**Knowledge and Experience Maintenance Plan (Technical and commercial team)**

**General Objective**

Promote and strengthen the culture of continuous learning with the main objective of ensuring that the technical and commercial team maintains up-to-date, practical knowledge aligned with AWS best practices, fostering continuous improvement, operational excellence and the ability to adapt to new technologies and cloud solutions.

**Continuing Education and Certifications**

| **Action** | **Frequency** | **Responsible** | **Area** |
| --- | --- | --- | --- |
| In-house training | Semiannual | Technical team | Technical |
| Online Courses (AWS Skill Builder) | Permanent | Technical Team/Commercial Team | Technical / Commercial |
| AWS Certifications (Foundational, Associate, Professional, Specialty) | Semiannual | Technical team | Technical / Commercial |
| Hands-on workshops (infraestructura, seguridad, etc.) | Quarterly | Technical team | Technical / Commercial |
| AWS Technical Sales Courses for Sales | Semiannual | Commercial Team | Commercial |

**Internal Laboratories and Projects**

| **Action** | **Frequency** | **Responsible** | **Área** |
| --- | --- | --- | --- |
| Internal labs of new AWS solutions (ex: GenAI, Control Tower) | Monthly | Technical team | Technical |
| Project simulation / sandbox | Monthly | Technical team | Technical |

**Role Rotation and Shadowing**

| **Action** | **Frequency** | **Responsible** | **Area** |
| --- | --- | --- | --- |
| Shadowing between commercial and technical profiles for comprehensive understanding | Semiannual | Technical Team/Commercial Team | Technical / Commercial |

**Community and Collaborative Learning**

| **Action** | **Frequency** | **Responsible** | **Area** |
| --- | --- | --- | --- |
| Participating in AWS Partner Casts | Quarterly | Any interested party | Technical / Commercial |
| Participating in AWS Black Belt | Annual | Technical team | Technical |

**Monitoring and Evaluation**

| **Action** | **Frequency** | **Responsible** | **Area** |
| --- | --- | --- | --- |
| Career plan and personalized feedback | Quarterly | Technical team | Technical |
| Performance indicators by certification and technical quality | Quarterly | Technical team | Technical |

**Indicators of Success**

* Team members with active and up-to-date AWS certifications.
* Level of attendance at training and internal activities.