

## Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)

**Duration: 5 Days**

### Who should attend

The primary audience for this course is as follows:

- Network professionals who want to increase their skill level at maintaining and troubleshooting complex Cisco IP networks. The typical job roles for this type of professional are network engineers, network operations center (NOC) technical support personnel, or help desk technicians

The secondary audience for this course is as follows:

- Any individual involved in network maintenance and support

### Certifications

This course is part of the following Certifications:

- Cisco Certified Network Professional ([CCNP](#))

### Prerequisites

The knowledge and skills that a learner must have before attending this course are as follows:

- Cisco CCNA® certification
- Knowledge and experience of the implementation and verification of enterprise routing and switching technologies as offered by the SWITCH and ROUTE courses or equivalent skills and knowledge

Note: In addition to CCNA certification it is recommended that the learner has practical experience in installing, operating and maintaining Cisco routers and switches in an enterprise environment.

### Course Objectives

Upon completing this course, the learner will be able to meet these overall objectives:

- Plan and document the most commonly performed maintenance functions in complex enterprise networks
- Develop a troubleshooting process to identify and resolve problems in complex enterprise networks
- Select tools that best support specific troubleshooting and maintenance processes in large, complex enterprise networks
- Practice maintenance procedures and fault resolution in switching based environments
- Practice maintenance procedures and fault resolution in routing based environments
- Practice maintenance procedures and fault resolution in a secure infrastructure
- Practice maintenance procedures and fault resolution problems in a complex environment

## Course Content

Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0 is a five-day course designed to help network professionals hone the skills and knowledge needed to maintain their network and to diagnose and resolve network problems quickly and effectively. It also assists the network professional in preparing for Cisco CCNP certification. The TSHOOT course is a component of the CCNP curriculum.

The TSHOOT course is designed to teach professionals that work in complex network environments the necessary skills to maintain their networks and to diagnose and resolve network problems quickly and effectively. The course will provide information about troubleshooting and maintaining particular technologies, as well as procedural and organizational aspects of the troubleshooting and maintenance process. A large part of the training will consist of practicing these skills and reinforcing the concepts by putting them to use in a controlled environment. At the end of the course, the learners will have increased their skill level and developed a set of best practices based on their own and other learners' experiences that they can take back to their organizations.