

## Tivoli Professional Certification e-Newsletter

Check Out the Latest Tivoli Certifications and News (1-May-2008)

In this issue:

- Latest Certifications -> *TWS V8.3 z/OS, TWS V8.4 Dist, IT Netcool Omnibus V7.2, ITAADM V7.1, TSM V5.5, and 3 "Solution Advisor" certs!*
- Upcoming Workshops -> *ITUAM V7.1, ITN Perf Mgr Wireless V.9.1.2, Impact V4.0.*
- Exam Withdraw & Certification Retirement -> *No announcements this month.*
- SMEs of the Month -> *Cydnee White, TSM, Tivoli Courseware Development, IBM*
- Promotions - Discounted Exams and Assessments -> *"Early Bird" Specials for Newly Published Exams*
- Certification Skills Development and Training -> *Check out the latest courseware offerings!*
- Did You Know... -> *Certifications Outside Technology - Consider expanding your skill set.*
- Program Updates and Offers -> *Check out what's new!*

This newsletter is also available in .pdf format at: [www.ibm.com/certify/certs/tv\\_index.shtml](http://www.ibm.com/certify/certs/tv_index.shtml) (by May 12)

### SPECIAL ANNOUNCEMENT



#### IBM PULSE - May, 2008 - Don't Let PULSE Pass You By!

IBM Pulse 2008 will bring together an audience of more than 4000 Tivoli, Maximo and Tivoli Netcool users with IBM partners, industry analysts, and IBM technical experts for one spectacular global event dedicated to the latest technology and best practices in service management. The conference is scheduled for May 18-22 in Orlando, Florida.

Technical Product Certification lays the groundwork for your personal journey to become a world-class resource to your customers, colleagues, and company. Take up to three free certification exams from: IBM Tivoli (including IBM Maximo Asset Management), IBM Information Management, IBM Rational, IBM WebSphere, IBM Service Oriented Architecture, or XML. IBM Lotus is offering certification exams for \$75. For a list of all available certifications and preparation for the test visit [www.ibm.com/certify](http://www.ibm.com/certify).

Conference highlights include:

- The complimentary Business Partner Summit is almost full with over 350 Business Partners registered to date!
- Be part of the Business Partner presence at PULSE:  
[http://www.ibm.com/vrm/newsletter\\_10863\\_3130\\_69609\\_email\\_DYN\\_2IN/SPettinos75088968](http://www.ibm.com/vrm/newsletter_10863_3130_69609_email_DYN_2IN/SPettinos75088968) ; over 400 Business Partners are registered!
- Exhibitor spaces are full, sponsorships are filling up fast - don't miss the opportunity to showcase your solutions, get leads, and generate revenue!
- And don't forget free IBM Certification testing will be available at the conference.

For more information on this conference, including registration details, visit: <http://www-306.ibm.com/software/tivoli/pulse08/>

### LATEST CERTIFICATIONS

The Tivoli Professional Certification Program is proud to announce the worldwide availability of these IBM Tivoli certifications:

- IBM Certified Administrator - IBM Tivoli Workload Scheduler for z/OS V8.3
- IBM Certified Deployment Professional - IBM Tivoli Workload Scheduler V8.4 Distributed
- IBM Certified Solution Advisor - Tivoli Business Automation Management 2008 (available mid-May)
- IBM Certified Solution Advisor - Tivoli Storage 2008 (available mid-May)

- IBM Certified Solution Advisor - Tivoli Service Management Solution 2008 (available mid-May)
- IBM Certified Deployment Professional - Tivoli Storage Manager V5.5 (available in May)
- IBM Certified Deployment Professional - IBM Tivoli Netcool OMNibus V 7.2 (available mid-May)
- IBM Certified Deployment Professional - Tivoli Application Dependency and Discovery Manager V7.1 (available mid-May)

Go to the IBM Certification website for all Tivoli Certifications currently available:

[http://www-03.ibm.com/certify/certs/tv\\_index.shtml](http://www-03.ibm.com/certify/certs/tv_index.shtml)

Upcoming Certifications:

- See "Upcoming Workshops" below for a list of current exam development projects and upcoming certifications in June-July.

Interested in helping develop a Tivoli certification exam? Check out the next section "Upcoming Workshops" for a list of projects and timelines.

## UPCOMING WORKSHOPS

Are your skills cutting edge? Help Tivoli software build the next generation of certification exams by participating in upcoming certification exam development workshops. Most workshops are conducted via conference call and web meetings so travel is not required.

**Upcoming Workshops:**

### **IBM Tivoli Usage and Accounting Manager V7.1 Implementation**

Contact Kristin Gibson for more information or to participate as a Subject Matter Expert ([kwgibson@us.ibm.com](mailto:kwgibson@us.ibm.com))  
Workshops to begin in May.

### **IBM Tivoli Netcool Performance Manager for Wireless V9.1.2 Implementation**

Contact Judy Green for more information or to participate as a Subject Matter Expert ([judgreen@us.ibm.com](mailto:judgreen@us.ibm.com))  
JTA Workshop - April 28-May1, 2008  
Item Writing Workshop - June 2-5, 2008  
Technical Review Workshop - June 16-17, 2008  
Angoff/Scoring Workshop - June 19-20, 2008

### **IBM Tivoli Netcool Impact V. 4.0 Implementation**

Contact Judy Green for more information or to participate as a Subject Matter Expert ([judgreen@us.ibm.com](mailto:judgreen@us.ibm.com))  
JTA Workshop - May 5-8, 2008  
Item Writing Workshop - May 27-30, 2008  
Technical Review Workshop - June 9-10, 2008  
Angoff/Scoring Workshop - June 12-13, 2008

## EXAM WITHDRAW & CERTIFICATION RETIREMENT

For the latest news in exam withdrawals and certification retirement, go to: [http://www-03.ibm.com/certify/certs/tv\\_index.shtml](http://www-03.ibm.com/certify/certs/tv_index.shtml)  
Scroll to "News" section in the middle of the page.

- No updates this Month.

*Continued...*

## SUBJECT MATTER EXPERT OF THE MONTH

Subject matter experts (SMEs) are an integral part of the exam development process and their expertise and dedication are what make the Tivoli Certification Program successful. We thank all the SMEs who have worked with the Tivoli Certification Program - we couldn't have done it without you!! The Tivoli Certification e-newsletter features a SME who has been extensively involved in a recent Tivoli Certification exam development project.



**SME of the Month: Cydnee White, TSM, Tivoli Courseware Development, IBM**

From: Aamir Penkar, Tivoli Professional Certification Project Manager

Cydnee recently participated in both the TSM V5.5 Implementation deployment professional and the 2008 Storage Management solution advisor certifications. She was an enormous help through our workshops, and went above and beyond staying back several times after the workshop was done for the day to complete additional tasks. This is the type of effort that helps us develop high quality certification exams we strive to create.

When she is not restoring her home, attending 'Pun-offs' or driving around in her awesome hot rod, she is at work "living" TSM. It was great to have her expertise in our workshops as well as her sense of humor. I asked Cydnee to write a few words about herself, and here is what she said:

"Prior to coming to Tivoli Education 9 years ago, I was an ADSM administrator. During my career with IBM/Tivoli, I developed a variety of storage training courses, including classroom training, web seminars, IBM Education Assistant content, e-learning classes, readiness training, and Tivoli User Group training.

I have been participating in Storage Certification workshops for 7 years. Participating in the TSM Certification workshops is a great way to network with other SMEs in a variety of areas. Not only can I contribute to the certification process, I can get different perspectives from the other participants."

Cydnee lives outside Austin in the Lost Pines of Bastrop, TX. She spends most of her time away from work restoring her 99 year old home, working in her gardens, and watching the forest creatures. "There's always something to do in the country."

It is with the efforts of Cydnee and all of the SMEs who attended the Storage certification workshops that we can provide these exams, and I thank everyone who participated.

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Want to be a SME of the Month? Get involved in our exam development projects! The SME of the Month receives recognition in this newsletter which goes out to over 1500 Customers, Business Partners, and IBMers. Additionally they receive a framed certificate and an exam voucher good for 1 free Tivoli exam.

## PROMOTIONS – DISCOUNTED EXAMS AND ASSESSMENT TESTS

The latest "New certification promotions and discounts" information available at: <http://www-03.ibm.com/certify/news/typromos.shtml>

### DISCOUNTS ON EXAMS

Promotions are good at any Thomson-Prometric ([www.prometric.com](http://www.prometric.com)) testing centers worldwide. Provide the relevant promotion code, found on the "New certification promotions and discounts" url above, when registering for the exam.

Current promotions include:

- **IBM Tivoli Compliance Insight Manager V8.5** - Get 35% off when you take exam 937 - promo code **35T937** (Available through May 31, 2008)
- **Applying Fundamentals of Tivoli Business Automation Mgmt 2008** - Get 35% off when you take exam 438 - promo code **35T438** (Available when the exam publishes mid-May through July 30, 2008)
- **IBM Tivoli Monitoring V6.2 Implementation** - Get 35% off when you take exam 908 - promo code **35T908** (Available through June 3, 2008)

- **IBM Tivoli Monitoring V6.2 Administration** - Get 35% off when you take exam 921 - promo code **35T921** (Available through June 3, 2008)
- **Discounted Testing for IBM Business Partners** - (ongoing): Get 35% off any Tivoli exam. More information on the Promotions page at IBM URL above.
- **Discounted Testing for IBM Employees** - (ongoing): Any IBM employee may take a Tivoli exam at the cost-recovery rate of \$30 by contacting any exam proctor in their area and making arrangements for a testing session. The proctor list can be found at: <http://w3-103.ibm.com/software/xl/portal/viewcontent?type=doc&srcID=XT&docID=P101658X09146A52>
- **Discounted Testing for Academic Initiative** - (ongoing): Get 50% off exams and free educational materials. More information is at: <http://www-304.ibm.com/jct09002c/university/scholars/certification/>
- **Discounted Testing for User Group Members** - (ongoing): Discounts and promotions for user group meetings, where available. More information is at: [http://www.tivoli-ug.org/cert\\_zone.php](http://www.tivoli-ug.org/cert_zone.php)

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## DISCOUNTS ON ASSESSMENT TESTS

The Tivoli Professional Certification Program offers assessment tests for most Tivoli exams. Assessment tests (\$10 USD) are designed to predictive of a candidate's success on the actual exam and can be taken on-line in an unproctored environment.

Current promotions include:

- **Discounted Testing for IBM Business Partners** - (ongoing): Get 50% off any Tivoli assessment test. More information on the Promotions page at IBM URL at top of this newsletter section.

For more information, including Assessment Frequently Asked Questions and a link to the assessment tests, go to: <http://www-03.ibm.com/certify/news/tvpromos.shtml>

## CERTIFICATION SKILLS DEVELOPMENT AND TRAINING

### NEW Courses from Tivoli Education

Check out the "News, Events, Special Offers" section on the Tivoli Education site at: [www.ibm.com/software/tivoli/education/](http://www.ibm.com/software/tivoli/education/).

### FREE Courses from Tivoli Education

All current "free" courses can be found at: [www.ibm.com/software/tivoli/education/edu\\_prd\\_free.html](http://www.ibm.com/software/tivoli/education/edu_prd_free.html)

### Previous Product Version Training - Interested?

Prior product level courses can be found at: [www.ibm.com/software/tivoli/education/edu\\_prd\\_bl.html](http://www.ibm.com/software/tivoli/education/edu_prd_bl.html)

### IBM Tivoli Online Education Savings

- Team Web Based Training Vouchers
- Individual Web Based Training Library

Details: <http://www-306.ibm.com/software/tivoli/education/wbt-edpack.html>

### IBM Education Assistant (IEA) for Tivoli Products

IBM Education Assistant is a self-assistance tool designed to help you successfully configure and use Tivoli and other IBM products. IEA includes:

- **Show Me Demos:** guided demonstrations that show how to complete a specific task
- **Tutorials:** step-by-step instructions to follow for completing tasks
- **Presentations:** technical overviews that provide background on a topic (some include voice-over)
- **Additional resources:** links that organize product documentation, Redbooks, and white papers

IEA home page is at: <http://www.ibm.com/software/info/education/assistant/>

## DID YOU KNOW...

*Did you know...*

"Now, you're considering what options you have as you pursue training for the next step in your career. Technical certifications are certainly critical, and they've likely been a big part of your success. But why not consider broadening your skills with a nontechnical certification? ... many companies and consulting firms seek individuals who also have broader experience in applying those skills to some difficult business problems. No IT endeavor can be successful without skilled — often certified — IT pros."

~"Certification Outside Technology", November 2007, by Robert Winding

Read the full article on CertMag at:

[www.certmag.com/articles/templates/CM\\_gen\\_Article\\_template.asp?articleid=3127&zoneid=223](http://www.certmag.com/articles/templates/CM_gen_Article_template.asp?articleid=3127&zoneid=223)

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Each month we will post an interesting fact or newsworthy information here. Want to share something with the IBM Tivoli Certification community? Let us know! Send your "Did you know...." information to: [tivcert@us.ibm.com](mailto:tivcert@us.ibm.com).

## PROGRAM UPDATES & OFFERS

### → **IBM PULSE - May, 2008 - Don't Let PULSE Pass You By!**

IBM Pulse 2008 will bring together an audience of more than 4000 Tivoli, Maximo and Tivoli Netcool users with IBM partners, industry analysts, and IBM technical experts for one spectacular global event dedicated to the latest technology and best practices in service management. The conference is scheduled for May 18-22 in Orlando, Florida.

Highlights include:

- The complimentary Business Partner Summit is almost full with over 350 Business Partners registered to date!
- Be part of the Business Partner presence at PULSE [http://www.ibm.com/vrm/newsletter\\_10863\\_3130\\_69609\\_email\\_DYN\\_2IN/SPettinos75088968\\_](http://www.ibm.com/vrm/newsletter_10863_3130_69609_email_DYN_2IN/SPettinos75088968_); over 400 Business Partners are registered!
- Exhibitor spaces are full, sponsorships are filling up fast - don't miss the opportunity to showcase your solutions, get leads, and generate revenue!
- Free IBM Certification testing will be available at the conference.

For more information on this conference, including registration details, visit: <http://www-306.ibm.com/software/tivoli/pulse08/>

### → **How to Stay Informed on the Latest Exam Development Projects**

We have received many inquiries from subject matter experts (SMEs) interested in participating in future exam development projects. The BEST way to get involved is:

1. Get on the Tivoli Certification e-newsletter distribution list. Odds are, if you are reading this then you are already on our distribution list. If not, send an e-mail to "[tivcert@us.ibm.com](mailto:tivcert@us.ibm.com)" and ask to be put on the list.
2. Keep your eyes on the "Upcoming Workshops" Section near the top of the newsletter.
3. If you see a workshop you are qualified to participate and interested in, send the project manager an e-mail.

We can't build these exams without SMEs so get involved today!

### → **Discounted Testing for IBM Employees**

Any IBM employee may take a Tivoli exam at the cost-recovery rate of \$30 by contacting any exam proctor in their area and making arrangements for a testing session. A Proctor list can be found at: <http://w3-103.ibm.com/software/xl/portal/viewcontent?type=doc&srcID=XT&docID=P101658X09146A52>

### → **PartnerWorld Members: Discounts on Certification Exams and Assessment Tests**

As a benefit of being part of IBM PartnerWorld, Business Partners are entitled to a 35% discount on all Tivoli Certification exams (normally \$150-\$175 USD) and a 50% discount on all assessment tests (normally \$10 USD). So don't delay, get certified today!

Additional information, including promotion codes and how to redeem them, can be found by logging into the IBM Virtual Innovation Center at:

<http://www-304.ibm.com/jct09002c/ism/welcome/vic.html>

Look in the "Tivoli Overview" or "Product Announcements" areas under "Announcements".

### → **More Information / Contact Us / Resources**

IBM Certification Program  
IBM Certification Policies  
Tivoli Certification e-Newsletter  
[tivcert@us.ibm.com](mailto:tivcert@us.ibm.com)

[www.ibm.com/certify](http://www.ibm.com/certify) or contact us at [certify@us.ibm.com](mailto:certify@us.ibm.com)  
<http://www.ibm.com/certify/policy/index.shtml> (left navigation)  
To automatically receive the monthly newsletter, e-mail request to

Tivoli Professional Certification Program	<a href="http://www.ibm.com/certify/certs/tv_index.shtml">www.ibm.com/certify/certs/tv_index.shtml</a> or contact us at <a href="mailto:tivcert@us.ibm.com">tivcert@us.ibm.com</a>
IBM Certified "Member's Site"	To register for/access the site, visit: <a href="http://www-304.ibm.com/jct09001d/member.nsf">www-304.ibm.com/jct09001d/member.nsf</a>
IBM Testing Centers	Available to IBMers Worldwide. Information at IBM SWG PRIME Testing
Centers link immediately below.	
IBM SWG PRIME Testing Centers	<a href="http://w3-103.ibm.com/software/xl/portal/viewcontent?type=doc&amp;srcID=XT&amp;docID=P101658X09146A52">http://w3-103.ibm.com/software/xl/portal/viewcontent?type=doc&amp;srcID=XT&amp;docID=P101658X09146A52</a>
IBM PRIME Testing Site	<a href="http://ibt.prometric.com/ibmtesting">ibt.prometric.com/ibmtesting</a>
Tivoli User Group and Membership	<a href="http://www.tivoli-ug.org">www.tivoli-ug.org</a>
Tivoli Certification Study Guides	<a href="http://www.redbooks.ibm.com">www.redbooks.ibm.com</a> (search for "certification study guide")
Tivoli Support Technical Exchange Calls	<a href="http://www.ibm.com/software/sysmgmt/products/support/supp_tech_exch.html">www.ibm.com/software/sysmgmt/products/support/supp_tech_exch.html</a>
<b>**How to Register for an Exam**</b>	<a href="http://www.ibm.com/certify/process/index.shtml">www.ibm.com/certify/process/index.shtml</a>

Announcements, details, and certification requirements for all IBM Tivoli software certifications can be found on the Professional Certification from IBM website at: [http://www-03.ibm.com/certify/certs/tv\\_index.shtml](http://www-03.ibm.com/certify/certs/tv_index.shtml).

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Note: You are receiving this e-mail because you have requested to be on this distribution list OR you work in an area that interacts with Tivoli Professional Certification. If you receive duplicate notifications OR if you would like to have your name removed, please send an e-mail to: [tivcert@us.ibm.com](mailto:tivcert@us.ibm.com). If your name is part of an e-mail alias we use, you will have to contact the alias owner to have your name removed.