Networking Academy

CyberOps Associate

Frequently Asked Questions

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Cisco Certifications FAQ

Q1. Why is the NetAcad CyberOps course changing?

A. As cybersecurity operations play an increasingly critical role in the security strategy of organizations today, Cisco is developing a new certification program dedicated to developing cybersecurity operations skills. As of February 24, 2020, CCNA CyberOps certification is renamed to Cisco Certified CyberOps Associate to emphasize its focus on cybersecurity operations. NetAcad will revise and rename the CCNA CyberOps course to CyberOps Associate, and this course will align to the Cisco CyberOps Associate certification.

Q2. When is the last day to earn the CCNA CyberOps Certification?

A. Beginning May 29, 2020, Cisco will release an updated, consolidated exam, 200-201 CBROPS, that will replace the current 210-250 SECOPS and 210-255 SECFND exams. The last date to take the CCNA CyberOps certification exams (SECFND and SECOPS) is May 28, 2020. For NetAcad students and instructors only, the last date to take the SECFND and SECOPS exams is extended to July 31, 2020.

Q3. What are the new "invitation only" CCNA Cyber Ops exam names and numbers for NetAcad students and instructors between May 30, 2020 and July 31, 2020?

A. For NetAcad students and instructors only, the SECFND and SECOPS exams can be taken through July 31, 2020 using the following exam names and numbers:

- 210-251 Understanding Cisco Cybersecurity Fundamentals - INVITATION ONLY
- 210-256 Implementing Cisco Cybersecurity Operations - INVITATION ONLY

Q4. How can I recertify with my existing CCNA CyberOps Certification?

A. See details for the new recertification policy and option to use Continuing Education credits on the Cisco Recertification Policy page.

Q5. I am currently training for CCNA CyberOps certification. What should I do?

A. For students working on CCNA CyberOps certification, keep them going. If they finish before the new certification goes live, their CCNA Cyber Ops will automatically be updated to the CyberOps Associate certification.

Q6. Is the CyberOps Associate course eligible to earn Continuing Education credits toward a Cisco recertification?

A. Yes. Anyone with an active Cisco certification can enroll in the Continuing Education (CE) program and earn credits by successfully completing the CyberOps Associate course. Student who earn a digital badge in this course are eligible to claim CE credits. The policies related to Cisco's Continuing Education program and the process to submit claims are described *here*.

Networking Academy Trainings
CCNP Enterprise: Core Networking
CCNP Enterprise: Advanced Routing
DevNet Associate
CyberOps Associate

CyberOps Associate Course FAQ

Q7. What will the NetAcad CyberOps Associate course focus on?

A. The NetAcad CyberOps Associate course will be more streamlined and simplified. It will cover objectives of the CyberOps Associate exam. The focus of this course will be more on security operations topics such as security monitoring, host-based analysis, and network intrusion analysis and less on security fundamental topics.

Q8. When will the new course be available to support the Cisco Certified CyberOps Associate certification?

A. The Networking Academy CyberOps Associate course Version 1.0 (English) will be released July 29, 2020 with translations to follow.

Q9. Are there any prerequisites for the NetAcad CyberOps Associate course?

A. The NetAcad CyberOps Associate course has no Networking Academy course prerequisites. Students are recommended to have the following entry IT knowledge:
- PC and internet navigation skills
- Basic Windows and Linux system concepts
- Basic Networking concepts
- Binary and Hexadecimal understanding
- Awareness of basic programming concepts
- Familiarity with Cisco Packet Tracer

Q10. Will I receive a badge?

A. Students that successfully pass the CyberOps Associate course will be given a NetAcad digital badge. Details about the badge and earning criteria will be communicated when the CyberOps Associate course is released.

Q11. Will instructors and instructor trainers need to be re-accredited?

A. CCNA CyberOps instructors who are currently qualified to teach the course will be qualified for the new CyberOps Associate courses.

Q12. How many hours does the course require?

A. The CyberOps Associate course consists of approximately 70 hours of instructional material.

Labs and Equipment FAQ

Q13. What are the equipment requirements for the NetAcad CyberOps Associate course?

A. The only equipment required for this course is a lab PC for each student or shared between two students. No other physical equipment is required. A virtual environment is required to run the labs.

Q14. What are the system requirements for the Lab PC?

A. The Lab Personal Computer will need to have the following system requirements:

PC	• Host computer using 64-bit processor with at least 4 GB of RAM (8GB Highly Recommended)and 45 GB of free disk space (see link to determine if your host computer has a 64-bit processor: https://www.computerhope.com/issues/ch001121.htm) • Latest version of Oracle VirtualBox: http://www.oracle.com/technetwork/server-storage/virtualbox/downloads/index.html • Internet connection
Packet Tracer	Minimum version 7.3 or later

Q15. Is setting up the virtual environment required to deliver the course?

A. Yes, the virtual environment is required to run the labs.

Q16. Must VirtualBox be used or can other hypervisors be used?

A. The labs are currently tested with VirtualBox. Use of other hypervisors will have to be tested by instructors as appropriate.

Q17. How large are the VM files use in the labs?

A. The sizes of the VM files are as follows:

Virtual Machine	RAM	Disk Space
CyberOps Workstation VM	1 GB	20 GB
Security Onion	4 GB Minimum (8GB Highly Recommended)	20 GB

The VM FAQ document outlines the possible challenges and their solutions of VM set up can be found in the Instructor Resources on NetAcad.com.

Q18. Do the CyberOps Associate labs support remote access through NDG's NETLAB+ solution?

A. NDG provides a remote access option to the CyberOps Associate course labs via NETLAB+. Please contact NDG directly for this service. Find more information at the NDG website here

Cisco Packet Tracer FAQ

Q19. Does Cisco Packet Tracer support the CyberOps Associate curriculum?

A. Yes, Cisco Packet Tracer supports the security protocols needed for the CyberOps Associate curriculum. Computers should have Packet Tracer 7.3 (minimum version) downloaded to support the relevant labs. The latest version of Packet Tracer is available for download by instructors and students from the Cisco Packet Tracer Resource folder from NetAcad.com:
https://www.netacad.com/portal/resources/packet-tracer

Q20. Can I install both Packet Tracer 7.2.2 and 7.3.0 simultaneously?

A. You may have both Packet Tracer 7.2.2 and 7.3.0 installed simultaneously (for Windows), but PTSAs and PTMOs will launch using the newest install of Packet Tracer. We recommend installing Packet Tracer 7.2.2 first, followed by 7.3.0.

Q21. How do I upgrade my scripts to be compatible with Packet Tracer 7.3.0?

A. Please reference the Packet Tracer help documents, in the section on Script Modules to convert synchronous JavaScript calls to asynchronous JavaScript calls. To access the help documents, use the Help menu from within Packet Tracer and select Contents. This launches the Packet Tracer Help files in a browser window. From the browser side panel, navigate to the Script Modules section and select Web Views.

Q22. How do I install Packet Tracer on Ubuntu Linux?

A. Run command "sudo apt-get install <absolute path to the .deb file>" and follow the instructions shown on your screen. (Note that using "sudo dpkg –i <absolute path to the .deb file>" will not install the dependencies needed).

Instructor Training FAQ

Q23. Where can I find Instructor Resources for the course?

A. Access the Instructor Resources for the course at the following link:
https://www.netacad.com/portal/resources/course-resources/cyberops-associate

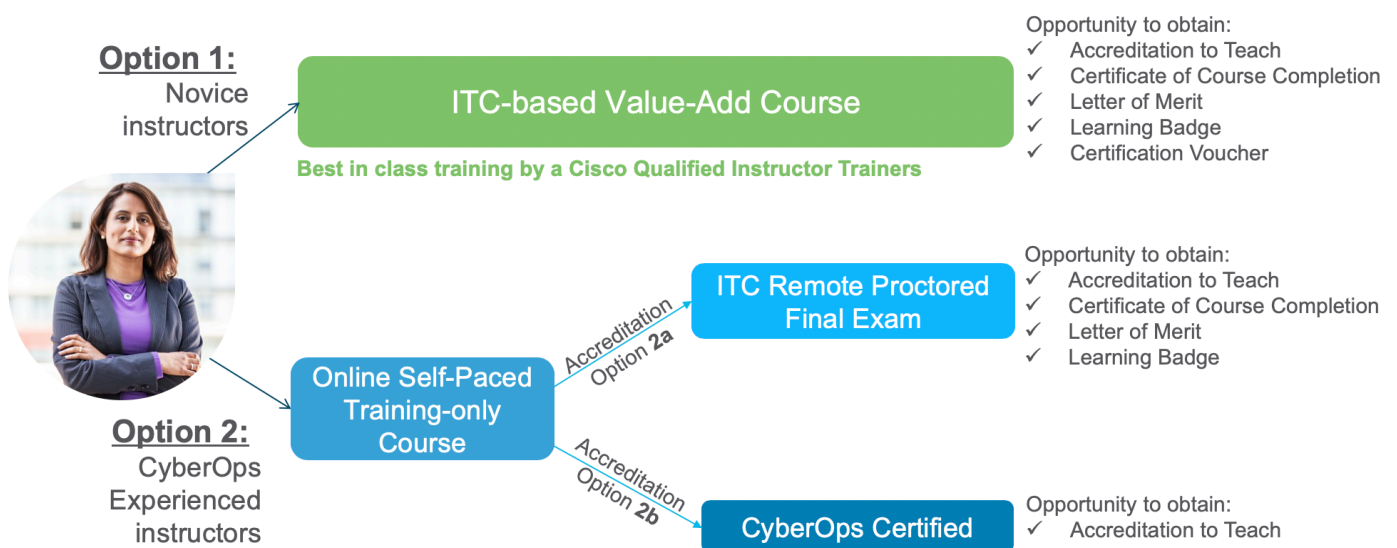## Q24. Is instructor training required for the CyberOps Associate course?

A. Yes. Instructor training is required, in order to get the Accreditation to teach the CyberOps Associate course to students at Cisco Academies.

Q25. Is Instructor Trainer Qualification required for the CyberOps Associate course?

A. Instructor Trainers from Instructor Training Centers (ITC) must complete the Instructor Trainer Qualification (ITQ) process in order to get the Qualification to teach the CyberOps Associate course to instructors. For details on the ITQ process, please reach out to your Technical Manager.

Q26. What Instructor Training Options are available for CyberOps Associate course?

A. The CyberOps Associate course Instructor Training Model combines options from an existing, best-in class training with Qualified Instructor Trainers at Instructor Training Centers (ITC), with flexibility options for existing CyberOps experienced instructors who wish to fast-track their accreditation.

Option 1:
Novice instructors

ITC-based Value-Add Course

Best in class training by a Cisco Qualified Instructor Trainers

Opportunity to obtain:
- ✓ Accreditation to Teach
- ✓ Certificate of Course Completion
- ✓ Letter of Merit
- ✓ Learning Badge
- ✓ Certification Voucher

Option 2:
CyberOps Experienced instructors

Online Self-Paced Training-only Course

Accreditation Option **2a**

ITC Remote Proctored Final Exam

Opportunity to obtain:
- ✓ Accreditation to Teach
- ✓ Certificate of Course Completion
- ✓ Letter of Merit
- ✓ Learning Badge

Accreditation Option **2b**

CyberOps Certified

Opportunity to obtain:
- ✓ Accreditation to Teach

Option 1

The Option 1, ITC-based Value-Add Course, is the best-in-class instructor training path with Cisco Qualified Instructor Trainers. It is highly recommended for all instructors to get trained and accredited for a career-ready, certification-aligned 70-hour course.

- o Option 1 also leads to an opportunity to obtain, upon successful completion, the Accreditation to Teach and a Certificate of Course Completion. Moreover, instructors can also obtain a Letter of Merit, Learning Badge and a Certification Discount Voucher when scored more than 70% on the first attempt of the Final Exam.

Option 2

The Option 2, Online Self-Paced Training-only Course, is a flexible self-paced option for existing instructors who are knowledgeable in the domain. In this option, instructors can review the entire online Curriculum, complete all the Hands-on Labs and Module Exams and the Practice Final Exam. Please note that the Final Exam is NOT part of the Online Self-Paced Training-only Course. After completing the self-paced training part, instructors must print their Gradebook results into a PDF file, to declare the completion of the course. With the PDF declaration of course completion, instructors can opt-in for one of the two paths, to get their Accreditation to teach the course to their students:

- o The first accreditation path, with Option 2a, ITC Remote Proctored Final Exam, is a service that ITCs can offer, that includes a remote, live Webex meeting based environment, where an existing CyberOps Associate Qualified Instructor Trainer monitors the instructors to prevent cheating, while the instructors complete the Final Exam and the Skills-based Assessment.
  - The Option 2a path, also leads to an opportunity to obtain, upon successful completion, the Accreditation to Teach and a Certificate of Course Completion. Moreover, instructors can also obtain a Letter of Merit and a Learning Badge when scored more than 70% on the first attempt of the Final Exam.
- o The second accreditation path, with Option 2b, CyberOps Associate Certified, requires that instructors become CyberOps Associate Certified by successfully completing the 200-201 CBROPS Exam via a Pearson VUE testing service. Once CBROPS certified, instructors need to reach out to the NetAcad Global Support Desk, with a request for Accreditation to teach the CyberOps Associate course to students. Please follow the steps:
  1. Log on to the Certification Tracking System at www.cisco.com/go/certifications/login
  2. Click on "Transcripts"
  3. Click on "Create new transcript"
  4. Select the CyberOps Associate exam and certification to share
  5. Set an expiration date for your transcript at least a month ahead
  6. Enter a Remark stating "*Please accredit my NetAcad account to teach the CyberOps Associate course. Here is my information: "NetAcad Username", "NetAcad Email Address", and "NetAcad ID".*"
  7. Share your transcript via email to netacadsupport@external.cisco.com

Q27. If I am already CBROPS certified, will I be automatically accredited to teach the CyberOps Associate course?

A. No. First you must complete the "Online Self-Paced Training-only Course" and print your Gradebook results into a PDF file, to declare the completion of the course. Then you can use the second accreditation path, with Option 2b, to get your Accreditation to teach the course.

Voucher FAQ

Q28. Will qualifying Networking Academy students and instructors receive course discounts on the CyberOps Associate exam?

A. Networking Academy will continue to offer qualifying students and instructors discounts on the new CyberOps Associate exam. For further details, please refer to the Discount Process FAQ located here: https://www.netacad.com/portal/faq-page/discount-process

Q29. Will a certification exam discount voucher that was issued for the current SECFND and SECOPS exam work on the new CBROPS exam?

A. No, certification exam discount vouchers can only be used on the specific version of the exam for which they have been issued. Individuals who qualified for a discount between Feb 1, 2020 and July 9th, 2020 that do not use (redeem) at least one of their discounts by July 9, 2020 will be reissued ONE discount by Aug 18, 2020 to align to the new CyberOps Associate exam. We will pause issuing discounts between July 10, 2020 – July 31, 2020 to account for processing time.

Q30. Will supplemental and pre-paid vouchers that have been purchased for the current SECFND and SECOPS exam work on the new CBROPS exam?

A. No, supplemental and pre-paid vouchers can only be used on the specific version of the exam for which they have been issued. Supplemental and pre-paid vouchers cannot be transferred to other exams and will not be reissued. Supplemental and pre-paid vouchers purchased for the current 210-250 SECFND and 210-255 SECOPS exams will not be valid after July 31, 2020.

Q31. What is the last day Networking Academy students and instructors can take the SECFND and SECOPS certification exam?

A. July 31, 2020 is the last day the SECFND and SECOPS Certification exams will be available to Networking Academy students and instructors. Reminder, the request and registration process takes up to 14 days. Do not wait to use your discount as the process cannot be expedited. Also, you must register online to use your discount. You will not be able to use the discount if you register in person.

Q32. Where can I find my Networking Academy ID?

A. Networking Academy ID is found within your Profile on netacad.com.

Q33. Where can I continue to get more information?

A. The NetAcad.com New Courses & Certifications landing page remains your go-to resource for everything related to the new courses and certifications. Bookmark the page and check back for updates.

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Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.