

# Questions & Answers on the 2009 Novell PartnerNet Technical Specializations

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## Introduction

This document contains an overview of possible questions that you might have on the new PartnerNet Technical Specialist Certifications.. We hope this document will provide you with answers to the most common questions about the Technical Certifications for Specialists, enabling you to ensure your company meets the technical skills required by a Solution Provider Specialist.

### **What are the major changes between the 2008 and 2009 Technical Specialization requirements?**

In 2008 we made the first step towards offering multiple technical specialization paths for PartnerNet. This resulted in the increase of the number of learning paths in each Novell Business Unit that lead to Specialization. Each Learning track focuses around a Key product from a Novell Business Unit.

For the 2009 program we have tried to keep the changes to a minimum. All current specializations will remain valid throughout Novell's Fiscal year 2009, which means no changes for all partners that are currently compliant on their technical requirements.

We have also improved the way in which your employees can obtain the knowledge for the exams. In the past the Instructor Lead Training model was the only way in which you could prepare for an exam. Novell is now offering on-demand training. From November 1<sup>st</sup> your employees will be able to attend on-demand training sessions, free of charge! By the end of the 2008 Calendar year all OPS and ISM training materials will be available as on-demand training. You can access the on-demand training through the Partner Enablement Central. During the course of 2009 the remaining training leading to a technical PartnerNet specialization will be available through this on-demand system.

Additionally we will offer our PartnerNet members optional training which will allow them to keep up to date with product changes or functionality updates.

### **If I was compliant on my Technical PartnerNet Specializations in 2008, what do I have to do to retain that compliance in 2009?**

All Solution Providers that met the Technical Skills Requirements in 2008 are automatically counted towards their 2009 program requirements. This means that technical staff do not have to retake the 2009 Specialization exams.

### **The Pre-Requisite for a Gold or Platinum Solution Provider is to have 2 or 3 Technical Certifications, is it possible to have one person that passes 2 or 3 exams in the same solution area?**

No, Novell wants you to have a number of Technical Specialists on board. One person can take multiple exams in one solution area, but this person will be regarded as one Technical Specialist.

## What is a CSR?

CSR means "Continuing Specialization Requirement" and is derived from CCR "Continuing Certification Requirement". This term is used to highlight a new skills requirement that is needed to retain a previously obtained Specialization.

## Where can I find detailed information on the Technical PartnerNet Specializations?

For a general overview about the requirements (number of technical specializations required in relation to their PartnerNet level):

<http://www.novell.com/partners/solution/>

For a detailed overview of the ISM Technical Specialist Requirements:

[http://www.novell.com/partners/solution/security\\_identity\\_technical\\_specialist.html](http://www.novell.com/partners/solution/security_identity_technical_specialist.html)

For a detailed overview of the SRM Technical Specialist Requirements:

[http://www.novell.com/partners/solution/resource\\_management\\_technical\\_specialist.html](http://www.novell.com/partners/solution/resource_management_technical_specialist.html)

For a detailed overview of the OPS Technical Specialist Requirements:

[http://www.novell.com/partners/solution/linux\\_technical\\_specialist.html](http://www.novell.com/partners/solution/linux_technical_specialist.html)

For a detailed overview of the Workgroup Technical Specialist Requirements:

[http://www.novell.com/partners/solution/workgroup\\_technical\\_specialist.html](http://www.novell.com/partners/solution/workgroup_technical_specialist.html)

## Is there any obligation for me to sit all the suggested trainings?

No, there is no obligation what so ever! You can decide whether you are ready to take the Specialization exam immediately or not. Novell provides you with multiple TSA's (Online Technical Skills Assessment) which allows you to determine your current knowledge level in a certain area. (<http://www.novell.com/training/assessment/>)

## What does Novell mean by "Learning Path" and "Learning Resources"?

A "Learning Path" is a choice that Novell offers to you. You can decide in which product you want to specialize within a Solution Area. For example for the ISM specialization you have the choice of the Identity/Access Management Learning Path (IDM 3.6 + Provisioning) OR the Security Monitoring Learning Path (Sentinel).

The "Learning Resources" are the resources (Instructor Led Training / Reference Materials / On-Line Training) which we advise you to take advantage of to obtain the knowledge to successfully pass the Specialization exam. It is not mandatory to sit these suggested training sessions! If you feel that you have the knowledge to successfully pass the exam, you can take the exam immediately without attending the training.

## How long will my 2009 Technical PartnerNet Specialization be valid?

Taking (and passing) the 2009 Specialization exams guarantees that you are a PartnerNet Specialist through 2009. After that, CSR's will be put in place to retain that Specialization in the future.

This CSR could be:

- An on-line / on-demand training that you have to attend, possibly followed by a test.
- An event that we ask you to participate in (For example: TechFest).
- A complete new Specialization exam.

All of this will be defined in detail during 2009 and will be made public to you by October 31<sup>st</sup> 2009.

## Where can I register for the exams?

For OPS and the "Infrastructure" Learning path in Workgroup, - SLES10 and OES2 - the exams are in a practicum format. Therefore you need to register for these exams with a Novell Practicum Testing Partner.

The list of Novell Practicum Testing Partners and the link to register for an exam can be found at:

[http://www.novell.com/training/testinfo/practicum\\_reg.html](http://www.novell.com/training/testinfo/practicum_reg.html)

All the other exams are "traditional" or "form-based" exams and are provided through Pearson-Vue.

The registration link is: <http://www.vue.com/novell/>

## Where can I find the correct exams to take?

Please refer to the URL's provided in the answer to the question "Where can I find detailed information on the Technical PartnerNet Specializations? On page 2".

The exam numbers are:

OPS:

- CLP: 050-697
- CLE: 050-698

ISM:

- IDM 3.5: 050-713
- Sentinel: 050-714

Workgroup:

- T+C: 050-717
- OES2: 050-709

- GroupWise: 050-716

SRM:

- ZCM: 050-711
- ZOS: 050-712
- ZESM: 050-718

### **I want to add another Specialization to my Portfolio. What needs to be done?**

In case where you want to add another specialization to your portfolio, you will have to achieve the requirements for that new Specialization in addition to your current Specialization. NOTE: It is advisable to discuss your plans with your Novell Representative, before embarking on achieving the additional requirements.

Example: If you were specialized in the SRM space in 2008, and you want to become specialized in the ISM space as well in 2009, you will need - from a Technical Specialization perspective - to match the minimum requirements for that Solution Area as well. This means that 2 people will have to specialize on ISM to become a Gold Solution Partner and 3 people have to specialize on ISM for a Platinum Solution Partner. You always need to meet the minimum requirements for any specialization.

### **When I take an exam, when will the results be available?**

A candidate will receive their score IMMEDIATELY after they have taken the exam. An automated process between the test provider and Novell, will make sure that test results flow through to the PartnerNet portal within 24 hours.

### **The questions I have are not mentioned in this document. Where do I go from here?**

Please do not hesitate to contact our PartnerNet help-desk. They will be happy to help you with any remaining questions you might have.

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