

StreamServe

Certification Programs



What is the StreamServe certification program?

StreamServe certification programs are online examinations, designed to verify your technical expertise and product knowledge so that you can maximize the benefits of using the StreamServe solution.

Supported by the training and assessment resources of the StreamServe University, the program ensures that you are able to deliver a better level of service to your organization and ultimately, your customers. A StreamServe Certified Professional is fully qualified to design, install, configure and administer a StreamServe implementation.

StreamServe Certified Professional referrals

StreamServe maintains a record of StreamServe Certified Professionals and their individual competencies, and can refer new or existing customers to organizations that employ StreamServe Certified Professionals to implement StreamServe product solutions. Companies that use the services of StreamServe Certified Professionals will achieve a higher level of service with fewer disruptions, at lower total cost.

What are the benefits of certification?

On completion of a program, you are awarded StreamServe Certified Professional status for that subject area. This certified status contains a number of benefits:

- Graduates receive a certificate from StreamServe confirming successful completion of all requirements for each level of certification. For the individual, certification means recognition of their specialist expertise.
- StreamServe recommends StreamServe-certified professionals to its customers.
- StreamServe-certified professionals can use appropriate certification logos in advertising and promotion.
- Graduates receive StreamServe Technical News – a regular newsletter with information about product updates and new product releases.
- StreamServe-certified professionals receive priority, where applicable, at StreamServe conferences, technical training sessions, and special events as well as a 10 percent discount on all StreamServe scheduled training courses. (This discount can not be combined with other discounts).

Certification tests

The following certification tests are currently available in StreamServe version 4:

Test	See page
Core Technologies	3
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Frequently asked questions

Who should become certified in StreamServe's products?

StreamServe's certification program is primarily designed for StreamServe partners. It is also an excellent global qualification for all StreamServe implementers.

What can I do to prepare for a StreamServe certification exam?

The best preparation is a combination of training, documentation and experience.

- Learn how to use the product by taking the recommended courses.
- Use the documentation included with each product, and practice using the product.
- Use the product extensively. We recommend a minimum of 3 months experience on any product before attempting to take a certification test.

How are StreamServe certification exams delivered?

All StreamServe certification exams are web-based. The system requirement is just a connection to the Internet and a web browser. Taking the exams over the web avoids long and costly travel. An exam is evaluated as soon as a candidate has completed it. The candidate and StreamServe receive the results simultaneously via email.

How can I apply for an exam?

Please send an e-mail to certification@streamserve.com with your name, company and the certification exam you're interested in. We'll send you the login details you need to take the exam.

What knowledge is required for a certification test?

Certification tests are designed to test your knowledge of StreamServe products. They are not designed to test knowledge from any particular course, but rather how well you understand and can use our products.

What kinds of questions are on a certification test?

Certification tests consist of a series of 40-80 questions in true/false or multiple-choice format. Some multiple-choice questions have only one correct answer; others have more than one correct answer. The passing score is 75 percent. Please read the instructions and all questions very carefully.

How long is each test?

Tests vary in length but can typically be completed in 65-100 minutes. You will be given this information at the beginning of the test. A 65-minute test will contain 40 questions; a 80-minute test will contain 50 questions; a 100-minute test will contain 80 questions.

What happens if I fail a test?

Our tests are quite challenging, and people do fail. In this event, you will be notified immediately via e-mail of such a failure. After a mandatory minimum three-week study period, candidates may retake an exam at a previous attempt.

How much is the certification exam fee?

The certification exam fee is US \$100.

The second attempt at an exam will be offered at a 50% discount. Any further retakes will not be discounted.

Are there sample questions available for certification tests?

No.

Core Technologies

In order to prepare for this exam, the following courses/course tracks are recommended:

Essentials Track

StreamServe Fundamentals Course [4 days]

This is the essential course for all users, and will provide you with the skills and knowledge you need to create and maintain a basic StreamServe project.

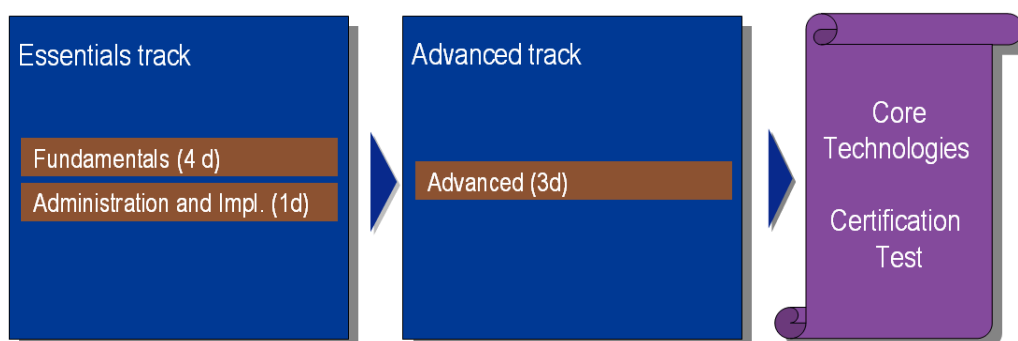
Administration & Implementation Course [1 day]

This course is designed for technical users who are responsible for the installation, configuration, and administration of a StreamServe solution.

Advanced Track

Advanced Course [3 days]

Take your skills a stage further and realize more of the possibilities offered by StreamServe. This course will teach you the most useful StreamServe features and functions, and enable you to take even more control of your business communications.



The exam questions are divided into the following sections:

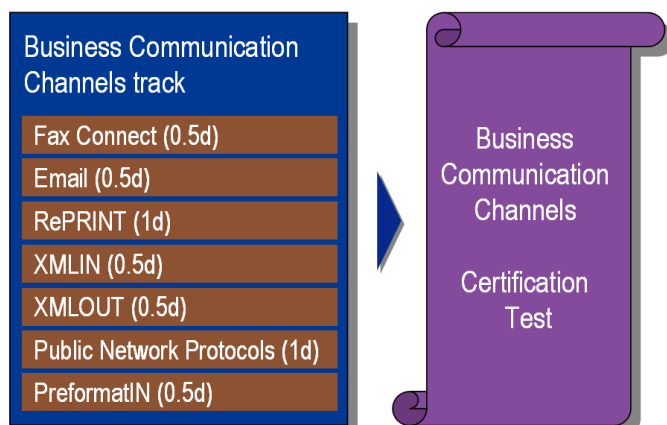
Section	No of questions	Weight (%)
Design Center Project configuration	5	6%
Platform configuration	4	5%
Event configuration	10	12.5%
Process configuration	10	12.5%
Runtime configuration	6	7.5%
Running Communication Server	7	9%
Overlays	4	5%
Scripting language and aliases	10	12.5%
Multi-language support	4	5%
Drivers and fonts	5	6%
Connecting StreamServe to data sources	4	5%
Queuing and Job Gateway	5	6%
Monitoring a StreamServe Project	6	7.5%
TOTAL	80	100%

Business Communication Channels

In order to prepare for this exam, the following courses/course tracks are recommended:

Business Communication Channels Track

This course track covers the main StreamServe business communication channels and is designed to include all of the courses you will need to achieve a StreamServe Business Communication Channels Certification.



The exam questions are divided into the following sections:

Section	No of questions	Weight (%)
XML in general	4	8%
StreamServe XMLIN	7	14%
StreamServe XMLOUT	6	12%
HTTP/HTTPS/FTP in general	4	8%
StreamServe HTTP/HTTPS/FTP	7	14%
E-mail in general	3	6%
StreamServe E-mail	6	12%
StreamServe Fax Connect	4	8%
StreamServe RePRINT	5	10%
StreamServe PreformatIN	4	8%
TOTAL	50	100%

Version 4 Update

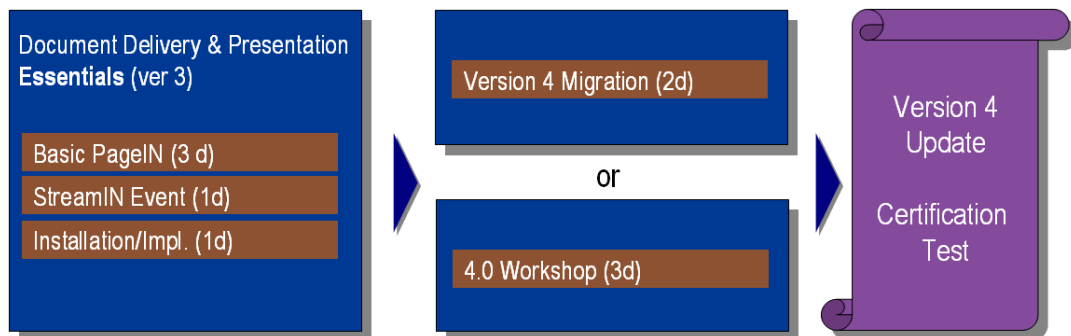
In order to prepare for this exam, the following courses/course tracks are recommended:

Document Delivery & Presentation - Essentials (version 3)

See description on page 5.

Version 4 Migration

This course is intended for you who currently work with StreamServe version 2 or 3 and describes new features and changes implemented in StreamServe version 4.



The exam questions are divided into the following sections:

Section	No of questions	Weight (%)
Design Center configuration	7	17.5%
Platform configuration	3	7.5%
Running a Project	3	7.5%
PageOUT and overlays	3	7.5%
Scripting and sorting	4	10%
Status Messenger	4	10%
Message handling	5	12.5%
Queuing and Repository administration	4	10%
Job Gateway	4	10%
Miscellaneous	3	7.5%
TOTAL	40	100%