AUTHORIZED TRAINING PARTNER PROGRAM

Palo Alto Networks has developed the Authorized Training Partner (ATP) program to enable and promote qualified partners that have demonstrated world-class instructional delivery capabilities and expertise. Customers can have full confidence that ATPs are leveraging best practice training methodologies with the support of our Global Enablement subject matter experts and a portfolio of authorized courseware.

The Palo Alto Networks ATP program is designed to:

- Provide customers with options when selecting an Education Services provider
- Enable partners to increase their value to customers by providing:
  - Full end-to-end training delivery support including authorized content, instructor skills validation, and metrics tracking
  - Localized services, including local language and regional market knowledge
  - Multi-vendor consulting, as a trusted security adviser to the customer
- The ATP program allows Palo Alto Networks to:
  - Extend the reach of our services globally
  - Manage and monitor customer success and partner service global quality

Program Overview

Palo Alto Networks Strata, Prisma, and Cortex product families are driving rapid evolution in the security industry by helping customers safely enable their applications, users, content, and devices from any connected network.

As with any revolutionary technology, there will be a learning curve. Technical training is critical, and our ATPs drive the necessary skills to help customers maintain security posture and reduce attack surface. ATPs play a major role in the security and long-term satisfaction of the customer.

We have developed the ATP program to enable and promote qualified partners that have demonstrated instructional delivery capabilities and expertise. By participating in the program, partners receive access to our team of Education Services subject matter experts and a variety of assets designed to aid in the delivery of services. This program provides customers with the confidence that ATPs are leveraging "best practices" with the full support of Palo Alto Networks.

Commitments

We are committed to the success of our customers, with the assurance that our ATPs have the best preparation, training, tools, techniques, and information available. We provide our ATPs with the following:

- Advanced classroom management and training delivery technique

- Instructor guides to ensure consistent-high quality customer experiences

- Course-specific playbooks

- New product release technical training and resources

- Ongoing product recertification and accreditation

- Access to Palo Alto Networks technical SMEs

- Access to Palo Alto Networks ATP community discussion forums

We also regularly monitor classroom deliveries, thus ensuring the ongoing success and customer satisfaction created by our ATPs. Palo Alto Networks Global Enablement team also conducts customer surveys, instructor audits, Train-the-Trainer (TTT) events, and quarterly business reviews with our partner companies. Finally, our ATPs must meet rigorous authorization requirements to ensure the highest possible standards and quality of service.

Instructor Requirements

Becoming a Palo Alto Networks Certified Instructor is a challenging process. In addition to technical and presentation skills, candidates are expected to demonstrate good body language, effective delivery style, class management, and question handling techniques.

Instructor Training

- EDU-210 Firewall Essentials: Configuration and Management

- EDU-214 Optimizing Firewall Threat Prevention

- EDU-220 Managing Firewalls at Scale

- EDU-330 Troubleshooting

- EDU-318 Prisma Access SASE Security: Design and Operation

Instructor Validation

Instructor Certification Workshop (ICW) is an intensive five-day adjudicated workshop to confirm instructors meet Palo Alto Networks requirements for technical and presentation skills.

Instructor Certification

Palo Alto Networks Certified Network Security Engineer (PCNSE)