

Hybrid Work Solution for SMB

Course Overview:

This course equips you with the knowledge and skills to assess, design, implement and operate all the core technology solutions of the Hybrid Work model such as IT infrastructure with Centralized Cloud Dashboard, real-time collaboration, zero-trust security, observability and secure access service edge (SASE) to make sure your hybrid work model is a success for both employees and the organization.

Who Should Attend:

The primary audience for this course is as follows:

- Single SE with roles including pre-sales, design and deployment. Some Meraki knowledge but very high level view of security or Webex suite.
- SE with specific technology focus such as security or collaboration

Prerequisites:

Before taking this course, you should have earned a CCNA certification or be familiar with:

- Basic network fundamentals and building simple LANs
- Basic IP addressing and subnets
- Routing and switching fundamentals
- Basic wireless networking concepts and terminology

Company agrees to have the NFR equipment bundle at least minimum one per partner location or to order NFR equipment to enter this program. This bundle has to be up-to-date or upgraded for gear in reduced cost might be required. (Requirement applying for 2-3 class.)

Course Objectives:

Design and implement a basic hybrid work solution that includes:

- Assessing customers environment.
- Bring up a real-time collaboration.
- Managing devices with Centralized Cloud Dashboard.
- Enforce policy-based security control, ensure user and device visibility, report and alert threat detection, and encrypt and authenticate users and devices end-to-end.
- Converge networking capabilities with cloud-native security functions to simplify deployment and streamline management in the cloud.
- Enable end-to-end visibility and insights.

Course Duration

Course will be delivered for 2-4 hours each week for up to 8 weeks.

Assume 8 classes make up one complete course.

In Classes 1 through 4, students use 100% N1 lab (demo only) maybe 2 hours long per class, could be more. Within 5 days of order they receive license for control hub. We can possibly design some labs around this.

In Class 5, students have NFR equipment that they set up in their environment (for their company?) probably 4 hours long, if not more.

Program Components:

Project Manager follows up with students to ensure they have completed order for all equipment in BOM in time to receive lab by Class 5.

Course Outline:

Section 1: Hybrid Work Overview and Components

- Topic 1: Hybrid work overview
- Topic 2: What technology makes hybrid work possible?
- Topic 3: Hybrid work technology solutions and offers
- Topic 4: Hybrid work solutions by industry and portfolio explorer intro
- Topic 5: Assess your existing hybrid work maturity

Section 2: Choose the hybrid Work solution that is right for business outcome

- Topic 1: Hybrid work solutions categorization
 - People
 - Technology
 - Places
- Topic 2: Secure Access Solutions
 - Cisco Duo
 - Cisco Umbrella
 - Cisco Secure Endpoint
 - Cisco Secure Client
 - Cisco Secure Email (?)
 - Cisco Meraki Dashboard
- Topic 3: Secure Collaboration Solutions
 - Webex suite
- Topic 4: Enhanced Visibility Solutions
 - ThousandEyes endpoint visibility
 - Meraki Dashboard (Meraki Systems Manager?)
 - SecureX
 - WebEx Control Hub

Section 3: How to order equipment – after the design

Section 4: Meraki Dashboard and Features

- Topic 1: Describing the Cloud and the Cisco Meraki Dashboard
- Topic 2: Hardware, software and configuration components
- Topic 3: Meraki monitoring tools
- Topic 4: Troubleshoot Meraki network
- Topic 5: Meraki Systems Manager
- Topic 6: Introduce Cisco+ Secure Connect

Course Outline (Cont.):

Section 5: Exploring Cisco Umbrella

- Topic 1: Exploring Cisco Umbrella components in integration possibilities
- Topic 2: Cisco Umbrella Policies Overview and basic configuration
- Topic 3: Configuring Cisco Umbrella Policies
- Topic 4: Leveraging Umbrella with Secure Client
- Topic 5: How to combine with Cisco+ Secure Connect

Section 6: Cisco DUO Overview and Features

- Topic 1: Examining Cisco DUO framework
- Topic 2: Cisco DUO key features and basic deployment
- Topic 3: How to combine with Cisco+ Secure Connect

Section 7: Cisco Secure Endpoint Overview

- Topic 1: Solution components and features
- Topic 2: Identify and use the primary analysis features
- Topic 3: Basic steps required to plan, deploy and troubleshoot the solution
- Topic 4: Cisco Orbital

Section 8: Enabling Remote Communication and Collaboration (Webex, Secure Client Topic) – Collaboration at the end – after Secure Endpoint

- Topic 1: The role of remote communication and collaboration
- Topic 2: Hardware, software and configuration components
- Topic 3: Empowering collaboration needs for hybrid work with Webex Suite
- Topic 4: Describing Webex Suite features
- Topic 5: Basic Troubleshooting

Section 9: Cisco ThousandEyes Overview (Focus on Endpoint Agents)

- Topic 1: Introducing Cisco ThousandEyes
- Topic 2: Deploying ThousandEyes Agents
- Topic 3: Implementing ThousandEyes Tests
- Topic 4: End-to-end visibility and insights with Cisco ThousandEyes

Section 10: Cisco SecureX and Network Analysis

- Topic 1: Platform overview
- Topic 2: Basic Deployment and Configuration
- Topic 3: Detect & Respond
- Topic 4: Automation & Orchestration (?)



Labs:

Equipment might be set up as office, remote home, and potentially work from anywhere. (camera in home).

Use Cases for Home

- Camera and Laptop
- Deskpro
- Access point from Meraki

Office Use Cases

High Risk Issues

- Firewalls
 - Greenfield, Replace, Meraki reconfigure, other firewall that stays (we cannot cover this, too many options)
 - Remote office and main office site will be configured in the home. Deal with firewall issues inside the home.
 - Pretest to show what ports are open/closed on student's location firewall before class begins.

Avoid issue of control hub becoming part of the corporate network:

Labenvironment@companyname.com



Notes:

Course includes practical deployment of remote and office components and interconnections WFO, WFH, WFA.

To be based on real-world scenarios and use-cases.

Business + Technical overview -

https://www.cisco.com/c/m/en_us/solutions/industries/portfolio-explorer/portfolio-explorer-for-government.html?s=explore-the-use-cases&u=secure-enterprise-network-access-and-orchestration&o=business-overview

How to match licenses with technical equipment and requirements?

Lab maximally preconfigured part + deployment from scratch to compare with preconfigured results.

Working pod VS student pod that will be configured. Student can compare.

Find solutions and run assessment for existing situation:

- Solution assessment and design: Assess what the customer current situation. Where are they at the moment with respect to Hybrid work.
- Creating a design for the Hybrid work solution

https://www.cisco.com/c/en_uk/solutions/hybrid-work/guide-me.html?ccid=cc002464&oid=giddnc029988

Discover examples of success from other Companies.

Can we use dCloud to teach some of the products.