

Tivoli Business Partner Sales and Technical Enablement Tools and Offerings

November 2012



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Tivoli Business Partner Sales Enablement Tools & Resources

Tivoli Knowledge Center – Online web portal for IBM Business Partners

Questions, send email to:
bpsales@us.ibm.com

<https://www-304.ibm.com/partnerworld/wps/pub/overview/B7007PW>

Face to Face Enablement

- ▶ [Tivoli Sales Academy](#) - Face to Face Tivoli Solution Sales classroom training
- ▶ Tivoli Whiteboard Sales Training – Tivoli's Whiteboard Selling initiatives and collateral

Online Enablement

- ▶ [Tivoli Virtual Sales Academy](#) - Product Training by Specialty
- ▶ [Tivoli Talks](#) - Live/Recorded Teleconferences (select Tivoli Software, Tivoli Talk in keywords)
- ▶ [Think! Thursdays](#) – Monthly BP Teleconferences (select Tivoli Software, Think Thursday in keywords)
- ▶ [Tivoli Sales Mastery](#) – Tivoli Sales 201 & Mastery Test to meet PW Sales Skills
- ▶ Self-Paced Enablement Guides - enablement sheets for several critical and strategic Tivoli solution areas

Tools

- ▶ [Business Value Analyst Tool](#) - ROI Tool
- ▶ Demos - Product Simulations
- ▶ [Sales Plays](#) -- Prospecting Kits

Resources

- ▶ Sales Kits - Product Value Propositions
- ▶ [Training Roadmaps](#) - Role Based Education
- ▶ [IBM Software Volume Offerings](#) – Sales tools for deals <\$50K
- ▶ IBM Business Partner Profitability Tool - Evaluate IBM Software product offerings and how those offerings can increase return on investment and business growth
- ▶ [IBM Business Partner Locator Tool](#) - Find a service provider with a particular set of skills, a technology reseller or a consultant with industry expertise
- ▶ [Tivoli Sales Podcasts](#) - Great resource for just-in-time information on Tivoli products
- ▶ [BP Resources for Tivoli Cloud Computing](#) - Tivoli Cloud Computing information for Business Partners including Enablement Options and Tivoli Contacts
- ▶ [Tivoli Deployment Accreditation Partner Finder Tool](#) – Search for Tivoli Accredited Business Partners
- ▶ [Tivoli Solution Accelerator Incentive](#) - Rewards the simultaneous sale by IBM Partners of eligible IBM Servers and/or Storage with eligible IBM software products

Tivoli Business Partner Technical Enablement Tools & Resources

Tivoli Knowledge Center – Online web portal for IBM Business Partners *Questions, send email to:* partner1@us.ibm.com

Tivoli Knowledge Center

Face to Face Technical Enablement

- [Instructor led Training](#) - Face to Face Tivoli Classroom Training: Fee-based / discount to partners

Online Technical Enablement

- ▶ [Instructor Training online](#) – Virtual Classroom: fee-based
- ▶ [Self-Paced Virtual Classroom](#) – Self-paced class with recorded presentations and hands-on labs. fee-based/free to AAA Partners
- ▶ [BP SPILL](#) - Tivoli Business Partner Self-Paced Learning Library with web seminars, lab guides and hosted labs, whitepapers, etc. ; Free
 - ▶ [TTEC-Go](#) - Tivoli technical Exchange - Recorded Enablement Topics;
 - ▶ [STE](#) - Support Technical Exchange - Live / Recorded Enablement Topics
- ▶ Self Directed Enablement Guides – Consolidated listing of self-paced resources listed above

Cloud

- ▶ [Business Partner Resources for Tivoli Cloud Computing Solutions](#)

Tools

- ▶ Training Roadmaps - Business Partner oriented training roadmaps
- ▶ [Certifications](#) - Assessment test is available for each certification at list price \$30 USD
- ▶ [YouPassWePay](#) - PartnerWorld Value Package Benefit
- ▶ [Tivoli Deployment Accreditation Partner Finder Tool](#) – Search for Tivoli Accredited Business Partners, accreditation by product & Geographies

Resources

- ▶ [Tivoli Deployment Accreditation Guide](#) – Guide to Accreditation Certification Requirements
- ▶ [IBM Education Assistant](#) - Function Based Product Training; Short Audio and Demos
- ▶ [IBM Red Books](#)
- ▶ [IBM developerWorks](#)
- ▶ [Service Management Connect](#) - Connect, learn, and share with Service Management professionals in this community.
- ▶ [Tivoli RFE Community](#) – Enter, track, vote, prioritize, and indicate "me too" to Requests for Enhancements (RFEs) through a web-based interface.

Tivoli Business Partner Support Resources

Business Partner Tools and Processes Guides and Certification

<http://www-03.ibm.com/certify/tests/ovr023.shtml>

Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates IBM in the marketplace by providing

- Rapid response to your requests
- Fast relief to high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information

IBM Support Processes Guide covers:

- × Support Process Response Objectives
- IBM Software AVP Support (Accelerated Value Program)
- Checklist guidance for Creating a PMR
- Problem Determination & Resolution Processes
 - Initial
 - Advanced
- Considerations for Analysis and Diagnosis
- How to obtain Off-shift support
- Understanding how IBM prioritizes PMRs
- Important elements of a customer contact
 - **Also refer to Guide 4 – Best Practices**
- Making best use of the PMR Escalation Process
- Points to consider when handling Customer Data

IBM Tools/Resources Available to Partners

- [Support Homepage](#)
- [Knowledgebases](#)
- [RSS Feeds](#)
- [My Notifications](#)
- [IBM Support Assistant \(ISA\)](#)
- [Fix Central \(FC\) , Downloads & MDVs](#)
- [Passport Advantage](#)
- [Communities \(forums, wikis, blogs, RSS, OpenMics , webcasts\)](#)
- [Electronic Service Request SR](#)
- [Ecurep](#)
- [Assist on Site \(AOS\)](#)

CRC – Customer Response Center

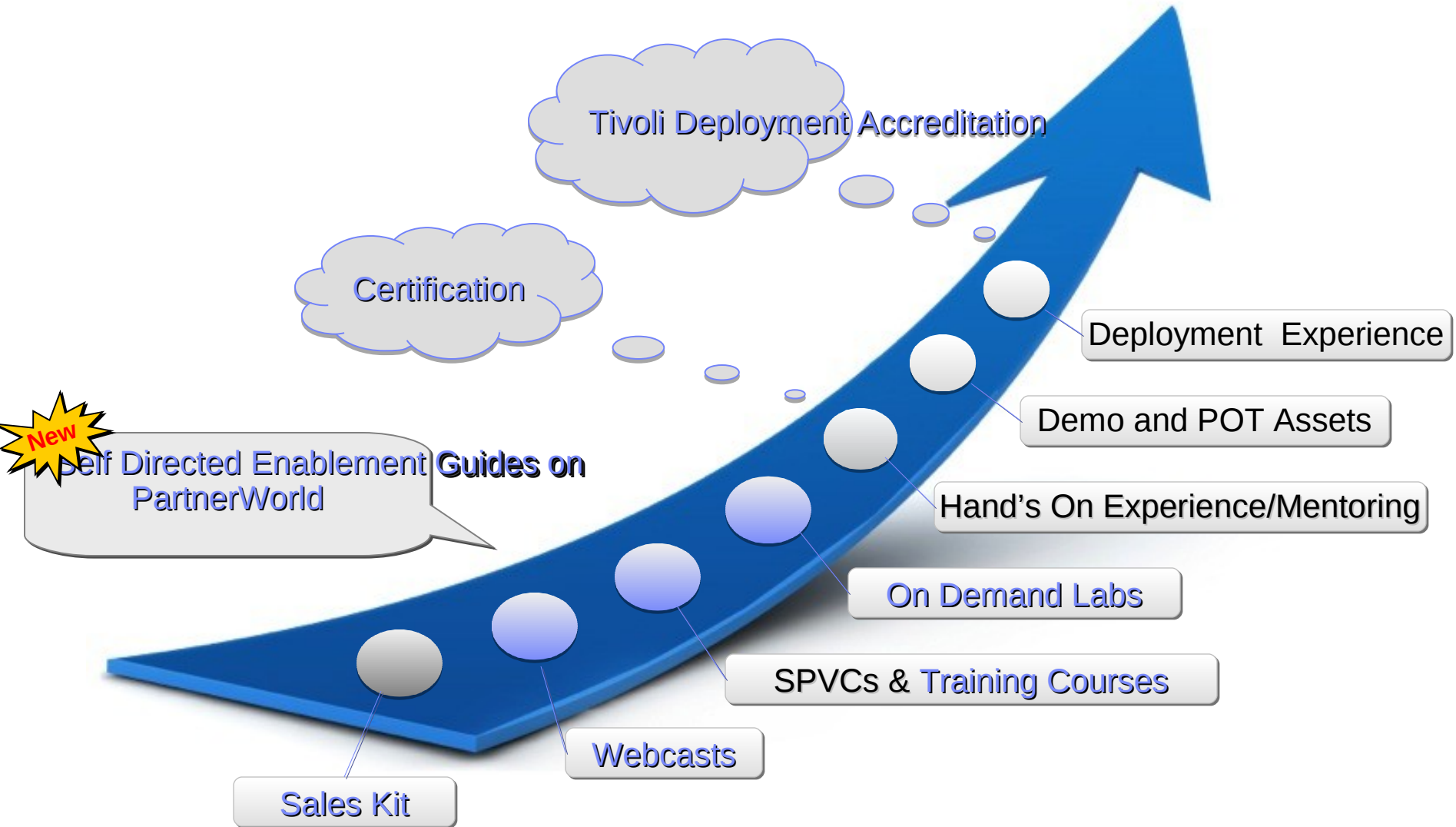
The CRC's focus is on those non-technical issues that fall outside the realm of application support and center on the administrative side of customer satisfaction.

- Where do I download IBM software?
- How do I change my Site Technical Contact?
- I'm having difficulties downloading product maintenance
- Is there some area on IBM.com where I can connect with my peers?
- How can I get more details on your business partner alliances?
- Can you tell me who my Sales representative is?
- Where can I find product education material?

Contact Tivoli Customer Care/ at Tivolicc@us.ibm.com

(Available to both Partners and Customers)

BP Technical Enablement Roadmap



Tivoli Technical Enablement is pleased to announce the launch of the Tivoli Partner Self-paced Learning Library. The Self-paced Learning Library contains a variety of technical training content modules developed by subject matter experts and is available on PartnerWorld.

- Accessible via PartnerWorld Authentication to non-compete IBM software partners
- Leverages content used to train internal IBM technical resources
- Content offerings include:
 - Hosted remote labs
 - Web seminar replays
 - Videos
 - White papers
 - Lab guides
 - Other self-enablement collateral

Summary

Welcome to the Tivoli Partner Self-paced Learning Library. The Self-paced Learning Library contains a variety of technical training content modules developed by subject matter experts. Content offerings include hosted remote labs, web seminar replays, videos, white papers, lab guides, and presentations and other self-enablement collateral. If you have any questions about this library or the Tivoli partner enablement program, contact partner1@us.ibm.com.

Tivoli Technical Enablement
Driving software success through skills enablement

Search

Enterprise Asset Management

- All Enterprise Asset Management modules
- IBM License Metric Tool 7.5
- IBM Maximo 7.1
- IBM Maximo Asset Configuration Manager 7.5
- IBM Maximo Asset Management 7.5
 - Web Seminar Replay
 - Lab Guide
 - On Demand Lab
- IBM Maximo Asset Management Scheduler 7.5

Available Courses

- 5 Part Series Tivoli Technical Enablement Conference - New Release Training
- IBM Maximo 7.5 TPAAE 7 Part Series TTEC - New Release Training
- IBM Maximo for Service Providers 7.5.1 TTEC - New Release Training
- IBM Maximo for Utilities 7.1.1 TTEC - New Release Training
- IBM TPAAE/Maximo 7.5.0.1 TTEC - New Release Training
- IBM TRIRIGA CAD Integrator/Publisher 12 TTEC -

Access at: <https://www-304.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/K624491N13113R05>

If you have any questions about the Tivoli Partner Self-paced Learning Library or the Tivoli partner enablement program, contact partner1@us.ibm.com.


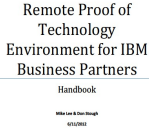

New Self-Paced Enablement Guides for Business Partners

- Available for sales and technical content
- Portfolio Areas:
 - Automation: SCCD, SCM, SCP, SCAPM, TEM
 - Storage
 - Maximo
- Highlights:
 - Tivoli Talks
 - Partner Playbooks
 - On Demand Labs <http://tivoliondemandlabs.us.to/labs/>
 - TTEC-GOs
 - Self-paced virtual classes (SPVCs) *(Channel Sales endorsement required)*
 - Other self-directed enablement resources as available
- Contact partner1@us.ibm.com and request the self-paced enablement sheet.
- [Landing page](#) on PartnerWorld



Technical Accelerators for Tivoli Business Partners

Current Access Options

Environment & Availability of Assets	How to access																					
<p>ChannelWorks: POT and Demo assets available to Tivoli partners based on skills validation by IBM Tech Sales. Leverages hosted environment using ChannelWorks Scheduler.</p> <p>POTs & Demos Available:</p> <table border="0"> <tr> <td>SmartCloud Monitoring V7.1</td> <td>SmartCloud Control Desk</td> <td>SmartCloud APM</td> </tr> <tr> <td>Tivoli Storage Manager</td> <td>Maximo Scheduler 7.5</td> <td></td> </tr> <tr> <td>TSM VE</td> <td></td> <td></td> </tr> </table> <p>Coming Soon:</p> <table border="0"> <tr> <td>SmartCloud Provisioning</td> <td></td> <td></td> </tr> <tr> <td>TRIRIGA</td> <td></td> <td></td> </tr> <tr> <td>Maximo EAM</td> <td></td> <td></td> </tr> <tr> <td>TSM for Flashcopy Mgr</td> <td>TPC</td> <td></td> </tr> </table> 	SmartCloud Monitoring V7.1	SmartCloud Control Desk	SmartCloud APM	Tivoli Storage Manager	Maximo Scheduler 7.5		TSM VE			SmartCloud Provisioning			TRIRIGA			Maximo EAM			TSM for Flashcopy Mgr	TPC		<p>Contact your local IBM BPR or CTP for access. http://demoworks.demos.ibm.com</p> 
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<p>TIDE AG: Demos Available in hosted environment to AA/AAA Accredited Business Partners</p> <p>Demos:</p> <table border="0"> <tr> <td>Composite App Mgr 11</td> <td>IBM TRIRIGA</td> <td>Integrated Security</td> </tr> <tr> <td>ITNM 3.9</td> <td>Maximo 7.5.0.3 / Scheduler 7.5.1</td> <td>Maximo Spatial 7.5</td> </tr> <tr> <td>RTAL Healthcare</td> <td>SmartCloud APM</td> <td>SmartCloud Control Desk 7.5</td> </tr> <tr> <td>SmartCloud Monitoring</td> <td>TADDM 7.2.1.1</td> <td>TBSM 6.1 VM</td> </tr> <tr> <td>Tivoli Endpoint Manager 8.2</td> <td>Netcool/OMNibus 7.3.1</td> <td>TNPM 1.3.1</td> </tr> <tr> <td>TREES and ITEO Demo</td> <td></td> <td></td> </tr> </table> 	Composite App Mgr 11	IBM TRIRIGA	Integrated Security	ITNM 3.9	Maximo 7.5.0.3 / Scheduler 7.5.1	Maximo Spatial 7.5	RTAL Healthcare	SmartCloud APM	SmartCloud Control Desk 7.5	SmartCloud Monitoring	TADDM 7.2.1.1	TBSM 6.1 VM	Tivoli Endpoint Manager 8.2	Netcool/OMNibus 7.3.1	TNPM 1.3.1	TREES and ITEO Demo			<p>Contact partner1@us.ibm.com for more information. http://www.tivolidemos.com/</p>			
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Asset Description:

Proof of Technology (PoT) – Workshop delivered to multiple customers with a standard set of materials designed to be delivered at each event: Setup and Instructor Guide, presentation, hands-on laboratory workbook with exercises and a live code image. Remotely accessible or downloaded onto TEC hardware. Use: Workshop that provides a "deep dive" of the technology through presentations, demonstrations, and hands-on labs delivered in a controlled environment to a single or multiple customers.

Hosted Solution/Product Demos - Live code, remotely accessible, asset demonstrating important features or benefits of the product or solution. Use: Remote or on-site customer demonstrations, events, enablement, etc.

Tivoli Business Partner Business Partner Accreditation Program

A program that allows any Business Partner to develop their technical skills and earn recognition for their skills achievements.

<https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/C953697V11204S31>

Requirements

A-LEVEL TIVOLI Deployment Accreditation

- 1 Certified Solution Advisor in solution area
- 1 Certified Deployment Professional in product area

AA-LEVEL TIVOLI Deployment Accreditation

- 2 Certified Solution Advisors in solution area
- 3 Certified Deployment Professionals in product area

AAA-LEVEL TIVOLI Deployment Accreditation

- 2 Certified Solution Advisors in solution area
- 3 Certified Deployment Professionals in product area
- 1 Advanced Deployment Certification in solution area

2 Deployment Evaluation Forms for IBM internal use only, approved by IBM Tivoli from technical sales, services, and support advocates.

Benefits

All Levels:

- ▶ Printable Certificate 50% off certification exams
- ▶ Inclusion in customer-facing Accredited Partner Finder Tool
- ▶ Ability to participate in Service Management Partner Connect
- ▶ AA & AAA Only: Access to Tivoli Demo library hosted on TIDE AG.
- ▶ Access to Accredited BP Community Resource Center WIKI

AAA Only Benefits:

- ▶ Marketability of having achieved the highest level of Accreditation
- ▶ Level 2 expedited support access for certified personnel for in-house deployment issues
- ▶ No Charge Access to hosted Self Paced Virtual Class (SPVC) offerings
- ▶ Nomination for Early Notification Beta Program
- ▶ Assigned Tivoli Technical Enablement Manager
- ▶ Lab Advocate Program
- ▶ Promo Assessment test codes

Tivoli Business Partner The Value of Accreditation

Find Accredited Partners in your region now: <http://www-304.ibm.com/partnerworld/wps/bplocator/search.jsp?icd=tiv>

Value to the IBM Tivoli Teams

Earn More Revenue: It's a fact - Tivoli's Accredited Partners drive 8 times the transactional revenue that an average Tivoli Partner does. Accredited Partners have a deeper understanding of our products and are better able to position, close, and implement Tivoli solutions, which makes them strategic for you as a sales person.

Drive More Deals: Look for AAA Accredited Partners to help you close more deals --- whether you hand off leads, or bring them in to assist you in POCs, assessments, and deployments. Joint account mapping and planning with AAA Accredited Partners will help you win more revenue.

Enjoy Greater Success: AAA Accredited Partners have met the highest level of technical skills attainment, along with confirmed references for two successful deployments, in a specific Tivoli product area. The AAA Accredited Partners in your region should be at the top of your GO TO Partner list.

Extend Your Resources: There are ~200 Accredited Partners in 38 countries worldwide who hold more than 650 Tivoli Accreditations. The skills are there in the region for you to leverage, and the list grows weekly!

Value to our Accredited Partners

Earn More Revenue: It's a fact - Tivoli's Accredited Partners drive 8 times the transactional revenue that an average Tivoli Partner does. Because Accreditation helps your team build a deeper understanding of our products, they are better able, and more likely to, successfully position, close, and implement Tivoli solutions, helps you earn more.

Get More Leads: Accredited Partners receive more leads from IBM. Because IBM's lead passing system is automated, and one of the key criteria is skills, Accredited Partners are weighted more heavily in lead passing than non-skilled Partners.

Receive Certification Discounts: 50%-off Exam Vouchers, as well as other periodic promotions

Gain access to Free Online Technical Training: Exclusive access to internal Tivoli technical training as well as 100s or recorded trainings on the Learner Portal

Leverage Stronger Marketing: Utilize your Accreditation status to validate your skills in RFPs, press releases, collateral, web content and More!

Tivoli Business Partner Business Partner Accreditation Program

Getting Started

Step 1:

Update your certifications

Use the IBM Partner Profile System (PPS) to update information on all individuals holding technical certifications to be applied to A-AA-AAA accreditation.

Access Partner Profile System PPS in IBM PartnerWorld

Report and view IBM Certifications/Mastery Exams using the instructions there

Step 2:

Request Tivoli Deployment Accreditation Status

Complete and submit the IBM Tivoli Deployment Accreditation Verification Form with the required company and certification information.

AAA requests must also include 2 Tivoli Deployment Evaluation forms.

Notification advising of Accreditation status will be sent within 30 business days.

Tivoli Knowledge Center – Online web portal for IBM Business Partners

<https://www-304.ibm.com/partnerworld/wps/pub/overview/B7007PW>

Tivoli Accredited Business Partner Community Resource Center

A private community for Tivoli Accredited Business Partners, supporting revenue growth for strategic partners worldwide

- A one-stop location, that consolidates Tivoli Deployment Accreditation Program guidance and benefits information along with key IBM/Tivoli sales, support and enablement links
- A tool to leverage the latest IBM social networking to help partners help themselves
- A compliment to the Tivoli Knowledge Center that provides TDA information previously available only by email.
- A community where accredited Tivoli Partners can access and leverage offerings to gain Tivoli technical deployment skills.
- A communication mechanism when there are specialized enablement, marketing, and networking initiatives available to Accredited partners. We review, update, and enhance the benefits of this initiative regularly to ensure ongoing business partner success
- A tiered environment which includes a secure tier for access to benefits unique to AAA Accredited Partners

Tivoli Accredited Business Partner Community



[Resource Center Home Page](#)

Welcome to the Tivoli Accredited Business Partner Community. This site will be a one stop location for guidance and links to technical resources that will help Tivoli Partners gain the skill and training needed to sell and deploy Tivoli products.

Featured



Self-Paced Technical Roadmaps for Business Partners *What Tivoli Field Channel and Technical Representatives Need to Know*



Tivoli Business Partner Technical Enablement is introducing Self-Paced Enablement Guides for Business Partners. These Guides contain comprehensive information on all self-paced technical enablement available in a solution area, including SPVC's (self-paced virtual classes), TTEC-GOs, and On Demand Labs. In a self-paced enablement approach, Business Partners can successfully learn to sell, deploy, and become certified on our most important and strategic IBM Tivoli solutions at their own pace.

Past Featured Items

[EMEA Tivoli & Security Technical Conference - Conference Flyer - Conference Brochure - BP Sponsorship and Exhibitor Package](#)

[Self Paced Enablement Sheet - Tivoli Endpoint Manager ->](#) [Download Doc](#)

Quick Links



Email partner1@us.ibm.com – To Join the Community

Tivoli Accredited Business Partner Resource Center



For access information

Contact: partner1@us.ibm.com or bpsales@us.ibm.com

One-stop for the information you need!

Automation

Tivoli Automation Certifications

Portfolio Area	Exam #	Certification Name
SAPM	000-578	IBM Certified Solution Advisor - Tivoli Service Availability and Performance Management Solutions V3
ITM	000-034	IBM Certified Associate - Tivoli Monitoring V6.2.2
	000-572	IBM Certified Associate - Tivoli Monitoring V6.2.3
	000-538	IBM Certified Deployment Professional - Tivoli Monitoring V6.2.2
ITCAM	000-022	IBM Certified Deployment Professional - Tivoli CAM for Transactions V7.1
	000-568	IBM Certified Deployment Professional - Tivoli Composite Application Manager for AD V7.1
TBSM	000-574	IBM Certified Deployment Professional - Tivoli Business Service Manager V6.1
Omnibus	000-007	IBM Certified Deployment Professional - Tivoli Netcool OMNibus V7.3
Impact	000-573	IBM Certified Deployment Professional - Tivoli Netcool/Impact V6.1
TADDM	000-033	IBM Certified Deployment Professional - Tivoli Application Dependency Discovery Manager V7.2.1
ITNM	000-565	IBM Certified Deployment Professional - Tivoli Network Manager V3.9
SDPA	000-591	ICSA- Tivoli Service Delivery and Process Automation Solutions V3
Cloud	000-281	IBM Certified Solution Advisor - Cloud Computing Architecture V2
	000-280	IBM Certified Solution Architect - Cloud Computing Infrastructure V1
	000-031	IBM Certified Deployment Professional - Tivoli Service Automation Manager V7.2.1
	000-567	IBM Certified Deployment Professional - Tivoli Provisioning Manager V7.0.2
	000-012	IBM Certified Deployment Professional - Tivoli Usage and Accounting Manager V7.1
SCCD	000-652	IBM Certified Associate - SmartCloud Control Desk V7.5 Fundamentals
	000-939	IBM Certified Deployment Professional - Tivoli Change and Configuration Management Database V7.1.1
	000-030	IBM Certified Deployment Professional- Tivoli Service Request Manager V7.2
	000-035	IBM Certified Deployment Professional - Tivoli Asset Management for IT V7.2
TWS	000-569	IBM Certified Deployment Professional - Tivoli Workload Scheduler V8.6
TEM	000-650	IBM Certified Solution Advisor -Tivoli Endpoint Manager Solutions V1
	000-577	IBM Certified Deployment Professional - Tivoli Endpoint Manager V8.2

Tivoli Certifications:

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

Partnerworld Eligible skills for advanced and premier membership attainment

- http://www-03.ibm.com/certify/partner/pub/zz/mem_skillsreq.shtml

- IBM Certified Deployment Professional – Tivoli Application Dependency Discovery Manager V7.5
- IBM Certified Deployment Professional – Tivoli Composit Application Manager for Transactions V7.3
- IBM Certified Deployment Professional – SmartCloud Control Desk V7.5 Service Request Management

Tivoli Automation Products in Tivoli Deployment Accreditation 2012

- IBM Tivoli Monitoring
- IBM Tivoli Composite Application Manager for Transactions
- IBM Tivoli Composite Application Manager for Application Diagnostics
- IBM Tivoli Application Dependency Discovery Manager
- IBM Tivoli Business Service Manager

- IBM Tivoli Endpoint Manager
 - CDP for 8.1 retiring March 2013, 8.2 Avail now
 - Solution advisor for TEM available now.

- IBM Tivoli Netcool Omnibus
- IBM Tivoli Netcool Impact
- IBM Tivoli Network Manager IP

- May be removed 2013:
 - Tivoli Netcool Proviso (IBM Tivoli Netcool Performance Manager Wireline Component)
 - Tivoli Service Quality Manager
 - Tivoli Netcool Performance Manager Wireless

- IBM Tivoli Workload Scheduler
- IBM Tivoli SmartCloud Control Desk
 - Associate exam coming end of October
 - Deployment exams being updated:
 - IBM Tivoli Service Request Manager
 - IBM Change and Configuration Manager Database
 - IBM Tivoli Asset Manager for IT

- IBM Tivoli Process Automation Engine
- IBM Tivoli Provisioning Manager
- IBM Tivoli Service Automation Manager

- IBM Tivoli Usage and Accounting Manager



EAM

Tivoli EAM Certifications

Portfolio Area	Exam #	Certification Name
Maximo	000-001	IBM Certified Solution Advisor- Enterprise Asset Management Solutions V2
	000-651	IBM Certified Solution Advisor - Maximo Asset Management Solutions V3
	000-005	IBM Certified Solution Designer - Maximo Asset Management V7.1
	000-595	IBM Certified Associate - Maximo Asset Management V7.5
	000-027	IBM Certified Deployment Professional - Maximo Asset Management V6.2
	000-015	IBM Certified Deployment Professional - Maximo Asset Management V7.1
	000-570	IBM Certified Deployment Professional - Maximo Asset Management V7.5
	000-571	IBM Certified Deployment Professional - Tivoli Process Automation Engine V7.5
TRIRIGA	000-043	IBM Certified Application Developer - TRIRIGA Application Platform V3.2
	000-044	IBM Certified Associate - TRIRIGA Application Platform V3.2
	000-0653	IBM Certified Associate Application Developer-Tririga Application Platform V3.2.1
	000-597	IBM Certified Application Developer -Tririga Application Platform V3.2.1

Non-EAM exams of interest:

Portfolio Area	Exam #	Certification Name
SCCD	000-652	IBM Certified Associate - SmartCloud Control Desk V7.5 Fundamentals
	000-939	IBM Certified Deployment Professional - Tivoli Change and Configuration Management Database V7.1.1
	000-030	IBM Certified Deployment Professional- Tivoli Service Request Manager V7.2
	000-035	IBM Certified Deployment Professional - Tivoli Asset Management for IT V7.2
TEM	000-650	IBM Certified Solution Advisor -Tivoli Endpoint Manager Solutions V1
	000-577	IBM Certified Deployment Professional - Tivoli Endpoint Manager V8.2

Tivoli Certifications:

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

Partnerworld Eligible skills for advanced and premier membership attainment

- http://www-03.ibm.com/certify/partner/pub/zz/mem_skillsreq.shtml

Maximo Requirements

A-LEVEL TIVOLI Deployment Accreditation

- 1 Certified Solution Advisor in solution area
- 1 Certified Deployment Professional in product area

AA-LEVEL TIVOLI Deployment Accreditation

- 2 Certified Solution Advisors in solution area
- 3 Certified Deployment Professional in product area

AAA-LEVEL TIVOLI Deployment Accreditation

- 2 Certified Solution Advisors in solution area
- 3 Certified Deployment Professionals in product area
- 1 Advanced Deployment Certification in solution area

2 Deployment Evaluation Forms for IBM internal use only, approved by IBM Tivoli from technical sales, services, and support advocates.

Maximo Certification Details

Certified Solution Advisor

IBM Certified Solution Advisor – Maximo Asset Management Solutions V3 (test 000-651)

Certified Deployment Professional

IBM Certified Deployment Professional – Maximo Asset Management V6.2 (test 000-027 + test 000-017)

OR

IBM Certified Deployment Professional – Maximo Asset Management V7.1 (test 000-015 + test 000-017)

OR

IBM Certified Deployment Professional – Maximo Asset Management V7.5 (test 000-570 + test 000-571)

Advanced Deployment Certification

Advanced Deployment Professional – IBM Service Management Asset Management V4 (3 tests)

TRIRIGA Requirements

A-LEVEL TIVOLI Deployment Accreditation

- 2 Certified Application Developers in Solution area

AA-LEVEL TIVOLI Deployment Accreditation

- 3 Certified Application Developers in Solution area

AAA-LEVEL TIVOLI Deployment Accreditation

- 4 Certified Application Developers in Solution area

2 Deployment Evaluation Forms for IBM internal use only, approved by IBM Tivoli from technical sales, services, and support advocates.

TRIRIGA Certification Details

Certified Application Developer

IBM Certified Application Developer – TRIRIGA
Application Platform V3.2 (test 000-043)

OR

IBM Certified Application Developer – TRIRIGA
Application Platform V3.2.1 (test 000-597)

- V3.2 no longer part of TRIRIGA Application Platform Certification class – 100% off voucher given in class for V3.2.1 that can be used at any Prometric test center world wide
- V3.2 expires 9/2013
- V3.2.1 is available at any Prometric test center world wide
- TRIRIGA Certification FAQ's available in backup documentation

Why did Tivoli develop a certification exam for V3.2.1?

- Tivoli developed a new TRIRIGA Application Development exam for 3 reasons:
 1. To bring the exam into conformance with the IBM industry recognized exam development process.
 2. To provide our valued Business Partners, IBMers and customers with the flexibility to obtain certification without having to take the two week course.
 3. TRIRIGA did not expire its certifications. With the integration of TRIRIGA into the Tivoli portfolio, version controlled certifications differentiate the currency of technical skills.

Can I still take the V3.2 test?

- No, the V3.2 test was previously available on the last day of the TRIRIGA Application Platform Certification class. It is no longer offered in the class.

When does V3.2 expire?

- V3.2 will expire in September 30, 2013.

Does that mean V3.2 will no longer be good after the expiration date?

- Once it has expired, it will no longer count in PartnerWorld towards Member level attainment or Software Value Plus. It will however count toward Tivoli Deployment Accreditation through 2013.

How do I take the V3.2.1 test?

- To schedule an exam go to www.prometric.com/ibm . There are over 3500 Prometric test centers worldwide that deliver IBM exams.

When does V3.2.1 expire?

- An expiration date will be set AFTER a new version of the exam has been released and is typically 9 to 18 months after publication but varies based on product roadmaps and business requirements.

Will the current TRIRIGA Application Platform Certification class prepare me for the V3.2.1 test?

- The course covers the concepts included on the V3.2.1 exam. In addition, hands-on experience and understanding how the concepts are applied in the use of the product is recommended to prepare for the exam.

Storage

Tivoli Storage Certifications

Exam #	Certification Name
000-564	IBM Certified Solution Advisor - Tivoli Storage Solutions V3
000-532	IBM Certified Associate – Tivoli Storage Manager V6.2
000-579	IBM Certified Associate - Tivoli Storage Manager V6.3
000-539	IBM Certified Administrator - Tivoli Storage Manager V6.2
000-598	IBM Certified Administrator - Tivoli Storage Manager V6.3
000-037	IBM Certified Deployment Professional - Tivoli Storage Manager V6.2
000-590	IBM Certified Deployment Professional - Tivoli Storage Manager V6.3
000-534	IBM Certified Deployment Professional - Tivoli Storage Manager Fastback V6.2
000-562	IBM Certified Deployment Professional - Tivoli Storage Productivity Center V4.2
000-599	IBM Certified Deployment Professional - Tivoli Storage Productivity Center V5.1

Non-storage exams of interest:

Exam #	Certification Name
000-650	IBM Certified Solution Advisor -Tivoli Endpoint Manager Solutions V1
000-577	IBM Certified Deployment Professional - Tivoli Endpoint Manager V8.2

Tivoli Certifications:

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

Partnerworld Eligible skills for advanced and premier membership attainment

- http://www-03.ibm.com/certify/partner/pub/zz/mem_skillsreq.shtml

Tivoli Storage Requirements for Accreditation 2012

- IBM Certified Solution Advisor - Tivoli Storage Solutions V2 (Test 000-026) or Tivoli Storage Solutions V3 (Test 000-564)
- Certified Deployment Professional in product area TSM, TPC, or Fastback
 - TSM: IBM Certified Deployment Professional - IBM Certified Deployment Professional Tivoli Storage Manager V6.1 (Test 000-025) OR IBM Certified Deployment Professional Tivoli Storage Manager V6.2 (Test 000-037) OR IBM Certified Deployment Professional Tivoli Storage Manager V6.3 (Test 000-590)
 - TPC: IBM Certified Deployment Professional - Tivoli Storage Productivity Center V4.1 (Test 000-002) or IBM Certified Deployment Professional - Tivoli Storage Productivity Center V4.2 (Test 000-562)
 - Fastback: IBM Certified Specialist – IBM Certified Deployment Professional Tivoli Storage Fastback V6.1.1 (Test 000-534)
- IBM Certified Advanced Deployment Professional – IBM Service Management Tivoli Storage Management Solutions V3 or V4

Back-Up

Tivoli Certification Types

- **IBM Certified Solution Advisor - counts towards Partnerworld sales points and all accreditation pillars**
- **IBM Certified Associate - counts towards Partnerworld technical points**
- **IBM Certified Administrators – counts towards Partnerworld technical points**
- **IBM Certified Deployment Professionals - counts towards Partnerworld technical points and most accreditations (CDPs)**
- **IBM Certified Advanced Deployment Professional counts towards Partnerworld technical points and all accreditation pillars (ADPs)**
- **IBM Tivoli Sales Mastery Test - counts towards Partnerworld sales points**

Tivoli Certifications (check back frequently for news)

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

