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Introduction

Cisco certification is a testing program that certifies the skills of computer professionals responsible for supporting local-area and wide-area routed networks using Cisco software and hardware solutions. Those network professionals who have obtained Cisco certification are highly sought after in the industry. As a professional certified in Cisco systems, you will be recognized by organizations as an expert in complex networks. Individuals such as consultants, trainers, systems engineers, computer-science-degree candidates and anyone else who desires to show technical expertise with computer technologies will benefit from this internationally recognized credential.

How Does the Cisco Certification Program Work?

The Cisco Certification program focus on measuring a candidate's ability to perform specific job functions, such as Network Support Professional, Network Design Professional, or WAN Design and Support Professional. Cisco's certification program enables individuals to promote their skills, and it provides organizations with a measure to use when hiring staff, training or providing technical services.

Cisco offers three popular certification tracks so you can choose the one that meets your job needs and career goals.

Routing and Switching Network Support Certifications

The Cisco Network Support Certification track is designed for professionals working with networks connected by Cisco LAN and

WAN routers and LAN switches. Several certifications are available on the Network Support track.

CCNA: The CCNA Certification focuses on the support of relatively simple network implementations that use Cisco routers and switches.

CCNP: The CCNP Certification focuses on the installation, configuration, management and troubleshooting of complex Cisco-based networks. *RoutingCert* is designed to help you attain the Routing certification, which is a required exam in the CCNP track.

CCIE: The CCIE Certification is the highest-attainable Cisco Certification and requires at least two years of practical experience combined with the level of knowledge proven by the CCNP certification. Two classifications of CCIE Certifications can be attained. The CCIE-Routing and Switching Certification focuses on local, wide-area, and global routed and switched networks. The CCIE-ISP Dial Certification focuses on remote access technology and expertise.

Routing and Switching Network Design Certifications

The Cisco Network Design Certification track is designed for professionals who want to design Cisco-based networks, including routed LANs and WANs and switched LANs. On the Network Design track, individuals can attain two certifications.

CCDA: The CCDA Certification focuses on the design of relatively simple networks using Cisco routers and switches.

CCDP: The CCDP Certification focuses on the design of complex Cisco-based networks. *RoutingCert* is designed to help

you attain the Routing certification, which is a required exam in the CCDP track.

WAN Switching Network Design and Support Certifications

Because WAN switching technology is so different from the technology involved in LAN and WAN routing and LAN switching, a separate category of certification was created to reflect professional aptitude in designing and supporting complex, switched WANs. Four WAN Switching certifications can be attained.

CCNA-WAN Switching: The CCNA-Wan Switching Certification focuses on the installation of WAN switches.

CCNP-WAN Switching and CCDP-WAN Switching: The CCNP-WAN Switching and CCDP-WAN Switching Certifications focus on the configuration and management of WAN switched networks.

CCIE-WAN Switching: The CCIE-WAN Switching Certification focuses on WAN backbone switching for integrated data, voice, video and Internet traffic.

Benefits of Certification

In addition to improving your skills by participating in the Cisco Certification program, you will become more valuable to your company with a Cisco Certification. Achieving certification shows that Cisco, a developer and provider of leading-edge network technologies, has recognized you as an expert with the skills and knowledge needed to design, install, operate and troubleshoot routed and switched computer networks. Computer professionals who become Cisco Certified are recognized and sought after industry-wide.

As a Cisco Certified Professional, your benefits include:

- A Cisco Certification program certificate.
- The right to use your designated Cisco Certification logo on business cards and correspondence.

Registering for the Examination

Sylvan Prometric administers Cisco exams. These exams are offered at over 2,000 authorized testing centers around the world. There is no limit on the number of times a particular exam may be repeated, and there is no time limit for completing exam requirements for initial certification.

Registering for an exam is easy. You can register with Sylvan Prometric, 2601 West 88th Street, Bloomington, MN 55431, by calling (800) 776-4276. Dial (612) 896-7000 or (612) 820-5707 if you cannot place a call to an 800 number from your location. You can schedule to take exams up to six weeks in advance. Same-day registration is offered but is based on available seating, so you should try to schedule the exam at least one day or more in advance of the day you want to take the exam.

Before scheduling your examination, you should have the following information ready:

- Name, organization (if any), mailing address and telephone number.
- Unique ID number (*e.g.*, your Social Security number).
- Name of the exam you wish to take.

- Method of payment (*e.g.*, credit card number). If you pay by check, payment is due before the examination can be scheduled.

When you schedule the exam, Sylvan Prometric will provide you with instructions regarding the appointment, cancellation procedures, ID requirements and information about the testing center location.

You must take exams within one year of payment. You can cancel or reschedule your exam if you contact Sylvan Prometric at least one working day prior to the exam.

Obtaining the Latest Certification Information

You can obtain the latest Cisco certification information by visiting the Cisco site on the World Wide Web. Its URL address is www.cisco.com. Follow the link for Training/Certifications.

Frequently Used Contact Information

To find out more about Cisco certification materials and programs, to register with Sylvan Prometric, or to get other useful information, refer to the following contact information:

- **Cisco Systems** – Cisco Systems Headquarters, 170 West Tasman Drive, San Jose, CA 95134, TEL: (800) 533-NETS, Internet: www.cisco.com (For more information about Cisco certification and exams.)
- **Sylvan Prometric** – TEL: (800) 776-4276, Internet: www.prometric.com (To register for a Cisco examination.)

- Transcender LLC – TEL: (615) 726-8779, Internet: www.transcender.com (For more information about exam simulation software.)

Introduction

Certified Internet Webmaster (CIW) Certification is a testing program that certifies the skills of Internet professionals responsible for marketing, purchasing methods and securing transactions in business-to-business and business-to-consumer e-commerce. Those who want an internationally recognized credential as a competent specialist in e-commerce design and implementation can take the E-Commerce Designer exam. Those Internet professionals who have obtained the E-Commerce Designer Certification are highly sought after in the industry. As a CIW E-Commerce Designer Certified Professional, you will be recognized by organizations as an expert in e-commerce strategy. Individuals such as Web consultants, designers, communications professionals and anyone else who desires to show expertise with Internet technologies and commerce will benefit from this credential.

How Does the CIW Certification Program Work?

The CIW Certification program focuses on measuring a candidate's ability to perform specific job functions, such as Webmasters, Graphic Designers, Server Administrators, Applications Developers or Firewall Administrators. CIW's certification program enables individuals to promote their skills, and it provides organizations with a measure to use when hiring staff, training or providing technical services.

CIW offers several popular certification tracks so you can choose the one that meets your job needs and career goals.

CIW Associate Certification

The CIW Associate (CIW A) certification is the first certification within the CIW Certification program. The CIW Associate certification focuses on a basic understanding of Internet technologies, Hypertext Markup Language (HTML) and networking fundamentals. All individuals who are pursuing a Master Certification in the CIW program must first achieve the CIW Associate certification designation. The CIW Associate certification can be obtained either by passing the Foundations exam or by submitting a score report that demonstrates the individual has achieved a passing score on the CompTIA I-Net+ exam.

For the most up-to-date information about submitting I-Net+ scores please visit:

<http://www.ciwcertified.com/exams/examcredit.asp?>

CIW Professional Certification

The CIW Professional (CIW P) designation is awarded to individuals who have achieved the CIW Associate certification and achieved a passing score on at least one additional job series role exam within one of the four CIW Master certification tracks. Typically, an individual who has achieved the CIW Professional certification is pursuing a Master CIW Designer, Master CIW Administrator, Master CIW Enterprise Developer or a Master CIW Site Manager certification.

CIW Master Certifications

The CIW certification program offers four Master CIW certifications: Master CIW Designer, Master CIW Administrator, Master CIW Site Manager and Master CIW Enterprise Developer.

Master CIW Designer (M CIW D): The Master CIW Designer certification focuses on the design, implementation and support of Web sites, and the strategic use of the Internet for business-to-business and business-to-consumer exchanges. To attain the M CIW D certification you must pass the Foundations exam, the E-Commerce Designer exam and the Site Designer exam. *E-DesignerCert* is designed to help you attain the E-Commerce Designer certification, which is a required exam in the Master CIW Designer track.

Master CIW Administrator (M CIW A): The Master CIW Administrator certification focuses on the development, administration and support of enterprise TCP/IP networks, with a focus on e-business solutions. The M CIW A certification measures skills, such as, FTP and Web server management, network architecture design, firewall implementation and e-commerce security strategy. To obtain the M CIW A certification you must pass the Foundations exam, the Server Administrator exam, the Internetworking Professional exam and the Security Professional exam.

Master CIW Site Manager (M CIW M): The Master CIW Site Manager certification focuses on the design and support of Web sites and servers. The M CIW M certification measures skills, such as, FTP and Web server management, server configuration, JavaScript implementation and Perl programming. To obtain the M CIW M certification you must

pass the Foundations exam, the Server Administrator exam, the JavaScript exam, the Perl exam and the Site Designer exam.

Master CIW Enterprise Developer (M CIW ED): The Master CIW Enterprise Developer certification is the most extensive certification within the CIW certification program. The M CIW ED certification measures skills, such as, object-oriented programming, client- and server-side application deployment, database connectivity management, component technology implementation, and database design. To obtain the M CIW ED certification you must pass the Foundations exam, the JavaScript exam, the Perl exam, the Application Developer exam, the Java Programming Sun Certification exam, the Object Oriented Analysis and Design exam, the Database Specialist exam and the Enterprise Developer exam.

Benefits of Certification

In addition to improving your skills by participating in the Certified Internet Webmaster Program, you will become more valuable to your company by possessing a Certified Internet Webmaster credential. Achieving certification shows that CIW has recognized you as an expert with the skills and knowledge needed to design, develop, implement and support a variety of Internet technologies.

As a Certified Internet Webmaster, your benefits include:

- A Certified Internet Webmaster Professional certificate.
- The right to use your designated CIW Certification logo on business cards and correspondence.

- Access to CIW course information provided directly by CIW. This information may be accessed through a secured area of the CIW Web site.

Registering for the Examination

Registering for an exam is easy. You can register with Sylvan Prometric, 2601 West 88th Street, Bloomington, MN 55431 by calling (800) 755-EXAM (3926). Dial (612) 896-7000 or (612) 820-5707 if you cannot place a call to an 800 number from your location. CIW certification examinations are also administered through Virtual University Enterprises (VUE). To register for an exam through VUE, visit the VUE Web site at www.vue.com/ciw or call (877) 619-2096. You should call to schedule the exam at least one day in advance of the day you want to take the exam.

Before scheduling your examination, you should have the following information ready:

- Name, organization (if any), mailing address and telephone number.
- Unique ID number (*e.g.*, your Social Security number).
- Number of the exam you wish to take.
- Method of payment (*e.g.*, credit card number). If you pay by check, payment is due before the examination can be scheduled.

When you schedule the exam, you will be provided with instructions regarding the appointment, cancellation procedures, ID requirements and information about the testing center location.

Exams must be taken within one year of payment. You can schedule exams up to six weeks in advance, or as late as one working day prior to the date of the exam. You can cancel or reschedule your exam if you contact Sylvan Prometric or Virtual University Enterprises at least two working days prior to the exam.

Obtaining the Latest Certification Information

You can obtain the latest CIW certification information by visiting the CIW site on the World Wide Web. Its URL address is www.ciwcertified.com/default.asp.

Frequently Used Contact Information

To find out more about CIW certification materials and programs, to register with Sylvan Prometric, or to get other useful information, refer to the following contact information:

- **CIW** – Prosoft Training Headquarters, 3001 Bee Caves Rd., Suite 300, Austin, TX 78746, TEL: (800) 228-1027, Internet: www.ciwcertified.com/default.asp (For more information about CIW certification and exams.)
- **Sylvan Prometric** – TEL: (800) 776-4276, Internet: www.prometric.com (To register for a Cisco examination.)
- **Transcender LLC** – TEL: (615) 726-8779, Internet: www.transcender.com (For more information about exam simulation software.)

Introduction

The Computer Technology Industry Association (CompTIA) A+ Certification testing program certifies the skills of entry-level computer technicians. CompTIA's certification program enables individuals to promote their skills, and it provides organizations with a measure to use when hiring staff, training or providing technical services.

How Does the CompTIA Certification Program Work?

CompTIA offers three popular certifications so you can choose the one that meets your job needs and career goals. The CompTIA certification programs focus on measuring a candidate's ability to perform specific job functions, such as Bench Technician, Technical Support Provider, Network Specialist or Internet Specialist. CompTIA's certification program enables individuals to promote their skills, and it provides organizations with a measure to use when hiring staff, training or providing technical services.

Sylvan Prometric administers A+, Network+, Linux+ and i-Net+ certification exams. These exams are offered at over 2,000 authorized testing centers around the world. You may repeat a particular exam as many times as you like until you have passed the exam. Once you have passed CompTIA certification exams, you do not need to retake exams if CompTIA upgrades them.

A+ Certification

An A+ Certified Computer Technician has the technical knowledge and skills needed to succeed in an entry-level technical position, as defined by a variety of technical companies and organizations. The A+ certification exams cover computer

hardware and Microsoft operating systems. You must pass two exams to achieve A+ Certification — the A+ Core Hardware Service Technician Exam and the A+ OS Technologies Exam. When you pass both A+ certification exams, you receive A+ Certification from CompTIA.

Network+ Certification

A Network+ Certified Computer Technician will typically have one to two years of computer networking experience.

The Network+ certification exam covers a wide range of networking technologies. A Network+ Certified Computer Technician has the knowledge to configure and install the TCP/IP client and complete other basic networking tasks.

A typical Network+ candidate will have A+ Certification, but this is not required.

i-Net+ Certification

An i-Net+ Certified Technician has the knowledge and technical proficiency to pursue a variety of Internet-related careers. The i-Net+ Certification validates the skills of Internet technical professionals to design, implement and maintain Internet, intranet and extranet infrastructures and services, and to develop related applications.

The i-Net+ certification exam covers a wide range of Internet technologies.

A typical i-Net+ candidate will have A+ Certification or Network+ Certification, but this is not required. You must pass the i-Net+ Exam to achieve i-Net+ Certification.

Linux+ Certification

A Linux+ Certified Technician has the knowledge and technical proficiency needed to succeed in an entry-level technical position, as defined by a variety of technical companies and organizations. The Linux+ Certification validates the skills of technical professionals to implement and maintain systems that run the Linux operating system.

The Linux+ certification exam covers vendor-neutral information about the Linux operating system.

A typical Linux+ candidate will have A+ Certification, but this is not required.

Benefits of Certification

In addition to improving your skills by participating in the A+, Network+, Linux+ and i-Net+ Certification Programs, you will become more valuable to your company with A+, Network+ or i-Net+ Certification. Achieving certification shows that CompTIA, a leading industry organization, has recognized you as an expert with the skills and knowledge needed to install, operate and troubleshoot computers and networks. Computer professionals who become A+, Network+ and i-Net+ Certified are recognized and sought after industry-wide.

As an A+, Network+ or i-Net+ Certified Computer Technician, your benefits include:

- An A+, Network+ or i-Net+ Certification Program certificate.
- An A+, Network+ or i-Net+ Certification Program wallet card indicating your credential.

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- The right to use the A+, Network+ or i-Net+ logo on business cards and correspondence.

Registering for the Examination

Registering for an exam is easy. You can register with Sylvan Prometric, 2601 West 88th Street, Bloomington, MN 55431, by calling (800) 776-4276. Dial (612) 896-7000 or (612) 820-5707 if you cannot place a call to an 800 number from your location. You can schedule to take exams up to six weeks in advance. Same-day registration is offered but is based on available seating, so you should try to schedule the exam at least one day or more in advance of the day you want to take the exam.

Before scheduling your examination, you should have the following information ready:

- Name, organization (if any), mailing address and telephone number.
- Unique ID number (*e.g.*, your Social Security number).
- Name of the exam you wish to take.
- Method of payment (*e.g.*, credit card number). If you pay by check, payment is due before the examination can be scheduled.

When you schedule the exam, Sylvan Prometric will provide you with instructions regarding the appointment, cancellation procedures, ID requirements and information about the testing center location.

You must take exams within one year of payment. You can cancel or reschedule your exam if you contact Sylvan Prometric at least one working day prior to the exam.

Obtaining the Latest Certification Information

You can obtain the latest CompTIA certification information by visiting the CompTIA site on the World Wide Web. Its URL address is www.comptia.org.

Frequently Used Contact Information

To find out more about CompTIA certification materials and programs, to register with Sylvan Prometric or to get other useful information, refer to the following contact information:

- **CompTIA** — CompTIA Headquarters 450 East 22nd St., Suite 230 Lombard, IL 60148-6158 TEL: (630) 268-1818 FAX: (630) 268-1834 www.comptia.org (For more information about CompTIA certification and exams.)
- **Sylvan Prometric** — (800) 776-4276 www.prometric.com (To register for a CompTIA examination.)
- **Transcender LLC** — (615) 726-8779 www.transcender.com (For more information about exam simulation software.)

Introduction

As organizations invest in new technologies such as Microsoft Windows 2000 Professional and Microsoft Windows 2000 Server, they are looking for technical professionals with expertise in Microsoft products to successfully install, configure and administer their business solutions. As a Microsoft Certified Professional, you will be recognized as an expert on Microsoft products, have access to ongoing technical information from Microsoft and receive special invitations to Microsoft conferences and events. Individuals such as consultants, trainers, systems engineers, computer-science-degree candidates and anyone else who desires to show technical expertise with Microsoft systems and technologies will benefit from this credential.

Microsoft's certification program enables individuals to promote their skills, and it provides a benchmark for organizations to use when hiring technical staff, determining training needs, or outsourcing technical services. To become a Microsoft Certified Professional, you must pass rigorous certification exams that provide a valid and reliable measure of technical proficiency and expertise. These exams are designed to test your expertise and ability to perform a role or task with a product and are developed with the input of professionals in the industry.

How Does the MCP Program Work?

Microsoft offers a variety of certifications so you can choose the one that meets your job needs and career goals. The Microsoft Certified Professional Program focuses on measuring a candidate's ability to perform a specific job function, such as Systems Engineer

or Solution Developer. The Microsoft Certified Professional Program has several tracks. For the most up-to-date listing of exam requirements for each track, please visit www.microsoft.com/mcp.

The examinations are administered by Sylvan Prometric and Virtual University Enterprises (VUE). Certification is offered at over 3,100 authorized testing centers around the world. There is no limit on the number of times a particular exam may be repeated and there is no time limit for completing exam requirements for initial certification. If an upgrade exam is released while you are pursuing a certification and it is one of your required exams, you may be required to pass that upgrade exam to become certified.

Microsoft evaluates certification status based on current exam records. Your current exam record is the set of current exams you have passed. To maintain Microsoft Certified Professional status, you must remain current on all the requirements for your certification. There may be additional requirements to maintain certification if new products are released; however, members have six months to complete the additional requirements before certification expires.

Microsoft Certified Professional (MCP)

A Microsoft Certified Professional has extensive expertise and knowledge of a specific product. On this track, you must pass one Microsoft certification exam, except Networking Essentials (Exam #70-058), to become certified. You then have the option of passing additional Microsoft Certified Professional exams to validate your skills in a particular area of specialization.

Microsoft Certified Professional+Site Building (MCP+Site Building)

Those certified on this track are qualified to create and administer complex Web sites using Microsoft development tools, technologies and platforms. To obtain the Microsoft Certified Professional+Site Building credential, you must pass two technology exams. By passing these two exams, you demonstrate the technical expertise required to maintain complex Web sites that can serve as an interface to a database or provide various types of multimedia content.

Microsoft Certified Solution Developer (MCSD)

Those certified on this track are qualified to design custom business solutions with Microsoft development tools, technologies and platforms.

To become a Microsoft Certified Solution Developer, you must pass four exams. The core exams measure your ability to understand and apply fundamental concepts of the Microsoft 32-bit Windows architecture in order to design and create custom business solutions. The elective exams focus on specific development tools.

Microsoft Certified Database Administrator (MCDBA)

Those certified on this track are qualified to design, implement, maintain and administer the Microsoft SQL Server platform in a variety of business environments.

To become a Microsoft Certified Database Administrator, you must pass three core exams and one elective exam. The core exams measure your ability to understand and apply fundamental concepts of Microsoft SQL Server and either Windows 2000 Server or Windows .NET Server in order to design, implement and

administer SQL databases. The elective exams focus on specific data warehousing, distribution and networking skills.

Microsoft Certified Systems Engineer (MCSE)

Those certified on this track are qualified to effectively plan, implement, maintain and support information systems with the Microsoft Windows 2000 operating system and the Microsoft BackOffice family of server software.

To obtain the MCSE credential, you must pass five core exams and two elective exams. The operating-system exams allow you to demonstrate your expertise with desktop, server and networking components. The elective exams are designed to validate your expertise with Microsoft BackOffice products.

Microsoft Certified Trainer (MCT)

Microsoft Certified Trainers are certified on a course-by-course basis. Those certified on this track are instructionally and technically qualified to deliver Microsoft Official Curriculum at Microsoft education sites. To become a certified trainer for a Microsoft course, you must:

- Demonstrate instructional skills. You must either show relevant teaching experience or attend a workshop on how to instruct. To obtain information on the workshop, *Instructional Techniques*, contact Friesen, Kaye and Associates at (613) 829-3412.
- Attend the relevant course as a student at a Microsoft Solution Provider Certified Technical Education Center or at Microsoft IT Academy. For locations, contact Microsoft at (800) SOL-PROV.

- Pass the corresponding certification examinations given by Microsoft.

Microsoft publishes a Certified Trainer Guide that describes all of the required steps to MCT certification. You can download this document and an MCT application from Microsoft's Web site at www.microsoft.com/train_cert/mct.

Benefits of Certification

In addition to improving your skills by participating in the Microsoft Certified Professional Program, you will become more valuable to your company by possessing the Microsoft Certified Professional credential. Achieving certification shows that Microsoft Corporation, the world's leading software manufacturer, has recognized you as an expert with the skills and knowledge needed to design, develop, implement and support solutions with Microsoft products. Computer professionals who become Microsoft Certified are recognized and sought after industry-wide.

As a Microsoft Certified Professional, your benefits include:

- A Microsoft Certified Professional certificate.
- A Microsoft Certified Professional Logo Sheet and guidelines for using the camera-ready logo. The logo also includes your attainment of MCP+Site Building status, when appropriate. You are entitled to use the logo in your advertisements, promotions, proposals and other materials including business cards, letterheads, advertising circulars, brochures, yellow-pages advertisements, mailings, banners, résumés and invitations.
- Access to technical and product information directly from Microsoft. This information may be accessed through a secured

area of the MCP Web site. MCSEs, MCSDs and MCDBAs may also receive additional online benefits.

- Access to secure content on the *Microsoft Certified Professional Magazine Online* Web site.
- Invitations to Microsoft conferences, technical training sessions and special events.
- A lapel pin and MCP wallet card, each with the MCP logo.

A Microsoft Certified Solution Developer receives the MCP benefits and the following additional benefits:

- A Microsoft Certified Solution Developer certificate.
- A Microsoft Certified Solution Developer logo, lapel pin and wallet card to help you identify your Microsoft Solution Developer status to colleagues or clients.
- Rebates or discounts on subscriptions to the Microsoft Developer Network.

A Microsoft Certified Database Administrator receives the MCP benefits and the following additional benefits:

- A Microsoft Certified Database Administrator certificate.
- A Microsoft Certified Database Administrator logo, lapel pin and wallet card to help you identify your Microsoft Database Administrator status to colleagues or clients.
- Rebates or discounts on subscriptions to the Microsoft Developer Network.
- Discounts on CD-ROM versions of Microsoft TechNet or Microsoft TechNet Plus.

- A one-year subscription to *SQL Server Magazine*, which also includes the opportunities to subscribe to WebSQL—an online article archive—and to subscribe to *SQL Server Magazine UPDATE*, a free e-mail newsletter.

A Microsoft Certified Systems Engineer receives the MCP benefits and the following additional benefits:

- A Microsoft Certified Systems Engineer certificate.
- A Microsoft Certified Systems Engineer logo, lapel pin and wallet card to help you identify your Microsoft Systems Engineer status to colleagues or clients.
- Discounts on CD-ROM versions of Microsoft TechNet or Microsoft TechNet Plus.

Certification is also beneficial to organizations that are Microsoft Certified Solution Providers (MCSPs) or want to become Microsoft Certified Solution Providers. Do not confuse the Microsoft Certified Professional Program with the Microsoft Certified Solution Provider (MCSP) Program. Certification is given to individuals, not to organizations. Microsoft Certified Solution Provider status is given to organizations. For an organization to become a Microsoft Certified Solution Provider, that organization is required to have at least two Microsoft Certified Professionals on staff.

Microsoft Solution Providers are organizations that are in partnership with Microsoft to implement customer solutions. Benefits of the program include:

- Referrals from Microsoft.

- A listing in the Microsoft Solution Providers Directory.
- TechNet and Microsoft Developer Network subscriptions.
- Significant discounts on Microsoft products purchased for internal use.

For more information on the Microsoft Certified Solution Provider Program, call Microsoft at (800) SOL-PROV.

Registering for the Examination

Registering for an exam is easy. You can register with Sylvan Prometric, 2601 West 88th Street, Bloomington, MN 55431 by calling (800) 755-EXAM (3926). Dial (612) 896-7000 or (612) 820-5707 if you cannot place a call to an 800 number from your location. Microsoft certification examinations are also administered through Virtual University Enterprises (VUE). To register for an exam through VUE, visit the VUE Web site at www.vue.com/ms or call (888) 837-8616. You should call to schedule the exam at least one day in advance of the day you want to take the exam. Taking an exam automatically enrolls you in the Microsoft Certified Professional program; you do not need to submit an application to Microsoft Corporation.

Before scheduling your examination, you should have the following information ready:

- Name, organization (if any), mailing address and telephone number.
- Unique ID number (e.g., your Social Security number).
- Number of the exam you wish to take.

MICROSOFT CERTIFICATION

- Method of payment (e.g., credit card number). If you pay by check, payment is due before the examination can be scheduled.

When you schedule the exam, you will be provided with instructions regarding the appointment, cancellation procedures, ID requirements and information about the testing center location.

Exams must be taken within one year of payment. You can schedule exams up to six weeks in advance, or as late as one working day prior to the date of the exam. You can cancel or reschedule your exam if you contact Sylvan Prometric or Virtual University Enterprises at least two working days prior to the exam.

Obtaining the Latest Certification Information

You can obtain the latest Microsoft education and certification information by visiting the Microsoft MCP site on the World Wide Web. Its URL address is <http://www.microsoft.com/mcp>.

Frequently Used Contact Information

To find out more about Microsoft Education and Certification materials and programs, to register with Sylvan Prometric or Virtual University Enterprises, or to get other useful information, refer to the following resources:

- **Microsoft Certified Professional Program** — (800) 636-7544
(For information about the Microsoft Certified Professional Program and exams.)

MICROSOFT CERTIFICATION

- **Microsoft Sales Fax Service** — (800) 727-3351 (For Microsoft Certified Professional Exam Preparation Guides and Microsoft Official Curriculum course descriptions and schedules.)
- **Education Program and Course Information** — (800) SOL-PROV (For information about Microsoft Official Curriculum courses, Microsoft education products and the CTEC program.)
- **Microsoft TechNet Technical Information Network** — (800) 344-2121 (For support professionals and system administrators.)
- **Microsoft Developer Network (MSDN)** — (800) 759-5474 (The official source for software development kits, device driver kits and operating systems.)
- **Microsoft Press** — (800) MS-PRESS (For information about books published by Microsoft Press.)
- **Sylvan Prometric** — (800) 755-3926 (To register for a Microsoft examination.)
- **Virtual University Enterprises (VUE)** — (888) 837-8616 (To register for a Microsoft examination.)

Introduction

Novell certification is a testing curriculum that certifies the skills of computer professionals responsible for supporting local-area and wide-area networks using Novell software solutions. Those network professionals who have obtained Novell certification are highly sought after in the industry. As a professional certified in Novell systems, you will be recognized by organizations as an expert in Novell networks. Individuals such as consultants, trainers, systems engineers, computer-science-degree candidates and anyone else who desires to show technical expertise with computer technologies will benefit from this internationally recognized credential.

How Does the Novell Certification Program Work?

The Novell Certification program focuses on measuring a candidate's ability to perform specific job functions, such as Desktop Support Professional, Network Support Professional, or Network Design Professional. Novell's certification program enables individuals to promote their skills, and it provides organizations with a measure to use when hiring staff, training or providing technical services.

Novell offers several popular certification tracks so you can choose the one that meets your job needs and career goals.

Certified Novell Administrator

The Certified Novell Administrator (CNA) certification is the entry-level certification for Novell network environments. The CNA certification focuses on the support and administration of NetWare 5 and NetWare 4.11 environments, including workgroup and desktop administration.

Certified Novell Engineer

The Certified Novell Engineer (CNE) certification is designed to focus on advanced Novell networking skills, such as planning, installation, configuration and upgrading NetWare networks. The CNE certification offers several tracks to choose from, including NetWare 5, intraNetWare, NetWare 3, GroupWise 5 and GroupWise 4.

Master Certified Novell Engineer

The Master Certified Novell Engineer (Master CNE) certification is the highest certification level offered by Novell. The Master CNE certification focuses on solving advanced Novell network issues, including multi-vendor server integration, cross-platform maintenance and troubleshooting, network database management and security configuration.

Benefits of Certification

In addition to improving your skills by participating in the Novell Certification program, you will become more valuable to your company with a Novell certification. Achieving certification shows that Novell, a developer and provider of leading-edge network technologies, has recognized you as an expert with the skills and knowledge needed to design, install, operate and troubleshoot Novell networks. Computer professionals who become Novell Certified are recognized and sought after industry-wide.

As a Novell Certified Professional, your benefits include:

- A Novell certification program certificate.

- The right to use your designated Novell certification logo on business cards and correspondence.
- Online access to Novell product information, publications and programs.

Registering for the Examination

Registering for an exam is easy. You can register with Sylvan Prometric, 2601 West 88th Street, Bloomington, MN 55431, by calling (800) 776-4276. Dial (612) 896-7000 or (612) 820-5707 if you cannot place a call to an 800 number from your location. You can schedule to take exams up to six weeks in advance. Same-day registration is offered but is based on available seating, so you should try to schedule the exam at least one day or more in advance of the day you want to take the exam.

Before scheduling your examination, you should have the following information ready:

- Name, organization (if any), mailing address and telephone number.
- Unique ID number (*e.g.*, your Social Security number).
- Name of the exam you wish to take.
- Method of payment (*e.g.*, credit card number). If you pay by check, payment is due before the examination can be scheduled.

When you schedule the exam, Sylvan Prometric will provide you with instructions regarding the appointment, cancellation

procedures, ID requirements and information about the testing center location.

You must take exams within one year of payment. You can cancel or reschedule your exam if you contact Sylvan Prometric at least one working day prior to the exam.

Obtaining the Latest Certification Information

You can obtain the latest Novell certification information by visiting the Novell site on the World Wide Web. Its URL address is www.novell.com/education/certinfo.

Frequently Used Contact Information

To find out more about Novell certification materials and programs, to register with Sylvan Prometric, or to get other useful information, refer to the following contact information:

- **Novell, Inc.** – Novell Corporate Headquarters, 1800 South Novell Place, Provo, UT, 84606, TEL: (800) 453-1267, Internet: www.novell.com/education/certinfo. (For more information about Novell certification and exams.)
- **Sylvan Prometric** – TEL: (800) 776-4276, Internet: www.prometric.com (To register for a Novell examination.)
- **Transcender LLC** – TEL: (615) 726-8779, Internet: www.transcender.com (For more information about exam simulation software.)

Introduction

Oracle certification is a testing program that certifies the skills of computer professionals responsible for supporting and designing Oracle databases in enterprise environments. Those computer professionals who have obtained Oracle certification are highly sought after in the industry. As a professional certified in Oracle systems, you will be recognized by organizations as an expert in complex database systems. Individuals such as consultants, trainers, systems engineers, computer-science-degree candidates and anyone else who desires to show technical expertise with computer technologies will benefit from this internationally recognized credential.

How Does the Oracle Certification Program Work?

The Oracle Certification program focuses on measuring a candidate's ability to perform specific job functions, such as Database Administrator, Database Operator, or Oracle Developer. Oracle's certification program enables individuals to promote their skills, and it provides organizations with a measure to use when hiring staff, training or providing technical services.

Oracle offers three popular certification tracks so you can choose the one that meets your job needs and career goals.

Oracle Certified Associate

The Oracle Certified Associate (OCA) certification track is designed for entry-level professionals working as junior database administrators or application developers within an Oracle database environment. To become an OCA you must pass two Oracle

exams: Introduction to Oracle9i: SQL and Oracle9i Database: Fundamentals I.

Oracle Certified Professional

The Oracle Certified Professional (OCP) track is designed for professionals who want to become experts in implementing, administering and supporting Oracle enterprise database systems. You can become an OCP either in Oracle8i or Oracle9i systems. Within the OCP certification, you can specialize in three different areas: Oracle Database Administrator, Oracle Database Operator or Oracle Developer.

OCP Database Administrator: To obtain the OCP Database Administrator certification, you must have achieved the OCA certification and pass two additional exams: Oracle9i Database: Fundamentals II and Oracle9i Database: Performance Tuning.

OCP Database Operator: To obtain the OCP Database Operator certification, you must pass the Oracle Internet Database Operator exam.

OCP Oracle Developer: To obtain the OCP Oracle Developer certification, you must pass four exams: Introduction to Oracle: SQL and PL/SQL, Develop PL/SQL Program Units, Build Internet Applications I and Build Internet Applications II. Oracle also provides a mixed path certification track for the OCP Oracle Developer certification. To obtain the latest information about the mixed path certification track, or any Oracle certification, visit the Oracle Certification Program Web site at <http://www.oracle.com/education/certification>.

Oracle Certified Master

To obtain the Oracle Certified Master (OCM) certification, you must be an OCP. Additionally, you are required to attend two approved, advanced-level Oracle University courses and pass the OCM Practicum exam. To obtain more information concerning the OCM certification, please visit the Oracle Certification Program Web site at <http://www.oracle.com/education/certification>.

Benefits of Certification

In addition to improving your skills by participating in the Oracle Certification program, you will become more valuable to your company with an Oracle certification. Achieving certification shows that Oracle, a developer and provider of leading-edge database technologies, has recognized you as an expert with the skills and knowledge needed to design, install, operate and troubleshoot Oracle database systems. Computer professionals who become Oracle certified are recognized and sought after industry-wide.

As a Oracle Certified Professional, your benefits include:

- An Oracle Certification program certificate.
- The right to use your designated Oracle Certification logo on business cards and correspondence.

Registering for the Examination

Sylvan Prometric administers Oracle exams. These exams are offered at over 2,000 authorized testing centers around the world. Registering for an exam is easy. You can register with Sylvan Prometric, 2601 West 88th Street, Bloomington, MN 55431, by

calling (800) 776-4276. Dial (612) 896-7000 or (612) 820-5707 if you cannot place a call to an 800 number from your location. You can schedule to take exams up to six weeks in advance. Same-day registration is offered but is based on available seating, so you should try to schedule the exam at least one day or more in advance of the day you want to take the exam.

Before scheduling your examination, you should have the following information ready:

- Name, organization (if any), mailing address and telephone number.
- Unique ID number (*e.g.*, your Social Security number).
- Name of the exam you wish to take.
- Method of payment (*e.g.*, credit card number). If you pay by check, payment is due before the examination can be scheduled.

When you schedule the exam, Sylvan Prometric will provide you with instructions regarding the appointment, cancellation procedures, ID requirements and information about the testing center location.

You must take exams within one year of payment. You can cancel or reschedule your exam if you contact Sylvan Prometric at least one working day prior to the exam.

Obtaining the Latest Certification Information

You can obtain the latest Oracle certification information by visiting the Oracle site on the World Wide Web. Its URL address is <http://www.oracle.com/education/certification>.

Frequently Used Contact Information

To find out more about Oracle certification materials and programs, to register with Sylvan Prometric, or to get other useful information, refer to the following contact information:

- Oracle Corporation – TEL: United States (800) 529-0165, Canada (888) 799-5050, Internet <http://www.oracle.com/education/certification>.
(For more information about Oracle certification and exams.)
- Sylvan Prometric – TEL: (800) 776-4276, Internet: www.prometric.com (To register for a Cisco examination.)
- Transcender LLC – TEL: (615) 726-8779, Internet: www.transcender.com (For more information about exam simulation software.)

Introduction

Sun certification is a testing program that certifies the skills of computer professionals responsible for supporting and designing Sun system environments. Those computer professionals who have obtained Sun certification are highly sought after in the industry. As a professional certified in Sun systems, you will be recognized by organizations as an expert in complex Sun enterprise systems. Individuals such as consultants, trainers, systems engineers, computer-science-degree candidates and anyone else who desires to show technical expertise with computer technologies will benefit from this internationally recognized credential.

How Does the Sun Certification Program Work?

The Sun Certification program focuses on measuring a candidate's ability to perform specific job functions, such as systems administrator, network administrator, data management engineer or applications developer. Sun's certification program enables individuals to promote their skills, and it provides organizations with a measure to use when hiring staff, training or providing technical services.

Sun offers four certification tracks; each track focuses on a different technology that is implemented in Sun systems so you can choose the one that meets your job needs and career goals.

Solaris Operating Environment Professional Development Path

The Sun Certified System Administrator for Solaris Environment certification track is designed for professionals working as system administrators who manage, maintain and support Solaris network systems. To become certified as a Sun Certified System

Administrator for the Solaris 8 Operating Environment, you must pass two certification exams: Sun Certified System Administrator for Solaris 8 Operating Environment, Exam I and Sun Certified System Administrator for Solaris 8 Operating Environment, Exam II. You can also attain the Sun Certified System Administrator for the Solaris 7 Operating Environment certification by passing the Sun Certified System Administrator for Solaris 7 Operating Environment, Exam I and Sun Certified System Administrator for Solaris 7 Operating Environment, Exam II.

Java Technology Professional Development Path

The Java Technology Professional Development Path is designed for professionals who want to become experts in programming and developing applications with the Java programming language. Sun offers four different certifications for Java technology: Sun Certified Programmer for Java 2 Platform, Sun Certified Developer for Java 2 Platform, Sun Certified Web Component Developer for J2EE Platform and Sun Certified Enterprise Architect for J2EE Technology.

Sun Certified Programmer for Java 2 Platform: To obtain the Sun Certified Programmer for Java 2 Platform certification, you must pass the Sun Certified Programmer for Java 2 Platform exam.

Sun Certified Developer for Java 2 Platform: To obtain the Sun Certified Developer for Java 2 Platform certification, you must have achieved the Sun Certified Programmer for Java 2 Platform certification. Additionally, you must pass the Sun Certified Developer for Java 2 Platform, Programming

Assignment and the Sun Certified Developer for Java 2 Platform, Essay Exam.

Sun Certified Web Component Developer for J2EE Platform: To obtain the Sun Certified Web Component Developer for J2EE Platform certification, you must have achieved the Sun Certified Programmer for Java 2 Platform certification. Additionally, you must pass the Sun Certified Web Component Developer for J2EE Platform exam.

Sun Certified Enterprise Architect for J2EE Technology: To obtain the Sun Certified Enterprise Architect for J2EE Technology certification, you must pass the three components that constitute the exam: the multiple-choice exam, the essay exam and an assignment. In order to register for the assignment portion, you must pass the multiple-choice exam first.

iPlanet Application Server Certification

To obtain the iPlanet Application Server certification, you must pass the Sun Certified Developer for iPlanet Application Server 6.0 exam.

Network Storage Professional Development Path

The Network Storage Professional Development Path is designed for professionals who want to become experts in data management, backup and recovery, and storage area networks. Sun offers three different certifications for network storage: Sun Certified Data Management Engineer, Sun Certified Backup and Recovery Engineer and Sun Certified Storage Architect.

Sun Certified Data Management Engineer: To obtain the Sun Certified Data Management Engineer certification, you must pass the Sun Certified Data Management Engineer exam, with either an emphasis on the Solstice DiskSuite software or the VERITAS Volume Manager.

Sun Certified Backup and Recovery Engineer: To obtain the Sun Certified Backup and Recovery Engineer certification, you must pass the Sun Certified Backup and Recovery Engineer exam, with either an emphasis on the Solstice Backup or the VERITAS NetBackup.

Sun Certified Storage Architect: To obtain the Sun Certified Storage Architect certification, you must pass the Sun Certified Storage Architect exam.

Benefits of Certification

In addition to improving your skills by participating in the Sun Certification program, you will become more valuable to your company with a Sun certification. Achieving certification shows that Sun, a developer and provider of leading-edge enterprise technologies, has recognized you as an expert with the skills and knowledge needed to design, install, operate and troubleshoot Sun systems. Computer professionals who become Sun certified are recognized and sought after industry-wide.

As a Sun Certified Professional, your benefits include:

SUN CERTIFICATION

- A Sun Certification program certificate.
- The right to use your designated Sun Certification logo on business cards and correspondence.
- Access to technical and product information directly from Sun.

Registering for the Examination

Sylvan Prometric administers Sun exams. These exams are offered at over 2,000 authorized testing centers around the world. Registering for an exam is easy. You can register with Sylvan Prometric, 2601 West 88th Street, Bloomington, MN 55431, by calling (800) 776-4276. Dial (612) 896-7000 or (612) 820-5707 if you cannot place a call to an 800 number from your location. You can schedule to take exams up to six weeks in advance. Same-day registration is offered but is based on available seating, so you should try to schedule the exam at least one day in advance of the day you want to take the exam.

Before scheduling your examination, you should have the following information ready:

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- Unique ID number (*e.g.*, your Social Security number).
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You must take exams within one year of payment. You can cancel or reschedule your exam if you contact Sylvan Prometric at least one working day prior to the exam.

Obtaining the Latest Certification Information

You can obtain the latest Sun certification information by visiting the Sun site on the World Wide Web. Its URL address is <http://suned.sun.com/US/certification>.

Frequently Used Contact Information

To find out more about Sun certification materials and programs, to register with Sylvan Prometric, or to get other useful information, contact the following organizations:

- Sun Corporation – TEL: **United States (800) 422-8020**, Internet <http://suned.sun.com/US/certification>.
(For more information about Sun certification and exams.)
- Sylvan Prometric – TEL: (800) 776-4276, Internet: www.prometric.com (To register for a Sun examination.)
- Transcender LLC – TEL: (615) 726-8779, Internet: www.transcender.com (For more information about exam simulation software.)