

Websense Authorized Training Partner  
Program Guide 2007

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## Introduction

Welcome to the Websense Authorized Training Partner (WATP) program. This program guide is designed to explain the goals, benefits, procedures, and details of the WATP program.

If after reading this guide, you have additional questions, please contact us at [WATP@websense.com](mailto:WATP@websense.com).

## Section I: WATP Program

### Mission Statement

The WATP program is *the* authorized channel for delivering high quality instructor-led training courses to Websense customers.

### Program Overview

As a leading internet security company, Websense is committed to the success of its customers. The Authorized Training Partner program is designed to attract the most skilled training companies in the security industry. Our goal is to leverage the resources and capabilities of these strategically chosen partners to assist us in training our customers worldwide.

The WATP program features a broad spectrum of courses that cover the entire Websense product set. We rely on our Authorized Training Partners to help make Websense products universal by transferring knowledge that will build expertise and capability of our entire ecosystem. We require strong quality focus, as well as a solid business plan and a state-of-the-art training environment. Specific entrance criteria and program requirements are defined below.

### Partner Candidate Profile

In order to meet the strategy and goals of the WATP program, we have a selection criteria process for candidates. **You must become a Websense Partner first.**

You should consider this additional authorization if:

- Your organization provides training services based on Websense or other internet security technologies, whether they are delivered in a classroom, at a client site, and/or across the Web.
- Your organization has a need to bundle in additional services such as training and user certification in order to build a stronger relationship with your customers, and enhance product adoption and customer satisfaction.
- Your organization would like to be recognized for its Websense expertise by displaying the Authorized Training Partner logo.
- Your organization would benefit from receiving customer leads from Websense for training opportunities.

This selection process and candidate profile include:

- Market recognition/reputation - Is the WATP candidate a recognized leader in web security, security services, appliances and networking or the training industry?
- Market penetration – Is the WATP candidate able to penetrate untapped students and customers through its own marketing and sales initiatives?
- Customer base - What is the customer base of the WATP candidate? Industry, government, professional, etc?
- Investment/commitment - Is the WATP candidate willing to invest in facilities, equipment, and instructors? Does the WATP have infrastructure to support a first class training operation? Will the WATP invest in marketing to the customer base? Does the WATP have an existing customer base with which to market education services?
- Strategic fit - Does the WATP candidate match Websense' current and/or future needs in technology and product areas? Will the addition of new WATPs dilute or expand the customer and territory base?

The WATP program is geared towards companies whose business focuses on delivering intense multi-day technical/professional training.

Are you with a University or College? If you are an educational institution interested in partnering with Websense, please contact us at [WATP@websense.com](mailto:WATP@websense.com). Please include information about your current programs, including your networking and security offerings.

## **WATP Program Requirements**

The WATP Program Requirements are broken down into four requirement areas: Partner, General Training Program, Instructor, and Training Facility. Putting these requirements in place ensures us that the customer will receive a quality experience from both Websense and its WATPs.

## **Partner Requirements**

Websense is seeking to add Websense Authorized Training Partners (WATPs) around the globe. To be considered, partner candidates must meet the following criteria:

- Experience with offering technical education services through a dedicated training center, or onsite training.
- Upon approval into the program, employ a minimum of two full-time Websense Certified Instructors (WCI) – one may be a contractor. The WATP will be required to update Websense regularly with a list of its current WCIs. Websense encourages WATPs to hire full-time instructors, but will allow WATPs to work with freelance WCIs under the following conditions:
  - The WATP must register the freelance WCI for the specific product curriculum they will be teaching.
  - The freelance WCI can only deliver training at a WATP location for the product curriculum that he/she is certified to teach.
- Have ongoing access to a training facility that supports delivery of Websense Authorized curriculum.
- Candidate must be willing to meet all WATP requirements defined below.

## **General Training Program Requirements**

The WATP must use Websense Authorized Curriculum. The WATP cannot offer its own developed or third party developed courseware if the course directly competes with the Websense curriculum.

Teach all available courses for at least one (1) Websense product line (for example, teach all courses in the Websense Security Engineer or Data Leakage curriculum).

Train a minimum number of students per quarter to remain in good standing, based on region and Websense penetration of the particular country. (waived for 2007, metrics will be established for the 2008 renewal).

In order to maintain your status in good standing as a WATP, you must:

- Actively market your training center's Websense classes at your own expense.
- Maintain properly equipped and comfortable classrooms including current hardware, software, and other teaching aids as outlined in the WATP classroom requirements.
- Offer only courses on Websense products for which the WCIs are certified to teach.
- Publish a quality assurance and customer satisfaction policy that meets or exceeds Websense requirements. WATP is responsible for ensuring that customers receive a positive, satisfactory training experience.
- Update your web site to include Websense training information including WATP branding and course information.
- Provide each student with a Websense Authorized course book.
- At the conclusion of every class, request that each student promptly complete a course evaluation using Websense' electronic course evaluation system. A quality rating of 4.1 or greater (on a scale of 1-5) is required for instructors to stay active in the program.
- Have a minimum of two WCIs on staff and an adequate number of certified instructors to cover all classes offered in all locations.
- Provide adequate support staff (student registration and assistance, student materials management and marketing staff).
- If requested, submit an annual business plan outlining a plan to meet the qualitative and quantitative requirements of the WATP program.
- Promote Websense classes on the WATP's company web site and in their course catalog, in addition to conducting other appropriate marketing and sales efforts.

***Failure to comply with program requirements will result in revocation of Authorized Training Partner status.***

## **Instructor Requirements**

Those who plan to teach Websense courses must follow the procedures (determined by Websense) to become a Websense Certified Instructor. Each Websense course has its own unique set of requirements. To view these requirements, please see Section III of this handbook.

- Instructors must inform each student of the Websense Course Evaluation process and encourage completion of the form.
- Instructors must maintain a quality rating of 4.1 or greater, using the Websense Course Evaluation system, to stay active in the program.

## Training Facility Requirements

A computer must be provided for each student and one for the instructor. The WATP's training facility must meet the minimum system requirements for each course that is taught. Details on individual course system requirements will be provided upon approval to the WATP program.

Classroom Configuration:

- LCD panel or projector
- White boards
- Web Browser - Netscape 6.0+ or Microsoft IE 6.0+ (live internet connection)
- CD/DVD-ROM
- Course files as indicated by the Facility Readiness document provided with the curriculum.

## WATP Program Benefits

Websense supports WATPs with the following benefits:

- Company's classes are marketed through a listing on the Websense.com Partner Finder. Customers are directed to this site when looking for a class.
- Access to the Websense Authorized Curriculum including new course releases and updates for existing courses. The Websense Authorized Curriculum includes instructor guides and supporting slide presentations.
- Access to software for WATP classrooms.\*
- Eligible for inclusion in WATP program marketing collateral.
- A direct contact to Websense through the [WATP@Websense.com](mailto:WATP@Websense.com) email box.
- WATP Instructors receive status as a Websense Certified Instructor (WCI); a program that provides standards for course delivery among the WATP community. WCIs receive the exclusive use of the Websense Certified Instructor Logo.

### **Membership (in good standing) to the Websense Partner Program is required.**

Benefits\*\* associated with that program, but are not limited to, the following:

- Access to the Partner Portal for sales and technical training, and other resources
- Subscription to Partner Newsletter
- Invitation to regional partner meetings and events
- Inclusion in the Partner Search on [websense.com](http://websense.com)
- Eligible for partner spotlight feature on [websense.com](http://websense.com)
- Standard Promotional Materials including logos
- Ability to post information to Partners in the News, Partner Success Stories, Industry Awards and Announcements
- Case study consideration

\* Prospective WATPs in the South Asia region should email [WATP@Websense.com](mailto:WATP@Websense.com) for specifics on this entitlement.

\*\* Partner benefits are subject to change

## **WATP Program Fees**

Program fees vary from region to region. There are three primary fees associated with the WATP program:

- The WATP annual program fee (based on calendar year, waived for 2007)
- Curriculum fee
- Cost associated with Instructor Certification (Please see Section III: Instructor Certification)

To find out what the fees are for your region, please contact [WATP@Websense.com](mailto:WATP@Websense.com).

## **Section II: Application Process**

### **Becoming an WATP**

Follow the steps below to become a Websense Authorized Training Partner.

- Understand the WATP program requirements and read the WATP Program Guide.
- Complete an electronic application form available on the Websense web site at [www.websense.com/watp](http://www.websense.com/watp).
- Websense will contact the applicant with approval/denial to move forward within 4-6 weeks of receipt of the application.
- If approved to move forward, the WATP candidate may be required to submit a business plan outlining the strategy and implementation of their plans for the coming year. This document must meet the approval of Websense.
- If approved to move forward, the WATP will sign a joint contract with Websense that authorizes the candidate to conduct Websense courses.
- The WATP's instructor candidate(s) will complete an Instructor Questionnaire and begin the process of certifying to teach Websense courses.
- The WATP candidate will pay the annual program fee (waived for 2007). Upon receipt, the candidate will receive the Welcome Kit and access to electronic software for use in their training facility.
- The WATP applicant is now a Websense Authorized Training Partner.

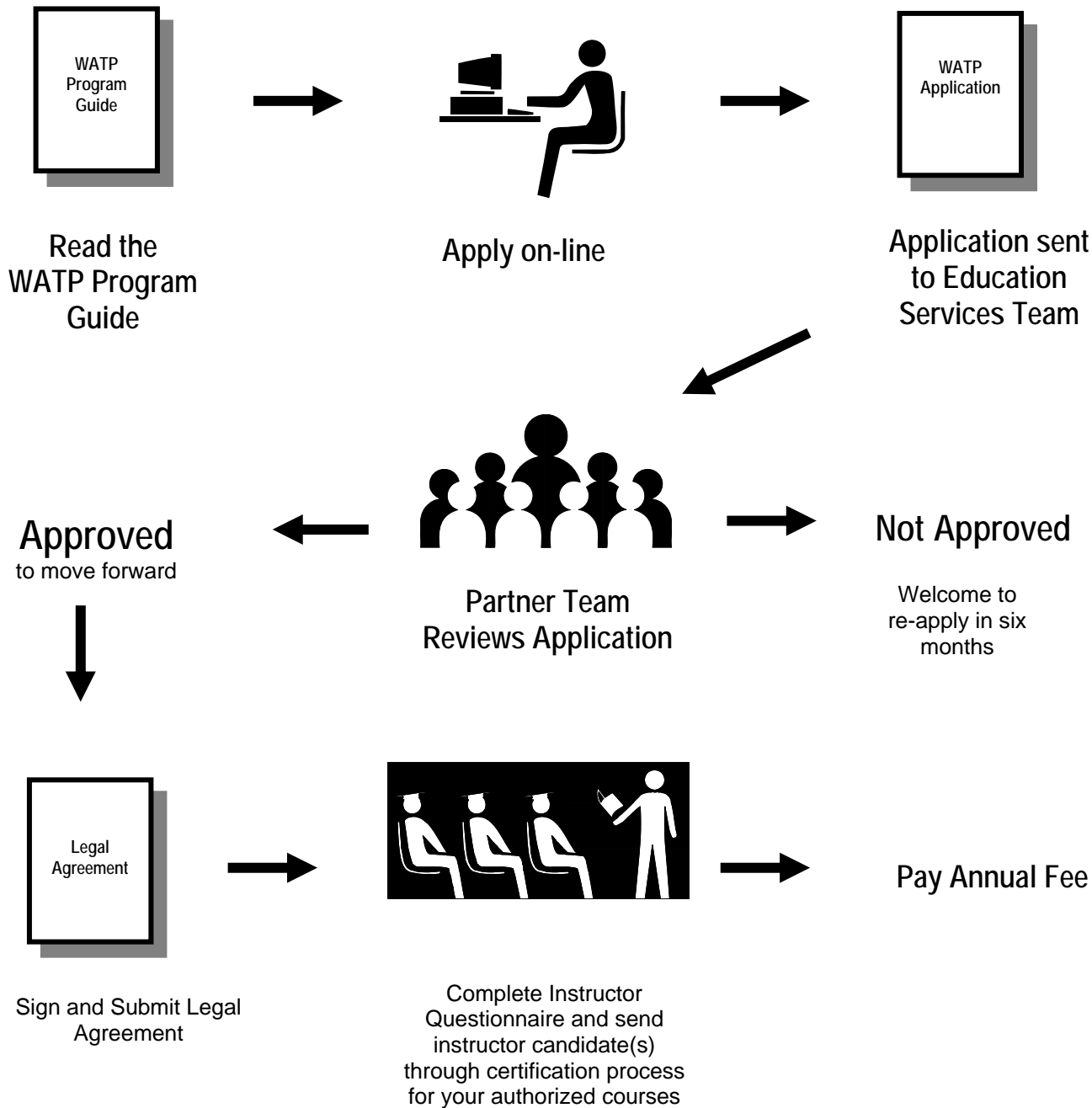
If the WATP candidate is not approved, the applicant is welcome to re-apply in six months.

### **Websense Review Process**

Upon receipt of the application, the Partner Team will base partner acceptance on the following criteria.

- Existing status in the Websense Partner program, and the need for a training partner in the region.
- The need for training is determined by the Partner Team. This determination is based on the number of active authorized training partners and product sales statistics in that region.
- The candidate's existing product expertise and experience in delivering holistic security ecosystems for their customers.
- The quality and ability to execute of the candidate's sales and marketing plan to sell Websense training.
- The candidate's experience running a training business.
- Whether or not the training facility meets the requirements for supporting the delivery of Websense Authorized curriculum.

### WATP Application Process



## Additional Location Authorization Process

Besides the primary location, a WATP may teach Websense classes in one or more **additional** locations. The WATP must submit the request to [WATP@Websense.com](mailto:WATP@Websense.com). In reviewing the request, the Partner team will base their decision on the standard WATP criteria detailed previously.

- The WATP may be required to submit a business plan to support the need for the additional location(s).
- The WATP must maintain complete compliance in the WATP program at their existing training center
- There is an additional fee associated with each additional location. (waived for 2007)

## Section III: Instructor Certification

This section details the process for becoming a Websense Certified Instructor (WCI).

### Assessment

In order to become a WCI, there are three areas evaluated:

- Knowledge of product / skill / methodology / language
- Knowledge of course materials and advanced training skills
- Experience with the installation, configuration, and administration of Websense products
- Holistic understanding of security ecosystems including networks, firewalls, proxies, authentication services, and various operating systems.

Each course in each curriculum has a base set of requirements in these areas, as outlined in this document.

### Requirements - An Overview

In order to first become a Websense Certified Instructor in the Websense Authorized Training Program, you must perform the following steps:

- Obtain, review and meet our instructor profile criteria for the course you wish to certify, including minimum hands-on product knowledge requirements.
- Fill out an Instructor Questionnaire and submit it to the Training Partner Team ([WCI@Websense.com](mailto:WCI@Websense.com)) for review.
- Obtain a pre-certification as an approval to move forward with the certification process.

\* Attend the course for which you seek authorization. Send the date of the class and the instructor name to [WATP@Websense.com](mailto:WATP@Websense.com).

- Note: You should attend the most current course from an instructor's perspective: Objective of this step is to observe the way the class is meant to be presented, to see what types of issues arise, and to hear the questions that may be asked.
- Pass any related Websense Certified Engineer exam for the courseware subject matter.
- \*\*Pass a stand up certification (as required) or other established step to finalize Instructor Certification.

All other requirements are specific to each course and are listed in the following sections.

\*\* As alternatives to stand-up certifications, you can also send an electronic sample (Flash video, wmv, recorded WebEx, etc) of your instructor experience for review. Also accepted for substitute of a stand-up certification is the CompTIA Certified Technical Trainer (CTT+) certification.

## Time Expectation

The average amount of time between identifying a new possible instructor candidate and getting them certified is 3-6 weeks. This is with the expectation that the candidate has:

- Demonstrated solid technical skills in the area of the curriculum.
- Demonstrated effective training skills.
- Adequately prepared with the course materials.

If a candidate does not meet all of the prerequisites outlined in the course prep guide, you can expect the Instructor Certification process to take longer.

## Costs

There are costs associated with instructor certification. These costs include, but may not be limited to the following:

- Cost of sending the instructor candidate to a class – unless your partnership has a certified instructor that can present to the candidate in a classroom setting
- Cost of professional exam(s) required for certification
- Cost for time to prepare – we strongly recommend at least 2 days of preparation time for each day of course material to be presented
- Travel costs incurred to commute to a certification location

# Websense Authorized Curriculum

## Web Security

### *Prerequisites*

In order to qualify to teach our classes built around the Websense Security Suite (WSS), you will be evaluated on the following skill sets:

- **Product Experience:** All candidates must have more than 6 months of experience with the installation, configuration, and maintenance (reporting, etc) of WSS.
- **Training Experience:** Instructor candidates should have 6 months experience training groups of people with hands-on courses in a computer-related field. Substitute experience will be the attendance of a train-the-trainer course prior to certification or valid CTT+.
- **Industry Experience:** Instructor candidates should possess in depth knowledge of security ecosystems, including firewalls, networking environments, and other security layers. Candidates should be able to articulate current security threats to customers, and how Websense fits in with other security solutions.

## Content Security

### Prerequisites

In order to qualify to teach our classes built around the Websense Content Protection Suite (CPS), you will be evaluated on the following skill sets:

- **Product Experience:** All candidates must have more than 6 months of experience with the installation, configuration, and maintenance (reporting, etc) of CPS.
- **Training Experience:** Instructor candidates should have 6 months experience training groups of people with hands-on courses in a computer-related field. Substitute experience will be the attendance of a train-the-trainer course prior to certification or valid CTT+.
- **Industry Experience:** Instructor candidates should possess in depth knowledge of security ecosystems, including firewalls, networking environments, and other security layers. Candidates should be able to articulate current security threats to customers, and how Websense fits in with other security solutions.

## Curriculum Summary

This chart summarizes the Instructor Certification path for the Websense Curricula.

Course		Prior Teaches with 4.1 ratings	Industry Certification

\*As alternatives to stand-up certifications, you can also send in a videotape of your certification for review or obtain CompTIA's Certified Technical Trainer (CTT) certification.

## Evaluation Data

This section of the document outlines how Websense uses and reacts to evaluation data by students in the online course evaluation system at the end of every class.

Websense will be working with Knowledge Advisors and the Metrics That Matter online evaluation system in order to maintain quality assurance. This system will be required and unauthorized or lack of use for Websense Authorized classes will result in probationary measures or removal from the WATP program.

Websense will use this evaluation data in the following ways:

- We require instructors to maintain a 4.1 overall rating in the online course evaluation system
- We require instructors to obtain a 4.1 overall rating for a set of classes in order to move to the next level of courseware (i.e., advanced courseware in the curriculum)
- In the event of poor evaluations, we study the entire class, as well as groups of related classes to discover trends and weaknesses. (We do not necessarily consider a single student, or even a few students', poor evaluations as indication of an overall problem with instruction.) We contact instructors in the event of identified patterns in order to resolve any issues that may be arising in the classroom.
- In the event of catastrophic evaluations, we would contact the instructor and suspend their teaching certification in order to identify and fix problems before resuming classroom instruction.
- In certain circumstances, it may be required that an instructor perform additional tasks in order to maintain their certification credentials. This could include but would not be limited to attending a training skills course, providing a webinar to demonstrate technical understanding, or perform a team teach with a seasoned instructor to provide tips and feedback on instruction.

## Frequently Used Terms

This is a list of terms used in the Instructor Certification documentation.

**Instructor Profile:** The recommended level experience for candidates seeking instructor certification. Candidates should meet experience requirements in technical and training areas. The Instructor Profiles are listed as a part of the Instructor Questionnaire.

**Instructor Questionnaire (IQ):** A questionnaire each candidate needs to fill out and submit to [WATP@Websense.com](mailto:WATP@Websense.com) to begin the Instructor Certification process.

**Certification Path:** The steps needed to become a Websense Certified Instructor. Every step must be completed successfully to complete the instructor certification process.

**Pre-Certification Review:** Evaluation of a candidate based on the information provided in the Instructor Questionnaire. Each candidate is evaluated on the following skills to determine their readiness to move forward for in the instructor certification process:

- Experience with the software he/she intends to teach
- Training experience
- Security experience
- Networking experience
- Database experience

Recommendations will be made for next steps to each candidate based on their Instructor Questionnaire.

**Prep Guide:** The document that outlines the necessary steps in the instructor certification process. Also referred to as the preparation document. This document is available through Instructor Central under the courses tab / course title.

**Certification Test:** A professional exam (online or at a testing center) required as a step in the instructor certification process.

**Stand –up Certification:** The term used to describe an alternate step in the Instructor Certification process. An instructor candidate delivers (presents) a unit(s) of a course to a review team. Stand-up certifications will be conducted most commonly in a boot camp setting. They may also be done on an individual basis at an additional cost.

**Review Team:** The individual or group of individuals managing the stand-up certifications. The review team may be one or more members of Websense's Instructor Readiness team or a Master Instructor.

**Boot camp:** A scheduled day for stand-up certifications. Multiple candidates take a turn at presenting part of the course material to a review team to finalize their instructor certifications. This is done as a full day event and all candidates are required to attend for the full day.

**Course Evaluation System:** An online evaluation form. Each student must complete an evaluation of the course at the end of a Websense Authorized Training class. The evaluation form is made up of three parts: the course book, the exercises, and the instructor. Websense requires each certified instructor maintain a 4.1 overall rating in the Course Evaluation System.

**Overall Rating:** The score (rating) an instructor earns at the end of a training class. Overall refers to the whole- containing the score for course book, student exercises, and instructor portion of the evaluation form. We believe the instructor should add value to the course materials and compensate for any deficiencies in the course materials.