

NetAcad Updates

Courses and Platform releases

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Quick Review of Last 12 Months

15

New Curriculum Offerings

- Getting Ready to Teach Cybersecurity Essentials
- Getting Ready to Teach Networking Essentials
- SRWE Supplemental Module
- ENSA Supplemental Module
- Digital Literacy – Digital Awareness
- Digital Literacy – Using Computer & Mobile Devices
- Digital Literacy – Create Digital Content, Communicate & Collaborate Online
- Digital Literacy– Digital Safety & Security
- Threat Intelligence 101 w/Talos
- Cloud Managed Networking 101 w/ Meraki
- Introduction to Modern AI
- Industrial Networking Essentials
- CSS Essentials
- HTML Essentials
- Introduction to Greenhouse Gas Accounting for IT

36

New Course Translations

Arabic +7
French +3
Greek +2
Hungarian +1
Indonesian +1
Italian +2
Japanese +6
Korean +1
Polish +1
Portuguese +3
Spanish +4
Thai +1
Turkish +1
Ukrainian +3

1

Converged Platform!

- Integrated, seamless user experience
- Dynamic, role-based navigation
- Seamless continuity for legacy learning
- Engaging, personalized course delivery
- Flexible, simplified class management
- Webex-powered messaging & collaboration
- Reimagined content customization
- Educator access to authoring tools
- Robust Partner enablement
- Course and instructor training catalogs
- Greater Academy & ITC visibility in offers
- 22 courses from legacy Netacad in new mobile-first content delivery experience

Courses

Digital Literacy

Digital Literacy Learning Collection

In a future where 90% of jobs will require digital skills*, digital literacy is no longer optional – it's essential for everyone. This learning collection offers flexible starting points including short, 6-hour courses designed to equip learners with digital skills necessary for learning, work, and everyday life.

1



edX | Cisco Networking
ACADEMY | Cisco

Course | Self-paced

Digital Awareness

Learn practical digital skills you can apply at home, school, or work, and how to stay safe online.

🕒 6 Hours

Available in English, Spanish, French, Greek, Portuguese

2



edX | Cisco Networking
ACADEMY | Cisco

Course | Self-paced

Using Computer and Mobile Devices

Learn basic skills on how to use computer and mobile devices effectively to access online services.

🕒 6 Hours

Available in English and Spanish, French

3



edX | Cisco Networking
ACADEMY | Cisco

Course | Self-paced

Create Digital Content, Communicate and...

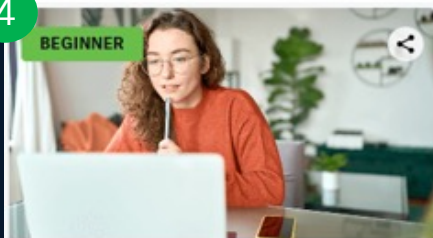
Learn to create digital documents and practice using collaborative tools to work effectively in hybrid and...

🕒 6 Hours

Available in English and Spanish

4

BEGINNER



edX | Cisco Networking
ACADEMY | Cisco

Courses | Self-Paced, Instructor Led

Digital Safety and Security Awareness

Gain essential skills to protect your personal data, navigate online threats, and ensure your digital well-being with...

🕒 6 Hours 🔒 Free

Available in English and Spanish

Options to earn the Digital Literacy Certification

4
courses



Courses | Self-Paced, Instructor Led

Digital Awareness



Courses | Self-Paced, Instructor Led

**Using Computer and Mobile
Devices**



Courses | Self-Paced, Instructor Led

**Create Digital Content,
Communicate and Collaborate**



Courses | Self-Paced, Instructor Led

**Digital Safety and Security
Awareness**

4
Milestone
exams



1
Certification



✓ NetAcad Students: 20% discount

Two Options to achieve the Digital Literacy Certification:

1. Milestone Exam Series Option (49\$ total, 12.25\$ each):
 - Pass all four milestone exams (DL-00-A01 + DL-00-B01 + DL-00-C01 + DL-00-D01)
2. Single Exam Option (49\$):
 - Pass the DL-00-101 exam

CCST Pathways

CCST certifications and knowledge domains

CCST IT Support

Validates candidate's skills and knowledge of IT support tasks, including:

- Queue and time management
- Documentation
- Troubleshooting
- Assisting end users
- Managing computer components
- Identifying security threats



CCST Networking

Validates candidate's skills and knowledge of:

- Entry-level networking concepts and topics
- Foundational knowledge of network operations
- Endpoints and media types
- Network troubleshooting methodologies
- Network support and security



CCST Cybersecurity

Validates candidate's skills and knowledge of:

- Cybersecurity principles
- Network security and endpoint security concepts
- Vulnerability assessment and risk management
- Incident handling



IT Support Specialist

Description:

Entry-level IT support technicians possess the foundational knowledge and hands-on skills required to diagnose and resolve common hardware, software, and network-related issues.

They deliver excellent customer service, support end users, and document interactions while following best practices in safety, troubleshooting, and data confidentiality. These technicians are essential in help desk, technical support, and IT administration roles.



Other job titles:

- Entry-level IT Support Technician
- Entry-level Help Desk Technician
- IT Support Specialist
- Tier 1 Help Desk Support
- Technical Support Representative
- Service Desk Analyst

Experience level:

0-1 years

Skills:

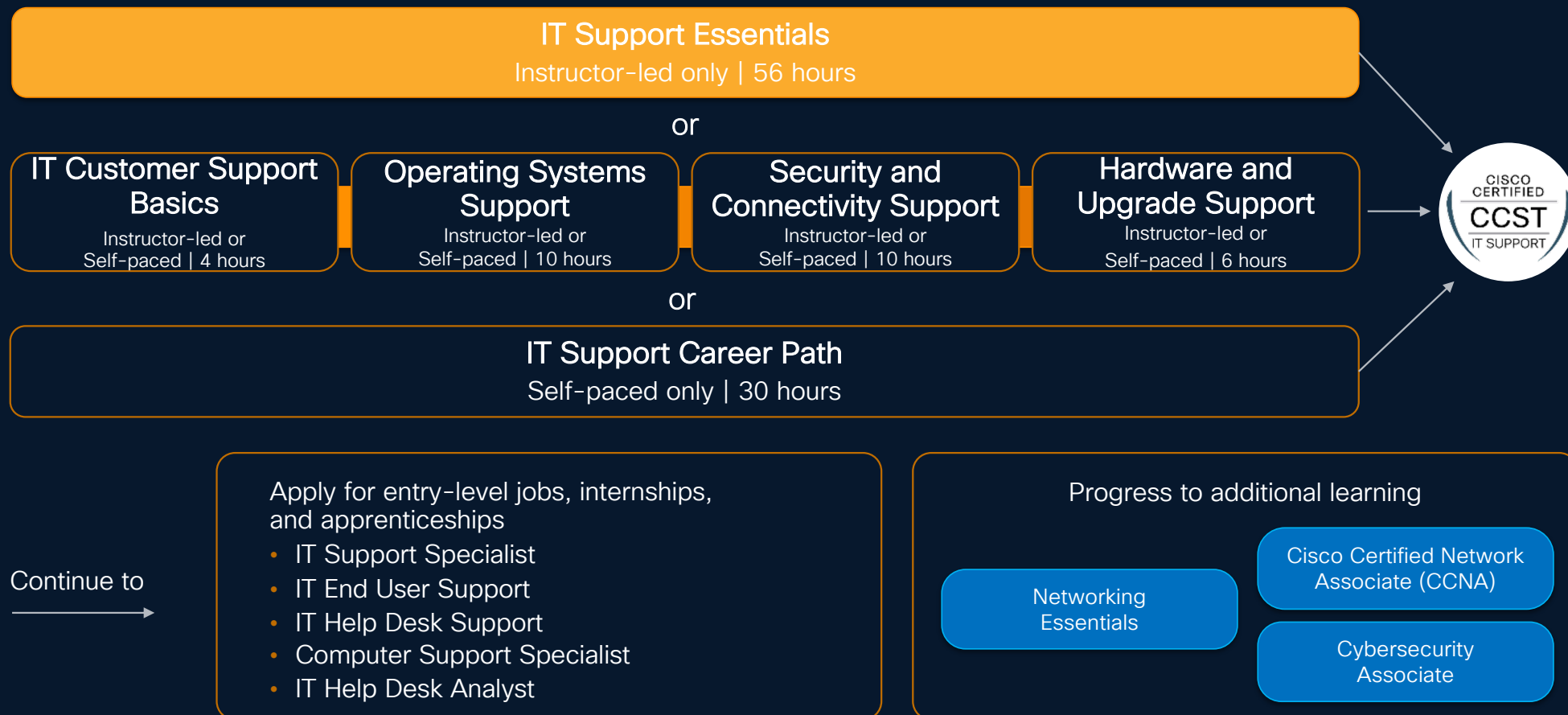
- ✓ Diagnose and resolve common hardware, software, and network issues
- ✓ Provide professional and effective customer service and communication
- ✓ Troubleshoot Windows, macOS, and mobile devices
- ✓ Assist with user access, device setup, and network connectivity
- ✓ Document support interactions and solutions
- ✓ Apply safety, security, and confidentiality procedures

Desired Certification:

Cisco Certified Support Technician – IT Support



Flexible curriculum for CCST IT Support



CCNA & CCNP

CCNA Supplementary Modules

No changes or updates to CCNA Introduction to Networks (ITN)

Supplementary Modules for CCNA SRWE and CCNA ENSA

CCNA SRWE

2.0 Network Access

20%



- 2.1 Configure and verify VLANs (normal range) spanning multiple switches
 - 2.1.a Access ports (data and voice)
 - 2.1.b Default VLAN
 - 2.1.c InterVLAN connectivity
- 2.2 Configure and verify interswitch connectivity
 - 2.2.a Trunk ports
 - 2.2.b 802.1Q
 - 2.2.c Native VLAN
- 2.3 Configure and verify Layer 2 discovery protocols (Cisco Discovery Protocol and LLDP)
- 2.4 Configure and verify (Layer 2/Layer 3) EtherChannel (LACP)
- 2.5 Interpret basic operations of Rapid PVST+ Spanning Tree Protocol
 - 2.5.a Root port, root bridge (primary/secondary), and other port names
 - 2.5.b Port states (forwarding/blocking)
 - 2.5.c PortFast
 - 2.5.d Root guard, loop guard, BPDU filter, and BPDU guard

CCNA ENSA

6.0 Automation and Programmability

10%



- 6.1 Explain how automation impacts network management
- 6.2 Compare traditional networks with controller-based networking
- 6.3 Describe controller-based, software defined architecture (overlay, underlay, and fabric)
 - 6.3.a Separation of control plane and data plane
 - 6.3.b Northbound and Southbound APIs
- 6.4 Explain AI (generative and predictive) and machine learning in network operations
- 6.5 Describe characteristics of REST-based APIs (authentication types, CRUD, HTTP verbs, and data encoding)
- 6.6 Recognize the capabilities of configuration management mechanisms, such as Ansible and Terraform
- 6.7 Recognize components of JSON-encoded data



Better Together:

NetAcad, Cisco Learning Network & Cisco Certifications

The CCNP curriculum will continue to be available on NetAcad.com without interruption. We are working on a new offering, stay tuned for more information.

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 CISCO

Cisco Confidential

IT/OT

**Securely Connect
Operational Technology**

Securely Connect Operational Technology

Essential Industrial networking and cybersecurity skills for entry-level OT Jobs in two verticals: manufacturing and utility (power).

Target Audience:

- Students in secondary and post-secondary educational Institutions in the two verticals: manufacturing, utility (Energy power)

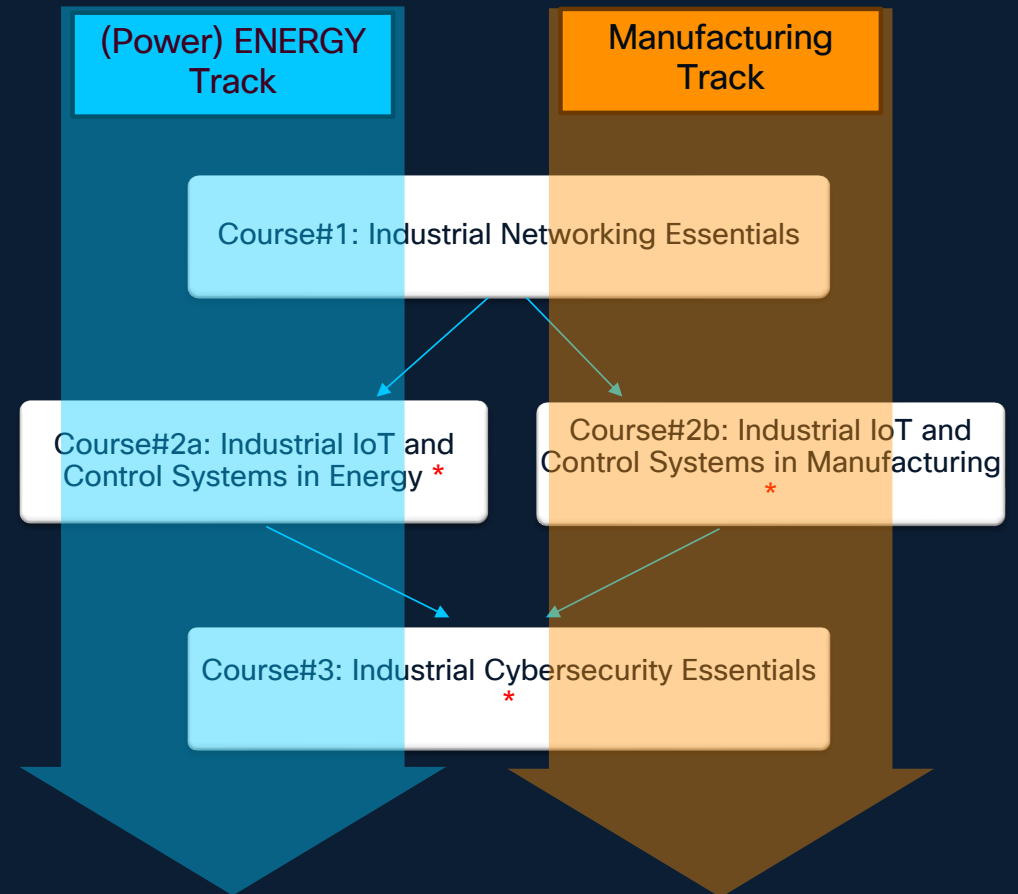
Value proposition

- Complement the learner vertical-specific skills with Industrial Networking and Cybersecurity skills critical for operating modern converged OT infrastructures

Format:

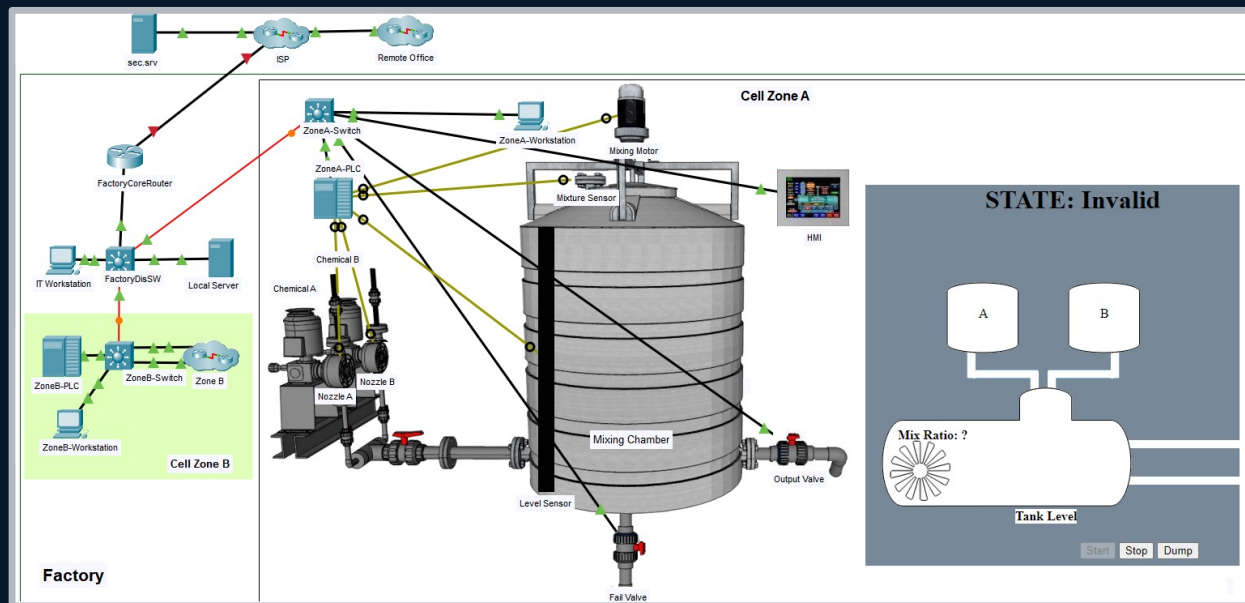
- Courses available on NetAcad.com

We are working to enhance the Beta Courses based on feedback collected. The GA versions will be released in the coming months – stay tuned!



Cisco Packet Tracer 9.0.0

Cisco Packet Tracer, a leading tool for practicing ICT skills, becomes even more unique in its latest version by empowering users to practice entry-level industrial skills. It enables practice of industrial processes, device connectivity and configuration, troubleshooting, and securing, with support for industrial-specific protocols - using just a simple PC.



Simulate a factory for mixing raw materials



Industrial Switch



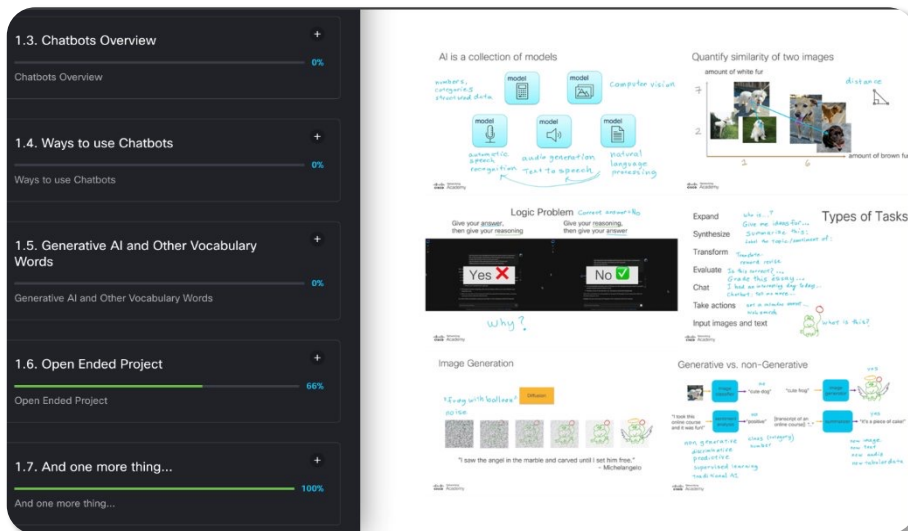
Industrial Router



AI courses

Introduction to Modern AI

Learn to use AI in your daily life—no coding required. This course is brand-agnostic and emphasizes practical, video-based learning, using a wide variety of freely available apps to ensure accessibility and real-world application.



"I'm recently completing this incredible AI course that has truly exceeded my expectations. The course is thoughtfully structured, providing a perfect blend of theoretical knowledge and practical, hands-on experience. The instructor is not only an expert in their field but also incredibly passionate about artificial intelligence, making even the most complex concepts accessible and engaging... It's suitable for beginners and those looking to advance their skills, offering a rich and engaging learning experience. Highly recommended 100% THANKS TO CISCO!"

"It is one of the best courses that I have ever done. The mentor or teacher guiding us through the content should get a raise. As someone who struggles to focus, I was able to maintain it throughout the first module and was entertained. THANK YOU!"

—Gartner

Source: <https://www.weforum.org/stories/2020/01/future-of-work/>



Cisco Confidential

AI Course Plans



Apply AI

Use AI for common work tasks without coding. Courses include:

- Analyze Customer Reviews
- Apply for Jobs

Planning and Designing additional offerings



Code with AI

Use AI for common work tasks with code that you prompt an LLM to write, evaluate and debug.

- Data Analysis With AI

Planning and Designing additional offerings

Other AI topics being evaluated

- Retrieval Augmented Generation
- Introduction to AI Agents

Certification Rebranding

Aligning Certification Portfolio with AI, Automation, Cyber demand

Enabling current / future workforces with AI-driven skills in Network Automation and Cybersecurity

Targeted Cisco Certification portfolio updates for AI-ready careers



Enabling current and future workforce with AI-driven skills in Network Automation Cybersecurity



Brand recognition

Aligning Cyber and Automation with the well-established CCNA, CCNP, and CCIE brand will provide greater alignment and credibility, leveraging the strong recognition and reputation associated with CCNA, CCNP and CCIE certifications.



Clarified focus

Aligning these certs with CCNA, CCNP, and CCIE immediately communicates a focus on skills, making it clear to prospective learners and employers what the certification emphasizes.



Unified Certification Path

Integrating DevNet and Cyber with CCNA, CCNP, and CCIE will create a more cohesive certification pathway, simplifying the decision-making for those pursuing networking careers with an automation and/or cybersecurity focus.



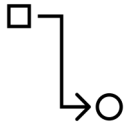
Industry alignment

As automation and cyber skills become increasingly important, the new names (and updates) reflect current industry trends and demands, increasing the certification's relevance.

Platform

September 2025 – January 2026 Platform Preview

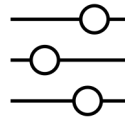
Improvements to the Instructor Experience



Assignment Prerequisites

Create structured, sequential learning experiences that drive engagement and accountability.

All templates will require survey before students can take the final.



Bulk Editor Enhancements

Extend the bulk editor into an all-in-one tool, empowering instructors to efficiently manage all assignment settings in one place.



Archiving Classes

Balancing scalability with instructor flexibility for an optimized learning experience.

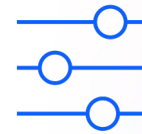
Best Practices to Prepare Classes for Archival

First classes will be archived around the end of calendar year (exact date TBD)



Finalize Class Gradebook

- Finalize class grades
- Mark students complete (trigger for alumni access, certificates, badges, and applicable discounts)



Save Class Customizations

- Clone class so that custom assignments can be copied into future classes
- Add custom resources (tests, files) to My Content area

- As we continue to add to our new teaching and learning experience, we require periods of downtime for engineering updates and maintenance.
- We developed a schedule for regular downtime, so you can work around the planned downtime.
- Please note additional downtime may be necessary when additional engineering updates are required – advanced notice will be provided in these instances.

Bookmark Downtime schedule

<https://www.netacad.com/articles/news/monthly-downtime>

Planned Downtimes for next 6 months

Downtime Dates	Times dependent on your time zone
Friday, October 17, 2025	3 hours 5:30 PM PT to 8:30 PM PDT (UTC -7 hours) 00:30 to 03:30 UTC on October 18
Friday, November 21, 2025	3 hours 5:30 PM PT to 8:30 PM PST (UTC -8 hours) 01:30 to 04:30 UTC on November 22
Friday, December 19, 2025	3 hours 5:30 PM PT to 8:30 PM PST (UTC -8 hours) 01:30 to 04:30 UTC on December 20
Friday, January 30, 2026	3 hours 5:30 PM PT to 8:30 PM PST (UTC -8 hours) 01:30 to 04:30 UTC on January 31

IPD Week

Instructor Professional Development (IPD)

Don't miss any update!
Stay up to date with technical sessions, course deep dives, teaching best practices, and program updates.



1,100+

**Webinars
since 2015**



4.7

**Satisfaction
score**



14+

Languages



29,800

**Global
educators**



Can be found in *Educator Resources > Instructor Professional Development > IPD Week* or
<http://cs.co/netacadipd>

IPD Week Dates FY26



Next in November

<http://cs.co/netacadipd>



**August 11 – 15
2025**



**November 17 – 21
2025**



**February 2 – 7
2026**



**May 4 – 8
2026**