


CISCO Academy Process

Process Definition



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1. SUMMERY

- 1.1. This document defines the process of holding CISCO Courses that is prepared for students who are seeking entry-level ICT jobs or plan to pursue more specialized ICT skills.
- 1.2. The relationship between this process and the other processes within the Tishk International University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM.IN.001E].

2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idis Hadi Salih


#	Date of issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	25/12/2017	0	3 years	Original Release	Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idis Hadi Salih

3. PROCESS DEFINITION

- 3.1. The purpose of this process is to hold courses that prepare the students/staff for the computer industry.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in the "Quality Objectives of Tishk International University" document.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the "Quality Objectives of Tishk International University" document.

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4.3. The targets of each objective are determined in October of every academic year.

4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
Increasing the number of students passing Cisco CCENT® certification exam and the CCNA® Routing and Switching certification exam	Number of students passing Cisco CCENT® certification exam and the CCNA® Routing and Switching certification exam	-

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

5.1. The owner of this process is the **Director of CISOCO Academy at Tishk International University.**

5.2. **Teachers and Technicians at Cisco Academy** will ensure proper fulfillment of the requirements of this process.

5.3. The **University Council** will ensure proper resources are provided for this process.

6. TYPICAL PROCESS INPUTS AND RESOURCES

6.1. Technical Information Needed.

- Cisco Networking Academy® CCNA curriculum
- Cisco Networking Academy® CCNA Courses Description.

6.2. Resources/Facilities and Techniques needed:

- ICT and Networking Infrastructure.
- ICT Labs.
- CISCO Equipment and Handout.

6.3. Resources/Personnel needed:

- Teachers and Technicians at Cisco Academy

6.4. Special training needed

- According to CCNA.

7. SUP-PROCESSES WITHIN THIS PROCESS:

- Holding CISCO Courses at Tishk International University.


8. TYPICAL PROCESS OUTPUTS

8.1. Service produced:

- Cisco Courses are held.

8.2. Documents produced :

- None

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8.3. Records produced:

- Completion Certificates.

9. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Very few applicants for the CISCO Courses	likely to Occur	Moderate	-	More effective advertisements for the courses

10. STEPS

10.1: Holding CISCO Courses at Tishk International University.

- The University establishes a partnership with Cisco Networking Academy.
- The university launches the Cisco courses.
- The courses are 4 sessions, as the followings:
 - Introduction to Networks
 - Routing and Switching Essentials
 - Scaling Networks
 - Connecting Networks
- The university announces the launching of the courses and advertises about that.
- The students apply to the courses.
- The university hires qualified teachers for the courses.
- By the completion of the courses the students will be awarded by a Completion Certificates.
- By the completion of the courses, students will be prepared to take the Cisco CCENT® certification exam after completing a set of two courses and the CCNA® Routing and Switching certification exam after completing a set of four courses.

Note (1): the university is not authorized yet to hold CCNA exams.

Note (2): both students and staff can apply for the CISICO Courses.