Cognizant Academy

Generation Cognizant (GenC) Learner Handbook (Microsoft Business Group- Information Workers)

Why do we need this GenC learning Program?

Gen C learning program engages young talents with a comprehensive learning pathway, giving the millennials an opportunity to interact with Subject Matter Experts (SME), understand the corporate environment, and groom themselves.

Cognizant emphasizes on Learner Autonomy where students take charge of their own learning, with the available tools and resources. More focus is on “learning” than “teaching”. Get ready to embark your own learning adventure!

Program at a glance

Learning consisting of 2 stages such as:

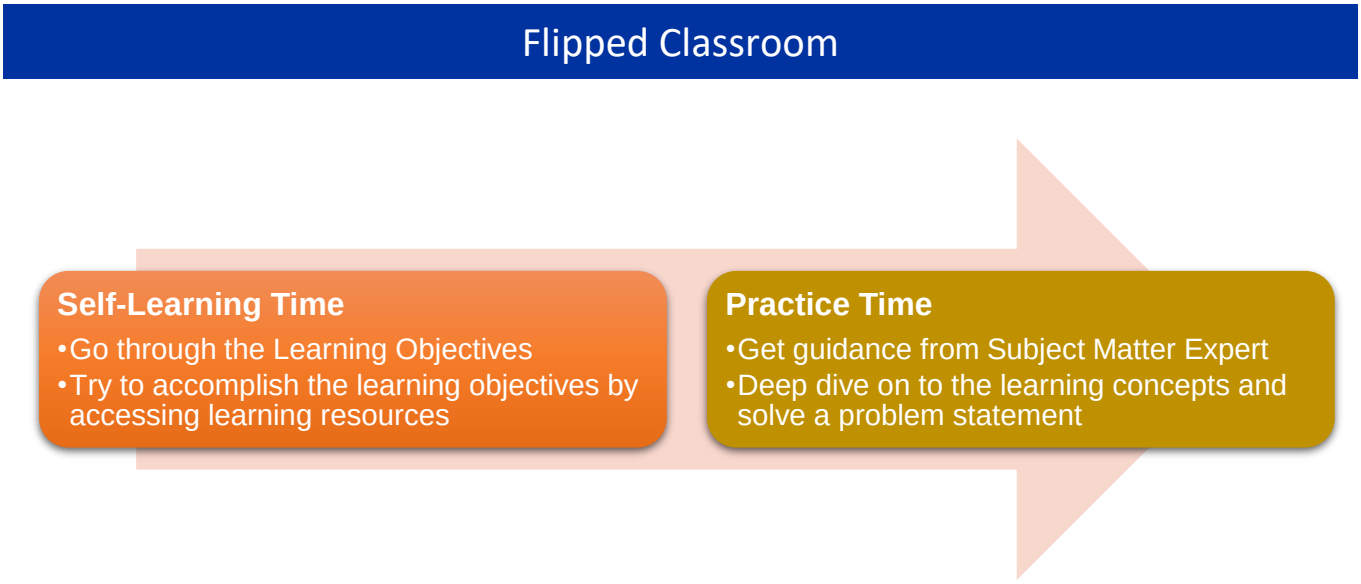
- Stage-1: Information Technology Fundamentals
- Stage-2: Middleware Technologies, Messaging & Collaboration (0365, Exchange, Teams) (AD, DNS, DFS), OneDrive for business and SharePoint fundamentals, Citrix & VDI Tools Squad, ITIL INC, SR, CHNG modules , SNOW tool, Azure Virtual Desktop, Intune-SCCM.(Inclusive of the Project)
- Interim Evaluation And Final Evaluation

Program Highlights

- The complete learning journey is formalized using adult learning principles, where problem solving and applying the skills gained are given more importance than conceptual learning.
- Learner Autonomy is encouraged via Flipped Classroom, where the learning platform offers world class learning resources, and students would not be constrained by tutelage of an instructor.
- Get mentored by SME, whose motivation and guidance will help you accelerate in the learning journey.
- This program is applicable to Interns as well as GEN Cs.

Learning Journey with Flipped Classroom

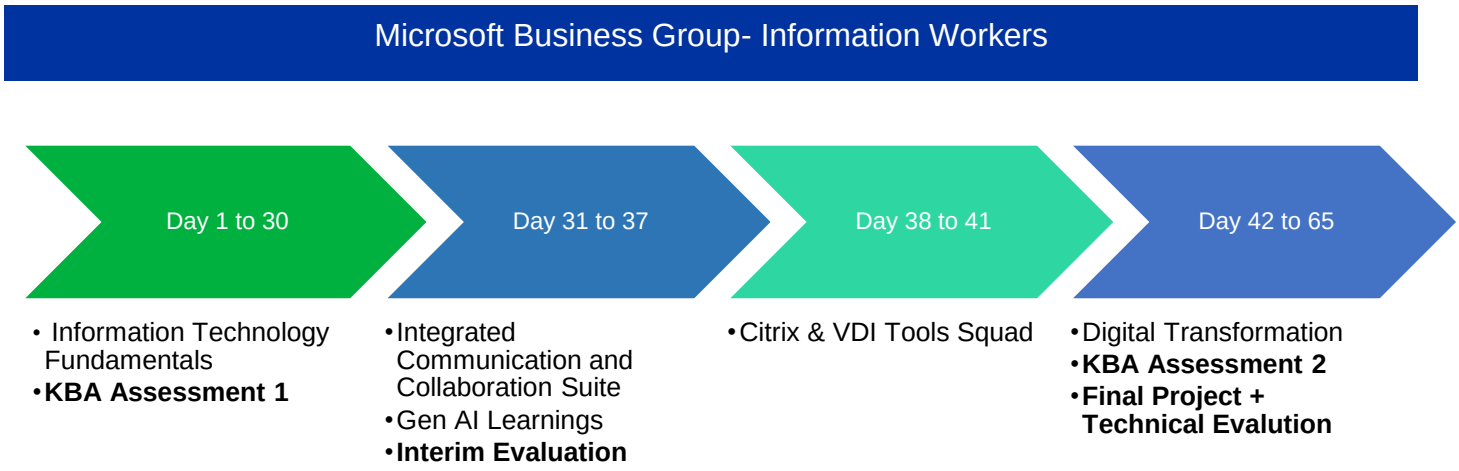
This program encourages you to be more autonomous learners during guided self-learning hours, completing the learning objectives on your own pace and style, and get ready for the hands-on practice time.



Recommended Program Sequence

The learning journey contains Skills, followed by a Business Aligned Project.

- Stage-1: Information Technology Fundamentals,
- Stage-2: Middleware Technologies, Messaging & Collaboration (0365, Exchange, Teams) (AD, DNS, DFS), OneDrive for business and SharePoint fundamentals, Citrix & VDI Tools Squad, ITIL INC, SR, CHNG modules, SNOW tool, Azure Virtual Desktop, Intune-SCCM.



Key Learning Components of the Program

Cognizant has collaborated with Udemy to provide world class learning videos for the evolving future of work. These Udemy programs are woven into a learning path, empowering you to plan and learn at your style.

The program also connects you with Subject Matter Experts (SMEs) to get the professional guidance on your queries in the learning journey.

The program doesn't ONLY concentrate on the technical skilling, but also on the shaping up of the Behavioral skills. **Behavioral learning** would be done in ILT mode, with few Self-paced learning modules too.

Evaluation Model

The program continuously evaluates if you are able to apply those self-learnt skills to solve a real-time business problem. Depicted below are the four key learning components, which are distributed across the learning journey for the purpose of continuous evaluation.

- Interim Evaluation (Assessment + Technical) through Video Interview
- Final Evaluation (Assessment + Technical) through Video Interview

The above evaluation components will attribute to the Performance Health Status (PHS) of a GenC.

The weightage of the Interim Evaluation will be 30%, while the Final Evaluation will account for 70%. However, the performance status of GenC will be indicated using the RAG (Red Amber Green) system. In this system, 'Green' signifies meeting the passing criteria, which is equal to or greater than 70%, the benchmark score for all evaluations.

Interim & Final Evaluation Approach

Below is the Evaluation Structure for GenC Learning Journey

The interim evaluation will be held halfway through the learning journey, while the final evaluation will take place at the end of the learning journey.

During the interim evaluation, the GenC will be interviewed by a Technical Subject Matter Expert (SME) from the Business Unit (BU) to assess your knowledge through a technical discussion.

During the final evaluation, the GenC will again be interviewed by a Technical SME from the BU to assess their knowledge through a technical discussion.

Program Completion Criteria

Stage 2 & Beyond (Advanced Skills)

Gating Criteria: Performance Health Status is Green

GenC/Intern Training	Evaluation Components	Pass Criteria	Evaluation Done By
Performance Health Status -PHS (only From Stage-2)	Interim Evaluation (Assessment + Technical)	Green,1 Attempt	BU SME
	Final Evaluation (Assessment + Technical)	Green, 2 Attempts*	

Outcome of Interim / Final evaluation will be RED, AMBER or GREEN status.

Note: 100% Completion of Hands On and Self -Learning Modules is mandatory for interim / final evaluation eligibility.

Key Check Point Intervals in the Learning Journey

Subsequent stages learning journey, your progress will be measured. On the below check point intervals, your overall Performance Health Score will be calculated as on date, and the RAG status will be arrived.

Table - Check Point Intervals

Check points	Interpreting Status
Interim Evaluation	- Green - On Track for Graduation - Red /Amber - There will not be any re-attempts given
Final Evaluation	- Green - On Track for Graduation - Red /Amber – Only 1 attempt are given (Re-attempt is not applicable if the student is Red in Interim and Final Evaluation) **Note:** If student fails after the applicable re-attempts, they will be considered as "Not Graduated".

Icebreaker

Icebreaker session will be conducted for a duration of initial **5 days.** During the session, various topics related to Corporate Induction, Talent Management, Cognizant Agenda on Core Values, Leader Talks, Alumni, BU Mentor connects will be covered. Followed by icebreaker, technical training will kick start.

Following sessions will be covered during the **5 days** of icebreaker

- Corporate Induction
- Talent Manager Connect
- Cognizant Agenda Sessions on Core Values
- Leader Talks (Academy) and many more…

A recommended day-wise schedule is provided below for the learning, with the learning content for the day, the practice hands-on and extended hands-on to be done for the day or any other activities are listed. Few days might be interleaved to accommodate the extension due to Behavioral Training.

Introduction

AI Accelerate is a comprehensive program designed to empower learners with the knowledge and skills needed to harness the transformative potential of Artificial Intelligence (AI). This handbook serves as a guide, providing essential information and resources to help learners navigate through the program successfully. From understanding the fundamentals of AI to apply the advanced concepts in real-world scenarios. AI Accelerate is your gateway to unlock the power of AI and shaping the future of technology.

Program overview.

AI Accelerate offers a learning opportunity, allowing GenCs to engage learning through the self-paced learning, Expert connect, and Knowledge assessment to measure the skills.

Focus areas

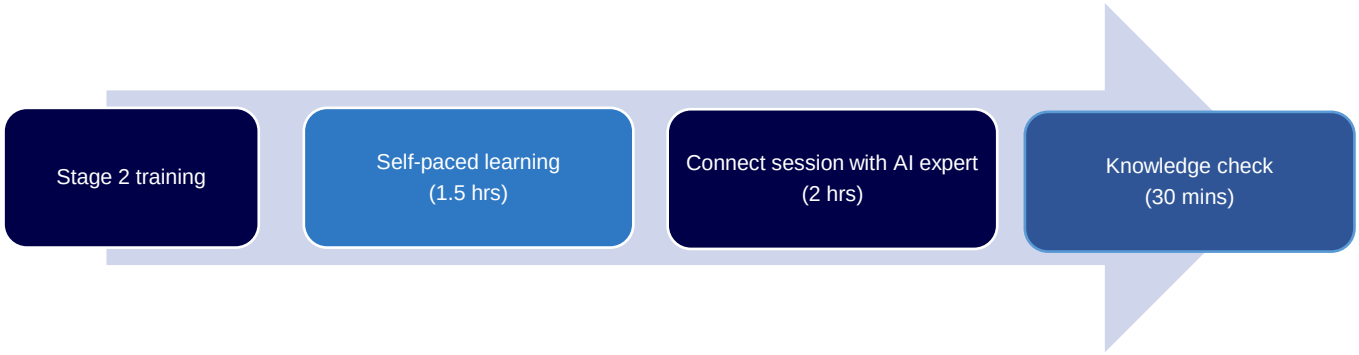
- **Learning:** GenCs will have access to curated content and resources that cover a wide range of topics related to AI, including best practices, and case studies. This learning aspect aims to deepen GenCs understanding of AI and its applications in various industries.
- **Expert connect:** GenCs will have the opportunity to connect with expert in the field of AI. This expert will provide guidance, support, and insights to help GenCs navigate their learning journey and gain valuable insights into the industry.
- **Practice sessions:** GenCs can practice the use cases provided sessions that are designed to reinforce their learning and help them apply their knowledge in real-world scenarios. These sessions will provide GenCs with hands-on experience and practical skills that are essential for success in the field of AI.

Performance outcomes

Upon completing the self-paced learning component of AI Accelerate GenCs are expected to achieve the following performance outcomes:

- GenCs will demonstrate a thorough understanding of the fundamentals of AI, including key concepts, terminology, and principles.
- GenCs will be able to apply AI concepts and techniques to solve real-world problems, demonstrating their ability to analyze, design, and implement AI solutions.
- GenCs will develop and apply critical thinking and problem-solving skills in the context of AI, enabling them to identify, analyze, and address complex challenges.
- GenCs will collaborate effectively with peers, mentors, and industry experts to achieve common goals and contribute to the advancement of AI knowledge and practice.

Program workflow



Schedule –

Week 1 will be focusing on Information Technology Fundamentals.

Udemy learnings are recommended in the Platform to understand the fundamental concepts. Apply the concepts learned and solve the Hands-on and Practice Case studies as recommended below.

Day 1

Information Technology Fundamentals

Continuous Learning: Technical Enablement

Learn the basics of Networking Essentials

Introduction to IP Addressing and Subnetting the Easy Way

Refer all the sections in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 2

Information Technology Fundamentals

Continuous Learning: Technical Enablement

Learn the basics of Networking Essentials

Introduction to Computer Networking - Crash Course

Refer all the sections in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 3

Information Technology Fundamentals

Continuous Learning: Technical Enablement

Learn the basics of Networking Essentials

Introduction to IP Addressing and Subnetting the Easy Way

Rehearse the section based on need.

Introduction to Computer Networking - Crash Course

Refer all the sections in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 4

Continuous Learning: Technical Enablement

Windows Server 2016

Learn the basics of Windows Server 2016

Windows Server 2016 Administration

Refer all the sections in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 5

Continuous Learning: Technical Enablement

Windows Server 2016

Learn the basics of Windows Server 2016

Windows Server 2016 Administration

Refer all the sections in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 6

Windows Server 2016, Windows 10

Continuous Learning: Technical Enablement

Windows Server 2016 Administration

Refer all the sections in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 7-9

Windows 10 Vmware and Hyper V Fundamentals

Continuous Learning: Technical Enablement

Windows Server 2016 Administration

Refer all the sections in this Udemy course and complete the corresponding learnings.

Complete VMWare vSphere ESXi and vCenter Administration

Refer all the sections in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 10-13

Linux

Continuous Learning: Technical Enablement

REDHAT LINUX ADMINSTRATION WITH INTERNAL ASSESSMENT - [101 - BASICS]

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 14-16

Cloud Basics

Continuous Learning: Technical Enablement

AWS Fundamentals - Amazon Web Services for Beginners [2024]

Refer all the section in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 17-19

Microsoft Cloud Security Fundamentals

Continuous Learning: Technical Enablement

AWS Fundamentals - Amazon Web Services for Beginners [2024]

Refer all the section in this Udemy course and complete the corresponding learnings.

AZ-900: Microsoft Azure Fundamentals Exam Prep - APR 2024

Refer all the section in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

GenAI (Day 19)

Continuous Learning: Technical Enablement

Program completion criteria

Everyone must register for the following e-learning course on **C-Learn** and complete a KBA assessment on Moodle to successfully finish this program.

Online learning: C-Learn

Activity Code: **ELRNG01863**

Fundamentals of Generative AI [101-Basics]

This AI course is designed to equip learners with:

- The foundational knowledge and skills required to harness the power of Generative AI.
- The ability to identify opportunities for innovation and implementation of AI within their organizations.
- The skills to drive organizations toward a future of enhanced creativity and competitive advantage using AI techniques.

Day 20

Microsoft Cloud Security Fundamentals

Continuous Learning: Technical Enablement

Python for Absolute Beginners

Refer all the section in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 21-23

Database Fundamentals

Continuous Learning: Technical Enablement

SQL Server Administration Part1

Refer all the section in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

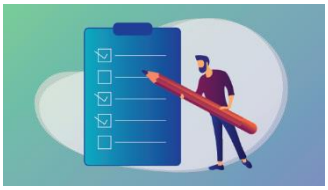
- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

GenAI (Day 23)

Continuous Learning: Technical Enablement

Knowledge check - Moodle



GENERATIVE AI QUICK ASSESSMENT FOR ELEARNING QUIZ [101-BASICS]

- This assessment is to assess the knowledge of associates on Generative AI tools and concepts at a Beginner proficiency.

Activity Code: **ATHDW335105**

GenAI

Additional Learning: Technical Enablement

Try to complete the following additional Udemy courses (Optional) to learn more about GenAI and ChatGPT.

Courses	Duration (in hrs.)	What you'll learn
Generative AI for Beginners	3.5	✓ Detailed understanding of Generative AI ✓ Key concepts - LLM, Embeddings, Prompt Engineering, Fine Tuning ✓ Industry use cases and ideas that can be implemented ✓ Hands-on experience, creating a chatbot ✓ Future trends and how to stay relevant in post-GenAI world. ✓ Roadmap for continuous learning
Intro to ChatGPT and Generative AI	1.5	✓ How to prompt ChatGPT effectively ✓ How to skyrocket productivity using AI ✓ Understand Generative AI and the underlying technology ✓ Grasp the importance of AI ethics

Day 24-27

Storage & Backup Fundamentals

Continuous Learning: Technical Enablement

Introduction to SAN and NAS Storage

Refer all the section in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 28

Devops Basics Introduction

Continuous Learning: Technical Enablement

The session is handled by BU.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 29

Middleware Technologies

Continuous Learning: Technical Enablement

The session is handled by BU.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 30-31

Middleware Technologies

Continuous Learning: Technical Enablement

The session is handled by BU.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 30

Once completing course, Learnings, all Handson appear for the following below Assessment. - KBA Assessment 1 - Summative on all the topics (6th week)

Day 32-37

Messaging & Collaboration (0365, Exchange, Teams) (AD, DNS, DFS), OneDrive for business and SharePoint fundamentals

Continuous Learning: Technical Enablement

The session is handled by BU.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Evaluation: (Day -37)

Interim Technical Evaluation

Day 38-39

Citrix & VDI - Basics - Introduction

Continuous Learning: Technical Enablement

The session is handled by BU.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 40-41

Monitoring ToolsFocus on Tools Zenoss, Solarwinds, SCCM..etc

Continuous Learning: Technical Enablement

The session is handled by BU.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 42-43

ITIL Introduction - INC, SR, CHNG modules, SNOW tool

Continuous Learning: Technical Enablement

[Introduction to Service Management with ITIL 4]

Refer all the section in this Udemy course and complete the corresponding learnings.

[Creating Measures and Metrics in ITSM]

Refer all the section in this Udemy course and complete the corresponding learnings.

[ITIL 4 Foundation Practice Certification Exams (6 Exams)]

Refer all the section in this Udemy course and complete the corresponding learnings.

[ServiceNow ITSM Processes]

Refer all the section in this Udemy course and complete the corresponding learnings.

[ServiceNow IT Service Management (CIS - ITSM) Practice Tests]

Refer all the section in this Udemy course and complete the corresponding learnings.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 44-62

Azure Virtual Desktop, Intune-SCCM

Continuous Learning: Technical Enablement

The session is handled by BU.

Continuous Learning: Technical Hands-on

Mandatory Hands-on

- BU Driven Handson

Refer the PDF-CIS Training Lab Exercise for Handson practice questions.

Day 55

Once completing course, Learnings, all Handson appear for the following below Assessment. - KBA Assessment 2 - Summative on all the topics (11th week)

Day 63 - 65

Evaluation:(Day-63 and 64)

Final Technical Evaluation

CCL Azure Lab Access Document – Lab setup Instructions

CIS Training – Lab Exercises.

What is Final Evaluation?

The Final Evaluation will be conducted to certify whether a GenC is eligible to enter into the BU or not. The skill of a GenC will be gauged on the application development and overall technical knowhow towards the end of GenC Training.

Tech SME from BU will be conducting the final tech evaluation. As a fallback, the project mentor can also steer this activity.

The final evaluation will be conducted as two phases. They are the following

1. **Final Technical Evaluation**
2. **Final Project Evaluation**

The mode of these evaluations will be any one of the following:

- F2F(face to face)
- Video Based

1. Final Technical Evaluation (FTE)

The BU Mentor will interview the GenC on various skills achieved throughout the training program and put a score which will be considered for the final PHS of the GenC.

2. Final Project Evaluation (FPE)

In this evaluation, the BU Mentor will be verifying the skills of a GenC on a project perspective. End of this evaluation, the BU Mentor will score the GenC's work based on various evaluation criterions.

How to learn each day?

Each day has a set of learning objectives. These learning objectives can be met by going through the Udemy courses and by completing the hands-on exercises mentioned in the daily plan.

The below strategies will help you decide the learning approach.

Learning Strategy & Approach

Find below few imaginary profiles. For each of these profiles we have defined a recommended learning approach. This is not an exhaustive list. The approaches below might help invent a new way of learning.

Profile #1

Harry Reacher

Engineering Discipline: Electronics

Skills: Python, Ruby on Rails, nginx

Project: Mining Crime Data to get Route Cause Insights

Learning Approach to Programming Languages: I do not want to waste my time learning. I am more practice oriented. I want to work on the problem immediately

What will work for me?

- Directly complete hands on exercises
- Refer Internet or Udemy Courses
- If hands on are implemented early, clarify your friends questions and troubleshoot their issues

Profile #2

Olivia Richards

Engineering Discipline: Computer Science

Skills: Java, C, C++

Project: Library Management System

Learning Approach to Programming Languages: I have interest, but I don't know where to start.

What will work for me?

- Go through the recommended Udemy Course
- Try completing the hands on exercises
- Get your clarifications solved with help from Tech SME
- Get help from other learners in your batch whom had already completed

Profile #3

Greg Anderson

Engineering Discipline: Civil

Skills: C

Project: Fiber reinforced concrete

Learning Approach to Programming Languages: I am scared of programming languages. I haven't got my hands dirty with coding

What will work for me?

- Go through the recommended Udemy Course
- Implement the coding along with the author of the Udemy Course
- Try completing the hands on exercises
- Clarify queries with SME
- Troubleshoot programming issues with help from SME or learner from your classroom whom had already completed

FAQ

1. Who can participate in this program?

   Students who have enrolled for Full Internship Program (or) the Cognizant on-boarded GEN Cs can participate in this program.

2. Is there any pre-learning I should do?

   No. This program is open to all students from any academic discipline.

3. How will I know my RAG status?
   Evaluation result will be shared with Candidates by coach.

4. Whom do I reach out in case of any queries?
   Coach is your point of contact.

5. What if I fail in the Interim evaluation?
   Your coach will notify your performance in the Interim evaluation. However, you can continue with the learning.

6. How many chances will I get in the Final evaluation?
   You'll get 2 chances in the Final evaluation which covers ALL the skills in the learning journey.