

# VMware IT Academy Program Guide

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Please consult our website <https://www.vmware.com/company/research/it-academy.html> to ensure you are viewing the latest version of this document.

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## Introduction

Being innovative requires the software-defined standard in digital infrastructure. Only software can meet the agility and security requirements of the cloud. VMware skills help students master emerging technologies like edge computing. VMware leads in hybrid cloud, software-defined data center (SDDC), and other emerging tech trends that require IT expertise.

Enterprises prefer hybrid cloud over other cloud strategies, and the SDDC is its architectural foundation. VMware is committed to educating and supporting our academic community through the VMware® IT Academy program. By listening to the community, we ensure that together we develop a program that aligns to students' educational and workforce requirements.

This Program Guide describes the requirements for VMware IT Academies (vITAs). VMware will periodically update this guide to reflect any changes that occur.

## 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 students the skills/education needed to be successful in a software-defined future.

The VMware IT Academy Program is designed to introduce students to VMware technologies and equip them with technical skills to complement their chosen fields of study. With that knowledge, students can work with customers and partners to drive societal impact through VMware's products and people. Students also have the opportunity to contribute to the development of cloud, mobile, Internet of Things (IoT), and artificial intelligence (AI)—four technologies that are transforming every industry and economy.

VMware seeks to create a collaborative relationship with academic institutions so that their students may obtain VMware certifications. VMware will provide approved academic institutions with software content and course materials developed by VMware so that students are knowledgeable on VMware technology.

## Acronyms

- VCP—VMware Certified Professional
- vITA—VMware IT Academy
- ILT—Instructor-led course
- VMAP—VMware Academic Program
- TTT—Train the Trainer

## Program resources

The program provides access to instructor training, VMware academic software licenses, certification vouchers, badges, and educational materials for use in the class and for self-directed learning.

## Selection criteria

VMware reviews potential vITAs against qualifying criteria, including:

- Accredited, degree-granting higher-education institutions worldwide offering two- or four-year college programs and secondary educational institutions
- Technical schools offering accredited degrees through distance education programs

## Application process

An authorized employee of the college or university (referred to as the institution) may complete the following steps to apply. The online application is listed on the IT Academy website.

The authorized employee follows these steps to complete the process.

1. Familiarize yourself with this Program Guide. It outlines the program benefits, restrictions, and resources available to you as an IT Academy.
2. Review the terms and conditions (<https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/company/vmw-it-academy-program-agreement.pdf>).
3. Complete the VMware IT Academy application (<https://app.smartsheet.com/b/form/f72a078b5ae0419987e1e3d2e6788642>).

**NOTE:** The online agreement also serves as the legal agreement between VMware and the institution for use of the educational materials and academic software license.

Once the application is completed, the VMware IT Academy team reviews it and will inform the applicant of the team's decision within seven U.S. business days. If approved, the applicant, on behalf of their institution, will receive a welcome email describing how to purchase a subscription for the approved learning materials, including software. The email will include payment information and instructions on how to proceed.



## Approved VMware IT Academy responsibilities

- The VMware IT Academy may not teach VMware courses that they are not authorized to teach.
- The VMware IT Academy will only offer the courses in four or more weeks and 40 hours distributed equally across those four weeks.
- The VMware IT Academy will use IT Academy branding and authorized logos correctly when teaching IT Academy courses.
- IT Academies will not distribute or provide program materials (content, labs, vouchers, and/or software) to any third party not registered as a student, without prior permission from VMware.
- Variation of delivery as stated above is forbidden unless expressly authorized by VMware in writing.

## Curriculum Overview

This section provides details on IT Academy curriculum.

### Access

Each approved IT Academy can access the latest authorized content provided through our partner, Kivuto (<http://www.onthehub.com/vmware/>).

### Courseware

The following courses are available as part of the IT Academy Program.

- Introduction to Virtualization
- Cloud and Virtualization Concepts
- Software-Defined Storage Concepts
- Network Virtualization Concepts
- IT Solutions for Digital Business
- Software-Defined IT Using VMware (VMware vSphere®: Install, Configure, Manage - Academic)
- VMware vSphere: Optimize and Scale - Academic

For the latest information or more details on the IT Academy courses please visit <https://www.vmware.com/company/research/it-academy.html>. For full descriptions of VMware courses visit <https://mylearn.vmware.com/mgrreg/index.cfm>.

### Certification updates

Certification is one way to validate your skills to an employer. As such, some IT Academy courses align to industry-recognized certification.

VMware periodically updates certifications and curricula to keep them relevant. For the latest certification information, please visit the Resource section at <https://www.vmware.com/company/research/it-academy.html>.

### Vouchers

Vouchers are available from instructors for students who complete the following courses.

To become VCP-DCV certified students must complete one or both courses:

- vSphere: Install, Configure, Manage
- vSphere: Optimize and Scale

Upon completion of the course(s), the instructor orders a Partner Student Education (PSE) voucher for the student through the Certification section on the Kivuto webstore.

Students cannot order vouchers themselves. Once ordered, 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.

These PSE vouchers reflect a savings of over 50%.

### Instructor Preparation

Each VMware IT Academy will appoint a qualified instructor to teach the authorized courses. The VMware IT Academy instructor may view the quick-start guide listed at the end of this document.

IT Academy instructors are strongly encouraged, but not required, to get certified prior to delivering their first course. To encourage instructors to become certified, VMware provides a 70% discount on certification exam vouchers to all IT Academy instructors.

### Support model

For all your non-technical support issues, you can reach out to the vITA Program support desk ([itacademy@vmware.com](mailto:itacademy@vmware.com)). Please note that the support desk does not provide technical support.

If you need immediate and local support, please contact your regional academy.

If the issue pertains to one of our partners' processes or products, please reach out to them directly.

### Email support resources

- Gilmore Global, LLC ([vmwareitacademy@gilmore.ca](mailto:vmwareitacademy@gilmore.ca))
- Network Development Group (NDG) ([support@netdevgroup.com](mailto:support@netdevgroup.com))
- Kivuto Solutions, LLC ([elms-fusion@kivuto.com](mailto:elms-fusion@kivuto.com))

## Operations

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

The academy must obtain course materials directly from VMware's authorized vendors: Kivuto, Gilmore, and the Network Development Group (NDG).

## Advertising

The VMware IT Academy will need to comply with the VMware trademark and logo usage requirements. Any advertising must also comply with VMware corporate guidelines. Find branding guidelines on the Kivuto webstore under Faculty under the Branding (<https://itacademy-demo.onthehub.com>) tab.

## Learning materials

Student manuals can be accessed from VMware's partners Kivuto or Gilmore. 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 include the lab setup guide, PowerPoint slide masters, lab files, and other support materials available from the Kivuto webstore.

All training materials are considered intellectual property of VMware and are subject to the Confidential Information provisions of the Agreement. Each academy will use the Confidential Information (including the training materials) only for purposes established by this Program Guide and Agreement.

Each IT Academy and/or authorized faculty may develop additional class materials to supplement provided learning resources (for example, labs, PowerPoint slides, handouts). VMware reserves the right to review these materials prior to their use. IT Academies are responsible for installing and maintaining any software for use by their students in labs and providing any additional materials, media, and reference manuals. Each IT Academy may not change the content of the Authorized Courses without VMware's prior written authorization.

## Student certificates

Student certificates of completion are available at the conclusion of class and can be downloaded from the Kivuto webstore.

## Marketing

Marketing the courses offered by the vITA is the responsibility of each individual IT Academy.

Marketing materials, camera-ready artwork, and logo items may be available through Kivuto. These trademarked items must be used in compliance with the VMware Trademark and Logo Policies and the Logo License Agreement.

## Resources

The following materials can be located in the Resources section on our website (<https://www.vmware.com/company/research/it-academy.html>).

- IT Academy [datasheet](#)
- IT Academy [FAQs](#)
- VMware, Inc., [Logo Guidelines](#)

## Hardware Compatibility Guide

To ensure classes can be taught without hardware issues, all equipment used for academy classes should be listed in the VMware Compatibility Guide (<https://www.vmware.com/resources/compatibility/search.php>).



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# VMware IT Academy Teaching Resources Quick-Start Guide

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## Partners

VMware is committed to providing you with the teaching resources you need as a VMware® IT Academy instructor. This VMware IT Academy Teaching Resources Quick-Start Guide outlines who these partners are and what to expect from each. VMware will periodically update this Guide to reflect partner updates and enhancements.

## Kivuto

Kivuto Solutions Inc., one of our VMware IT Academy partners (vITA), will provide academic organizations access to the resources needed to teach various VMware technologies.

Kivuto provides a unified web portal named the IT Academy webstore. This webstore is available to faculty and students, so they can access vITA Program teaching and learning resources, including VMware software, licenses, courseware, labs, and instructor PowerPoint slides. In addition, students and faculty can receive discounts on VMware certification exams.

The four major steps for teaching VMware courses using resources provided by Kivuto



## Subscribe

How do I start?

An academic organization purchases an annual subscription USD \$250 from Kivuto for one or more departments of your academic organization.

Department only

A departmental subscription costs the academic organization USD \$250. It allows the students and faculty designated by the department to access teaching and learning resources.

Campus subscriptions are not available for VMware IT Academy Program teaching and learning resources.

What resources will be provided through Kivuto?

- E-books (electronic books)
- Instructor resources (setup guides)
- VMware software and license keys
- Online lab environments
- VMware academic brand and logo resources
- Discount VCA and VCP-DCV exam voucher codes

### Additional costs

In addition to the annual subscription fee for the department or campus, students and faculty can purchase additional learning resources below at steeply discounted academic prices:

- 70% discount VMware exam voucher codes
- E-books
- Printed books (varies based on course and shipping costs)
- Online lab environment access

To check subscription prices, visit the VMware Subscription Portal on the Kivuto webstore (<https://vmas.onthehub.com/WebStore/Welcome.aspx>).

### Prepare

After your academic organization purchases or renews a VMware subscription from Kivuto, you can begin preparing to teach VMware classes. Using the Kivuto IT Academy webstore resource web portal, you can access teaching resources.

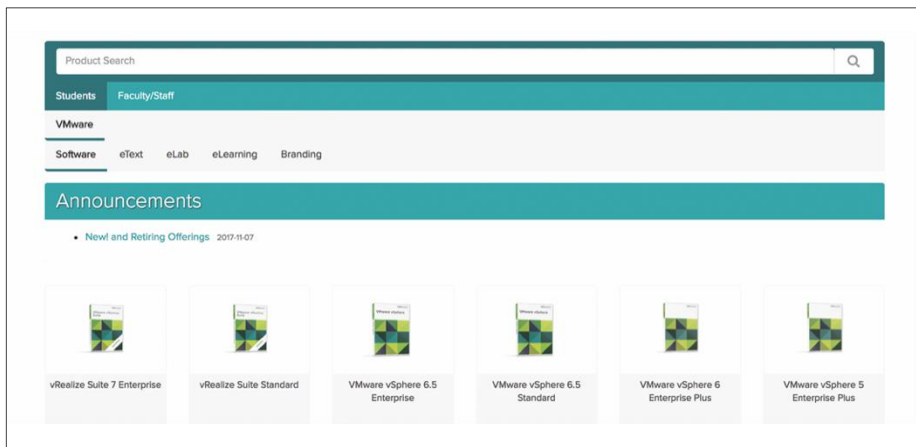
### Faculty and student access

The administrator(s) for your webstore must upload your academic organization's DNS email addresses for any faculty and students needing access to VMware learning and teaching resources. If necessary, administrators can also import public domains. Based on your regional requirements, administrators may import academic email addresses. Administrators are responsible for importing **only eligible** users.

**NOTE:** Once you purchase your VMware IT Academy subscription, Kivuto will email your webstore administrator(s) login information. The admin homepage contains supporting documents and training videos for new administrators. Kivuto also offers support to administrators for any questions or concerns you may have at [elms-fusion@kivuto.com](mailto:elms-fusion@kivuto.com).

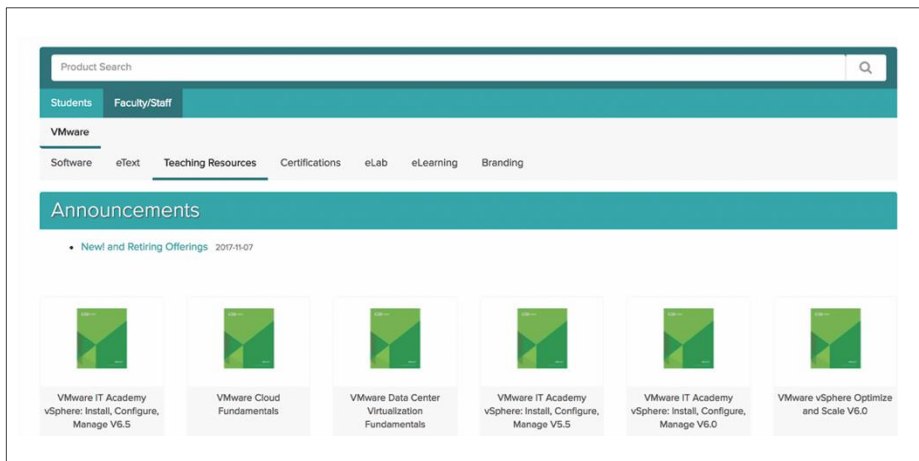
### VMware software and license keys

By selecting "Software" resources, students and faculty accounts can download several VMware software products (as shown in the image) with 365-day evaluation license keys, including VMware Fusion®, VMware Workstation, and VMware vSphere® Enterprise Plus.



### Faculty/Staff-Only resources

The image below shows the “Faculty/Staff” tab selected, and then the “eText” resources selected. The Faculty/Staff tab and content is only available to designated persons and is not available to students.



For Train the Trainer (TTT) purposes, VMware vSphere Optimize and Scale v6.0 is available for download.



### Teach

Once the instructor completes preparations to teach a VMware course, the instructor directs students to access learning resources from the VMware IT Academy webstore (powered by Kivuto).

#### Curriculum

There are three options for ordering courseware:

1. Faculty or staff can purchase e-books from Kivuto. Paper manuals are available from Gilmore Global. **NOTE:** Gilmore Global sends account-setup information to all new IT Academies.
2. Faculty or staff purchase e-books from Kivuto via the IT Academy webstore. The purchased e-books are added to the users' accounts. The users access them by signing in to the webstore and clicking Your Account/Orders in the drop-down menu under their username. You can bulk order e-books through the VMware Bulk Order Request Form.
3. Students purchase e-books directly from the Kivuto via the IT Academy webstore.

#### Duration criteria

The combined lecture and lab time for any VMware class taught by your academic organization must be taught in four weeks or more.

## Certify

When students or faculty become proficient with VMware technologies, we recommend they seek VMware certification. To encourage students and faculty, we provide discount VMware exam voucher codes worth 70% off the normal exam price.

### Costs

The cost of a VMware exam varies based largely on the type of delivery that exam uses.

Please note exam prices and voucher prices may change. Please check with your exam vendor for the latest pricing before scheduling exams.

All unproctored and proctored exam discount voucher codes are not transferable. All vouchers expire one year after download. To utilize the discount, the user must register with the PSE code.

### *Unproctored exam discounts*

VMware's exam partner, Pearson VUE, delivers VMware certification exams, such as the VCA-DCV exam, online and unproctored. Unproctored means take anytime or anywhere exams. Students and faculty register for exams with Pearson VUE and take exams from any computer with Internet access.

The exam discount code allows one person to take up to six online, unproctored VMware certification exams at 70% off normal price.

### *Proctored exam discounts*

Students and faculty must take a proctored VMware certification exam at an authorized Pearson VUE testing center.

Faculty and students can download for free a voucher code for three proctored exam attempts, and then pay for each proctored exam when scheduled. This option provides a 70% discount on up to three proctored VCP-DCV exam attempts.

### Exam voucher ordering

Instructors and administrators can specify which students receive voucher codes by placing an order on their behalf. To place an order for unproctored and/or proctored exam discount codes on behalf of students, follow these steps.

1. Select the Unproctored or Proctored Discount Exam Code icon from the Certification tab of your webstore, and then click Add to Cart.
2. Open your Shopping Cart.
3. Select "I am ordering on behalf of someone else," and then click Check Out.
4. Under Proxy Order, enter a comma-delimited list of student webstore usernames in the Username field, and then click Check Out.

Each student you identify will be notified by email that an exam discount code was ordered on their behalf. The purchased exam discount code is added to the user's account. Students can access the discount code by signing in to their webstore and clicking Your Account/Orders in the drop-down menu under their username.

## NDG

NDG partners with the VMware IT Academy to help schools teach virtualization through online courses and labs.

### Review and practice

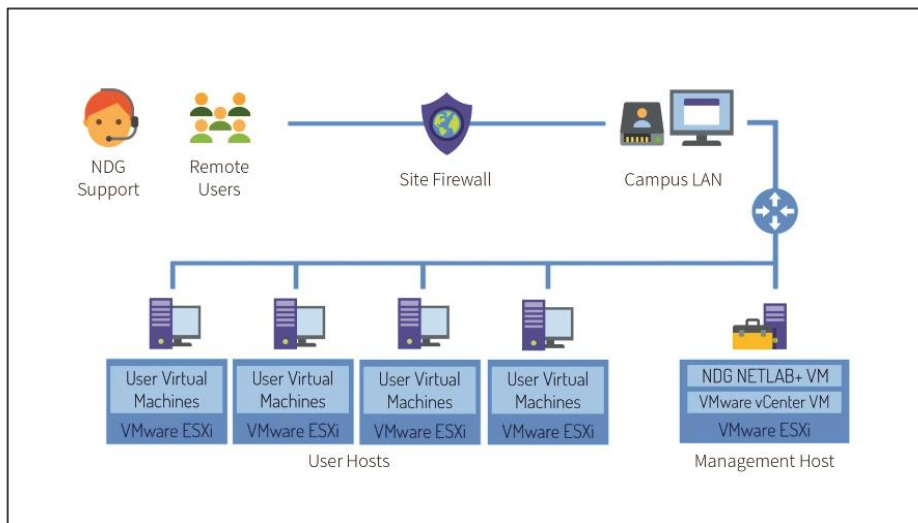
Labs are optional but are recommended to help your students master the content.

### NDG NETLAB+

NDG, in partnership with the vITA Program, enables academic institutions to purchase a virtual lab for some VMware Education courses using the NDG NETLAB+ system. NDG provides schools with customized lab exercises to facilitate setup and delivery of some VMware courses, using a NETLAB+ system. More details at <http://www.netdevgroup.com/content/vmita/>.

NETLAB+ is a remote access solution that allows academic organizations to host real IT equipment, virtual machines (VMs), and curriculum content. Using VMware vSphere, NETLAB+ provides an environment through which students may schedule and complete lab exercises for a variety of VMware Education courses.

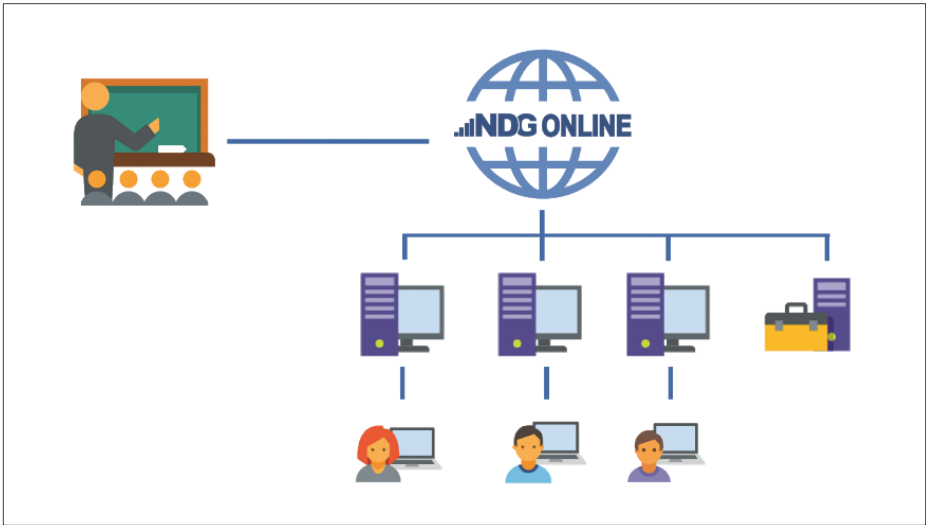
NETLAB+ provides a “lab in a box” solution. Your NETLAB+ system is installed and administered at your location. Your organization controls the class offerings, instructor accounts, student accounts, and VM configuration. More details at <https://www.netdevgroup.com/products/>.





### NDG Online lab service

Access to an NDG Online course, through a user account typically activated for a six-month / one-semester period, is purchased for each student. Access to NDG Online can be implemented from the NDG Online Portal or integrated through a school's LMS. A variety of purchasing options are available. More details at <http://www.ndg.tech/vmware>.



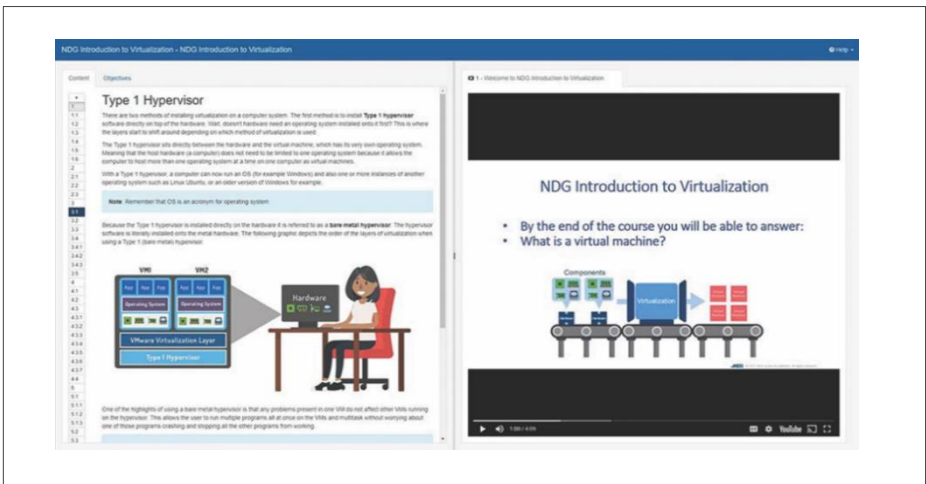
### NDG Introduction to Virtualization

A one-chapter, seven-section course covering the fundamentals of virtualization, NDG Introduction to Virtualization is designed to help academic institutions teach basic virtualization computing concepts to learners. It can serve as a prerequisite for the VMware IT Academy vSphere Install, Configure, Manage course, or be used to complement content for any other computing or cybersecurity course.

The goal of the course is to provide academic institutions and students a starting place for learning virtualization. Students who complete this course should understand virtualization, hypervisor Types 1 and 2, the definition and concept of a VM, the components of a data center, and VMware data center virtualization products. More details at <http://www.ndg.tech/vmware>.

This short course has three components

1. Content
2. Videos to reinforce complex topics
3. Labs to provide examples of using virtualization



## Lab environment

Many VMware courses include lab exercises. We recommend IT Academies use the VMware virtual labs provided by NDG; however, some organizations choose to build and manage their own VMware lab environment instead. **NOTE:** Lab Setup Guides are posted on the IT Academy webstore under Teaching Resources.

## Gilmore Global

Gilmore Global is our content production and deployment partner. Gilmore works with us to deliver high-quality printed training content. Courses are available to prepare students for various exams.

## Pearson VUE

Pearson VUE is our certification exam provider. Pearson VUE develops, manages, and delivers a variety of exams, from online practice exams to high-stakes proctored exams that require the industry's most secure testing environments.

## Resources

### Partner websites

- Gilmore Global (<https://www.gilmoreglobal.com/>)
- Kivuto (<http://www.onthehub.com/vmware/>)
- Pearson VUE (<https://home.pearsonvue.com/>)

### Email support addresses

- Gilmore Global, LLC ([vmwareitacademy@gilmore.ca](mailto:vmwareitacademy@gilmore.ca))
- Network Development Group—NDG ([support@netdevgroup.com](mailto:support@netdevgroup.com))
- Kivuto Solutions, LLC ([elms-fusion@kivuto.com](mailto:elms-fusion@kivuto.com))
- Existing VMware IT Academy Customers Program Inquiries ([itacademy@vmware.com](mailto:itacademy@vmware.com))



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