

Customer Success Learning Plans

CS Systems Engineering

NUTANIX



Customer Success Learning Plans

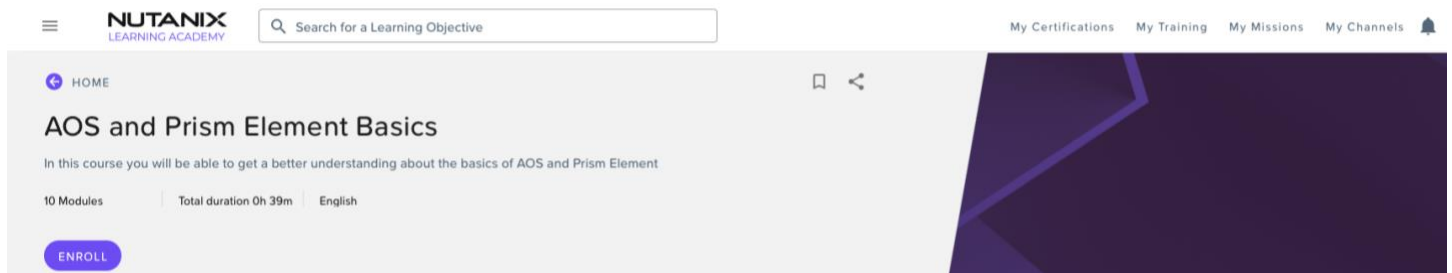
Welcome to The Customer Success Learning Plans (CSLP). In this document we have made and selected videos, courses, and content that will help you in your Nutanix journey. Here we will cover three main topics:

- Nutanix Support Portal
- AOS Basics & Prism Element
- Prism Central

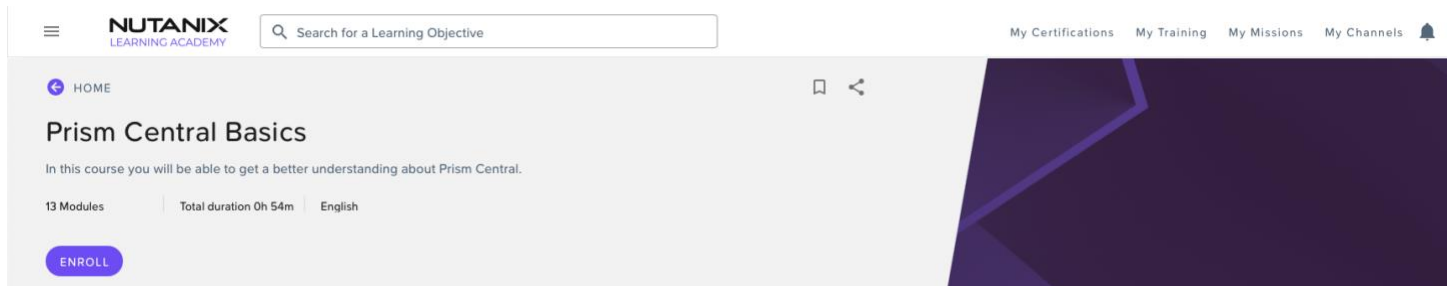
The topics are distributed in several plans. Plans are recommended to be completed in order, as they start from general knowledge until reaching more specific content.

In this document, inside of each plan, you will find a summary of the topics included, and if there are different sources the link to each of them as well our suggestion on what it is more important.

The way the CSLP works is quite simple. In each of the plans in this document you will find a link at the top. Simply click on that link to be enrolled directly to the course in Nutanix Learning Academy. You can expect to find the following information in Nutanix Learning's Academy:



The screenshot shows the Nutanix Learning Academy interface. At the top, there is a navigation bar with the Nutanix Learning Academy logo, a search bar, and links for 'My Certifications', 'My Training', 'My Missions', and 'My Channels'. Below the navigation bar, the course title 'AOS and Prism Element Basics' is displayed, along with a description: 'In this course you will be able to get a better understanding about the basics of AOS and Prism Element'. The course details include '10 Modules', 'Total duration 0h 39m', and 'English'. An 'ENROLL' button is visible at the bottom left of the course card.



The screenshot shows the Nutanix Learning Academy interface for the 'Prism Central Basics' course. It features the same navigation bar as the previous screenshot. The course title 'Prism Central Basics' is displayed, with the description: 'In this course you will be able to get a better understanding about Prism Central.' The course details include '13 Modules', 'Total duration 0h 54m', and 'English'. An 'ENROLL' button is visible at the bottom left of the course card.

Support Portal Basics #CSLP100

In this plan we have selected different sources that will help you get a better understanding about the Nutanix Support Portal.

- ✔ How to login in the Nutanix portal? → [Link](#)
- ✔ How to open a case in the Nutanix portal? → [Link](#)
- ✔ Licensing a cluster → [Link](#)
- ✔ What is pulse and how to enable it? → [Link](#)
- ✔ Discoveries → [Link](#)
- ✔ Documentation and upgrade paths → [Link](#)
- ✔ License tagging → [Link](#)
- ✔ Phone support number for every region → [Link](#)



From the resources above, we recommend you:

- *“How to login in the Nutanix portal?”*
- *“How to open a case in the Nutanix portal?”*
- *“What is pulse and how to enable it?”*
- *“Discoveries”*
- *“Documentation and upgrade paths”*

* Nutanix Learning Academy access is included with the creation of the *my.nutanix* account which is covered in the first video of this section.

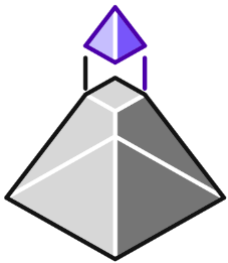
AOS and Prism Element Basics #CSLP101

In this plan we have selected two different sources that will help you get a better understanding about the basics of AOS and Prism Element.



1. AOS and Prism Element Basics → [Link](#)

- Accessing and exploring Prism Element
- Using the Network Visualizer
- Collecting logs
- Monitoring cluster health
- Using Nutanix Cluster Check (NCC) Health Checks
- Creating charts to analyze entities in a cluster
- Adding disks to a virtual machine
- Putting a node into maintenance mode
- Exiting a node from maintenance mode
- Deciding when to use Prism Central versus Prism Element



2. YouTube videos

- Upgrading a Cluster with Lifecycle Manager LCM → [Link](#)
- Connect PE to PC → [Link](#)

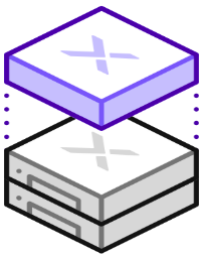
Prism Central Basics #CSLP102

In this plan we have selected two different sources that will help you get a better understanding about Prism Central.



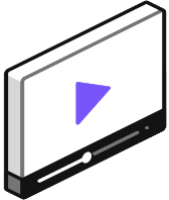
1. Prism Central Basics → [Link](#)

- Accessing and exploring Prism Central
- Exploring the Hardware dashboard
- Viewing network configuration in Prism Central
- Exploring the LCM dashboard
- Prism Central initial configuration
- Adding a local user
- Creating a Prism Central Performance Monitoring dashboard
- Creating Charts to Analyze Metrics using Prism Central
- Working with Alerts
- Creating a Storage Container
- Adding Active Directory to Prism Central
- Creating Categories
- Assigning Categories to VMs





2. YouTube videos:



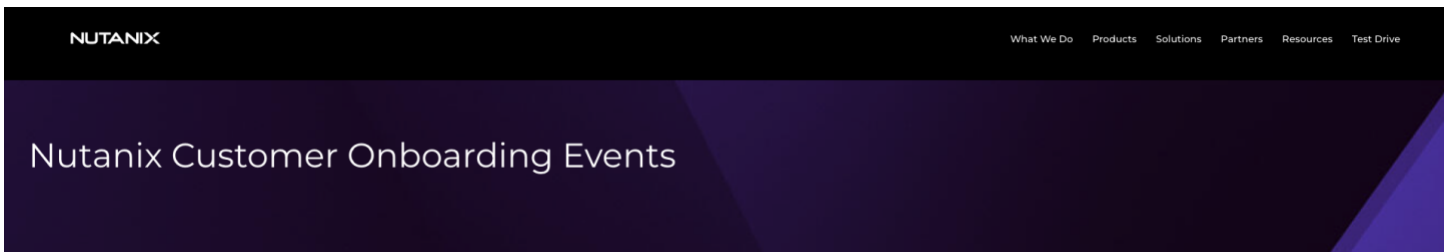
- Upgrading a Cluster with Lifecycle Manager – LCM → [Link](#)
- Connect PE to PC → [Link](#)
- Create a VM in Prism Central → [Link](#)
- Manage Users in Prism Central → [Link](#)
- How to Set Up Cluster RBAC? → [Link](#)
- Upgrading AOS in Prism Central → [Link](#)
- Prism IT Ops for non AHV environments → [Link](#)

Customer Success Engineering Workshops

Before we say goodbye, we would like to provide you with the link to our workshops landing page, where you will see the next events that our team will deliver (clicking on the EMEA tab), the dates and languages of them, as well as the chance to register to any of the workshops.



1. Online Workshops Landing Page → [Link](#)



Nutanix Onboarding & Adoption Events

Want to get the most out of your Nutanix infrastructure? Join us for our live On-boarding and product License Activation virtual events, to learn about deployment, best practices and upcoming roadmaps for your Nutanix solution.

These customer-only sessions aim to help you set up and get familiar with your Nutanix products and answer questions on how to make them work for you in your environment.

