



New Tivoli Study Guides

The most common question we are asked is "how do I prepare for a Tivoli certification exam?" Well, the first question we ask is "Do you have real world experience with the product?". If the answer is yes, then we ask have you reviewed the exam objectives? Our item writers write their exam questions based on the exam objectives. Now, we know that they are difficult to read on our Web site. So, we developed new Tivoli Study Guides for our new and most popular exams. These study guides include all of the exam objectives PLUS how you should use those objectives to prepare for the exam.

Check them out: http://www-03.ibm.com/certify/news/tv_20110802a.shtml

We will be adding new study guides as new exams are created.

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. Workshops are conducted via VoIP and Web meetings so travel is not required.

Fundamentals of Applying Tivoli Service Availability and Performance Management Solutions V3

- [] Job Task Analysis Workshop - January 9-12, 2012
- [] Item Writing Workshop - January 23-26, 2012
- [] Technical Review Workshop - February 6-8, 2012
- [] Angoff/Scoring Workshop - February 16, 2012

IBM Tivoli Storage Manager V6.3 Implementation

- [] Job Task Analysis Workshop - January 17-20, 2012
- [] Item Writing Workshop - January 30-February 2, 2012
- [] Technical Review Workshop - February 13-15, 2012
- [] Angoff/Scoring Workshop - February 21, 2012

If you would like information before the next newsletter, join us on LinkedIn or Facebook.

Contact Tivoli Certification for more information or to participate as a Subject Matter Expert (tivcert@us.ibm.com).

Please complete a copy of the SME Bio Data form if you are interested in participating in one of the exam workshops.



SME of the Month - Darlene Nerden

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.

The Tivoli Certification Team would like to recognize Darlene Nerden as our December SME of the Month. Darlene has been involved in all of the workshops for IBM Maximo V7.5 Implementation exam development and is helping to develop the new Tivoli process automation V7.5 Implementation exam.

Darlene has worked with Maximo for 17 years and was part of the MRO Software acquisition. She is primarily involved with the system side of Maximo, including installation, upgrade, advanced system configuration, performance, application server security. She started in QA and moved to support in 2001. She was involved with resolving a number of high visibility customer situations, including on-site problem determination and resolution. She is an escalation resource for the L2 team and multiple other organizations. She is a Maximo L2 systems SME.

It is truly a joy to work with SMEs like Darlene and the others that assisted to develop the IBM Maximo V7.5 Implementation exam. They all have a passion for the product.

The Tivoli Professional Certification team would like to thank Darlene and all of the other SMEs that have worked with us on various exams throughout 2011.

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 2100 Customers, Business Partners, and IBMers.

Latest Certifications

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

http://www-03.ibm.com/certify/certs/tv_index.shtml

IBM Certified Deployment Professional - Tivoli Business Service Manager V6.1 (Available December 22)

IBM Certified Deployment Professional - Tivoli Workload Scheduler V8.6 (Available December 20)

IBM Certified Administrator - Tivoli Monitoring V6.2.3 (Available December 20)

Exam Withdrawal & Certification Retirement

Tivoli Certification has developed a page to help you remember all of the certification withdrawal dates and the replacement exams. Visit it at: http://www-03.ibm.com/certify/news/tv_20110217a.shtml

For the latest news in exam withdrawals and certification retirement, go to:

http://www-03.ibm.com/certify/certs/tv_index.shtml

Scroll to "News" section in the middle of the page.

Take it Again

The Professional Certification Program from IBM is maintaining the Take It Again (TIA) voucher program for 2011. Under the Take It Again program, you may purchase specially priced vouchers that allow you to retake an exam for no additional costs. The TIA retake opportunity can provide an added level of confidence in your testing success, as you pursue the IBM certification you value. TIA vouchers will be available, worldwide, for most IBM tests. [Check it out for details!](#) This is an opportunity you don't want to miss!

Promotions - Discounted Exams and Assessment Tests

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

DISCOUNTS ON EXAMS

Promotions are good at any Prometric (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:

- **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

DISCOUNTS ON ASSESSMENT TESTS

The Tivoli Professional Certification Program offers assessment tests for most Tivoli exams. Assessment tests (\$30 USD) are designed to predict a candidate's success on the actual exam and can be taken online 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

TRAINING COURSES

New IBM Tivoli Training Courses released in November

Listed are new training courses released in **November 2011**. Each course title is hyperlinked to its description. The L@IBM course codes for the Classroom and Instructor-Led Online offerings are the same as the customer course codes. Note: some courses may not yet be posted on Learning@IBM.

TM422	Tivoli Workload Scheduler for z/OS 8.5.1 End-to-end for Schedulers
Classroom	1 Day
TM335	IBM Tivoli Business Services Manager 4.2.1 for Administrators
Classroom	4 Days
TZ243	NetView for z/OS 6.1 Fundamentals, Automation, REXX, PIPEs
Classroom	5 Days

Coming soon - IBM Tivoli Training Courses

TS612	IBM Tivoli Storage Manager 6.3 Implementation and Administration
TX304	IBM Tivoli Workload Scheduler 8.6 Scheduling and Operations
TX314	IBM Tivoli Workload Scheduler 8.6 Administration
TP310	Foundation Technologies for Cloud Service Delivery v7.2.2
TP320	Cloud Service Delivery 7.2.2 Administration Workshop
TN560	IBM Tivoli Netcool Configuration Manager 6.3 Compliance Implementation
TW063	IBM Tivoli Federated Identity Manager 6.2.1 Deployment and Administration
TOS25	Tivoli Process Automation Engine 7.5 Fundamentals (Self-Paced Virtual Class)



ANNOUNCEMENTS/TELL YOUR CUSTOMERS

Announcing the Pulse 2012 Curriculum

Pulse 2012 will feature a robust curriculum that addresses all facets of today's business infrastructures. Highlights include public, private and hybrid clouds; big data, endpoints and emerging threats; growing implications of mobile technology, and the convergence of physical and digital infrastructures.

Sessions will outline how Visibility, Control and Automation across the business infrastructure can help organizations within the four major streams of content:

- Cloud and Smarter, Flexible Infrastructures
- Smarter Physical Infrastructures
- Security and Compliance
- Leveraging Mobility

Pulse information - <http://www-01.ibm.com/software/tivoli/pulse/>

IBM Education Pack - online account - A prepaid discount program to stretch your training dollars!

Give your team the skills they need in 2012 – and do it for less when you lock in extra savings now with special discounts on the IBM Education Pack – online account. Act by **December 30, 2011** to save 15% on all Ed Pack purchases valued at \$25,000 or more.

More information here (US) ibm.com/training/us/savings/edpack

Business Partners (US) ibm.com/training/us/savings/edpack/partner

Search for Tivoli Accredited Business Partners

IBM Business Partners know your marketplace - so they're able to customize solutions to fit your needs, from consulting and integration to customized industry or infrastructure applications. Search for those Business Partners who have achieved Tivoli Accreditations, Easily identify and leverage their skills. [Go here to begin your search.](#)

Tivoli corporate education licensing program (CELP)

IBM® Tivoli® corporate education licensing program (CELP) can help streamline broad adoption of IBM Tivoli software tools and technologies across an enterprise. It provides volume discount pricing and delivery efficiencies for customers with extensive training needs and the in-house capability to train their own people. Designed by IBM Tivoli experts, the training materials provided through CELP help ensure that users get the highest quality training. We can also assist in training and certifying your instructors to help ensure a consistent learning experience across the organization. Read more [here](#) on CELP.

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/>

Tivoli Redbooks

Subscribe to the **Redbook Weekly Newsletter** at

<https://www.redbooks.ibm.com/Redbooks.nsf/subscribe?OpenForm>

NEW SERVICES OFFERINGS

IBM Performance Services for IBM Service Management and Enterprise Asset Management

This offering provides you with an assessment of your existing infrastructure as it pertains to the operational performance of your ISM products. Depending on the time allocated to this engagement, IBM engineers will evaluate the system, discuss key performance points and assist in implementing changes to improve performance. At the conclusion of this engagement you will have a good understanding of the architectural relationships between technologies and understand the methodology for finding performance bottlenecks. Duration: 5-40 days.

IBM Data Migration Services for IBM Information Archive

This service offering is designed to help customer who invested in IBM DR550 and replace the existing system with a new state of the art IBM Information Archive (IA). One important requirement thereby is migrating the data from DR550 to IA most efficiently and securely. Our highly qualified consultants will perform the most efficient and secure way to migrate the data directly from DR550 to IA. Duration 3 days.

IBM Implementation Services for IBM Tivoli Storage Productivity Center 4.2

This service offering is designed to help you to quickly install and configure the Standard Edition of IBM Tivoli Storage Productivity Center. Our highly qualified consultants will

install Data, Device, and Replication components so you can begin achieving your storage management objectives and realize the return on your investment as quickly as possible. Duration 15 days.

MONTHLY STE TOPICS

Tivoli Support Technical Exchange (STE) Web Seminars

IBM support wants to help you take full advantage of your product. Join us as technical experts share their knowledge and then answer your questions. The sessions are designed to address specific technical issues and provide in-depth but narrowly focused training in convenient, live 1–2 hour seminars. Visit this site often to see upcoming topics and presenters. Subscribe to the semi-monthly Support Technical Exchange announcement by sending a request to isstte@us.ibm.com.

02 Dec	Basic Troubleshooting for TSAMP
07 Dec	Discovery with NCP GenericCsv Collector
07 Dec	IBM License Metric Tool overview, details about new features Session 1 of 2
09 Dec	IBM License Metric Tool overview, details about new features Session 2 of 2
13 Dec	How to change LOG_FILTER setting through Toplogy Editor?
13 Dec	Troubleshooting ITNM
29 Dec	Netcool/OMNIbus LogFile Agent Overview

Hear it straight from the experts! To learn more visit:

http://www.ibm.com/software/sysmgmt/products/support/supp_tech_exch.html

Previous webcast link [http://www-](http://www-111.ibm.com/search/SupportSearchWeb/SupportSearch?action=search&pageCode=SB)

[111.ibm.com/search/SupportSearchWeb/SupportSearch?action=search&pageCode=SB](http://www-111.ibm.com/search/SupportSearchWeb/SupportSearch?action=search&pageCode=SB)
[SXP&brand=tivoli&searchTerms=tste_webcast&sortBy=3](http://www-111.ibm.com/search/SupportSearchWeb/SupportSearch?action=search&pageCode=SB)

Program Updates and Offers

New Benefit to be a Tivoli User Community members: Get a 40% discount rate with IBM Press

Visit: www.tivoli-ug.org to receive your 40% discount rate with IBM Press. Simply log in and click on “**Member Benefits**” and follow the instructions to obtain your discount. This is just one of many benefits of being a Tivoli User Group member. So don't delay, [join the user community today](#).

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” 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=P101658X0914>

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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 \$200.00 USD) and a 50% discount on all assessment tests (normally \$30 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: <https://www-304.ibm.com/jct01005c/isv/welcome/vic.html>

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

Announcements, details, and certification requirements for all IBM Tivoli software certifications can be found on the Professional Certification from IBM Web site at: http://www-03.ibm.com/certify/certs/tv_index.shtml.

More Information / Contact Us / Resources

IBM Certification Program

www.ibm.com/certify or contact us at certify@us.ibm.com

IBM Certification Policies

<http://www.ibm.com/certify/policy/index.shtml> (left navigation)

Tivoli Certification e-Newsletter

To automatically receive the monthly newsletter, e-mail request to tivcert@us.ibm.com

Tivoli Professional Certification Program

www.ibm.com/certify/certs/tv_index.shtml or contact us at tivcert@us.ibm.com

IBM Certified "Member's Site"

To register for/access the site, visit: www-304.ibm.com/jct09001d/member.nsf

IBM Testing Centers

Available to IBMers Worldwide. Information at IBM SWG PRIME Testing Centers link immediately below.

IBM SWG PRIME Testing Centers

<http://w3-103.ibm.com/software/xl/portal/viewcontent?type=doc&srcID=XT&docID=P101658X09146A52>

IBM PRIME Testing Site

ibt.prometric.com/ibmtesting

Tivoli User Group and Membership

www.tivoli-ug.org

Tivoli Certification Study Guides

www.redbooks.ibm.com (search for "certification study guide")

Tivoli Support Technical Exchange Calls

www.ibm.com/software/sysmgmt/products/support/supp_tech_exch.html

****How to Register for an Exam****

www.ibm.com/certify/process/index.shtml

This newsletter is also available in .pdf format at:

www.ibm.com/certify/certs/tv_index.shtml (available by January 15th)

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. 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.



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