

IBM Systems certification and technical support requirements

IBM Power Systems with IBM i operating system

Solution Provider authorization	Power i sales employees	Power i technical employees	Minimum number of certified employees ¹
Blade and Low End		1	1
Midrange	1	1	2
High end	2	2	4

Distributor authorization	Power i sales employees	Power i technical employees	Minimum number of certified employees ¹
All Levels	1	1	2

Category	Valid certifications	Pre-assessment ?
Power i sales	04010110 - IBM Certified Specialist - Power Systems Sales for IBM i operating system [test 973]	Yes
Power i technical	04008401 - IBM Certified Specialist - Power Systems Technical Support for i [test 974]	Yes

NOTES:

1. A certified employee is defined as an employee holding one or more certifications that are valid for that level of product authorization (e.g. System i midrange).
 - For each certification the following items are listed:
 - The 8 digit PartnerWorld code (this code is also shown in the PartnerWorld Profiling System)
 - The certification name (as shown on the ibm.com/certify website)
 - The test number(s) (as used by Prometric testing). Some IBM certifications require the completion of more than one test.
 - Additional terms are defined in the exhibit preamble available at <http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/general.html>. Requirements may differ from the norm for BPs who operate in multiple countries or under other than basic BP agreement terms.
 - The same person can count towards the requirements of more than one approval category providing they hold the required certification(s). However the company must still meet the minimum number of certified employees requirement.
 - The Power i products included within each of the authorization categories are defined in the IBM Power i Product List, available at <http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemi.html>.
 - The platform certification requirements are separate from and different to the requirements to be an Advanced or Premier Business Partner in PartnerWorld. Where certifications are valid for both the platform and Partnerworld requirements they may still have different expiration dates. All applicable platform expiration dates are included this document whereas Partnerworld expirations are included in [the eligible skills table for Advanced and Premier level attainment](#).
 - Certification tests are delivered by Prometric testing centres (<http://www.2test.com>). Where available, pre-assessment tests can be purchased for a small fee from <http://ibt.prometric.com/ibmtesting>.
 - Full details of IBM certifications (including details of certification pre-requisites) can be found at <http://www.ibm.com/certify>. The Certification Member Site provides access to test and certification transcripts, request candidate ID merges and more - <http://www.ibm.com/certify/members>. Details of IBM Education offerings can be found at <http://www.ibm.com/services/learning>.
 - To count towards platform contractual requirements, certifications must be reported to IBM via <http://www.ibm.com/partnerworld> (select 'Training and Certification' / 'Certification' / country from 'Regional PartnerWorld' listbox / 'Requirements').
 - Business Partners with International Business Partner Agreements should refer to their contract for the number of certifications that are required.

IBM Systems certification and technical support requirements

IBM Power Systems with AIX and Linux

Solution Provider authorization	Power AIX sales employees	Power AIX low end technical employees	Power AIX technical employees	Power AIX high end technical employees	Minimum number of certified employees ¹
Blade and Low End		1			1
Midrange	1		1		2
High end	2		2	1	4

Distributor authorization	Power AIX sales employees	Power AIX technical employees	Minimum number of certified employees ¹
All levels	1	1	2

Category	Valid certifications	Pre-assessment?
Power AIX sales	03005906 - IBM Certified Specialist - Power Systems Sales for AIX and Linux [test 331]	Yes
Power AIX low end technical	03005007 - IBM Certified System Administrator - AIX 6.1 [test 104] or 03005006 - IBM Certified Specialist - System p Administration [test 223] (withdrawn but valid until 31 st May 2011) or 03006103 - IBM Certified Specialist - Power Systems Technical Support for AIX and Linux [test 330]	Yes
Power AIX technical	03006103 - IBM Certified Specialist - Power Systems Technical Support for AIX and Linux [test 330]	Yes
Power AIX high end technical	03006004 - IBM Certified Systems Expert - Enterprise Technical Support for AIX and Linux [test 100 + 223/104]	Yes

NOTES:

- A certified employee is defined as an employee holding one or more certifications that are valid for that level of product authorization (e.g. System p midrange).
- For each certification the following items are listed:
 - The 8 digit PartnerWorld code (this code is also shown in the PartnerWorld Profiling System)
 - The certification name (as shown on the ibm.com/certify website)
 - The test number(s) (as used by Prometric testing). Some IBM certifications require the completion of more than one test.
 - The number of certified employees required within each category is also given in the product exhibit (<http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemp.html>). In the case of discrepancies between this document and the product exhibit the product exhibit shall take precedence. Additional terms are defined in the exhibit preamble available at <http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/general.html>. Requirements may differ from the norm for BPs who operate in multiple countries or under other than basic BP agreement terms.
 - The Power AIX products included within each of the authorization categories are defined in the IBM Power AIX Product List, available at <http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemp.html>.
 - The same person can count towards the requirements of more than one approval category providing they hold the required certification(s). However the company must still meet the minimum number of certified employees requirement.
 - The platform certification requirements are separate from and different to the requirements to be an Advanced or Premier Business Partner in PartnerWorld. Where certifications are valid for both the platform and Partnerworld requirements they may still have different expiration dates. All applicable platform expiration dates are included this document whereas Partnerworld expirations are included in [the eligible skills table for Advanced and Premier level attainment](#).
 - Certification and mastery tests are delivered by Prometric testing centres (<http://www.2test.com>). Where available, pre-assessment tests can be purchased for a small fee from <http://ibt.prometric.com/ibmtesting>.
 - Full details of IBM certifications (including details of certification pre-requisites) can be found at <http://www.ibm.com/certify>. The Certification Member Site provides access to test and certification transcripts, request candidate ID merges and more - <http://www.ibm.com/certify/members>. Details of IBM education offerings can be found at <http://www.ibm.com/services/learning>.

IBM Systems certification and technical support requirements

- To count towards platform contractual requirements, certifications must be reported to IBM via <http://www.ibm.com/partnerworld> (select 'Training and Certification' / 'Certification' / country from 'Regional PartnerWorld' listbox / 'Requirements').
- Business Partners with International Business Partner Agreements should refer to their contract for the number of certifications that are required.

IBM Systems certification and technical support requirements

IBM System x

<i>Reseller authorization</i>	<i>Sales employees</i>	<i>Technical employees</i>	<i>Minimum number of certified employees¹</i>
<i>System x iDataPlex²</i>	1	1	2

<i>Distributor authorization</i>	<i>Sales employees</i>	<i>Technical employees</i>	<i>Minimum number of certified employees¹</i>
<i>System x iDataPlex²</i>	-	1	1

<i>Category</i>	<i>Valid certifications</i>
Sales	System x iDataPlex Sales Mastery Exam [test xst206]
Technical	18005701 - System x iDataPlex Technical Support Professional [test X01]

NOTES:

1. A certified employee is defined as an employee holding one or more certifications that are valid for that level of product authorization.
 2. Technical education and training requirements also apply: details are in the product exhibit (<http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemx.html>).
- The table above shows only the certification requirements. There are additional requirements to be approved as a System x iDataPlex reseller or distributor, as specified in the product exhibit.
 - The number of certified employees is also given in the product exhibit (<http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemx.html>). In the case of discrepancies between this document and the product exhibit the product exhibit shall take precedence. Requirements may differ from the norm for BPs who operate in multiple countries or under other than basic BP agreement terms.
 - The platform certification requirements are separate from and different to the requirements to be an Advanced or Premier Business Partner in PartnerWorld. Where certifications are valid for both the platform and Partnerworld requirements they may still have different expiration dates. All applicable platform expiration dates are included in this document whereas Partnerworld expirations are included in [the eligible skills table for Advanced and Premier level attainment](#).
 - Full details of IBM certifications (including details of certification pre-requisites) can be found at <http://www.ibm.com/certify>. The Certification Member Site provides access to test and certification transcripts, request candidate ID merges and more - <http://www.ibm.com/certify/members>. Details of IBM Education offerings can be found at <http://www.ibm.com/services/learning>.
 - To count towards platform contractual requirements, certifications must be reported to IBM via <http://www.ibm.com/partnerworld> (select 'Training and Certification' / 'Certification' / country from 'Regional PartnerWorld' listbox / 'Requirements').
 - Business Partners with International Business Partner Agreements should refer to their contract for the number of certifications that are required.

IBM Systems certification and technical support requirements

IBM System z

Solution Provider authorization	System z sales employees	System z Linux sales ²	System z technical employees	System z Linux technical ²	Minimum number of certified employees ¹
System z with z/OS	2		2		4
System z with Linux ²		2		2	4

Category	Valid certifications	Pre-assessment?
System z sales	21002004 - IBM Certified Specialist - System z Solution Sales V4 [test 600] or 21002003 - IBM Certified Specialist - System z Sales V3 [test 427] (withdrawn but valid until 28 th February 2011)	Yes
System z technical	21002103 - IBM Certified Specialist - System z Technical Support V3 [test 428]	Yes

NOTES:

- A certified employee is defined as an employee holding one or more certifications that are valid for that level of product authorization (e.g. System z sales).
 - For the System z with Linux authorization category sales and technical education and training requirements apply: details are in the product exhibit (<http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemz.html>).
- For each certification the following items are listed:
 - The 8 digit PartnerWorld code (this code is also shown in the PartnerWorld Profiling System)
 - The certification name (as shown on the ibm.com/certify website)
 - The test number(s) (as used by Prometric testing). Some IBM certifications require the completion of more than one test.
 - The table above shows only the certification requirements. There are additional requirements to be approved as a System z solution provider, as specified in the product exhibit.
 - The number of certified employees is also given in the product exhibit (<http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemz.html>). In the case of discrepancies between this document and the product exhibit the product exhibit shall take precedence. Additional terms are defined in the exhibit preamble available at <http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/general.html>. Requirements may differ from the norm for BPs who operate in multiple countries or under other than basic BP agreement terms.
 - The System z products included within each of the authorization categories are defined in the IBM System z Product List, available at <http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemz.html>.
 - The number of certified employees required by Distributors is shown in the Distributor product exhibit (<http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemz.html>). The type of certifications that are valid within each category (e.g. System z sales, System z technical) are shown in the table above.
 - The platform certification requirements are separate from and different to the requirements to be an Advanced or Premier Business Partner in PartnerWorld. Where certifications are valid for both the platform and Partnerworld requirements they may still have different expiration dates. All applicable platform expiration dates are included in this document whereas Partnerworld expirations are included in [the eligible skills table for Advanced and Premier level attainment](#).
 - Certification tests are delivered by Prometric testing centres (<http://www.2test.com>). Where available, pre-assessment tests can be purchased for a small fee from <http://ibt.prometric.com/ibmtesting>.
 - Full details of IBM certifications (including details of certification pre-requisites) can be found at <http://www.ibm.com/certify>. The Certification Member Site provides access to test and certification transcripts, request candidate ID merges and more - <http://www.ibm.com/certify/members>. Details of IBM Education offerings can be found at <http://www.ibm.com/services/learning>.
 - To count towards platform contractual requirements, certifications must be reported to IBM via <http://www.ibm.com/partnerworld> (select 'Training and Certification' / 'Certification' / country from 'Regional PartnerWorld' listbox / 'Requirements').
 - Business Partners with International Business Partner Agreements should refer to their contract for the number of certifications that are required.

IBM Systems certification and technical support requirements

IBM System Storage

<u>Reseller and Distributor authorization category</u>	<u>Certified employees required (see table below for valid certifications within each category)</u>	<u>Minimum number of certified employees²</u>
Midrange storage	None	
General storage¹	1 Storage Sales, 1 Open Systems Storage Technical	2
High end disk storage	1 High End Disk Sales, 1 High End Disk Technical	2
High end tape storage	1 High End Tape Sales, 1 High End Tape Technical	2
High end N series	1 Storage Networking Solutions Sales, 1 Storage Networking Solutions Technical	2
XIV storage system	1 Storage Sales ³ , 1 XIV Storage System Technical	2

<u>Certification Category</u>	<u>Valid Certifications</u>	<u>Pre-assessment?</u>
Storage Sales	23001110 - IBM Certified Specialist - Storage Sales Combined V1 [test 200] or 23001109 - IBM Certified Specialist - Storage Sales version 9 [test 960] (withdrawn but valid until 28 th February 2011)	Yes
Storage High End Disk Sales	23001110 - IBM Certified Specialist - Storage Sales Combined V1 [test 200] or 23001901 - IBM Certified Specialist - Storage Sales for High-End Disk Version 1 [test 961] (withdrawn but valid until 28 th February 2011) or 23001109 - IBM Certified Specialist - Storage Sales version 9 [test 960] (withdrawn but valid until 28 th February 2011)	Yes
Storage High End Tape Sales	23001110 - IBM Certified Specialist - Storage Sales Combined V1 [test 200] or 23002001 - IBM Certified Specialist - Storage Sales for High-End Tape Version 1 [test 962] (withdrawn but valid until 28 th February 2011) or 23001109 - IBM Certified Specialist - Storage Sales version 9 [test 960] (withdrawn but valid until 28 th February 2011)	Yes
Storage Networking Solutions Sales	23001110 - IBM Certified Specialist - Storage Sales Combined V1 [test 200] or 23002102 - IBM Certified Specialist - Storage Sales for N series Version 2 [test 964] (withdrawn but valid until 28 th February 2011) or 23001109 - IBM Certified Specialist - Storage Sales version 9 [test 960] (withdrawn but valid until 28 th February 2011)	Yes
Open Systems Storage Technical	23003201 - IBM Certified Specialist - Midrange Storage Technical Support V1 [test 201] or 23001310 - IBM Certified Specialist – Distributed Systems Storage Solutions version 7 [test 111] (withdrawn but valid until May 31 st 2011)	Yes
High End Disk Technical	23001008 - IBM Certified Specialist – High End Disk for Mainframe version 6 [test 205] or 23002401 - IBM Certified Specialist – High End Disk for Open Systems version 1 [test 206]	Yes Yes
High End Tape Technical	23001207 - IBM Certified Specialist - High-End Tape Solutions version 5 [test 207]	Yes

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IBM Systems certification and technical support requirements

Storage Networking Solutions Technical	23001504 - IBM Certified Specialist - Storage Networking Solutions Version 4 [test 210]	Yes
XIV Storage Systems Technical	23003002 - IBM Certified Specialist - XIV Storage System Technical Solutions Version 2 [test 966] or	Yes
	23003001 - IBM Certified Specialist - XIV Storage System Technical Solutions Version 1 [test 965] (withdrawn but valid until May 31 st 2011)	Yes

NOTES:

1. Certifications are recommended but not required for General Storage if the Storage Reseller is also authorised as a Power Systems with AIX, Linux or IBM i or System z Solution Provider. This waiver does not apply to Distributors.
 2. A certified employee is defined as an employee holding one or more certifications that are valid for that level of product authorization (e.g. General Storage). The same person can count towards the requirements of more than one authorization category providing they hold the required certification(s). However the company must still meet the minimum number of certified employees requirement for each authorization category.
 3. It is recommended that the Storage Sales certified employee also completes the XIV Fast Start sales training education.
- For each certification the following items are listed:
 - The 8 digit PartnerWorld code (this code is also shown in the PartnerWorld Profiling System)
 - The certification name (as shown on the ibm.com/certify website)
 - The test number(s) (as used by Prometric testing). Some IBM certifications require the completion of more than one test.
 - The number of certified employees required within each category is also given in the product exhibit (<http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemstorage.html>). In the case of discrepancies between this document and the product exhibit the product exhibit shall take precedence. Additional terms are defined in the exhibit preamble available at <http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/general.html>. Requirements may differ from the norm for BPs who operate in multiple countries or under other than basic BP agreement terms.
 - The IBM Storage products included within each of the authorization categories are defined in the IBM System Storage Product List, available at <http://www-304.ibm.com/partnerworld/mem/bpal/emea/exhibit/systemstorage.html>.
 - The platform certification requirements are separate from and different to the requirements to be an Advanced or Premier Business Partner in PartnerWorld. Where certifications are valid for both the platform and Partnerworld requirements they may still have different expiration dates. All applicable platform expiration dates are included this document whereas Partnerworld expirations are included in [the eligible skills table for Advanced and Premier level attainment](#).
 - Certification tests are delivered by Prometric testing centres (<http://www.2test.com>). Where available, pre-assessment tests can be purchased for a small fee from <http://ibt.prometric.com/ibmtesting>.
 - Full details of IBM certifications (including details of certification education and training) can be found at <http://www.ibm.com/certify>. The Certification Member Site provides access to test and certification transcripts, request candidate ID merges and more - <http://www.ibm.com/certify/members>.
 - Details of IBM Education offerings can be found at <http://www.ibm.com/services/learning>. Details of additional education can be found at <https://www-927.ibm.com/servers/eserver/storageplaza/BERT.nsf/EventsAll?OpenView&Start=1&Count=20>.
 - To count towards platform contractual requirements, certifications must be reported to IBM via <http://www.ibm.com/partnerworld> (select 'Training and Certification' / 'Certification' / country from 'Regional PartnerWorld' listbox / 'Requirements').
 - Business Partners with International Business Partner Agreements should refer to their contract for the number of certifications that are required.

IBM Systems certification and technical support requirements

Technical support requirements

The following technical support requirements are defined in the product exhibit and apply to Solution Providers and Resellers of IBM System i, p, z and Storage:

- Register and keep maintained details of all relevant IBM certifications of your employees within the PartnerWorld Profiling System (PPS) available via the ibm.com/partnerworld web site (select 'PartnerWorld membership' / 'Update your profile').
- Have a controlled customer hand over procedure that includes customer sign off.
- Have documented application sizing guidelines for your standard applications which are easily accessible to all employees that size solutions.
- Have a well maintained software and/or manual library.
- Regularly attend IBM technical events.
- Use an IBM recommended configuration tool for all proposals.
- Have an active review process which ensures an appropriate level of solution assurance is performed for all proposals (see recommendations on the IBM BP Solution Assurance home page - https://www.ibm.com/partnerworld/mem/support/trs_wgd_sa.html).
- Have a focal point responsible for the solution assurance process.
- If you choose IBM remote support then the criteria in this section are not mandatory, however, if you provide IBM software support via your own help desk facility, you must meet the following criteria:
 - All relevant reference documentation must be easily accessed by the helpdesk
 - Have a single point of contact for support i.e. one phone number
 - Have a computerised call management system
 - Have easy access to the IBM products supported by the helpdesk.
- Ensure that end customers have an appropriate level of access to IBM post sales support.
- Have a regular customer satisfaction survey process which is analysed and includes an action plan to improve customer satisfaction.
- Have a nominated focal point for the receipt and dissemination of IBM technical information to your employees and any ValueNet that you may manage.