



Network Learning: RKTS



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Remote Knowledge Transfer Sessions

- Informal “chalk talks” to enhance knowledge of Cisco products/technologies
- Last up to 4 hours & informal in nature (no labs, or ‘leave behinds’)
- Delivered onsite or remotely (TelePresence, WebEx, MeetingPlace, conference call)
- Subject matter expert from Advanced Services
- Discuss best practices, product information, technology deployment, and technology application across most Cisco technologies & Solutions



Ask AS experts about Cisco products and technologies

For more information contact as-ks-practice@cisco.com

Network Learning: (Cont.)

Remote Knowledge Transfer Sessions

Delivery Process

The Primary Cisco NCE (when part of NOS):

- Works with the customer to assess needs for Knowledge Transfer session topics
- Determines appropriate resources (NCE or SME) and onsite v. offsite (account NCEs may do onsite, SMEs do remote)
- Determines if or how selected material should be customized to meet the customer's requirements
- Coordinates presentation logistics directly with the customer
- Typically delivered during a predetermined customer visit like the QBR
- SMEs can come from Practices, Central Engineering, GSP, or the Virtual Teams
- KT&M Program Office established to improve upon the KT program