

## NA Training Partner Kickoff Virtual experience | 24 March, 2021

**Curriculum Roadmap** 

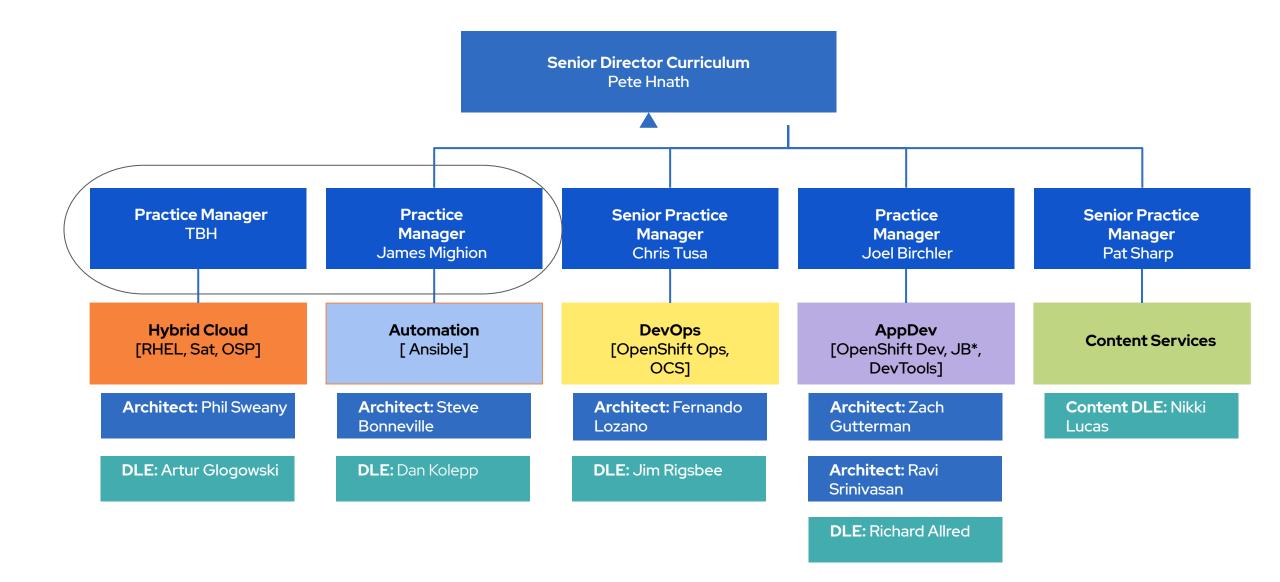


## New Courses = New Revenue Opportunities

Pete Hnath Senior Director Curriculum March 15, 2021



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### New Consulting and Enterprise Talent = More New Courses

#### DevOps

Federico Fapitalle - DevOps Engineer, Avature (Argentina) Harpal Singh - GLS Learning Platform Team Level III Support Engineer (India) Maria F. Ordoñez - OpenShift, automation, Azure consultant (Mexico) Andres Leonardo Hernandez - DevOps Engineer, GumGum (Mexico)

#### App Dev

Aycut Bulgu - Red Hat EMEA Senior Consultant (Turkey)

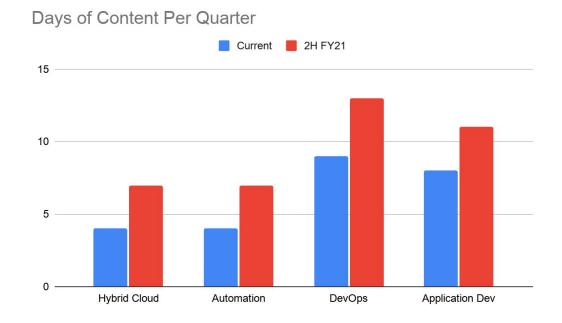
Enol Alvarez de Prado - Microservices Software Engineer, ManoMano (Spain)

#### Hybrid Cloud

Patrick Gomez - OpenStack Admin, Rackspace (Mexico) Bernardo Andres Gargallo - Design Engineer (Spain)

#### Automation

Alejandra D. Ramirez Palacios - OCP Consultant assigned to Nike, PhD (Mexico)



### Curriculum Road Map - March 2021

#### **DevOps**

OpenShift Installation Lab (DO322) DevOps Open Practices (DO250)

#### App Dev

Quarkus Microservices (DO378) DevOps Pipelines (DO400) Decision Manager (AD364)

#### Hybrid Cloud

OpenStack II (CL210)

#### <u>DevOps</u>

OpenShift 4.6 Updates (x7) OpenShift Container Storage (DO370) OpenShift Migration Lab (DO326)

#### App Dev

OCP 4.6 Updates (x4) Service Mesh 2.0 (DO378)

#### <u>Hybrid Cloud</u>

**Q2** 

Ceph 4 (CL260) - April OpenStack III (CL310) RHEL HA (RH436) RHEL for SAP HANA (RH445)

#### <u>DevOps</u>

OpenShift Advanced Cluster Manager (ACM) and Quay (DO480) (Q3) Managing OpenShift Virtualization (?) Kubernetes and OCP for Windows and VMware Admins (?) Developing OpenShift Operators (?) DevSecOps (RH415 redux?)

#### <u>App Dev</u>

AMQ Streams / Kafka (Q3) Process Automation Manager (PAM) Data Grid 3Scale (AD240)

#### Hybrid Cloud

RHEL Diagnostics and Troubleshooting (RH342) Programming with Python for Ansible (?) Administering Red Hat Enterprise Linux in the Public Cloud (?)

#### Automation

Red Hat Linux Automation with Ansible (RH294) (Early-mid Q3) Advanced Automation Best Practices (DO447) (Q3) Ansible Tower & Automation Hub (TBD) Microsoft Windows Automation with Red Hat Ansible (DO417) Red Hat Ansible for Network Automation (DO457)

Q4

### Q1

Psst... everything from here onward is Red Hat company confidential

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**CONFIDENTIAL** Designator

## Ansible



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### Red Hat Ansible Automation Platform 3.0



#### What's Happening:

- Major release of Ansible (2.11, possibly to be called 3.0) and Red Hat Ansible Tower (4.0)
- Significant changes to Ansible, new command line tools, new containerized execution environments, content collections, etc, etc
- Likewise major changes (and renaming?) of Ansible Tower
- Need to add content on public and private Automation Hub (new Ansible Galaxy-like service tied to Ansible Tower) & certified collections



### Red Hat Ansible Automation Platform 2.0



#### What's Happening:

- Major release of Ansible (2.11, possibly to be called 3.0) and Red Hat Ansible Tower (4.0)
- Significant changes to Ansible, new command line tools, new containerized execution environments, content collections, etc, etc
- Likewise major changes (and renaming?) of Ansible Tower
- Need to add content on public and private Automation Hub (new Ansible Galaxy-like service tied to Ansible Tower) & certified collections

#### What You Need To Know

- Begin producing hands on labs / guided exercises on the new features in Ansible and Ansible Tower in April-May
- Publish these into Early Access as "exclusive subscriber content"
- Begin releasing the commercial courses in July/August and the dust settles around the product.
- Considerations:
  - We will not be publishing a "New Features" course
  - Could be delivered as an onsite workshop



### (A Brief Digression) What's an MVP and Why You Should Care

#### What is it?

- Complete set of hands on labs for a course

Who is it for?

- Instructors who need to upskill
- Customers who want to learn about the new version of a course

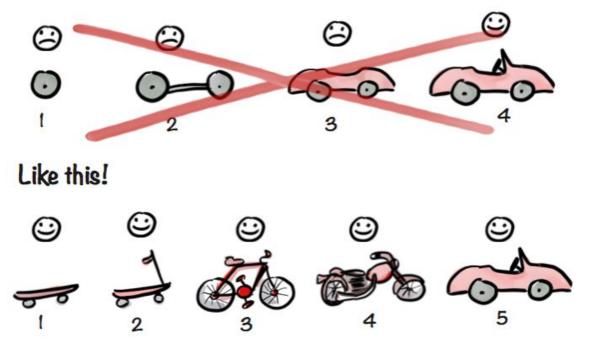
Why is it important to GLS?

- Earlier feedback from partners and other stakeholders
- Labs (learner outcomes) shape the course content
- More agility to make adjustments
- Potential to deliver as a workshop for an important and impatient customer

How do MVPs change Early Access?

- They don't. We will continue to work towards publishing every course to Early Access every day

### Not like this....

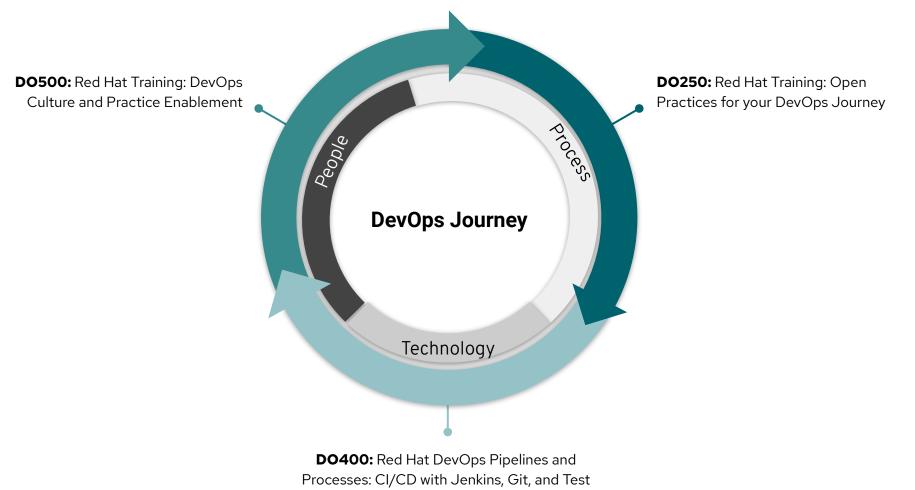


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# DevOps



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The DevOps curriculum is

fundamental to practical skills

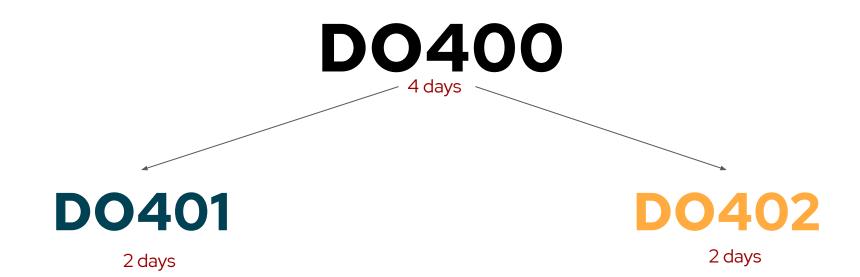
needed for a company to adopt

designed to teach the

and implement DevOps practices through the transformation of people,

process, and technology.

Transformation & Acceleration Courses - Positioning For developers



Red Hat DevOps Pipelines and Processes: CI/CD with Jenkins



OpenShift Platform Developer

Bundles → DO288 → DO328 <u>Red Hat DevOps Pipelines and Processes: Git and Test Driven</u> Development (TDD)



**Application Developer** 

Bundles

- → DO101
- → AD183
- → DO378



COURSE	SKU	DAYS	AUDIENCE	USE CASE	FORMAT	VALUE
Red Hat Training Skills Transformation Assessment	<u>SS800</u> Internal deck <u>Customer</u> facing deck	5 days	Enterprise Customers	In the process of a large migration, who have purchased or are going to purchase significant Red Hat Technology. Orgs who purchase large quantities of training	On-site or virtual	A Red Hat expert will work with you to ID skills gaps and address learning needs. We will offer a customized learning journey to maximize the use of the Red Hat Technology you have invested in.





## **OpenShift Administration**



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### Red Hat OpenShift Install Lab (DO322)



#### User Provisioned Installation

#### Why:

- Proper planning and execution of installation steps help to ensure successful production environments that are more stable, secure, and reliable.
- Basic OpenShift installation is "easy"; enterprise level installation and troubleshooting is very hard and is impacting customer adoption

#### Who

- Cluster administrators
- Cluster engineers
- Site reliability engineers (SREs)
- DO280 is a prerequisite
- Not for everyone though...

#### What

- 2 day course
- Lab focused (go figure)
- Available now

#### How

- Bundle with DO280
- Bundle with DO280
- Bundle with DO280
- Highlight for RHLS prospects, customers and renewals



### Red Hat OpenShift Container Storage for Enterprise Kubernetes (DO370)

#### Why:

- Traditional storage options available to Kubernetes administrators are limited and lack flexibility and/or versatility.
- OCS provides real advantages even when it is backed by cloud storage such as AWS EBS and sophisticated, legacy, on-premises storage such SAN arrays.
- Storage is not workload-agnostic. Different classes of applications require storage features that match their needs.

#### Who

- Cluster administrators
- Cluster engineers
- Site reliability engineers (SREs)
- DO280 is a prerequisite

#### What

- 4 day course
- ETA: June/July

#### How

- Target enterprise customers who are still working to set up and scale out OCP 4
- Customers with experience using Kubernetes storage who see the need for performance and scalability
- Highlight for RHLS prospects, customers and renewals





### OpenShift 3 to 4 Migration Lab (DO326)

#### Why:

- OpenShift 3.x is approaching end of life
- Huge improvements in features and performance in 4.x
- Critical for RH to retain these customers

#### Who

- Enterprises that have yet to move to OCP 4 (duh)
- Cluster engineers
- Cluster architects
- Site reliability engineers (SREs)
- DO280 is a prerequisite

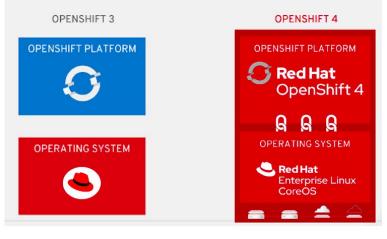
#### What

- 2 day course
- Again, very lab driven
- Leverages migration tools created by RH Engineering and Consulting
- ETA: June

#### How

- Bundle with DO280
- Bundle with DO380
- Bundle with DO480
- Bundle with DO322
- Highlight for RHLS prospects, customers and renewals

#### IMMUTABLE INFRASTRUCTURE



### Managing Multiple Nodes with Red Hat Advanced Cluster Management (DO480)



- Enterprise customers seeking to manage multiple OpenShift clusters at scale
- Geo distribution, resilience, multi-cloud strategy

#### Who

- OpenShift 4 customers only...
- Cluster administrators
- Cluster engineers
- Site reliability engineers (SREs)
- DO280 is a prerequisite
- DO322 and DO380 recommended

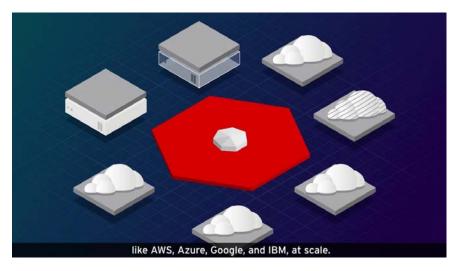
#### What

- 3 day course
- Very advanced course for RH largest and most sophisticated OCP customers operating at scale
- ETA: Q3

#### How

• Target large OCP clusters who either have or plan to have multiple OCP clusters, likely deployed to more than one cloud





## Questions?



# Break and Quiz



linkedin.com/company/red-hat



youtube.com/user/RedHatVideos

f facebook.com/redhatinc



twitter.com/RedHat



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## NA Training Partner Kickoff

### Virtual experience | 24 March, 2021

Marketing Roadmap Overview and Partner Program Updates

# Open collaboration, learning anywhere

#### Virtual Training Partner Kickoff | 24 March, 2021

## Meet the team!



**Ashley Apperson** *Sr. Program Marketing Manager* NA Commercial, Red Hat



**Stacy Gianakura** *Sr. Program Marketing Manager* NA Public Sector, Red Hat





Holly Neal Global Business Development, Red Hat



**Karthik Kaliappan** Sr. Partner Operations Analyst, Red Hat



## Two Truths and a Lie

#### **Stacy Gianakura**

- 1. I have lived in 5 different states and 2 different countries.
- 2. Both my parents grew up in the same village in Europe with a population of 250 people.
- 3. I had 3 kids in 2 years.

#### **Ashley Apperson**

- 1. My husband played professional hockey
- 2. I have three dogs and one of them is famous
- 3. I won an ice fishing tournament

#### **Holly Neal**

- 1. Played tennis in college
- 2. Husband played basketball for UNC, went to the final four and practiced with Michael Jordan
- 3. Rode a toboggan down The Great Wall of China





#### Virtual Training Partner Kickoff | 24 March, 2021

## Agenda

- The #1 Thing to do to be successful...
- New Training Assets and Material
- NA Training Partner Communications
- Red Hat Partner Connect
- Red Hat Partner Content Hub
- Red Hat Partner Lead Generation Tools
- Joint Branding Training Partner Logos & Digital Badging
- Red Hat Partner Enablement Training
- Summary & Next Steps
- Open Discussion WE WANT TO HEAR FROM YOU!





## **Develop a Red Hat Business Plan**

Let's work together to define targets and set goals.



#### Suggested business planning steps:

- Define target audiences, objectives, measurable goals, key messages, and customer follow-up processes
- Ensure that the go-to-market plan includes equal effort and expense sharing, and all items are discussed, accepted, and documented
- Use marketing assets available in Red Hat Partner Connect





#### Track Performance to Revenue Targets

Establish targets and attend business review meetings with your account manager to track performance to your business goals. Tell us how we can help you grow your business.



### Adopt technology faster

#### Download whitepaper

**Red Hat** Training and Certification



### IDC Red Hat Training and certification study

With the aim of reinforcing the message based on the value that Red Hat Training and Certification brings to the industry IDC published a comprehensive study and statistics collected in a brochure that provides a competitive view on the Red Hat Training and Certification benefits.

This study is available for your promotion and includes:



This is a great content to have on premise for students interested in Red Hat Training courses and even insert on your websites and have included in your campaigns.

Partner kit includes:

- Email copy
- Digital kit
- Messaging and persona
- 3 different infographics
- IDC report
- Sales presentation
- Download complete: <u>Partner Promotion Kit for IDC Report</u>

#### 

#### The Business Value of Red Hat Training

An IDC Business Value White Paper, sponsored by Red H



### Red Hat Learning Subscription Premium - APRIL 5!

The premium subscription provides a customizable, flexible learning experience to sharpen skills and get

Red Hat certified.

<u>RHLS Premium Webinar:</u> Date: April 8, 2021 Time: 11am ET Speakers: Chris Schunke & John Walter <u>Registration Page</u>

#### Chris and John will take attendees through:

- A demonstration of what Red Hat Learning Subscription Premium offers, including early access, cloud-based labs, a searchable catalog, and expert extras
- The offerings and learning paths available within the subscription platform
- The value of continuous access to Red Hat Training
- An overview of our modularized, instructor-led training available to premium subscribers
- How to take advantage of the content offered, including topics like Red Hat Enterprise Linux<sup>®</sup>, Red Hat OpenShift<sup>®</sup>, Red Hat Middleware, automation, and containers

<sup>79</sup> Updated information will be available in Partner Connect under <u>RHLS Partner Overview</u>.
 Bookmark this page to get updates!!



### Stay connected

Our aim is to keep you informed with the latest updates in Red Hat Training & Certification



#### **Monthly Partner Webinars**



Red Hat Partner Newsletter and <u>Blog</u> <u>Subscribe</u> to Red Hat Training and Certification Newsletter



Connect with us! Join us on Facebook @RedHatServices

Join our group on LinkedIn Red Hat Certified Professionals group

> Follow us on Twitter @RedHat\_Services @RedHatPartners

Coming soon! NA Training Partner Newsletter



learn.redhat.com



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### **Remote Exams**

Red Hat Training and Certification launched remote exams in August 2020. In addition to classroom and on-site exams, Remote certification exams are delivered online at your home, office or another location of your choice and observed by a remote proctor.



Visit the <u>Ways to Test page</u> in Partner Content Hub for messaging, social media/digital kit, overview video etc.

Bookmark the <u>Digital Learning page</u> for partners in Partner Content Hub. Soon we will add a sales enablement course, plus a partner kit with sales enablement and marketing resources.



### **Red Hat Partner Connect - Partner Portal**

With our self-service and fully automated management, tools, training, and materials, you get the flexibility required to keep your business' offerings competitive and your campaigns up to date.



Manage and promote your business

Increases operational efficiency and marketplace awareness

- Self-service management
- Partner help desk support
- Partner locator



Access resources and increase your ROI

Simplifies the process of generating content for marketing campaigns

- Marketing kits
- Co-Branding capabilities
- Program information



## Build skills and expand your offerings

Provides flexibility for staff to train, earn accreditations, and learn

- Sales and technical training
- On-demand videos
- News and announcements

Learn more <u>https://connect.redhat.com/</u>



### **Manage and Promote Your Business**

#### Red Hat Partner Locator



#### ADVANCED TRAINING

Partner Level: Advanced Partner Type: Training

As part of the largest independent IT Training Provider, New Horizons Computer Learning Group delivers more courses than any other IT training company. Our various approaches empower students with unprecedented flexibility to tailor their learning schedules and locations by deciding when, where and how they want to learn. New Horizons has trained employees at all 100 companies listed in Fortune magazine's ranking of America's 100 largest corporations and over half of the Global 100. We are ranked in the top 5% of the industry for training quality assurance company, Knowledge Advisors. Training from New Horizons provides measureable results.



PRIMARY LOCATION

1900 S. State College Boulevard, Suite 100 Anaheim, CA US 92806 (714) 221-3100

(310) 342-3504

] vemurian@nhlearninggroup.com

www.nhlearninggroup.com



INDUSTRY FOCUS Financial Aerospace

SPECIALIZATIONS Not Provided

#### Learn more <u>https://redhat.secure.force.com/</u>

#### Make yourself visible to customers

Gain exposure through visibility in the redhat.com partner search function. Potential customers looking to engage Red Hat partners may search based on geography or other factors. Premier Business Partners will enjoy enhanced positioning in partner searches.

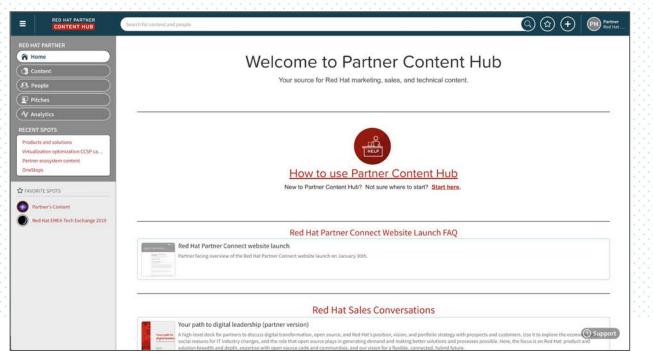
#### How to update your company information

- Log in to Red Hat Partner Connect
- On the left hand side of the Dashboard, select "Company Profile"
- Update your information
- Publish to Partner Locator



## **Red Hat Partner Content Hub**

https://redhat-partner.highspot.com







#### Red Hat Partner Content Hub is a

content delivery tool for partners to

interact with sales, marketing and

technical documentation.



## Red Hat Partner Content Hub

#### Partner Content Hub HomePage

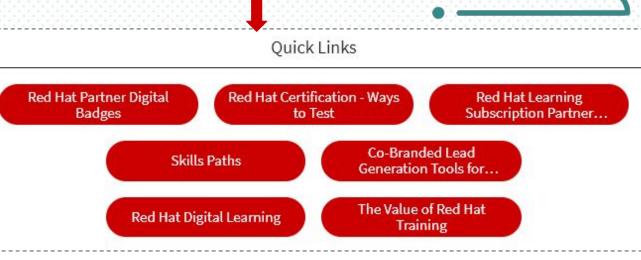
- Items are organized by asset type filters
- Search history is captured and visible
- Advanced filters are available to help locate and follow materials

#### Tips:

- Watch this video guide
- Personal Spot and Bookmarking Guide
- How to Download Content

#### Navigate to the <u>Training and Certification Partner Page</u>

• We highlight key program information and resources



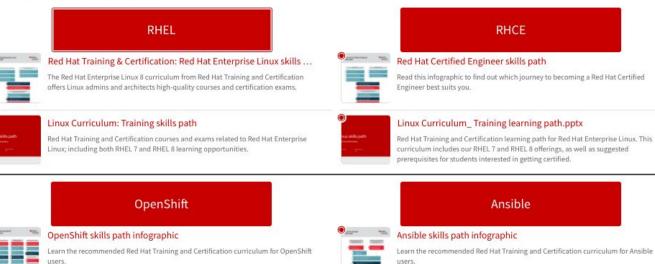


### **Red Hat Skills Paths**



Below you will find learning path infographics organized by technology/skill, along with customizable curriculum slides you may use when engaging with your customers. Scroll through each category to find the resource you need.

Bookmark and download the <u>Red Hat Skills Paths</u> available for partners in Red Hat Partner Content Hub.





### **Red Hat Partner Lead Generation Tools**

Red Hat Training and Certification

#### Partner Guide for Co-Branding

WHAT CAN BE CO-BRANDED? SETTING UP YOUR CO-BRANDED ASSETS ACCESSING LEAD DATA HOW YOUR LOGO IS USED PROMOTIONAL RESOURCES RED HAT TRAINING CONTACT INFORMATION

#### WHAT CAN BE CO-BRANDED?

Co-branding is an exclusive partner benefit allowing you to leverage some of Red Hat Training & Certification's most popular lead generating assets. It's easy to set up using the Red Hat partner application. The three asset types currently available for co-branding are described here:

 Red Hat Learning Subscription Free Trial: Red Hat Learning Subscription is an on-demand, prescriptive solution for keeping pace with Red Hat technologies. Customers can take advantage of a free trial to get a preview of the portal and get an idea of what to expect from the features and the catalog. Access includes 1 chapter of every course in the catalog, 1 chapter of each early access course, 1 chapter of each video course, 1 hour of cloud-based lab time, and a preview of reporting functionality. To get access, your customers need to create a Red Hat ID, fill out the form, check their email, and then activate their trial. Once they click activate in the email, they have 7 days to explore. <u>Bookmark this guide</u> available in Partner Content Hub and begin using the free co-branded lead generation tools.

#### **NEW! Red Hat Training Webinar Recordings**

We also have a <u>webinar recordings</u> document on Partner Content Hub that lists all the webinars you can use in your marketing campaigns to help you generate leads. You will need to add a gated form to capture the leads.

Tip: be sure to bookmark the webinar recordings document so you are notified each month when we add a new webinar recording.

**2021 Goal - Increase usage of the lead generation tools.** Currently **62%** of NA partners are using these tools.



## **Red Hat Digital Badging**

Marketing the Red Hat Training and Certification Partnership

Advanced Training Partner Authorized delivery partner	Companies holding this credential meet and maintain defined criteria required deliver Red Hat Training courses and certification exams. In order to obtain this must have a current partnership agreement in place with Red Hat, maintain a m Red Hat trained, certified and accredited instructors and meet or exceed expect customer satisfaction rating.	badge, a compar inimum level of
Type: Validation	Skills           Anshile         Linux         OpenShift         Red Hat         Red Hat Certification         Red Hat Certification           Red Hat Certified System Administrator         BHCE         RHCEA         SHEE	tified Engineer
<u>Additional Details</u>	Earning Criteria  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Conduct business requirements and employees complete in  Accept Code of Code	
	Insights 	
OP JOB TITLES		POSTINGS
System Administrator		39 >
Linux System Administrator		23 👌
Linux System Administrator Senior Cloud Developer		23 >

Red Hat Training and Certification partnered with Credly's Acclaim platform to provide our partners with a digital, verified version of their Red Hat Training Partner logo that they can use to showcase the services they are authorized to deliver on behalf of Red Hat.



## **Red Hat Joint Branding**

#### Marketing the Red Hat Training and Certification Partnership

#### 1. Static version of the Red Hat Training and Certification Partner logo

You can download your Red Hat brand approved logo from Red Hat Partner Content Hub and use it on printed materials like datasheets or business cards. When using the Red Hat brand as a marketing tool, be sure to use it carefully and follow all guidelines. The Red Hat logo usage brand guidelines are outlined <u>here</u>.

#### 2. NEW! Digital, verified version of a Red Hat Training and Certification Partner logo

Red Hat Training and Certification partnered with Credly's Acclaim platform to provide partners a **digital**, verified version of a <u>Red Hat Training and</u> <u>Certification Partner</u> logo that a partner can use to showcase the services they are authorized to deliver on behalf of Red Hat. A partner representative will receive an email from Credly's Acclaim platform with instructions to claim the digital badge on behalf of the organization. Note, the digital badge does not belong to an individual, but rather to the organization. Upon accepting the digital badge, the partner representative will be prompted to share the digital badge on behalf of the organization. The organization can connect the organization's social media accounts and share the digital badge to networks. The organization can also embed the digital badge on their company website, add to blog posts and use on team's email signatures.

Check out the following resources in Red Hat Partner Content Hub:

- Digital Badging Information for partners on Partner Content Hub
- Digital Badging User Guide on Partner Content Hub

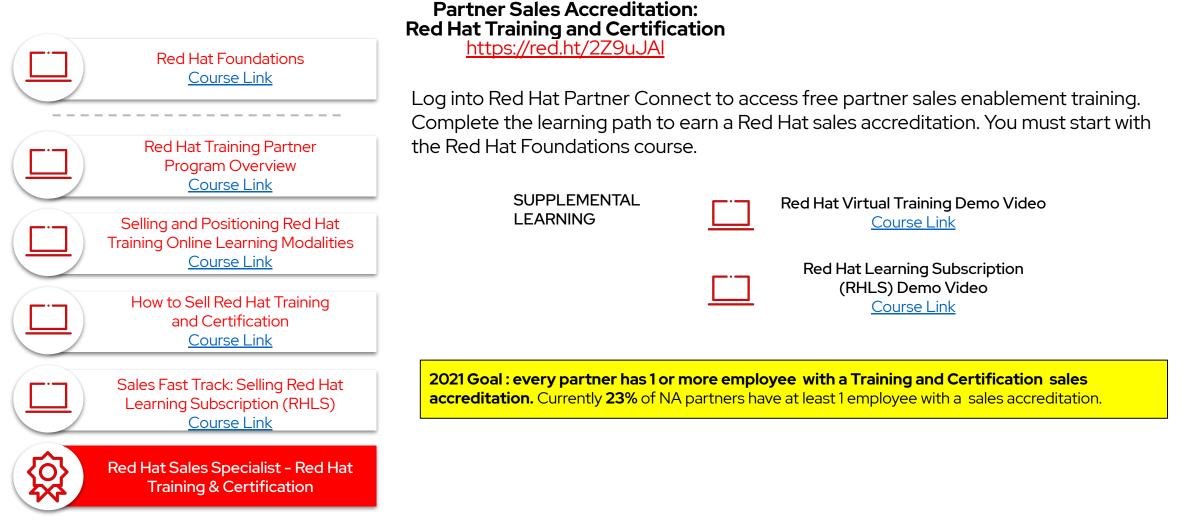
#### 3. Red Hat Training and Certification Partner Certificate

**2021 Goal - increase digital badge usage.** Currently **48%** of NA partners are using the digital badge.

After accepting the digital badge, the partner representative will have the option to download a Red Hat Training and Certification Partner Certificate.



## **Red Hat Partner Enablement Training**



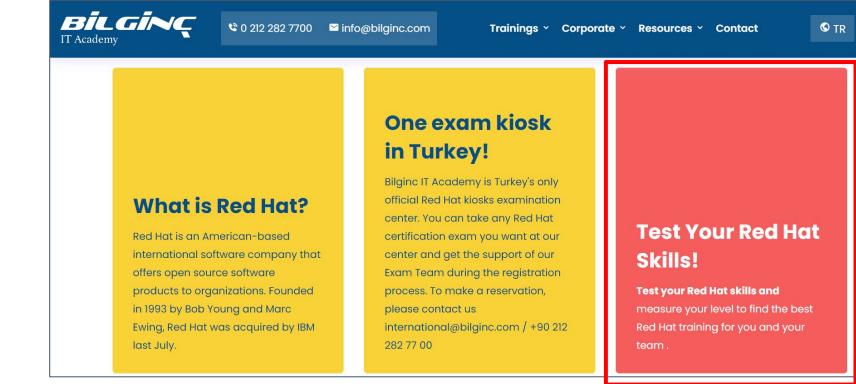


## Partnership Example

Partner Website - Red Hat Digital Badge



Partner Website - Lead Generation Tool





## Summary & Next Steps

### WAYS TO GROW YOUR RED HAT TRAINING AND CERTIFICATION BUSINESS

- Meet with your Red Hat partner manager and develop a joint business plan
- Use the free co-branded Partner App lead generation tools
- Log into the partner portal to access marketing and sales enablement materials
- Verify your company is published on the <u>Red Hat Partner Locator Tool</u> and that the information is correct
- Verify your company is published on the <u>Red Hat Training Locations & Facilities</u> <u>website page</u> and that the information is correct
- Complete the free <u>How to Sell Red Hat Training course</u> in OPEN and earn a Red Hat Sales Accreditation
- BOOKMARK pages in Partner Content Hub so you can get emails when updates are made to those pages.





## Open Discussion We want to hear from you.





### The Winners Are...







Luke Akins Bea Martinez Dawn Hurlebaus Ann Collins Jason Weathers







## Lindsay Gaughan Sheri Schraivogel



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# Thank you!

Red Hat is the world's leading provider of enterprise open source software solutions. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500.



linkedin.com/company/red-hat



youtube.com/user/RedHatVideos



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