Hosted Collaboration Service Foundation (HCSF)

Course Outline

Module 1: HCS Solution Overview
- Describe the purpose and benefits of HCS and describe the main purpose of each component part of an HCS implementation, including data center, fulfillment, management, applications and aggregation.
- Describe the Cisco Data Center Version 2 architecture used by HCS.
- Describe redundancy capacities in the data center.
- Describe the main purpose of Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence Server (instant messaging).
- Review Cisco Unified Communications application redundancy.
- Describe a "pure hosted," extender, remotely managed and private cloud HCS deployment model.
- Discuss the customer benefits and scenarios suited to each architecture.
- Locate the documentation available for HCS.
- Describe and use the documentation available for HCS.

Module 2: HCS Aggregation Layer
- Describe the HCS aggregation layer principle purpose.
- Describe the difference between local and central breakout.
- Explain a session boarder controller's role in an HCS network.
- Describe how Cube SP and Perimeta connect the service provider network.
- Describe the differences between Cube and Perimeta.
- Describe the options for emergency calling.
- Describe the principles of lawful intercept.
- Describe the network components used for Cisco Collaboration Edge Architecture.
- Describe the call flow and use cases for Collaboration Edge Architecture.
- Describe the call flow and use cases for mobile and remote access.
- Describe the call flow and use cases for Cisco Jabber® Guest.
- Describe session boarder controller redundancy and capacity capabilities.
- Describe Collaboration Edge Architecture redundancy and capacity capabilities.
- Describe how session boarder controllers are licensed.
- Describe how collaboration edge infrastructure is licensed.

Module 3: HCS Service Fulfillment Layer
- Describe the purpose of the HCS fulfillment layer of an HCS environment.
- Recall the tools used to in the fulfillment layer of an HCS environment.
- Describe where data is stored in an HCS implementation.
- Describe the role and information flow of the Cisco Unified Communications Domain Manager in an HCS environment.
- Access the self-service portal and administer a user.
- Describe how Cisco Unified Communications Domain Manager is integrated with Lightweight
- Directory Access Protocol (LDAP).
- Describe how Cisco Unified Communications Domain Manager is integrated with single sign-on (SSO).

- Describe how redundancy and disaster recovery is provided for Hosted Collaboration Mediation Fulfillment servers.
- Describe how redundancy and disaster recovery is provided for Cisco Unified Communications Domain Manager servers.
- Describe the licensing model for HCS.
- Describe the difference between management and application licenses.

Module 4: HCS Conferencing
- Describe the options available for Cisco phone, TelePresence® and room-based TelePresence systems.
- Describe the Cisco Collaboration Meeting Rooms (CMR) solution.
- Describe the architecture used by HCS to connect to CMR.
- Describe how CMR is licensed in and HCS environment.
- Describe large enterprise options for conferencing.
- Describe the call flows for CMR.
- Describe redundancy and licensing for large enterprise conferencing solutions.
- Describe Lync integration architecture, licensing and redundancy.

Module 5: HCS Assurance and Reporting
- Describe the monitoring capabilities provided by Hosted Collaboration Mediation Fulfillment.
- Describe the main features of the Cisco Prime™ Collaboration Assurance in and HCS network.
- Describe how Cisco Prime Collaboration Assurance is integrated with an HCS environment.
- Log in to Cisco Prime Collaboration Assurance and view main summary pages and specific devices in the Device Work Center.
- View alarms and call statistics.
- Describe the licensing model for Cisco Prime Collaboration Assurance in a HCS environment.

Lab Outline
- HCS Deployment Models
- Documentation
- Aggregation Deployment Models
- End-User Experience
- Collaboration Meeting Rooms
- Collaboration Customer Scenarios
- HCMF reporting
- Cisco Prime Collaboration Assurance Monitoring