

**Quick Start Guide**

**Enterprise Skills Customer Learning Plan**

**Quick Start Guide: Enterprise Skills Customer Learning Plan**

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**3. Resources**

*See the ECIF and SATV pages in the Intelligent Cloud Enterprise Skills Initiative One Note* - [link](https://microsoft.sharepoint.com/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b666cba0e-5fae-414e-9a6e-5c9241b7b976%7d&action=view&wd=target%28Get%20started.one%7C6b578586-a035-4d36-9e84-4dbde26d34f9%2FIntroduction%7Cf15fd275-61c9-46cf-9c75-b5cf11ce84dc%2F%29)

Reach out to the associated PSE listed to facilitate a connection to the Learning Partner or to ask questions regarding the partner/training options

Note: please do not send a general inquiry email with multiple partner contacts on the to line , In many cases these partners are competitors and this type of action leads to partner DSAT . If you have questions reach out to a Microsoft PSE.

If you're not sure where to start and who to contact, you can reach out to the Learning Partner Coordination Desk ([LPCDesk](mailto:LPCDesk@microsoft.com)) to answer questions and provide guidance about next steps on a customer - by - customer basis.

* **Free to paid (MCS/Learning Partners)** [link](https://microsoft.sharepoint.com/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b666cba0e-5fae-414e-9a6e-5c9241b7b976%7d&action=view&wd=target%28Get%20started.one%7C6b578586-a035-4d36-9e84-4dbde26d34f9%2FIntroduction%7Cf15fd275-61c9-46cf-9c75-b5cf11ce84dc%2F%29) to delivery guide
* ECIF - to fund through-partner training - ~$14M (IC)
* Qualified pool of Learning Partners (WWL)
* Internal support to augment through-partner mod
* PMM, vendor, GBB / CSA , CSE , PFE
* SATV - Software Assurances Training Voucher

Contact - Enterprise Skills Support ***entskill@microsoft.com***

**Quick Start guide**: The goal of this is to provide an overview and help you navigate the resources available to you as you prepare to get your customers trained and certified on Azure

**1. CSA to identify customer learning needs**

Align with and use your Customer Success Solution Plan

**Obtain Customer Commitment**

1. CSA to identify Azure skills sponsor at customer.

2. CSA to identify customer learning needs in respect to business goals, and match with available courses from the training menu. For courses that will be delivered by Learning Partners, CSA should work with the PSE who can provide guidance in both partner and content selection.

3. CSA to obtain customer agreement on prioritized list of users.

**Assess gaps to desired skills**

CSA to assess and document skills gaps of customer roles

**2. Create customer learning plan**

**Learning Plan Template** - [Word Link](https://microsoft.sharepoint.com/:w:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7B935362ec-e2d0-4f03-be22-8d1ccb45fa14%7D&action=default&DefaultItemOpen=1) or [Power Point Link](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7B7f737bf6-f82d-48e9-b9ba-e4e9336146ed%7D&action=default&DefaultItemOpen=1)

Intelligent Cloud Enterprise Skills Initiative One Note - [Link](https://microsoft.sharepoint.com/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b666cba0e-5fae-414e-9a6e-5c9241b7b976%7d&action=view&wd=target%28Get%20started.one%7C6b578586-a035-4d36-9e84-4dbde26d34f9%2FIntroduction%7Cf15fd275-61c9-46cf-9c75-b5cf11ce84dc%2F%29) - This delivery guide provides reference information and execution guidance. It includes best practices from the field, step by step process for leveraging SATV and ECIF, account team roles, responsibilities, and engagement