



Sunset Learning Institute Custom Collaboration Training Case Study

Sunset Learning was engaged by a Gold Cisco Channel Partner to provide customized collaboration training as part of their hardware and services contract with Lockheed Martin Space Systems. SLI worked closely with the customer and the Partner engineering and sales teams to scope the project and create a customized solution that addressed Lockheed Martin's specific national SIP-based deployment.

A curriculum was developed and customized to include 4 days of Unified Communications Manager administration and advanced features, 1 day of UCM reporting, monitoring, and troubleshooting, 3 days of Cisco Unity Connection administration, monitoring, maintenance and troubleshooting, 2 days of secure cluster implementation, and 2 days of Cisco Attendant Console administration training. While Lockheed Martin had not yet implemented their production environment, the course material and labs were customized to incorporate as many Lockheed Martin-specific details and technologies as possible.

SLI hosted a group of Denver-based engineers at our operational headquarters in Denver, CO. We used a Cisco telepresence solution to connect the Denver classroom to our Sunnyvale, CA location where an additional group of Lockheed Martin engineers were able to participate real-time and very interactively in the training. Additionally, SLI shipped mobile Cisco video solutions to individual Lockheed Martin engineers in El Segundo, CA, Newton, PA, and Huntsville, AL. All four locations were connected to the Denver classroom, allowing all of the engineers to participate in the training together, while avoiding any travel expense.

During the class, the students built Cisco Unified Communications Manager clusters from the ground-up. The students performed everything from post-installation tasks and configuration, to building intra-site and inter-cluster dial plans using SIP signaling and PSTN failover, to feature implementation, to troubleshooting. Next the students implemented a Cisco Unity Connection system and integrated it with CUCM using the SIP protocol. As with CUCM, the students performed all post-installation configuration, Unity Connection internal call flows and dial-plan, feature implementation and system troubleshooting. Once the CUCM and Unity Connection systems were established, the students implemented them both as secure clusters including secure SRST failover. The final two days of the class had students building a Cisco Unified Attendant Console Business Edition including installation, configuration and integration with Cisco Unified Communications Manager.

"Yes, excellent job all the way around! Maren's a real asset for Sunset; great skills: technical, people, great teaching skills/techniques. She addressed the remote users very well. We appreciate all the hospitality at your facilities as well. Thank you!"

-Barb C., Lockheed Martin Space Systems Voice Services Design & Operations Lead