

# Tigera Customer Success

Tigera Training Service – Kubernetes Security Advanced Training

## Service Summary:

Tigera will deliver the Kubernetes Security Advanced Training to up to ten (10) Customer Resources.

### Service Components:

- Instructor-led training
- Includes theoretical and lab modules
- Delivered to ten (10) trainees
- Dedicated lab environment per trainee

### Service Milestones:

- Training Planning and Setup
- Kubernetes Security Advanced Training

### Deliverables:

- Lab Credentials
- Training Material

## Service Details:

The following sections provide details about the activities typically performed as part of this service.

### Training Planning and Setup:

#### Tigera Responsibilities:

- Work with the Customer to determine the list of trainees and training schedule.
- Send a remote video conferencing invitation to the trainees, according to the training schedule agreed upon with the customer.
- Setup a dedicated lab instance per trainee and deliver the login credential to the trainees.
- Deliver the Training Material document to the trainees.
- Resolve issues related to the Training Material or Lab access, that are not related to the customer environment.

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### Customer Responsibilities:

- Provide Tigera with a list of trainees, along with their contact details and their roles in the organisation.
- Agree with Tigera on a training schedule, in accordance with the Lead Time section.
- Ensure the trainees are available to test the Lab access, review the Training Material document, and attend the training.
- Notify Tigera about any issues related to the Lab or Training Material access.
- Resolve issues related to the Training Material or Lab access that are related to the Customer environment, such as Proxy, Web Filter, DNS or Firewall issues.

### Training Delivery:

#### Tigera Responsibilities:

- Deliver up to four (4) remote training sessions, including some or all of the theoretical and lab modules described in the training curriculum section.
- Maintain one (1) lab instance for the trainees to practice for up to five (5) business days after the conclusion of the training.

#### Customer Responsibilities:

- Ensure all the trainees participate in the training sessions.

### Training Curriculum:

#### Kubernetes Networking with Calico Deep Dive:

- Kubernetes networking introduction
- Calico CNI introduction and configuration
- Calico IPAM advanced configuration and hands-on lab
- Calico BGP routing advanced and hands-on lab
- Egress Gateways
- Multi-cluster routing with Calico
- Enterprise networking integration
- Exposing k8s services advance scenarios and hands-on lab
- Calico Networking troubleshooting scenarios lab

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### **Kubernetes Security with Calico Deep-Dive:**

- Kubernetes security introduction.
- Kubernetes and Calico Network Policies deep-dive and hands-on lab
- Kubernetes cluster hardening and separation of control and dataplane
- Kubernetes RBAC use cases and hands-on lab
- Tenant segmentation with Calico
- Application microsegmentation with with Calico
- Understanding Calico policies and NAT processing
- Service mesh overview and architecture
- Calico L7 policies with Istio lab.
- Calico Denial of Service Features
- Calico Security troubleshooting scenarios lab

### **Calico Enterprise Deep-dive:**

- Deep-dive into Calico Enterprise features and hands-on labs:
- End-to-end policy design for micro-segmentation
- Extending policies to external hosts and firewalls use cases
- Policy workflow deep-dive
- Threat investigation and containment use cases
- Threat Defense Configuration
- Operational Integration topics including Secops, GitOps, Admission Controller and RBAC

## Service Delivery:

### **Service Lead Time:**

A minimum lead time of twenty (20) business days is required for Tigera to plan and allocate the resources to deliver the service.

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## Schedule and Location:

The services shall be delivered remotely to the customer, during standard business hours (9:00am - 5:00pm) Pacific Standard Time (PST) on business days. The service is expected to be delivered within 180 days period starting from the date of execution of this Service Description. This time period will be adjusted for any delays caused by the Customer.

## Service Reporting and Approval:

Tigera will deliver an updated Project Status Report, including details about delivered services, on a regular cadence agreed upon with the Customer. The Customer shall provide a written acknowledgement of delivered services or a reason for rejection within two (2) business days of receipt of the updated Project Status Report. Delivered services are considered approved if the Customer fails to provide an acknowledgement or reasoning for rejection of delivered services within two (2) business days of receipt of the updated Project Status Report.

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