

# Dell Certification and Deployment Services Competency Frequently Asked Questions

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## Dell Certification and Exam FAQ

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### **What is Dell certification?**

Dell certification is industry-recognized certification that is designed to validate your skills and knowledge in deploying Dell hardware. View certification exam details [here](#).

With a Dell certification, you can:

- Increase your value to your employer and customers as a skilled Dell IT professional
- Validate your critical skills to deploy and manage Dell hardware
- Gain industry recognized certification with an official Dell certification badge

### **How long is each exam?**

Exams are 90 minutes.

### **How should I prepare for an exam?**

Training is highly recommended, but not required. The recommended training courses covers many topics tested on the certification exams, however, training alone will not prepare you for the exam. Having the relevant hands-on experience is a key requirement to being successful in passing the exam, in addition to leveraging resources such as exam study guides and recommended training paths on [dell.com/certification](http://dell.com/certification).

Skill level of exams are intermediate to advanced and individuals should have existing experience with deployment, configuration, and administration on Dell systems. View full exam details [here](#).

### **What is the time commitment for an individual to complete the trainings and certification?**

Time commitment will vary depending on the product. Training is not required, but is recommended to help prepare for the certification exam(s).

The requirement to become a Certified Professional is to pass the certification exam for the respective track. The recommended training is generally 4-8 days per track and is a combination of eLearning and virtual instructor-led training. The time commitment for the certification exam is approximately 90 minutes.

### **What level of expertise is required to pass the certification exam?**

Skill level of exams are intermediate to advanced and individuals should have existing experience with deployment, configuration, and administration on Dell enterprise systems. Training is recommended, however, not required. Combined with real world experience, the courses will provide you with the knowledge and skills to deploy, configure, and administer Dell systems and help better prepare you for the exam. Please visit [pearsonvue.com/dell](http://pearsonvue.com/dell) for exam details.

### **What do I do if I do not pass the exam?**

You may re-attempt the exam after 14 days. For additional preparation, we would suggest reviewing the exam study guide located on the [Dell Certification Portal](#) and/or taking the recommended training courses in that Certification track. Information on training courses may also be found on the Certification Portal.

### **Does my certification expire?**

Yes. Certifications must be renewed every 24 months.

### **If I'm interested in getting the certification, what are the next steps?**

1. **Prepare** - Gain the relevant experience on Dell systems and leverage [recommended training](#) and exam study guides located on the [Dell Certification Portal](#).
2. **Schedule exam** – Register or log into the [Dell Certification Portal](#) to schedule an exam. All additional actions will be performed by logging into this portal and navigating from there
3. **Achieve certification** – Badge is available 5 business days after passing the exam.

### **Register for an exam**

#### **How do I register for an exam?**

1. Go to [dell.com/certification](#).
  - a. If you are a Dell employee, please visit [techdirect.dell.com/employeecertification](#).
2. Enter your email address and password to access the Dell certification portal
  - a. For new accounts, click **Register Now** to create a profile and enter email address and password.
3. Under Certification Preparation, click **Schedule an exam**
4. Select the exam and follow instructions to schedule at a testing center

If the exam you would like to take is not listed on the exam catalog, please email [Deployment\\_Certification@dell.com](mailto:Deployment_Certification@dell.com).

#### **Where are Pearson VUE Test Centers located?**

Use the Test Center Locator at [pearsonvue.com/dell](#) to find a center where you can take a Dell near you. Exams are also available via [Pearson VUE Online Proctoring \(OP\)](#), which allows you to take any Dell exam from almost any location and at any time.

#### **How far in advance do I need to schedule my appointment?**

Pearson VUE Registration Centers and the Pearson VUE website allow you to schedule appointments for the next day or out into the future, dependent upon the availability at the test center. Some Pearson VUE Test Centers offer same day appointments. Please contact the test center directly to schedule an exam for the same day.

#### **What payment types does Pearson VUE accept?**

Pearson VUE accepts Master Card, VISA, American Express as well as vouchers.

#### **Can I pay for the exam at the test center?**

Some test centers allow you to schedule and pay for an exam. Please contact the test center directly to see if they provide this service.

#### **How do I get a payment receipt for my exam appointment?**

When you pay for an exam with a credit card, a payment confirmation email is automatically emailed to you. Print this email as a receipt. If you do not receive the automated email, first check your spam filter for an email from [pearsonvueconfirmation@pearson.com](mailto:pearsonvueconfirmation@pearson.com).

#### **I need a special testing accommodation for my test appointment, how do I request one?**

You can request a special accommodation by sending an email to Dell at [Deployment\\_Certification@dell.com](mailto:Deployment_Certification@dell.com).

#### **How far in advance do I need to cancel or reschedule my appointment that I have scheduled at a Pearson VUE Test Center?**

If you wish to reschedule your exam at no charge, you must login to [dell.com/certification](#) 48 hours prior to your exam appointment to reschedule your exam. If you reschedule your exam 24 to 48 hours

in advance of your exam appointment, you will be charged a \$10 reschedule fee. You are not allowed to reschedule an exam less than 24 hours in advance of your exam appointment.

If you wish to cancel your exam and receive a full refund, you must sign in to [dell.com/certification](https://dell.com/certification) 48 hours prior to your exam appointment and follow the instructions to cancel your appointment. If you cancel your exam 24 to 48 hours in advance of your exam, you will be charged a \$20 cancellation fee.

You are not allowed to cancel an exam less than 24 hours in advance of an appointment.

## **On the day of the exam**

### **What do I need to bring to the test center?**

The only thing you must bring to the test center on the day of your exam is the required identification. We recommend that you do not bring personal belongings to the test center.

### **What identification is required for me to take the exam?**

During the admissions process, you must provide two (2) forms of original (no photo copies), valid (unexpired) IDs – one primary (government issued with name, photo, and signature) and one secondary (with name and signature).

### **Identification (ID) Requirements:**

- The first and last name you use to register must match exactly the first and last name on the ID you present on test day.
- All IDs required must be issued by the country in which you are testing. If you do not have the qualifying ID issued from the country you are testing in, a passport from your country of citizenship is required.

### **Exceptions:**

- Expired forms of ID are not acceptable unless accompanied by valid renewal papers.
- Any government-issued ID missing a visible signature or with an embedded signature, can be supplemented with an original (no photo copies), valid (unexpired) ID that has at least a name and signature. This is in addition to any secondary ID requirement.
- A government-issued local language ID not in Roman characters is accepted only if it was issued by the country in which you are testing.
- Any candidate exceptions to the ID policy must be pre-approved by the Pearson VUE customer service center at least three (3) business days before the scheduled exam appointment.

### **Primary ID:**

- Passport
- Driver's license
- Military ID (including spouse and dependents)
- Identification card (national/state/province identity card)
- Alien registration card (green card, permanent resident, visa)

### **Secondary ID:**

- Original (no photo copies)
- Display legal name
- Signature

If you have any questions about the ID requirements, please contact Pearson VUE customer service.

### **If I fail the test, can I take it again?**

Yes. However, you will need to wait 14 days before retaking the exam.

## Score Reports

### How will I get my score report?

You may access your score report by signing in to your account at [dell.com/certification](https://dell.com/certification) using your email address and password. When you take a test at a Pearson VUE Test Center, the test administrator will provide you with a printed score report before you leave the center.

### How do I get a copy of my score report?

You can print your score report directly from your account by signing in at [dell.com/certification](https://dell.com/certification) using your email address and password.

### Will I see exams or score reports for exams I took previously?

On the Pearson VUE website you will only have access to the score reports for exams you have taken with Pearson VUE. Please visit [dell.com/certification](https://dell.com/certification) for additional information about exams you have taken in the past.

### What if my name is spelled incorrectly on my score report? Can it be changed?

The name on your score report cannot be changed after the test has been taken. Please make sure your name is correct before you start the exam.

### When can I expect to see my exam results reflected in Dell's system?

You can expect to see your results reflected on the Dell Certification portal within 5 days after the completion of your test. If you do not see your score reflected, please send an email to Dell at [Deployment\\_Certification@dell.com](mailto:Deployment_Certification@dell.com). If you are a Dell employee, please send an email to [Employee\\_Certification@dell.com](mailto:Employee_Certification@dell.com).

## Updating account information

### I need to change my name listed on my account.

To change your name, please contact a Pearson VUE Registration Center. The agent will explain the process and where to send the required documentation for a name change.

### I need to update my address, phone or email listed on my account.

You can update your address, phone or email by signing into your Dell account with Pearson VUE at [dell.com/certification](https://dell.com/certification).

### I think I have more than one profile with Pearson VUE, what should I do?

To determine if you have more than one profile with Pearson VUE, please contact a Pearson VUE Registration Center. The agent will guide you through the process to address any duplicate records or accounts.

## Deployment Services Competency FAQ

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### **What is the Deployment Services Competency?**

Deployment Services Competency enable partners to deploy Dell hardware and ensures greater expertise, accuracy and efficiency. Partners with Certified Professionals gain access to exclusive Dell tools, best practices, and the latest critical technical updates for richer deployment capabilities. This allows partners to expand reach, grow deployment opportunities and increase revenue.

### **What are the partner requirements to participate in this program?**

1. A partner must be Preferred or Premier with the corresponding hardware competency for storage and/or networking
2. Register company on [dell.com/certification](https://dell.com/certification) and accept program terms.
3. Employ at least two Certified Professionals in one or more product area(s)

Example: A Preferred partner who holds a networking hardware competency has two Networking Certified Professionals on staff. They should complete the Competency application for approval, as they are eligible for the Deployment Services Competency.

### **If I'm interested in getting the Competency, what are the next steps?**

1. Register your company at the [Dell Certification Portal](#). All additional actions will be performed by logging into this portal and navigating from there.
2. Have your Certified Professionals register at the portal as well. You will be able to track their progress on this site and they will be able to access the trainings, study guides and exams from this site.
3. After meeting the requirements listed in the previous Q&A, submit a Deployment Competency Application. After the application is approved you will have access to the program tools and resources through the portal.

### **If a Certified Professional leaves my company and only one certified individual remains, is there a grace period in which I can have a replacement certified individual before losing my Deployment Services Competency?**

Yes. You will need to have a replacement certified individual within 3 months to maintain the competency. In the interim, only the remaining Certified Professional can perform Dell deployments.

### **What benefits are available to partners who attain a Deployment Services Competency?**

Benefits include:

- Make deployments easier
- Reduce planning time
- Stay informed of latest technical issues and remedies

With a Deployment Services Competency, partners can:

- Opt out of mandatory deployments
- Co-deliver ProDeploy
- List status on Find-A-Partner

### **Where can I get more information about the Competency program?**

Visit Services Competency on [PartnerDirect](#) or view the PartnerDirect [program guide](#).