

AMS SE Training Program 2022  
New SE Hire Curriculum  
Course Guide



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Version	Author(s)	Update
1.0	Julio Rivera	Original
2.0	Education Services	Training Track charts (aligned with LearnCentral curriculum)
3.0	Julio Rivera	Updates to align with a self-study delivery format

## ***Welcome to the Americas SE Technical Development Training Program!!***

### **Overview:**

AMS SE Leadership understands the importance of training and the resources and tools a new SE requires to be successful. The program was created for this purpose. The curriculum for the training has been designed by Veritas subject matter experts (SMEs) from the Americas Technology Practice and Global Technical Field Enablement teams. The curriculum will be a mix of self-study, lecture, hands-on lab, role play and daily meetings with Veritas SMEs to answer your questions and provide you with their insight from years of experience. The training will be provided by experienced SE's who have been in the field and can provide a real world understanding of the role and what is needed to be successful. All training will be provided virtually. To participate in the training, you will need VPN access to the Veritas corporate network, a Zoom account, laptop with video and audio access.

### **Getting started!**

By now you should have received a Welcome Email from the AMS SE Training Team advising that you have been assigned to participate in the AMS SE New Hire Training Class.

There are two components to the Training Curriculum:

- Global Sales On-Boarding
- AMS SE Technical Development

### **Global Sales On-Boarding**

All new hire Veritas employees are required to participate in the Global On-Boarding Program which is managed by the respective GEO's Sales Enablement Team. Your respective On-Boarding begins the week in which you start with Veritas. Days 1 to 3 are reserved for your meetings with Human Resources, ensuring you get your respective mobile selling resources (ie. Laptop, Monitors...) and a meeting with a member of the AMS Sales Enablement Team. This meeting will provide you guidance on your on-boarding experience and how to access the self-pace on-boarding course. As an SE you will have a minimum of 5 days to complete the on-boarding course. Depending on your start date you may have additional time. You are required to complete the course prior to your scheduled mandatory On-Boarding 3-day Boot Camp. If that is not possible you be assigned to take the next boot camp.

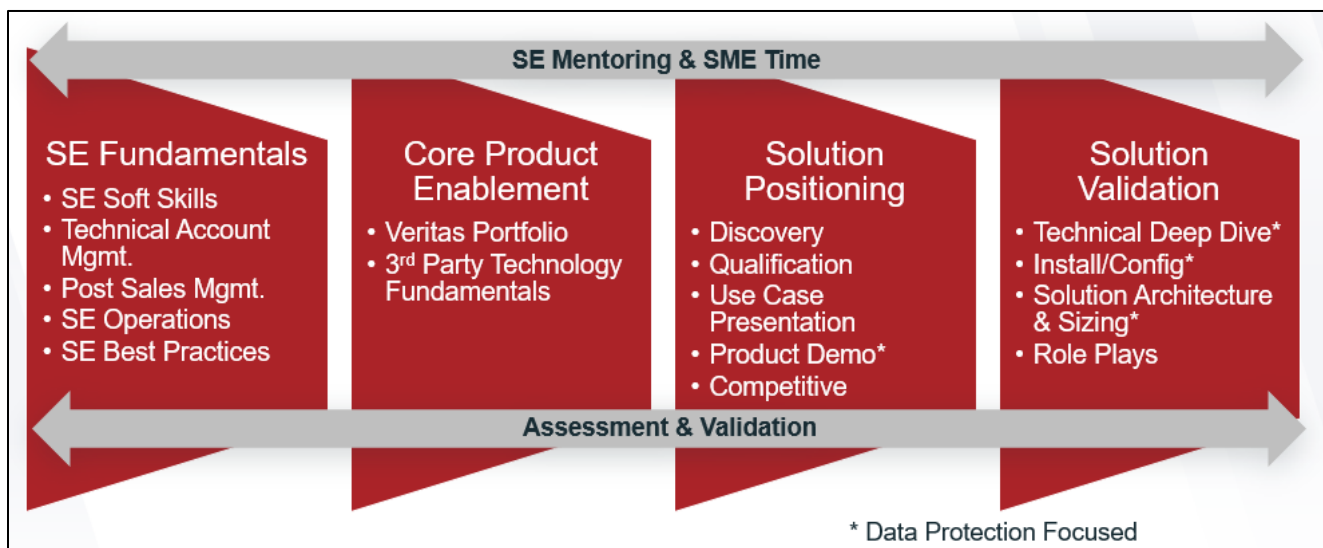
## AMS SE Technical Development

The AMS SE New Hire Technical Development phase of the training will start the week soon after you completed your first 3 days at Veritas. The time to complete the training will vary by student as much of the content is delivered via a course which is made up of pre-recorded training sessions from our Subject Matter Experts. You and your manager will discuss a training schedule, so you have the time and focus to complete the training in a timely manner.

We recommend taking full advantage of the training, you adhere to the following guidance:

- ☐ Discuss with SE Leader which training tracks and/or modules you should take
  - Your SE Leader may determine past on past experience that you can test out on some of the modules.
- ☐ Schedule dedicated time each to work on the course (suggest 2 hours)
- ☐ Advise your Sales Partner and SE Leader of the schedule you have blocked out
- ☐ Update your Outlook with an out of office message to reflect that you will be training, and your response will be delayed.
- ☐ Stay committed to your training schedule
- ☐ If a conflict arises, work with SE Leader to help resolve (get coverage)
- ☐ Schedule SME Time after you have completed designated modules in a track
- ☐ Schedule Role Plays after you have attended Veritas Pre-Sales Professional

## New SE Technical Development Curriculum Learning Tracks



## New SE Technical Development Curriculum Exit Skills Objectives

Our primary objective is to prepare the SE with the core skills needed as a Veritas Account SE.

- Veritas Account SE Readiness, which includes:
  - Level 1 & Level 2 across NetBackup, Flex & Flex Scale and NSP
  - Level 1 across Veritas Portfolio
  - Veritas SE Best Practices & Soft Skills
  - Understanding & How to Leverage Veritas Resources
  - Guidance on Technology Fundamental Enablement Requirements

Note:

- Level 1 includes Technical Discovery, Qualification, Use Case Presentation, Demo & Competitive
- Level 2 includes Technical Deep Dive, Install & Config, Architecture & Sizing

## Communication Resources During Training

Communication Option	Link	Description
Teams Channel	<a href="#">CSTS-AMS-SE-Training</a>	To be used by SE's to ask any questions of the SME's.
Class Email DL	<a href="mailto:DL-AMS-SE-Training@veritas.com">DL-AMS-SE-Training@veritas.com</a>	The planning team will use to communicate with SEs in class.
Outlook Mailbox	<a href="mailto:CSTSAMSSE.training@veritas.com">CSTSAMSSE.training@veritas.com</a>	Invites to all training sessions will be sent from this mailbox and SE's can use to ask questions of the planning team.

The program is managed by Julio Rivera and Adam Ehling. All training invites and future communications will come from [CSTSAMSSE.training@veritas.com](mailto:CSTSAMSSE.training@veritas.com). If you have any questions, please feel free to contact us at the same email address.

## Technical Development Training Modules – SE Fundamentals

Module Name	Delivery Format	Module Description	TIME
<b>100: Technical Account Management for AMS (Americas) SE</b>			
<b>Roles and Responsibilities in CSTS</b>	e-Learning Lecture	Review of all CSTS Roles and How SEs engage and work with them.	:30
<b>Technical Account Management Best Practices</b>	e-Learning Lecture	Resources and Best Practices for Managing your accounts from a technical account perspective	1:00
<b>Americas: Veritas Roles and Teams ATP &amp; National Architects</b>	e-Learning Lecture	The Role of the AMS Technology Practice and National Architects and how to request resources and engage.	1:00
<b>Working with Technical Support and Managing Escalations</b>	e-Learning Lecture	The training will provide the SE Best Practices and Resources to manage a post-sales issue for a customer, how and when to escalate.	1:00
<b>Veritas SE Best Practices</b>	e-Learning Lecture	Understanding the role of the SE, best practices, norms, do's and don'ts	1:00
<b>Technical Decision Status</b>	e-Learning Lecture	The training will review the TDS process and best practices to update and manage.	1:00
<b>Track 100 SME Time</b>	Live Call-In	Once you have completed all modules in this track, you can schedule yourself for SME Time where you can ask our Subject Matter Experts questions about the content.	1:00
<b>200: Pre-Sales Professional Skills</b>			
<b>Pre-Sales Professional Skills Part 1</b>	On-Site Classroom	VPP Workshop provides SEs with the required soft skills to perform the role of a Veritas SE. The training will include: the opening, value workshop, listening, navigating contacts, customer research, discovery, objection handling, storytelling, how to demo, presentation creation and delivery.	3-4 Days

## Technical Development Training Modules – Core Product Enablement

Module Name	Delivery Format	Module Description	TIME
<b>300: Technical Fundamentals</b>			
<b>Azure Cloud Fundamentals</b>	Self-Study & SME Time*	This is a customize Learning Path for Azure Cloud Fundamentals. The agenda aligns to the needs of a New Hire Veritas SE	2:15
<b>AWS Cloud Fundamentals</b>	Self-Study & SME Time*	This is a customize Learning Path for AWS Cloud Fundamentals. The agenda aligns to the needs of a New Hire Veritas SE	2:15
<b>Storage Fundamentals</b>	Self-Study & SME Time*	This is a customize Learning Path for Storage Fundamentals. The agenda aligns to the needs of a New Hire Veritas SE	2:15
<b>Kubernetes Fundamentals</b>	Self-Study & SME Time*	This is a customize Learning Path for Kubernetes Fundamentals. The agenda aligns to the needs of a New Hire Veritas SE	1:30
<b>Security Fundamentals</b>	Self-Study & SME Time*	This is a customize Learning Path for Security Fundamentals. The agenda aligns to the needs of a New Hire Veritas SE	1:30
<b>Networking Fundamentals</b>	Self-Study & SME Time*	This is a customize Learning Path for Networking Fundamentals. The agenda aligns to the needs of a New Hire Veritas SE	2:00
<b>HA &amp; Business Continuity Fundamentals</b>	Self-Study & SME Time*	This session is presented Veritas Storage SME's and is focused on the fundamentals of High Availability and Business Continuity. This is not Veritas product focused.	1:30
<b>All Cloud Fundamentals</b>	Self-Study & SME Time*	This session is presented by a Veritas Cloud SMEs and review the three major CSP core features and alignment to Veritas.	1:30
<b>Hypervisors Workloads Primer</b>	Self-Study & SME Time *	A review and 101 of Veritas Data Protection supported Hypervisor workloads.	1:15
<b>Database Workloads Primer</b>	Self-Study & SME Time*	A review and 101 of Veritas Data Protection supported Database workloads.	1:15
<b>*Track 300 SME TIME</b>	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00

Module Name	Delivery Format	Module Description	TIME
<b>400: Veritas Portfolio: Data Protection Software</b>			
<b>NetBackup Core, Traditional Workloads, Virtualization</b>	Self-Study	Attendees will review and watch recordings in FACET Self Study Training modules covering NetBackup functionality, traditional workloads, VMware, CloudPoint and VRP	:45
	(online) Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic.	:30
<b>NetBackup – What’s New: 8.3</b>	Self-Study & SME Time*	Attendees will review and watch recordings in FACET Self Study Training modules covering NetBackup functionality, traditional workloads, VMware, CloudPoint and VRP	1:30
	(online) Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	1:00
<b>NetBackup – What’s New: 10.0</b>	Self-Study & SME Time*	Attendees will watch a series of 4 videos (Tech Talks) lead by SMEs to learn about the new features, benefits and fixes in NBU 10.0	6:00
<b>NetBackup Veritas Resiliency Platform</b>	Self-Study	Attendees will review and watch recordings in FACET Self Study	:30
	(online) Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>NetBackup SaaS Protection</b>	Self-Study	Attendees will learn the core features/functionality of NetBackup SaaS Protection.	1:00
<b>*Track 400 SME TIME</b>	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00



Module Name	Delivery Format	Module Description	TIME
<b>500: Veritas Portfolio: Data Protection Appliance</b>			
<b>NetBackup Appliance Core</b>	Self-Study & SME Time	Attendees will review and watch recordings covering the NetBackup Appliance Core..	:15
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>NetBackup Appliance 5250 Update</b>	Self-Study & SME Time	Attendees will review and watch recordings covering the NetBackup Appliance 5250 Updates.	:30
<b>NetBackup Flex Appliance Core</b>	Self-Study & SME Time	Attendees will review and watch recordings covering the NetBackup Flex Appliance Core.	:15
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>What's New in Flex 2.1</b>	Self-Study & SME Time	Attendees will review and watch recordings covering what's new for NetBackup Flex Appliance 2.1.	1:50
<b>NetBackup Flex Scale Core</b>	Self-Study & SME Time	Attendees will review and watch recordings covering NetBackup Flex Scale Core.	1:10
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>What's New in Flex Scale 2.1</b>	Self-Study & SME Time	Attendees will review and watch recordings covering what's new for NetBackup Flex Appliance 2.1.	1:00
<b>What's New in Flex Scale 3.0</b>	Self-Study & SME Time	Attendees will review and watch recordings covering what's new for NetBackup Flex Appliance 3.0.	:45
<b>Access Software &amp; Appliance Core</b>	Self-Study & SME Time	Attendees will review and watch recordings covering NetBackup Software & Appliance Core.	:18
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>What's New for Access</b>	Self-Study & SME Time	Attendees will review and watch recordings covering what's new for Access.	1:03
<b>*Track 500 SME TIME</b>	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00

Module Name	Delivery Format	Module Description	TIME
<b>600: Veritas Portfolio: InfoScale &amp; Insights</b>			
<b>InfoScale Enterprise-Aware</b>	Self-Study & SME Time	Attendees will review and watch recordings to help make employee aware of InfoScale Enterprise.	:45
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	1:00
<b>Enterprise Vault - Aware</b>	Self-Study & SME Time	Attendees will review and watch recordings to help make employee aware of Enterprise Vault.	:20
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>Compliance &amp; Discovery Accelerator - Aware</b>	Self-Study & SME Time	Attendees will review and watch recordings to help make employee aware of Compliance & Discovery Accelerator.	:20
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>EV.Cloud - Aware</b>	Self-Study & SME Time	Attendees will review and watch recordings to help make employee aware of EV.Cloud.	:20
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>eDiscovery Platform - Aware</b>	Self-Study & SME Time	Attendees will review and watch recordings to help make employee aware of eDiscovery Platform.	:13
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>Data Insight – Aware</b>	Self-Study & SME Time	Attendees will review and watch recordings to help make employee aware of Data Insight.	:13
	On-line Assessment	Attendees will complete an assessment to check their knowledge of content covered in previous topic	:30
<b>Merge1 - Aware</b>	Self-Study & SME Time	Attendees will review and watch recordings to help make employee aware of Merge1.	:30
<b>*Track 600 SME TIME</b>	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00

Module Name	Delivery Format	Module Description	TIME
<b>700 - 900: Lab Time for Veritas Products</b>			
<b>Lab: NetBackup Admin</b>	Lab /hands-on	Attendees will work through the eBook and labs #1,2,4,6,7,8,9,10,11,12,13,14,16,17	varies
<b>*SME TIME</b>	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00
<b>Lab: NetBackup Advanced Admin</b>	Lab /hands-on	Attendees will work through the eBook and labs # 1,3,5,6,7,13,14	varies
<b>*SME TIME</b>	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00
<b>Lab: Flex Appliance</b>	Lab /hands-on	Attendees will work through the eBook and labs #1 – 10	varies
<b>*SME TIME</b>	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00

## Technical Development Training Modules – Solution Positioning

Module Name	Delivery Format	Module Description	TIME
<b>1000: Solution Positioning – Level 1</b>			
SSE Learning Path – Level 1 – Ransomware & Security	Self-Study & SME Time	The SSE - Level 1 Training will cover Discovery, Qualification, High Level/Use Case Presentation, Product Demo and Competitive Awareness for the given topic.	2:30
SSE Learning Path – Level 1 – Cloud Data Protection	Self-Study & SME Time	The SSE - Level 1 Training will cover Discovery, Qualification, High Level/Use Case Presentation, Product Demo and Competitive Awareness for the given topic.	3:00
SSE Learning Path – Level 1 – Flex Appliance	Self-Study & SME Time	The SSE - Level 1 Training will cover Discovery, Qualification, High Level/Use Case Presentation, Product Demo and Competitive Awareness for the given topic.	2:30
SSE Learning Path – Level 1 – Flex Scale	Self-Study & SME Time	The SSE - Level 1 Training will cover Discovery, Qualification, High Level/Use Case Presentation, Product Demo and Competitive Awareness for the given topic.	2:30
SSE Learning Path – Level 1 – NetBackup SaaS Protection	Self-Study & SME Time	The SSE - Level 1 Training will cover Discovery, Qualification, High Level/Use Case Presentation, Product Demo and Competitive Awareness for the given topic.	2:00
SSE Learning Path – NetBackup for Kubernetes	Self-Study & SME Time	The SSE - Level 1 Training will cover Discovery, Qualification, High Level/Use Case Presentation, Product Demo and Competitive Awareness for the given topic.	2:00
Track 1000 SME Time	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00
<b>1100: Solution Positioning – SME Presentation and Demos</b>			
SME Presentation &/or Demos – NetBackup	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:15
SME Presentation &/or Demos – Flex	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:30
SME Presentation &/or Demos – Flex Scale	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:30
SME Presentation &/or Demos – Access	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00

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SME Presentation &/or Demos – NSP	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00
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Module Name	Delivery Format	Module Description	TIME
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## 1100: Solution Positioning – SME Presentations and Demos (continued)

SME Presentation &/or Demos – NBU IT Analytics	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00
SME Presentation &/or Demos – InfoScale	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00
SME Presentation &/or Demos – Enterprise Vault	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00
SME Presentation &/or Demos – EV.Cloud	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00
SME Presentation &/or Demos – Data Insight	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00
SME Presentation &/or Demos – VIC & eDiscovery	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00
SME Presentation &/or Demos – Merge 1	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00
SME Presentation &/or Demos – Backup Exec	Self-Study	An SME for the selection product will present and/or demonstrate the product(s) as if they were presenting to a customer. The goal is to show "What Good Looks Like".	1:00

## 1200: Solution Positioning – Level 2

SSE Learning Path – Level 2 – Ransomware & Security	Self-Study & SME Time	The SSE - Level 2 Training will cover Technical Deep Dive, Install & Configuration, Sizing & Architecture for the given topic.	3:00
SSE Learning Path – Level 2 - Flex Scale	Self-Study & SME Time	The SSE - Level 2 Training will cover Technical Deep Dive, Install & Configuration, Sizing & Architecture for the given topic.	2:30

## AMS SE Training – New Hire Curriculum (Internal Only)

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SSE Learning Path – Level 2 - NetBackup SaaS Protection	Self-Study & SME Time	The SSE - Level 2 Training will cover Technical Deep Dive, Install & Configuration, Sizing & Architecture for the given topic.	3:00
SSE Learning Path – Level 2 NetBackup for Kubernetes	Self-Study & SME Time	The SSE - Level 2 Training will cover Technical Deep Dive, Install & Configuration, Sizing & Architecture for the given topic.	3:00
Track 1200 SME Time	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00

## Technical Development Training Modules – Solution Validation

1300: Solution Validation – Tools & Operations			
Solution Design Best Practices	Self-Study	Data Protection Sizing and Architecture Best Practices	1:00
Universal Sizing Estimator	Self-Study	This is a training for the sizing tool USE will cover Installation, Configuration and Use Case Usage.	2:00
Solution Assurance	Self-Study	This session will cover the Solution Assurance Program. It will review the process, resources, and Best Practices.	1:00
Veritas Product Evaluation (PoC/T&B/ Trail)	Self-Study	This training will review the process to request approval to execute a product evaluation. The training will cover the resources and best practices for a product evaluation.	1:20
Track 1300 SME Time	Live call-in	For topics above that have SME Time available, sign up for a session from LearnCentral. Make sure you have reviewed the topic and bring at least 2 or 3 questions you would like the SME to answer to the session.	1:00
1400: Practical Application – Role Play			
Data Protection Presentation	Role Play	The SE will be expected to build a Data Protection Presentation that can be delivered to a new customer. They will be asked to present to a panel of SME's and answer questions. NOTE: Attendance at Veritas Pre-Sales Professional is required before scheduling role play sessions.	1:00
Data Protection Demonstration	Role Play	The SE will be expected to build a Data Protection Demonstration that can be delivered to a new customer. They will be asked to present to a panel of SME's and answer questions. NOTE: Attendance at Veritas Pre-Sales Professional is required before scheduling role play sessions.	1:00
Data Protection Discovery	Role Play	The SE will be expected to build a Data Protection Discovery that can be delivered to a new customer. They will be asked to present to a panel of SME's and answer questions. NOTE: Attendance at Veritas Pre-Sales Professional is required before scheduling role play sessions.	1:00
Data Protection Solution Design Presentation	Role Play	This is a role play exercise where the SE is provided a customer use case. They are given time for discovery and then to present to a panel of SME's who play the role of a customer and different personas. The SEs are asked to create a solution design which meets customer requirements. They will then present and be asked questions and challenge to see how they manage the meeting and present their content in the time allocated. NOTE: Attendance at Veritas Pre-Sales Professional is required before scheduling role play sessions.	1:00

## About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers— including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at [www.veritas.com](http://www.veritas.com). Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).



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