

# Tigera Customer Success

Tigera Training Service – Kubernetes Security Foundation Training

## Service Summary:

Tigera will deliver the Kubernetes Security Foundation 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 Foundation 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 and Calico Foundation:

- Kubernetes architecture overview
- Kubernetes resources and hands-on lab
- Calico architecture overview
- Calico setup hands-on lab

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### **Kubernetes Networking with Calico:**

- Kubernetes networking primer
- Calico CNI introduction and configuration
- Calico IPAM introduction and hands-on lab
- Calico BGP routing introduction and hands-on lab
- Exposing k8s services introduction and hands-on lab

### **Kubernetes Security with Calico:**

- Kubernetes network security primer
- Kubernetes and Calico Network Policies introduction and hand-on lab
- Kubernetes cluster hardening introduction and hands-on lab
- Kubernetes RBAC introduction and hands-on lab
- Tenant segmentation with Calico
- Application microsegmentation with with Calico
- Calico for Windows

### **Calico Enterprise Introduction:**

- Introduction to Calico Enterprise features with use cases, and hands-on labs
- Introduction to Policy Tiers
- Introduction to DNS Policies
- Introduction to Policy Workflow
- Introduction to Logging and Flow Visualization
- Introduction to Thread Defense
- Introduction to Compliance Reporting

## 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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