Citrix IT Academy

2015 Program Guide
Overview

Citrix is the cloud computing company that enables mobile workstyles - empowering people to work and collaborate from anywhere, accessing apps and data on any of the latest devices, as easily as they would in their own office - simply and securely. Citrix cloud computing solutions help IT and service providers build both private and public clouds - leveraging virtualization and networking technologies to deliver high-performance, elastic and cost-effective services for mobile workstyles.

The Citrix Academic Network offers global programs and resources to help build next generation IT knowledge and skills in virtualization and cloud computing to support mobile workstyles.

Free resources and Citrix technology – access videos, online courses, case studies, software, APIs, and more for self-study, in the classroom, projects or research. Visit citrix.com/academic and select the Resources tab.

Citrix IT Academy – a global learning program that empowers academic institutions to teach high-demand virtualization and cloud computing skills to students pursuing careers in IT. The program offers Citrix authorized curriculum and hands-on labs using Citrix technologies that align to the Citrix Certified Administrator certification.

The IT Academy program is designed for IT students currently enrolled in a degree or certificate program and has:

- Basic knowledge of virtualization technology
- Understanding of computer architectures, including network and storage devices, device drivers and operating systems
- Microsoft MCSA, MCSE or MCTS on Windows Server 2008 certified and/or experience installing and administering Windows Server and Linux

Note: the IT Academy program is currently only available in North America and Europe. Pilots are underway in other regions. Please contact us for general availability plans for your country.

Goals

The primary goal of the Citrix IT Academy program is to introduce students to Citrix virtualization technologies and provide hands-on experience with installing, configuring and troubleshooting Citrix XenServer, XenDesktop and XenApp products.

In addition, an important goal of the program is to connect students who complete
Citrix courses with Citrix customers and partners for possible job and career opportunities. Contact your Citrix Academic Manager for more information.

Training and Support Models

Citrix has developed two models to train IT Academy instructors and ensure IT Academies receive the support they need to be successful. The model for your IT Academy depends on several factors determined jointly by Citrix and the IT Academy.

2 - Tier Model

A Regional IT Academy is selected and approved by Citrix and is responsible for recruiting IT Academies into the program, training instructors and providing support. In addition, a Regional IT Academy may provide other optional services. Regional IT Academies also deliver Citrix courses to students.

An IT Academy delivers Citrix courses to students and is associated with and supported by a Regional IT Academy of their choosing.

Direct Model

In some cases, Citrix and/or a Citrix Partner will provide instructor training and support for the IT Academy.

Program Benefits

For the Student:

- Rigorous curriculum with hands-on labs to prepare students for Citrix certification
- Discounted certification exam voucher for each registered student that successfully completes a Citrix course verified by the instructor. Vouchers can be redeemed at any Pearson VUE test center
- Instructors authorized by Citrix and qualified to deliver Citrix virtualization courses

For the Instructor:

- Access to the XenServer, XenApp and XenDesktop Administration Self-paced Online courses with remote labs to help prepare for their certification exam and course delivery
- Instructor training and authorization program to enable faculty to successfully deliver Citrix courses
- One free certification exam voucher for each course offered in the program
- Citrix Academic Instructor (CAI) designation after completing all requirements to deliver one or more Citrix courses in the program
• Instructor web portal containing resources and teaching aids to enable instructors to deliver successful courses
• Support from your Regional IT Academy and/or Citrix
• Access to the Citrix Academic Network online community with additional teaching resources plus collaboration with other academic institutions teaching virtualization
• Program updates, news and event notifications from Citrix

For the IT Academy:

• Citrix IT Academy logo to display on websites and marketing materials
• Citrix authorized XenServer, XenDesktop and XenApp online curriculum. Each course aligns to a corresponding Citrix Certified Administrator certification exam.
• Citrix product software and licenses necessary to deliver program courses
• Self-paced Online courses with remote lab access for all teaching faculty in any department at the college or university upon request and approved by Citrix
• Program updates and event notifications from Citrix
• Programs to connect students with Citrix partners and customers for internship and employment opportunities (under development)
• Welcome kit with resources to launch and promote a successful program including:
  o Materials to support Academy marketing activities: logos, templates, posters, Citrix IT Academy banner
  o Promotional presentations for IT Academy and Student recruiting events such as tradeshows, Job Fairs, etc.

Program Cost

Annual Program Fee

There is no cost ($0) to join the Citrix IT Academy program in 2015 for accredited, degree granting education institutions approved by Citrix.

Instructor Training and Support

IT Academies supported by a Regional IT Academy must contact their Regional IT Academy for instructor training dates and support cost. Training cost may include the cost of the training plus all travel and associated expenses.

IT Academies supported directly by Citrix or a Citrix partner must contact their Citrix Academic Manager for instructor training and support options.
Curriculum and Courseware

Curriculum
The IT Academy orders student curriculum via training.citrix.com managed by Citrix Education. The Lab Exercise Workbook complements the online curriculum and is available in both .PDF and .DOC. The Lab Exercise Workbook is downloaded and distributed to students by the instructor.

Electronic Courseware Manuals
IT Academies can purchase electronic courseware for each registered student at a cost of US$50 per student plus shipping. The eCourseware is purchased from training.citrix.com.

Software and Licenses
Citrix will supply IT Academies, at no cost, one Not for Resale version of each of the Citrix software products plus licenses needed to deliver Citrix courses as part of the Citrix IT Academy program.

Student Exam Voucher
IT Academies can optionally purchase one Citrix certification exam voucher per student for the Citrix course the student registered for and successfully completed as verified by the instructor. Each discounted certification exam voucher cost US$60 (60% off list price) and is purchased by the IT Academy via the Citrix Education Online Store. The non-transferable exam voucher is sent to the student directly using their college or university email address. Exam vouchers are redeemed at any Pearson VUE test center.

Eligibility
In order to participate in the Citrix IT Academy program the institution must be:
- an accredited or government-sponsored educational institution
- a degree granting education institution
- a non-profit, defense or other organization approved by Citrix

In addition, Citrix IT Academy candidates must:
- have a minimum of one instructor/faculty member that can attend training and complete the requirements to be a Citrix Academic Instructor (CAI)
- own or have access to all equipment required for students to complete hands-on labs for each course (see Equipment below)
All Citrix IT Academy candidates must apply and be approved by Citrix. See How to Become a Citrix IT Academy for more information.

Citrix Courses

The Citrix IT Academy program provides the following Citrix course titles and versions to all Citrix approved IT Academies to deliver to students participating in the program. Complete course descriptions are on the Citrix Education website. See citrix.com/academic for available languages.

- Managing App and Desktop Solutions with Citrix XenApp & XenDesktop 7.5 (CXD-203)
- Deploying App and Desktop Solutions with Citrix XenApp and XenDesktop 7.5 (CXD-300)
- Citrix NetScaler 10.5 Essentials and Networking (CNS-205)

Program Requirements

Curriculum Delivery

All Citrix IT Academies must:

- Deliver each Citrix course in no less than a four (4) week period
- Offer all courses as part of a public offering delivered during the academic calendar
- Deliver a minimum of one (1) Citrix course over a twelve-month period in order to maintain active Citrix IT Academy status.

Personnel

The Citrix IT Academy is required to have the following staff:

- One (1) Program Administrator responsible for all day to day operations of the program at the IT Academy and primary contact for Citrix
- One (1) Citrix Academic Instructor (CAI) certified by Citrix and employed by the intuition. Regional IT Academies are required to have two (2) CAIs.

Note: one person can fulfill both roles

Equipment

The Citrix IT Academy is responsible for obtaining the equipment required for the hands-on exercises. Equipment can reside locally in the classroom or locally hosted as
illustrated below.

In order to deliver the three courses offered in the program you will need Citrix XenServer and local hardware resources. Due to the nature of XenServer, this option requires a **two-system configuration for each student:** one lab server and one lab client connected together by a switch or hub. The lab server runs XenServer and hosts all the virtual machines used in the class. The lab client runs XenCenter and is used to access the virtual machines running on the lab server. Hardware requirements for the lab client system are minimal and are provided below.

### Option 1: One client and one server per student

![Diagram](image)

- **Notes**
  - One client/server per student is recommended for all three Citrix courses.
  - To have one server support multiple clients (XenApp Administration course only) consider the following:
    - RAM: 12GB * x clients
    - Disk: 200 GB * x clients; 10k RPM or greater
    - At some point local storage will be too slow and you will need to move to shared storage or a RAID solution
  - For the XD course, each client/server pair will have the same IP addresses so they must have their own separate private network
  - For the XS course, all servers and clients must have a unique IP address and servers must be able to communicate with one another.

<table>
<thead>
<tr>
<th>Component</th>
<th>Lab Client</th>
<th>Lab Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>1GHz x86</td>
<td>- Intel VT or AMD-V x64 capable&lt;br&gt;- Quad-core (i.e. Intel i5 or i7) recommended</td>
</tr>
<tr>
<td>RAM</td>
<td>1GB</td>
<td>16GB (12GB minimum)</td>
</tr>
<tr>
<td>Disk</td>
<td>20 GB for OS</td>
<td>500GB (320 GB minimum)</td>
</tr>
<tr>
<td>Network</td>
<td>Wired, 100 Mbit or greater</td>
<td>Wired, 100 Mbit or greater</td>
</tr>
<tr>
<td>Virtualization Platform</td>
<td>N/A</td>
<td>XenServer</td>
</tr>
<tr>
<td>OS</td>
<td>- .NET Framework 2.0 or greater&lt;br&gt;- Citrix XenCenter</td>
<td>XP, Vista, W7, Server 2003/2008/2008R2</td>
</tr>
</tbody>
</table>

### Option 2: Locally Hosted

- **Classroom Client**
  - XenCenter or remote desktop connection manager
- **Server Blades**
  - Processor: Intel VT or AMD-V processor
  - RAM: 16GB per student
  - Storage: 300 GB/student would allow for the delivery of each of the three courses
  - Note: Openfiler can work but dedicated shared storage (EMC, NetApp, Dell, EqualLogic, etc.) is recommended
  - XenServer
Note: in order to deliver concurrent Citrix courses you will need to manually export student VMs and VM Metadata to a unique location for each student on the shared storage then import VMs and VM Metadata to each XenServer.

Option 3: One Workstation per Student Using a 3rd Party Hypervisor

- IT Academy can use virtualization software of its choosing
- Support is limited to Classroom Setup Guide that details how to manually create lab VMs
- Pre-built XenServer based lab VMs are available but will have to be converted for other third-party virtualization platforms

<table>
<thead>
<tr>
<th>Component</th>
<th>Student Workstation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>- Intel VT or AMD-V x64 capable</td>
</tr>
<tr>
<td></td>
<td>- Quad-core (i.e. Intel i5 or Xeon) recommended</td>
</tr>
<tr>
<td>RAM</td>
<td>16GB (12GB minimum)</td>
</tr>
<tr>
<td>Disk</td>
<td>500GB (320GB minimum)</td>
</tr>
<tr>
<td>Network</td>
<td>Wired, 100 Mbit or greater</td>
</tr>
<tr>
<td>Virtualization Platform</td>
<td>- VMware Workstation</td>
</tr>
<tr>
<td></td>
<td>- Hyper-V (not tested)</td>
</tr>
<tr>
<td>OS</td>
<td>XP, Vista, W7, Server 2003/2008/2008R2</td>
</tr>
</tbody>
</table>

Other Equipment Options
Citrix is working on other solutions including a for-fee option to allow IT Academies to schedule, provision and deliver multiple concurrent Citrix courses that will also provide remote lab access for students. Watch for updates on citrix.com/academic.

Additional Resources Available to Instructors
XenServer-based Virtual Machines Images – XenServer-based virtual machine images are available for each course and are required for the hands-on labs. Due to the very large file size, the IT Academy must either provide a portable hard drive for transfer or download from the Instructor Resource area on MyCitrix. Instructions are provided to each instructor in the Citrix Academic Instructor Welcome email.

Classroom Setup Guide (CSG) – as an alternative to using the pre-configured virtual machine images you can create manually. A CSG is available for each course and provides high-level steps for basic XenServer configuration, virtual machine sizing guidelines and step-by-step instructions for virtual machine image configuration. CSGs are available for download from the Instructor Resource area on MyCitrix.

Instructor Authorization
All instructors who deliver Citrix IT Academy courses must be either a Citrix Certified Instructor (CCI) or a Citrix Academic Instructor (CAI). CCIs are certified to deliver courses
for a Citrix Authorized Learning Center (CALC) or Citrix IT Academy. CAIs must complete the authorization process outlined below and can only deliver courses for a Citrix IT Academy.

Citrix Academic Instructor (CAI) Authorization Process (Note: process may differ slightly depending on your country or location – check with your Citrix Academic Manager)

- IT Academy selects the instructor based on their background, experience and teaching credentials. Successful instructors have the following background:
  - Basic knowledge of virtualization technology
  - Understanding of computer architectures, including network and storage devices, device drivers and operating systems
  - Microsoft MCSA, MCSE or MCTS on Windows Server 2008 certified and/or experience installing and administering Windows Server and Linux

- IT Academy provides Citrix with the instructors name, email and the MyCitrix username (go to http://mycitrix.com to create) and the course(s) the instructor will be teaching

- Instructor candidate completes the following prior to attending training:
  1) View the three product “Chalk Talks” (3 minutes each):
  2) Complete the free online Technical Product Overview course (1 hour each) associated with the course(s) getting certified to teach
     Citrix XenServer 5.6 Overview (CXS-101)
     Citrix XenApp 6.5 Overview (CXA-101)
     Citrix XenDesktop 5.5 Overview (CXD-101)
  3) Complete the Self-paced Online (SPO) course(s) the instructor is certifying to teach. Citrix provides each instructor candidate access to the XenServer, XenApp and XenDesktop SPOs free of charge.

- Instructor candidate attends and successfully completes the Instructor Enablement course. Note: Regional IT Academy instructors attend the Instructor Enablement course delivered by Citrix or a Regional IT Academy authorized by Citrix to deliver Instructor Enablement courses. All other IT
Academy instructors attend the Instructor Enablement course delivered by a Regional IT Academy or Citrix depending on their designated training and support model.

- Instructor passes the certification exam associated with the course(s) they are certifying to teach with 80 percent or higher. Citrix will provide each instructor one free exam voucher for each course certifying to teach.
- Instructor or IT Academy submits a copy of the certification exam report to Citrix and is authorized to teach the course.

How to Become a Citrix IT Academy

All institutions interested in participating in the Citrix IT Academy program must complete the online application. The application process is documented on the Learning Institutions tab on the Citrix Academic Network website (www.citrix.com/academic). All applications will be reviewed by the Citrix Academic program team to validate all eligibility requirements are met. Citrix reserves the right to accept or deny application based on company need and/or strategic factors.

Additionally, all IT Academies must select a Regional IT Academy who will provide instructor training and support. View the list on www.citrix.com/academic or contact your Citrix Academic Manager for a list of Regional IT Academies in your region.

Your chosen Regional IT Academy will provide more information about instructor training schedules and support.

Citrix Regional IT Academy Responsibilities

A Regional IT Academy is responsible for recruiting IT Academies into the program, training instructors and providing support. In addition, a Regional IT Academy may provide other optional services. Interested institutions must apply to become a Regional IT Academy and be approved by Citrix. An approved Citrix Regional IT Academy must agree to the following:

- Employ a minimum of two (2) Citrix Academic Instructors (CAI) and provide the name of all instructors teaching Citrix courses to Citrix.
- Deliver all courses offered in the program as set forth in this Program Guide.
- Endeavor to sign up at least five (5) IT Academies for participation in the program.
- Provide IT Academies it signs up with all the required instructor training and support necessary to successfully operate the program.
Ensure IT Academy instructors have received training and have completed all Citrix Academic Instructor (CAI) or Citrix Certified Instructor (CCI) requirements prior to teaching the Courses.

Optionally enter into agreements with CITAs as it deems necessary in compliance with the obligations stated above.

Operations

- **Citrix Software and licenses** – Citrix provides IT Academies with Not-for-Resale versions of the Citrix XenServer, XenDesktop and XenApp software for teaching or research. Other Citrix product software may be obtained for research upon request and approved by Citrix. Product licenses are provided free of charge as a benefit of membership in the Citrix IT Academy Program. Licenses are located in the Instructor Resource area on MyCitrix. Not-for-Resale and Internal Use Licenses do not apply to the Citrix Appliances or Citrix Access Essentials products.

- **Classroom Setup and Delivery Guides, lab images** – Citrix provides resources to both CITAs and CAIs via www.mycitrix.com. If assistance is needed, please contact your Citrix Academic Manager.

- **Curriculum and Certification Exam Vouchers** – Self-Paced Online (SPO) curriculum, electronic courseware and discount certification exam vouchers are all purchased by the IT Academy. All orders are reviewed and approved by Citrix prior to fulfillment.
  - **SPO Curriculum** – US$25 per student
  - **Electronic Courseware** – Citrix invoices IT Academy US$50 per student
  - **Certification Exam Vouchers** – US$60 (60% off list price) per student. Exams vouchers are purchased and redeemed by Pearson VUE.

Related Program Documents

- **Sample Citrix IT Academy Program Agreement** – is located on the program website at www.citrix.com/academic on the Learning Institutions tab
- **Software License Agreement** is presented during the software download process
- **Logo Usage** is located in the IT Academy program area on www.mycitrix.com
Citrix Certification

Citrix credentials distinguish an elite set of IT professionals who have proven their expertise in Citrix solutions, opening doors to a multitude of personal and professional rewards. Organized into three levels of certification based on job roles, Citrix certification is the best way to prove knowledge and experience to employers, hiring managers or clients.


The Citrix IT Academy program offers curriculum that supports the following Citrix Certified Administrator (CCA) certifications:

- CCA-V
- CCP-V
- CCA-N
- CCA for XenServer

See the Citrix Education website for information on all Citrix certifications.

Contact Us

For more information or questions email: academicnetwork@citrix.com