vmware® IT ACADEMY

VMware IT Academy

August 2023

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 a multi-cloud world.

At VMware, we know IT organizations need multi-cloud expertise so that they can accelerate app development and increase agility through consistent enterprise infrastructure— while delivering a more secure, frictionless experience for their distributed workforce. Our software provides the freedom and control organizations need to move faster and spend less.

Goals of the VMware IT Academy

We are committed to empowering the academic community to provide students with real-world skills and experience using VMware technologies. Through courses and curricula designed to give students a practical understanding of VMware solutions, we want to prepare the next generation of cloud-smart leaders.

We offer students the opportunity to contribute to the development of multi-cloud environments, mobile applications, the Internet of Things (IoT), artificial intelligence (AI) and security. These are in-demand technologies that are transforming every industry and economy and that can lead to positive change around the world.

Your learning journey

Position yourself for success in a multi-cloud world. Jump-start your career with VMware coursework. To help you on your learning journey, we recommend these learning materials:

- Getting Started in IT

- Cloud and Virtualization Concepts

- Software-Defined Storage Concepts

- Network Virtualization Concepts

- Data Center Virtualization: Core Technical Skills

- Virtual Cloud Network: Core Technical Skills

- VMware vSphere®: Install, Configure, Manage™

- VMware vSphere: Operate, Scale and Secure

- VMware Cloud™: Design, Configure, Manage

These courses do not need to be taken in sequence. However, it is strongly recommended that you take "vSphere: Install, Configure, Manage" before "vSphere: Operate, Scale and Secure."

Subscriptions

Q. How long does an IT Academy subscription last?

A. Subscriptions expire one year from the purchase date.

Eligibility and access

The IT Academy courses are available to secondary and post-secondary academic institutions and other nonprofits offering VMware courses in a degreed 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 VMware Certified Technical Associate (VCTA) courses may be taught in fewer than four weeks as outlined on the IT Academy website.

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

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

- Data Center Virtualization: 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:

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 time frame of four weeks or more, spread evenly throughout the weeks, allowing time for a learner to systematically absorb the material.

Academic: VMware vSphere: Operate, Scale and Secure: 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 time frame 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 included in your annual subscription. For institutions providing materials to their students, fees will vary.

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

A. The Core Technical Skills courses are only accessible through D2L; students must be invited into a class and the courses must be added to the mentioned class.

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 Network Development Group (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 "vSphere: Install, Configure, Manage" and "vSphere: Operate Scale and Secure" include PowerPoint presentations with notes, and a lab/lecture guide if applicable.

Q. I am an instructor. Where do I find the VCTA courses?

A. You can find the courses on D2L Brightspace. To access them, you must request your institution's VMware portal administrator to invite you to a class which includes the needed courses.

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 in to 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 Commercial Training for vSphere: "Install, Configure, Manage" and "vSphere: Operate, Scale and Secure"?

A. Yes, students can order the On Demand Training course or attend Commercial Training for "vSphere: Install, Configure, Manage" and "vSphere: Operate Scale and Secure" through MyLearn, or attend a class at a VMware Authorized Training Center™. Other fees may apply.

Q. Will students receive a discount for the Commercial Training for "vSphere: Install, Configure, Manage" and "vSphere: Operate, Scale and Secure"?

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)" or "VMware vSphere 7.x (2V0-21.23)" exam and use a Partner Student Education (PSE) exam voucher at Pearson. To receive course attendance credit, a student must use the PSE voucher.

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'm 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. Upon 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 vSphere: Operate, Scale and Secure 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 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 website to receive the refund. Please note that refunds, if applicable, are only provided by Pearson VUE. VMware IT Academy is not responsible for any refund process related to tests.

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 NDG
- May be delivered as instructor-led training or independent study
- Available to anyone

[Cloud and Virtualization Concepts](#)

Learners who 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.

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:

Take one of each course: Data Center Virtualization Core Technical Skills and Virtual Cloud Network Core Technical Skills.

For each VCTA certification, pass the corresponding exam: "VCTA Data Center" and "VCTA Network Virtualization." The academic exam PSE voucher will be provided to the student by the IT Academy instructor after completion of the "Data Center Core Technical Skills" and "Network Virtualization Core Technical Skills" courses. Make sure the student uses the correct PSE voucher at Pearson as outlined below.

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/or "vSphere: Optimize and Scale" course.

   [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: Operate, Scale and Secure](#)

   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 prerequisites.

2. Pass the VMware vSphere 8.x Professional exam available at Pearson. The academic exam PSE voucher will be provided to the student by the IT Academy instructor after completion of the Operate, Scale and Secure 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 course at an IT Academy and did not use the corresponding PSE exam voucher.
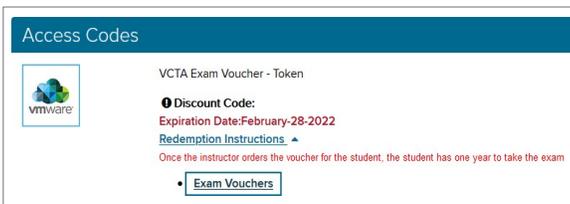
For more information, [visit vSphere](#).

Certifications and vouchers

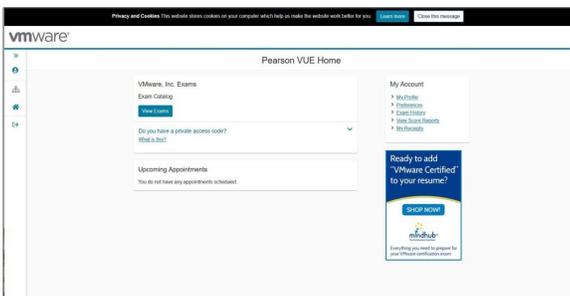**Q. How do vouchers work, and which ones do I need?**

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 certification exams allow one person to take an online, multiclick VMware certification exam for 70% off the normal price, up to six times. The PSE exam vouchers for Professional VMware vSphere 8.x certification exams allow one person to take an online, VMware certification exam for 70% of the normal price, up to three times.
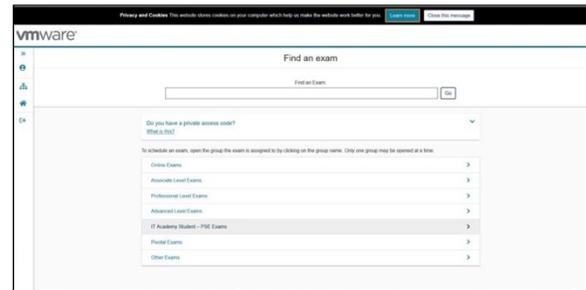
Using the link that is emailed, the student logs in to the webstore. See sequence of screenshots below.
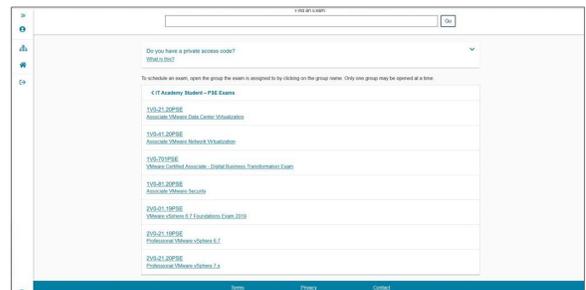

Click on "Exam Vouchers" and follow the instructions to schedule the PSE exam.

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 the "Voucher/Promotion Code:" field in Checkout - Step 3 during registration of the exam to get the discount.

Important voucher information

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

PSE vouchers are only good for one year after being allocated by an institution participating in the VMware IT Academy Program. We encourage students to take exams within three months after their course completion. Voucher expiration dates may not be extended.

Labs

Q. Are labs available?

A. VMware offers the free Hands-on Labs.

Additional labs are available through NDG for a fee. NDG will continue to offer the vSphere: "Install, Configure, Manage" and "vSphere: Operate Scale and Secure" labs.

NDG has two lab offerings to support VMware IT Academies:

1. NETLAB+ enables schools to host VMware "vSphere: Install, Configure, Manage" and "vSphere: Operate Scale and Secure" 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 "vSphere: Operate, Scale and
   Secure" labs as a service offered to VMware IT
   Academies. Learn more.

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 VMware. 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. Learn more about the labs NDG supports
   for the VMware IT Academies.

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

A. Please send an email to NDG support 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 D2L portal. If you go into
   the course item, you'll find the lab setup guide and lab.

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
   "vSphere: Install, Configure, Manage" and "vSphere:
   Operate, Scale and Secure" by subscribing to our connect
   Learning Portal. Once complete, please email your
   regional program manager or itacademy@vmware.com,
   requesting access and noting the email used.

Who do I call for support?

• Support questions: itacademy@vmware.com

• NDG support: support@netdevgroup.com

• Gilmore Global: vmwareitacademy@gilmore.ca

• D2L Community Brightspace

We strive to keep each of you informed of any changes.
Program changes are also posted on our web page
and D2L portal.

For the latest updates, please visit our Resource
page frequently.