

**Three Keys to Unlock Your Potential**  
**Questions and Answers**  
**January 27, 2015**

Q: The training is meant for HP Service Manager or all products?

A: Our training crosses all HP Software product lines.

Q: We know training is important for our job but the funding and time investment needed / allowed from management.

A: This is more of a statement than question. I can state that US veterans will soon be able to get reimburse for some HP Software training and certification under the G.I. Bill. This is in process now, as of late January 2015. We are waiting on the Veterans Administration to process the request.

Q: Are the AIS and ASE certifications gained for life time?

A: In reality they start to lose their value after 4 years. Partners may have a different set of requirements on re-certification. We state 3 years on the website, and may tolerate 4 years.

Q: How do you get invited to take part in the Gamification?

A: We will be looking to invite select existing customers of HP Software Education. If you attended this webinar, you would likely receive an invitation as well.

Q: How do I get information about the certification program, exams, and get started?

A: Please visit the ExpertOne website at: <http://h10120.www1.hp.com/expertone/> and go to this page for a program overview: [http://h10120.www1.hp.com/ExpertOne/certification\\_program\\_overview.html](http://h10120.www1.hp.com/ExpertOne/certification_program_overview.html) and then download the certification paths at: <http://h20195.www2.hp.com/v2/getPDF.aspx/4AA4-6578ENW.pdf>

Q: What types of exams are offered by HP Software in your certifications?

A: We offer proctored exams at PearsonVUE testing centers, which would be multiple choice exams. We also offer through PearsonVUE, web-based exams. Our hands-on practicum exams are delivered at HP facilities, and typically occur at the end of the associated class. Some may be scheduled separately.

Q: I am experienced, so can I just take an exam without attending the recommended training?

A: Yes, however to increase your chance for success, you should take the associated training, or have some serious hands-on experience with the product(s).

Q: Are internet brain dumps good study tools?

A: No, NEVER! Internet brain dumps are stolen intellectual property. Using one could cost you your earned HP credentials under the terms of the Candidate Agreement that is signed by our test takers. We also have countermeasures built into exams so that we can detect if one was used. Brain dumps are not reliable, and should be avoided. It may help you pass an exam, possibly, but then you will not be able to put your supposed validated skills to use properly. Across the industry, all the brain dumps do is devalue the IT certification programs. Would you want to be operated on by a surgeon that used brain dumps to get through medical school?