10

Five-day course

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This course uses SUSE Linux Enterprise Server 10 to teach administrative skills common to a Linux administrator in an enterprise environment. Students will learn to:

- Understand system installation
- Administer user access and security
- Administer the Linux file system
- Manage Linux processes and services, understand system initialization
- Connect the SUSE Linux Enterprise Server to the network
- Manage software
- Manage printing
- Configure remote access

SUSE® Linux Enterprise Server 10 Advanced Administration (Course 3073)



Prerequisites

- Course 3072
- Equivalent knowledge or experience with SUSE Linux Enterprise Server 10

- This course is for customers who need advanced SUSE Linux Enterprise Server administration skills. Topics include virtualization with Xen*, configuration of a Web application server, configuration of Samba, shell scripting, and system health check and performance tuning.



Desktop to Data Center Linux

CLP 10

Five-day course

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This course teaches advanced SUSE Linux Enterprise Server 10 administrative skills to students who already have some experience with the SUSE Linux server environment. Students will learn how to:

- Configure basic network services: Web server, Samba, time server, FTP server
- Secure SUSE Linux Enterprise Server
- Compile software from source
- Manage hardware

Upgrading to Novell Certified Linux ProfessionalSM 10 (Course 3070)



Prerequisites

- CLP 9

- This course prepares the student for the Novell Certified Linux Professional (CLP) exam. It also provides information on the differences between SUSE[®] Linux Enterprise Server 9 and SUSE Linux Enterprise Server 10 as they relate to the topics covered in the CLP curriculum.



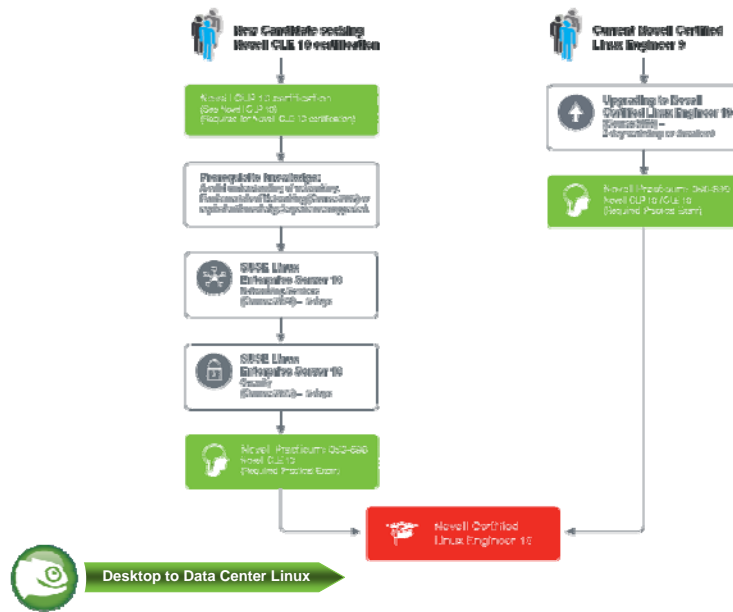
Desktop to Data Center Linux

CLP 10

Two-day course

This course introduces the new features and changes in SUSE Linux Enterprise 10 and builds on an attendee's existing knowledge as a Novell Certified Linux Professional.

Novell Certified Linux EngineerSM 10



The rapid, widespread adoption of Linux has prompted many businesses to look for experienced Linux professionals—a trend that continues to accelerate. If your students are ready for premier training on the progressive Linux platform, Novell is ready to provide everything they need with the Novell Certified Linux Engineer (Novell CLE) 10. This certification proves managers or architects of enterprise networks have the necessary engineer-level skills to run a system based on SUSE Linux Enterprise Server 10.

SUSE® Linux Enterprise Server 10: Networking Services (Course 3074)

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Prerequisites

- Novell® CLP 10
- A solid understanding of networking fundamentals (Course 3003)

- This course is for students who want to learn how to manage advanced network services on SUSE Linux Enterprise Server 10 and/or those seeking the Novell Certified Linux EngineerSM 10 certification.



Desktop to Data Center Linux

CLE 10

Five-day course

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This course explores server optimization and teaches students to:

- Configure a DNS Server using BIND
- Use DHCP to manage networks
- Manage OpenLDAP
- Manage a mail server
- Configure Open SLP
- Monitor network traffic

SUSE® Linux Enterprise Server 10: Security (Course 3075)



Prerequisites

- Novell® CLP 10
- Course 3074

- This course is for students seeking to improve their skills in planning, designing and managing a secure SUSE Linux Enterprise Server 10 environment and/or those seeking the Novell Certified Linux EngineerSM 10 certification.



Desktop to Data Center Linux

CLE 10

Five-day course

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Students will gain the knowledge necessary to design a secure SUSE Linux Enterprise Server 10 environment and will learn to:

- Understand general security considerations and definitions
- Manage host security
- Understand AppArmor
- Understand cryptography basics and practical applications
- Manage network security
- Understand general firewall design
- Manage packet filters
- Manage application-level gateways
- Manage virtual private networks (VPNs)
- Manage intrusion detection and incident response

Upgrading to Certified Linux Engineer 10 (Course 3076)



Prerequisites

- CLE 9

- This course is designed to provide information on the differences between SUSE® Linux Enterprise Server 9 and SUSE Linux Enterprise Server 10 related especially to the topics covered in the Novell Certified Linux EngineerSM (CLE) curriculum.



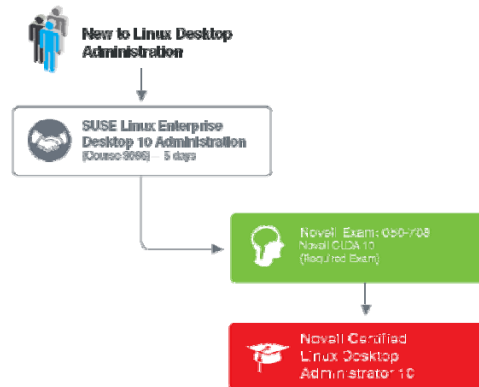
Desktop to Data Center Linux

CLE 10

Two-day course

The new features and changes in SUSE Linux Enterprise Server 10 are introduced, based on the existing knowledge of a Novell Certified Linux Engineer.

Certified Linux Desktop Administrator 10



You may have students who are already familiar with Windows environments. If so, the Certified Linux Desktop Administrator (CLDA) is designed just for them. Candidates familiar with the Windows desktop can leverage their existing knowledge to become a CLDA and gain in-depth knowledge on tasks a Linux system administrator performs on SUSE Linux Enterprise Desktop 10.

SUSE® Linux Enterprise Desktop Administration 10 (Course 3086)



Prerequisites

- Windows® desktop knowledge
- Linux® knowledge a plus, but not required

- This course is for users or administrators familiar with a Windows desktop (such as XP) who want to learn how to perform routine administrative tasks on SUSE Linux Enterprise Desktop 10.



Desktop to Data Center Linux

CLDA 10

Five-day course

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Based on SUSE Linux Enterprise Desktop 10, this course gives students familiarity with the core elements of Linux system administration, with a focus on desktop administration. During this course students will learn how to complete the following tasks:

- Installation
- Configuration of the desktop environment
- Software management
- Management of processes
- Printing
- Integration into existing environments
- Roll-out of large installations

ATT and Other Courses



ATT Courses:

- Xen* Virtualization and High Availability Clustering on SUSE® Linux Enterprise Server 10
- Introduction to Virtualization with Xen on SUSE Linux Enterprise Server 10
- UNIX* to SUSE Linux Enterprise Server
- Optimizing and Troubleshooting SUSE Linux Enterprise Server 10
- Linux* High Availability Storage and Clustering
- Shell Scripting with Bash



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Novell Advanced Technical Training courses give students the real-world expertise they need to implement enterprise-class solutions using low-cost open source technologies. They are not part of a certification path, but are available for sale:

- Xen Virtualization and High Availability Clustering on SUSE Linux Enterprise Server 10: This four-day course teaches students how to turn SUSE Linux Enterprise 10 servers into high-availability storage and clustering solutions. They'll learn how to create and work with volumes, set up highly available clusters, and use Xen to set up and migrate virtual solutions and machines.
- Introduction to Virtualization with Xen on SUSE Linux Enterprise Server 10: In this six-hour course, students will learn about virtualization and Xen architecture—and they'll know how to install, configure and troubleshoot Xen solutions.
- Migrating from UNIX to SUSE Linux Enterprise Server: Geared to UNIX administrators who are interested in migrating to Linux, this course teaches students to install and administer SUSE Enterprise Server. Students also learn the Linux way to manage server access and security, and to monitor and adjust system performance.
- Optimizing and Troubleshooting SUSE Linux Enterprise Server 10: This four-day course introduces old Linux pros to new tools and techniques for monitoring and optimizing the performance of their servers. They'll also get troubleshooting tips and learn performance adjustments that will keep their networks running efficiently.
- Linux High Availability Storage and Clustering: This four-hour online course teaches students to transform their Linux servers into highly available, fault tolerant SAN systems using storage and clustering technologies such as LVM, RAID, Heartbeat and DRBD. In addition, they'll learn to how to access their SUSE Linux Enterprise 10 SAN server through any iSCSI initiator—including NetWare and Linux.
- Shell Scripting with Bash: This six-hour online course teaches students to unleash the power of shell scripting with Bash. They'll learn to establish and understand scripting environments, identify and set scripting components, and manipulate script execution.

ATT and Other Courses (continued)

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Student Kits:

- Get Ready for Open Source: SUSE® Linux Enterprise Desktop 10—Book 1 (Course 6200)
- Get Ready for Open Source: SUSE Linux Enterprise Desktop 10—Book 2 (Course 6201)
- Migrating from Red Hat* to SUSE Linux Enterprise Server 10 (Course 3068)



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- 6200 Get Ready for Open Source: SUSE Linux Enterprise Desktop 10—Book 1: Fun and easy to understand, this novice-level course is based on the first book in the *Get Ready for Open Source* series. It teaches students to manage files; manipulate images; use OpenOffice.org components; and manage e-mail messages, contacts and appointments with Evolution.
- 6201 Get Ready for Open Source: SUSE Linux Enterprise Desktop 10—Book 2: This is the second half of the introduction to open source.
- 3068 Migrating from Red Hat to SUSE Linux Enterprise Server 10: This three-day course for experienced Linux administrators explores the differences between Red Hat Linux Enterprise 4 and SUSE Linux Enterprise Server 10—differences in mail and Web server configuration, for example. It covers important migration-scenario topics like iSCSI and OCFS, and even prepares students for the Novell Certified Linux Professional Practicum exam so they can earn their Novell Certified Linux Professional 10 certification.

ATT and Other Courses (continued)

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Bundles:

- SUSE® Linux Enterprise Server 10 Certification Self-Study Bundle (Course 7012)
- Certified Linux Professional 10 Self-Study Bundle (Course 7010)
- Certified Linux Engineer 10 Self-Study Bundle (Course 7011)



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- 7012 SUSE Linux Enterprise Server 10 Certification Self-Study Bundle: This self-study kit bundles five essential courses that support training for Novell Certified Linux Professional 10, Novell Certified Linux Engineer 10 and CompTIA Linux+ certifications. The bundle includes Novell's Guide to CompTIA's+ with SUSE Linux Enterprise Server 10 (course 3064), SUSE Linux Enterprise Server 10 Administration (course 3072), SUSE Linux Enterprise Server 10 Advanced Administration (course 3073), SUSE Linux Enterprise Server 10: Networking Services (course 3074) and SUSE Linux Enterprise Server 10 Security (course 3075).
- 7010 Certified Linux Professional 10 Self-Study Bundle: This self-study kit bundles three courses designed to help students understand open source concepts and carry out fundamental administration tasks. The bundle includes all of the courses students need to prepare for the Novell Certified Linux Professional Practicum exam and Novell Certified Linux Professional 10 certification: SUSE Linux Enterprise Server 10 Fundamentals (course 3071), SUSE Linux Enterprise Server 10 Administration (course 3072) and SUSE Linux Enterprise Server 10 Advanced Administration (course 3073).
- 7011 Certified Linux Engineer 10 Self-Study Bundle: This two-course self-study bundle is designed to help intermediate students prepare for the Novell Certified Linux Engineer Practicum exam and Novell Certified Linux Engineer 10 certification. The kit includes SUSE Linux Enterprise Server 10 Networking Services (course 3074) and SUSE Linux Enterprise Server 10 Security (course 3075).

Section Summary



- SUSE® Linux Enterprise 10 product family
- Certifications:
 - Novell® Certified Linux Administrator
 - Novell Certified Linux ProfessionalSM
 - Novell Certified Linux Engineer^{rSM}
 - Certified Linux Desktop Administrator
- Specialization means opportunity



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The Desktop to Data Center Linux business unit focuses on the unique growth opportunity around Linux and open source technologies. The SUSE Linux Enterprise product family is built on SUSE Linux Enterprise 10, the best-engineered, most interoperable platform for enterprise computing from the desktop to the data center.

Three certifications are based on Desktop to Data Center Linux products: Novell Certified Linux Professional, Novell Certified Linux Engineer and Certified Linux Desktop Administrator.

- The Novell Certified Linux Professional (Novell CLP) certification proves to current and potential employers that students have what it takes to begin successful careers as Linux administrators.
- The Novell Certified Linux Engineer proves managers or architects of enterprise networks have the necessary engineer-level skills to run a system based on SUSE Linux Enterprise Server 10.
- The Certified Linux Desktop Administrator helps candidates familiar with a Windows desktop environment to leverage their existing knowledge to gain in-depth knowledge on tasks a Linux system administrator performs on SUSE Linux Enterprise Desktop 10.

Finally, if your students or customers want to specialize in Desktop to Data Center Linux solutions, they can take advantage of the Linux Technical Specialization. This specialization validates Linux engineer-level skills for enterprise network managers or architects, and requires that partners take the Novell Practicum for the Novell Certified Linux Professional (CLP) 10 certification.