

# Support Readiness Training and new Support Entitlements for Cloud Provider Partners

## VMware Cloud Provider benefits

### General

As of May 16, 2022, we are providing our VMware Partner Connect Cloud Provider Partners access to VMware's Support Readiness Training, which provides access to the same curriculum VMware support engineers are benefitting from.

In addition, Cloud Provider Partners will have access to new dedicated Support Entitlements that are being assigned to their Entitlement Accounts over the course of the coming weeks.

### Support Readiness Training

#### Q. What is Support Readiness Training?

A. Support Readiness Training represents in-depth troubleshooting training (also known as 'Level 200' training) that has been developed by VMware's Support Organization for in-house support engineers.

#### Q. Who is this for?

A. All Partner Connect Cloud Providers (License Rental and Managed Service Providers) have access to this training.

#### Q. Why did VMware make this training available to partners?

A. Cloud Providers and Managed Service Providers are responsible for providing support to their end customers. By providing access to our internal Support Readiness Training materials, VMware is investing in the education of their partners and the support experience they can provide to their customers.

#### Q. Is training access restricted?

A. Support Readiness Training access is restricted to partner's support engineers that actively provide troubleshooting support services to their customers. This means that Professional Services, Solution Architects, Pre-Sales, and similar roles are exempt from accessing these training tracks.

#### Q. Is it mandatory for partners to participate in this initiative?

A. Under the Partner Connect Program, partners are responsible for providing support to their end-customers. Taking the Support Readiness Training enables partners to fulfill this role by providing Level 1 and Level 2 troubleshooting. As such, it is essential that support engineers of qualifying partners follow-through on training tracks of VMware products for which the partner resumes support responsibility.

### Process

#### Q. Is there a cost associated with taking the Support Readiness Training?

A. Access to Support Readiness Training is free of charge. We are investing in our Cloud Providers to ensure they can provide the same type of support that the customers would receive from VMware.

Many training tracks require VCP or VCAP certifications as a pre-requisites. Training that leads to such certifications is provided by VMware's Education Services Organization which represent chargeable sessions. Partners are eligible for discounted rates for taking these trainings.

#### Q. When will partners have access to this Support Readiness Training?

A. Qualifying Partners have access as of May 16, 2022.

#### Q. How is this training delivered?

A. All the training is delivered online, in an on-demand format.

#### Q. Do the Support Readiness Training tracks provide certifications?

A. No, these trainings do not qualify for VMware certification such as VCP, VCAP or others. However, many Support Readiness training tracks require VMware certifications as pre-requisites.

## Q. What products are covered by these trainings?

A. The list of available trainings, grouped by product category can be found in the [Support Partner Training and Certification Requirements Guide](#).

## Q. Will VMware be adding more training tracks in the future?

A. Yes, VMware regularly adds new trainings. They will be added to the [Support Partner Training and Certification Requirements Guide](#) as they become available.

## Q. How do support engineers register for trainings?

A. Follow the links in the [Support Partner Training and Certification Requirements Guide](#) to register via Partner University.

## Partner Support Access with new Support Entitlements

### Q. What is changing?

A. We are adding new support entitlements for Cloud Provider Partners. By opening a support request with the new support entitlement, VMware support engineers provide dedicated focus on Cloud Provider and Managed Service Provider Partner's support requests.

### Q. What are the responsibilities for each party in the support relationship?

A. Partners are responsible for all communications with the end-customer. Partners perform Level 1 and Level 2 troubleshooting, before opening a support request with VMware support. For a full description of Support Level Definitions, please review slide 5 of the "Support Readiness Training and New Support Entitlements" presentation.

### Q. How does the new entitlement get enabled?

A. This support entitlement is being assigned to each partner's entitlement account over the course of the weeks following the May 16, 2022, announcement. Partners can monitor their account details in the [Customer Connect portal](#) for these updates.

### Q. How does a partner open a support request with this entitlement?

A. Partners open a support request as usual through Customer Connect. When opening a support request

the partner selects which support entitlement to use as outlined in screenshots below.

#### Select a Product

Select a product or products associated with your issue. If the product you are looking for is not listed here, trying changing the entitlement account.

Product	Support Level
<input type="radio"/> VMware Cloud Foundation 4.x	Managed Service Provider Support
<input type="radio"/> VMware NSX Data Center for vSphere	Managed Service Provider Support
<input type="radio"/> VMware NSX-T Data Center	Managed Service Provider Support
<input type="radio"/> VMware vRealize Log Insight 4.x	Managed Service Provider Support
<input type="radio"/> VMware vSAN 7.x	Managed Service Provider Support
<input type="radio"/> VMware vSphere ESXi 7.0	Managed Service Provider Support

#### Select a Product

Select a product or products associated with your issue. If the product you are looking for is not listed here, trying changing the entitlement account.

Product	Support Level
<input type="radio"/> vCenter Orchestrator Plug-in for vShield 5.x	VMware Cloud Provider Program Support
<input type="radio"/> VMware Data Recovery 2.x	VMware Cloud Provider Program Support
<input type="radio"/> VMware Skyline Advisor 1.x	VMware Cloud Provider Program Support
<input type="radio"/> VMware Skyline Collector Appliance 2.x	VMware Cloud Provider Program Support
<input type="radio"/> VMware Skyline Collector Appliance 1.x	VMware Cloud Provider Program Support

## Contact

### Q. Who can partners contact for questions regarding the content of this document?

A. For all questions related to Partner Connect, please e-mail [partnerconnect@vmware.com](mailto:partnerconnect@vmware.com).

For Cloud Provider contract-related issues and inquiries, e-mail [ycan-operations@vmware.com](mailto:ycan-operations@vmware.com).

For issues about accessing the support and training entitlement, e-mail [ask-training-and-entitlement@vmware.com](mailto:ask-training-and-entitlement@vmware.com).