

VMware IT Academy

April 2021

Executive Summary

VMware is committed to education and supporting our academic community through our VMware IT Academy program. By listening to our community, we ensure that together we develop an academic program that aligns to your students' educational needs and prepares them to lead in the digital future.

At VMware, we know that being innovative requires the software-defined standard in digital infrastructure. Only software can meet the agility and security requirements of the cloud. Enterprises prefer hybrid cloud over other cloud strategies, and the software-defined data center (SDDC) is its architectural foundation.

Goals of the VMware IT Academy

To better serve the academic community and allow students to gain a broader understanding of how VMware® solutions are used to solve business challenges. The future is software-defined. We want to prepare the next generation of digital leaders.

With that knowledge, students can work with customers and partners to drive societal impact through VMware products and people. Students also have the opportunity to contribute to the development of cloud, mobile, the Internet of Things (IoT), artificial intelligence (AI) and security—five technologies that are transforming every industry and economy, and that can lead to positive change around the world.

Your Learning Journey

The future is digital. Jump-start your career with VMware coursework. To help students on their learning journey, we recommend these learning materials:

- [Getting Started in IT](#)
- [Data Center Virtualization: Core Technical Skills](#)
- [Virtual Cloud Network: Core Technical Skills](#)
- [Cloud and Virtualization Concepts](#)
- [Software-Defined Storage Concepts](#)
- [Network Virtualization Concepts](#)
- [VMware vSphere®: Install, Configure, Manage™](#)
- [VMware vSphere®: Optimize and Scale](#)

These resources do not need to be taken in sequence. However, it is strongly recommended that you take “vSphere: Install, Configure, Manage” before “vSphere: Optimize and Scale.”

Becoming VCTA Certified

Q. How can I become VCTA Data Center and/or VCTA Network Virtualization certified?

- A. To receive your VCTA DCV or VCTA VCN certification from a VMware IT Academy follow these steps:
1. Take one of each course: Data Center Virtualization Core Technical Skills and Virtual Cloud Network Core Technical Skills.
 2. For each VCTA certification pass the corresponding exam, VCTA Data Center and VCTA Network Virtualization. The academic exam Partner Student Education (PSE) voucher will be provided to the student by the IT Academy instructor after completing the Data Center Core Technical Skills and Network Virtualization Core Technical Skills. Make sure the student uses the correct PSE voucher at Pearson as outlined below.

Micro-courses

- [Getting Started in IT](#)
- [Cloud and Virtualization Concepts](#)
- [Software-Defined Storage Concepts](#)
- [Network Virtualization Concepts](#)

These micro-courses are:

- No cost to the learner
- 8 to 12 hours long
- Developed in partnership with Network Development Group (NDG)
- May be delivered as instructor-led training or independent study
- Available to anyone

Cloud and Virtualization Concepts

Learners that have no experience with cloud and virtualization can start off with this course.

This course is designed to help academic institutions teach basic cloud and virtualization computing concepts to learners. After completing this course, learners are qualified to obtain the “Cloud and Virtualization” badge.

Software-Defined Storage Concepts

This course is designed to help academic institutions teach basic storage and computing concepts to learners. After completing this course, learners are qualified to obtain the “Software-Defined Storage Concepts” badge.

Network Virtualization Concepts

This course is designed to help academic institutions teach basic network virtualization computing concepts to learners. After completing this course learners are qualified to obtain the “Network Virtualization Concepts” badge.

After completing this course, instructors can order a voucher for their students through the Kivuto “On the Hub” platform. The student then receives their PSE voucher via email and can then register for their exam with Pearson VUE under IT Academy Student—PSE Exams. Search for “VMware” and look for the corresponding exam.

VMware vSphere: Install, Configure, Manage

For students who want a deep dive into the vSphere product, we offer the academic version of VMware vSphere: Install, Configure, Manage with assessments.

In this 40-hour skill-based course, learners will gain an understanding of vSphere: Install, Configure, Manage. We offer 20 hours of optional materials on vRealize®, vSAN™, and NSX® content. This course prepares students for the vSphere Foundations exam and is a skill-based course with Hands-on Labs.

VMware vSphere: Optimize and Scale

This 40-hour course is designed for experienced vSphere users who are ready to take their understanding of vSphere to a deeper level and learn how to use advanced features and controls. It teaches advanced skills for configuring and maintaining a highly available and scalable virtual infrastructure. Through a mix of lecture and Hands-on Labs, you will configure and optimize the vSphere features that build a foundation for a truly scalable infrastructure and discuss when and where these features have the greatest effect.

These new courses do not need to be taken in sequence and there are no pre-requisites.

Becoming a VMware Certified Professional

Q. How can I become certified?

A. To receive your certification from a VMware IT Academy follow these steps:

1. Take one or both courses: vSphere: Install, Configure, Manage and vSphere Optimize and Scale course.
2. Pass the *Professional VMware vSphere 7.x* exam available at Pearson. The academic exam PSE voucher will be provided to the student by the IT Academy instructor after completing the Optimize and Scale course. Please make sure the student uses the correct PSE voucher at Pearson as outlined below.

IMPORTANT: VMware will NOT certify a candidate if a student attended and took the Optimize and Scale course at an IT Academy and did not use the corresponding PSE exam voucher.

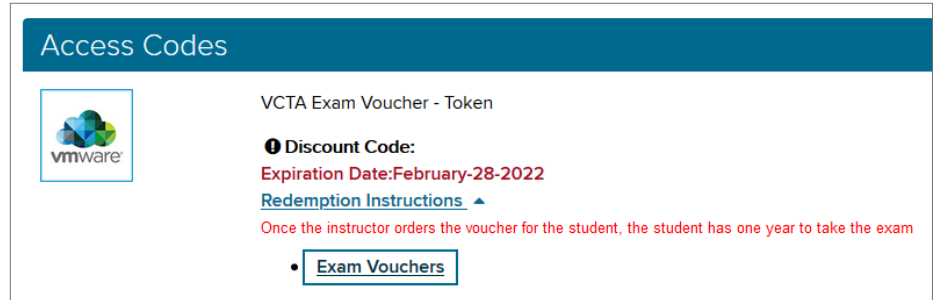
Certifications and Vouchers

Q. How do vouchers work, and which ones do I need?

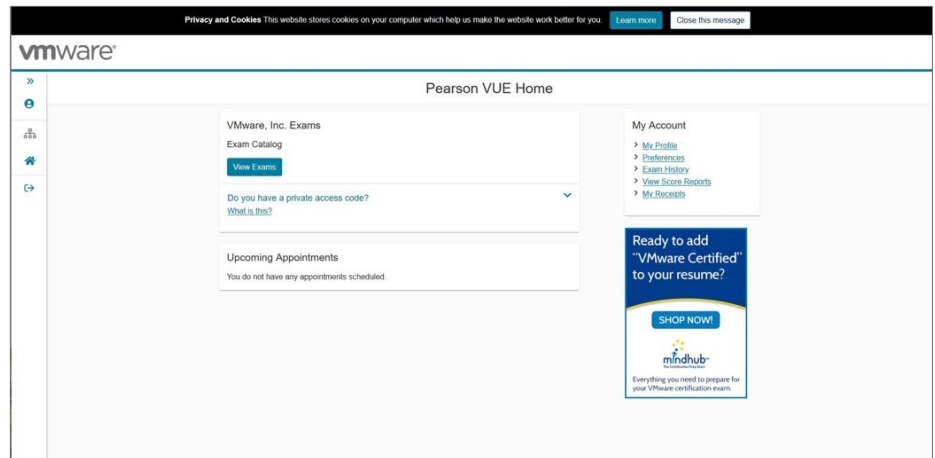
A. PSE Vouchers are a key benefit of the IT Academy program. PSE is the designation for IT Academy exams. When you see PSE, think IT Academy. Students must request a PSE exam voucher through their instructor.

The PSE exam vouchers for VCTA and Professional VMware vSphere 7.x certification exams allow one person to take up to six online, multi-click VMware certification exams at 70% off the normal price.

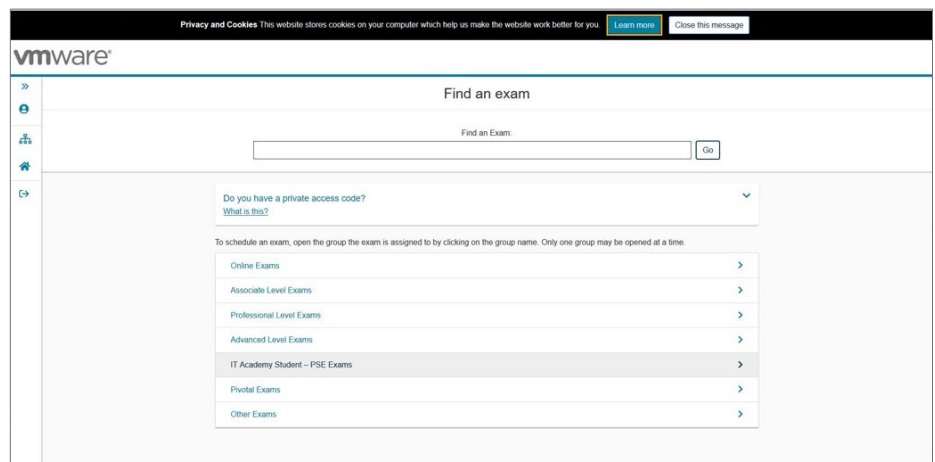
Using the link that is emailed, the student logs in to the webstore. See sequence of screenshots below.



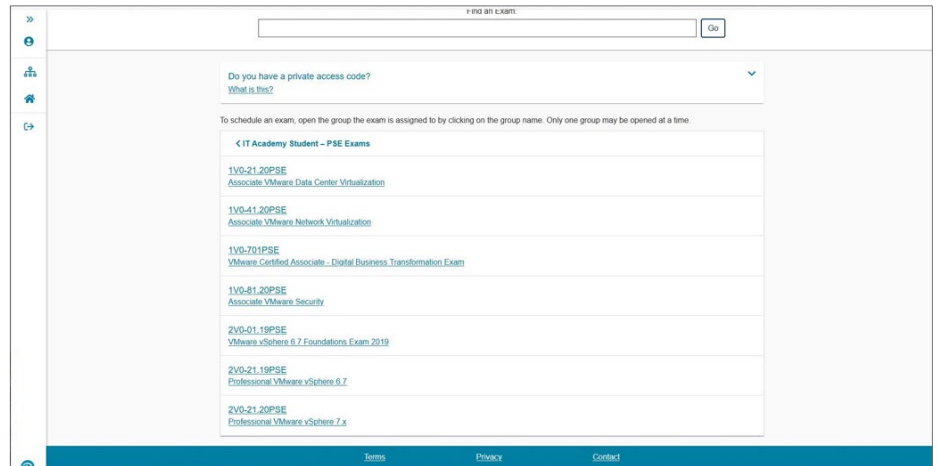
Click on “Exam Vouchers,” and follow the instructions to schedule the PSE exam.



Once students have retrieved their PSE voucher code from the webstore, the student uses the code to register for their exam with *Pearson VUE* under IT Academy Student—PSE Exams.



This will provide the following options:



Candidates must enter the voucher number in “Voucher/Promotion Code:” field on Checkout - Step 3 during registration of the exam to get the discount.

Important Information

IT Academy students should always complete the PSE version exam to be identified as an IT Academy student.

PSE vouchers are only good for one year after download from Pearson VUE. We encourage students to take exams within three months after their course completion. Voucher expiration dates may not be extended.

Eligibility and Access

The IT Academy courses are available to secondary, post-secondary academic institutions, and other non-profits who are offering VMware courses in a degree or diploma program.

- Q. Can courses be offered through continuing education or workforce development?
- A. IT Academy courses can be offered through continuing education or workforce development. However, all certification-aligned courses must be delivered in a minimum of four weeks, spread evenly across the four weeks, and may not be offered in a bootcamp- or seminar-type format. Violation of this policy will result in termination of your status as an IT Academy.

All the micro-courses and IT Solutions for Digital Businesses courses may be taught in fewer than four weeks as outlined on the IT Academy website.

Q. How long does it take to complete the courses?

A. The actual time to complete learning materials may vary for the learner. The average time is outlined below:

- Data Center Core Technical Skills: 16 hours
- Network Virtualization Core Technical Skills: 9 hours
- Cloud and Virtualization Concepts: 8–12 hours
- Software-Defined Storage Concepts: 8–12 hours
- Network Virtualization Concepts: 8–12 hours

The following time is required for course delivery.

- IT Solutions for Digital Business: 40 hours plus supplemental case studies.
- Academic: VMware vSphere Install, Configure, Manage: Software-Defined IT Using VMware: 40 hours plus 20 hours of supplemental material. This course may not be delivered in fewer than four weeks. It is designed to be consumed in an academically suitable timeframe of four weeks or more, spread evenly throughout the weeks, allowing time for a learner to systematically absorb the material.
- Academic: VMware vSphere: Optimize and Scale: 40 hours. This course will teach you advanced skills for configuring and maintaining a highly available and scalable virtual infrastructure. This course may not be delivered in fewer than four weeks. It is designed to be consumed in an academically suitable timeframe of four weeks or more, spread evenly throughout the weeks, allowing time for a learner to systematically absorb the material.

Q. What is the cost of the new Core Technical Skills courses?

A. For IT Academies, the courses are free of charge.

Q. What is the course format of the new Core Technical Skills courses?

A. Both Data Center and Network Virtualization Core Technical Skills courses are online accessible through Kivuto, under the “eLearning” tab.

Q. What is the cost per micro-course/course?

A. Cloud and Virtualization Concepts, Software-Defined Storage Concepts, and Network Virtualization Concepts are available to anyone at no cost through NDG.

Q. What is the course format for the micro-courses?

A. The beginner micro-courses—Cloud and Virtualization Concepts, Software-Defined Storage Concepts, and Network Virtualization Concepts—are offered online through [NDG](#) and are available to any learner. Additionally, an institution may request a Learning Tool Interoperability (LTI) cartridge download from NDG to use in their institution’s Learning Management System (LMS), lecture, and lab manuals.

The materials for IT Solutions for Digital Business; Software-Defined IT Using VMware; Academic vSphere: Install, Configure, Manage; and Academic vSphere: Optimize and Scale include PowerPoint presentations with notes, and a lab/lecture guide if applicable.

Q. I am an instructor, where do I find the Data Center and Network Virtualization Core Technical Skills courses?

A. You can find the courses in your Kivuto “On the Hub” portal, under the “eLearning” tab.

- Q. I am an instructor, where do I find ICM On-Demand training access?
- A. To get the On-Demand access you need to register and log into MyLearn. Once you register, please email itacademy@vmware.com support requesting access and include your correct MyLearn email address.
- Q. Can a student attend VMware's Commercial Training for vSphere: Install, Configure, Manage and Optimize and Scale?
- A. Yes, students can order the On-Demand Training course or attend Commercial Training for vSphere: Install, Configure, Manage and Optimize and Scale through MyLearn, or attend a class at a VMware Authorized Training Center.
- Q. Will students receive a discount for the Commercial Training for vSphere: Install, Configure, Manage and Optimize and Scale?
- A. IT Academy students do not receive a discount on VMware Commercial Training courses.
- Q. Will an IT Academy student receive "course attendance" credit?
- A. Yes, an IT Academy student is eligible to receive course attendance credit from VMware, take and pass the Professional VMware vSphere 7.x (2V0-21.20) exam, and use a PSE exam voucher at Pearson.
- Q. I have completed the IT Academy course, but it is not reflected in MyLearn or CertManager.
- A. IT Academy completed courses are not reflected in MyLearn or CertManager.
- Q. I have received a voucher upon completion of course, but I am not able to register for the exam.
- A. The IT Academy vouchers are valid only for one year. If it has expired, then you would not be able to use this voucher and there will be no extension provided. If the voucher has not expired, please reach out to your instructor who supplied the voucher.
- Q. Can I take the exam using the voucher I received upon completion of the ICM course?
- A. Yes, if you have completed the ICM course, you can use the voucher to take the PSE exam.
- Q. I have received a voucher upon completion of the ICM course but I'm not able to schedule the exam.
- A. On completion of the ICM course you will receive a voucher for the exam from the instructor. Vouchers expire one year from issue date. Exams must be scheduled and completed on or before the voucher expiration date. Voucher expiration dates may not be extended.
- Q. I have received a voucher upon completion of the Optimize and Scale course, but I am not able to schedule the exam.
- A. Once students have retrieved their PSE voucher code from their instructor, the student uses the code to register for their exam with Pearson VUE under IT Academy Student—PSE Exams. If you are still not able to register for the exam, please reach out to itacademy@vmware.com.
- Q. I have completed the 2V0-01.19 PSE vSphere 6.7 Foundation exam and want to earn the VCP-DCV certification. Can I take the commercial 2V0-21.19 exam?
- A. Yes, you can take the commercial 2V0-21.19 exam to earn the VCP-DCV certification.

Q. I have completed the 2V0-21.19 PSE exam and want to earn VCP-DCV certification. Which exam should I take?

A. To fulfill the requirements toward a VCP-DCV 2020 certification, you must take and pass the 2V0-01.19 exam and the WVO-21.19 Exam.

Q. I have passed both Foundation 2V0-01.19 and VCP-DCV 2V0-21.19 exams but I still have not received my certification.

A. If you have passed both the Foundation 2V0-01.19 and the VCP-DCV 2V0-21.19 exams, you have achieved your certification. It will not show up in MyLearn. If you have not received it, please send an email to itacademy@vmware.com asking for clarification.

Q. I have passed the VCP-DCV PSE exam, but I have not received the certificate.

A. To earn the VCP-DCV certificate you are required to pass the Foundation exam also. If you have already completed the Foundation exam and have not received the certificate, please reach out to itacademy@vmware.com.

Q. I have scheduled a VCP exam for next week, but I am unable to attend. Please provide a refund.

A. To receive a refund you need to cancel the exam 24 hours before the exam start date. Visit the [Pearson VUE](https://www.pearsonvue.com) website, to receive the refund.

Subscriptions

Q. How long does an IT Academy subscription last?

A. Subscriptions expire one year from the purchase date.

Labs

Q. Are labs available?

A. Labs are available through NDG. NDG will continue to offer the vSphere: Install, Configure, Manage and Optimize and Scale labs.

NDG has two lab offerings to support VMware IT Academies:

1. NETLAB+ enables schools to host VMware vSphere Install, Configure, Manage and Optimize and Scale labs. To learn more about NETLAB+, reference the NDG website at <https://www.netdevgroup.com>.
2. NDG also hosts the vSphere Install, Configure, Manage and Optimize and Scale labs as a service offered to VMware IT Academies. To learn more visit <https://www.netdevgroup.com/online/content/vmita>.

VMware will still offer the *free Hands-on Labs*.

Q. Are the labs free or do I have to order all from NDG?

A. A lab setup guide is available from NDG. The guide allows IT Academies to set up their own labs using the software and licenses available from the Kivuto webstore. However, there is no support for those wanting to create their own labs.

NDG offers support and a lab service for NDG customers using the NETLAB+ product or as a hosted lab service for a fee. To learn more about the labs NDG supports for the VMware IT Academies visit <https://www.netdevgroup.com/online/content/vmita>.

Q. My NETLAB+ license has expired. Where do I get a new one?

A. Please send an email to NDG support: support@netdevgroup.com and ask about available licenses.

Q. We are trying to license a lab machine. The machine has 12 cores. We were able to license the machine in years past, but it appears that this year the licenses are available only for up to 8 cores. Can you please let us know what our options are?

A. We recommend you take two 8-core licenses for the machine.

Q. Where can I find lab setup guides?

A. The Lab Guide can be found under the Teaching Resources section in your Kivuto portals. If you go into the course item, you'll find the lab setup guide and lab setup files.

Books and E-texts

Q. Are books available for IT Academy offerings?

A. Yes. Gilmore Global offers both a printed student manual and an e-book. The e-texts and the printed student manuals are the same as the instructor's PowerPoint slides. You can order your materials [here](#).

Branding

Q. Can I use the VMware IT Academy branding?

A. Yes, you can use the VMware IT Academy logo to teach the new academic courses. The logo is available on your resource page.

Training and Support

Q. How do I get trained on the new curriculum?

A. While training is not required, instructor training options will be communicated via the IT Academy website and upcoming newsletters. To add yourself or others to the IT Academy Newsletter, email itacademy@vmware.com.

Instructors can receive on demand training for ICM and O&S by subscribing to our connect [Learning Portal](#). Once complete, please email your regional program manager or itacademy@vmware.com requesting access and the email used.

Who Do I Call for Support?

- Support questions: itacademy@vmware.com
- Kivuto support: elms-fusion@kivuto.com
- NDG support: support@netdevgroup.com
- Gilmore Global: vmwareitacademy@gilmore.ca

We strive to keep each of you informed of any changes. Program changes are also posted on our [webpage](#) under Existing Academies and Announcements.

For the latest updates, please visit our [Resource](#) page frequently.