Frequently Asked Questions
HP Certified Professional Program

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Credentials – Website navigation questions

- **Why has the HP Certified Professional Program changed the way I find credentials? What happened to “CertPro”?**
  In our continuing efforts to improve your experience, HP has replaced CertPro with a new easier-to-use global program interface.

- **I am new to the program. How do I find the right credential for me?**
  If you are unsure which credential is the best choice for you and your job role, then visit the “Credential search” page. This page will allow you to select a job role, then specify a technology and a list of suggested credentials that meet your criteria will be provided to you.

- **Is there more than one way to find a credential?**
  Yes, there are three ways to locate a credential via the website:
  1. “Credential search” page. This page will allow you to select a job role, then specify a technology and a list of suggested credentials will be provided to you.
  2. “Program overview” page. This page allows you to view available credentials by program level within a job role (focus area).
  3. “View all credentials” page. If you are familiar with the program and know the name of the credential you are trying to locate, this page is for you! All available program credential links are shown, organized by job role within each technology family.

- **Where can I view all credentials available in the program?**
  Visit the “View all credentials” page to see a comprehensive list of all program credentials organized by job role within each technology family.

- **How do I know that the credential I have chosen is an “active” credential?**
  The only credentials that you are able to acquire are “active” and “transitional” credentials… and these are the only ones that will result from a credential search, whether you use the traditional “Credential search” page, the “View all credentials” page or access the credentials via the “Program overview” page.

  It is easy to distinguish between an “active” and a “transitional” credential. All “transitional” credentials have the qualifier “– transitional” included after the credential name. Those credentials that do not have that qualifier should be considered to be “active”.

- **What are the steps to become certified?**
  You will find the Steps to Certification on the Americas HP Certified Professional website at: www.hp.com/go/certification/americas

**Credentials search page**

- **On the “Credential search” page do I have to select both a job role and a technology?**
  Yes, you must make a selection from both areas. After each selection, be sure to click on the down arrow and a description will appear below your selection. Then click the “View credentials’ button to view the credentials that meet your criteria.

- **When I click the “View credentials” button on the “Credential search” page, what will I see?**
  You will be provided with a list of credentials that meet the criteria you have specified. These credentials will be links that will take you to the respective “Credential requirements” page for each credential.
• What is the purpose of the Program Architecture chart on the “Credential search” page?
The architecture chart is provided as a reference and shows you what focus area the credentials that meet your criteria are positioned within. It also gives you an overall view of the HP Certified Professional Program.

Credential requirements page

• On the “Credential requirements” page, what are the tabs on the left?
The tabs on the left represent the requirements you will need to complete to acquire the credential. You may see a prerequisite tab, one or more core requirements tabs and, in some cases, also an electives tab. Clicking on each of these will provide you details about each particular requirement to earn that credential.

• There is a notation on the credential requirements page for the credential that I am interested in, that says this credential is “not supported” in my region. Can I still acquire this credential?
Yes, if you fulfill the requirements you can still acquire this credential. However, be aware that this credential has no specific training available in your region and this credential may not be applicable to any specific programs in your region.

• What are “electives”?
Electives are exam requirements that offer you a choice in the overall credential requirements. Electives add modularity to the credential by allowing you a level of flexibility…you can choose which skills requirements (with regards to a product, technology or solution skill) best fit your job role.

• When I click on the “Exam number” link, where does it take me?
The “Exam number” link will take you to the Exam Preparation Guide or the Exam Data Sheet for that particular exam.

• Where does the “Exam registration” link take me?
Clicking on the “Exam registration” link will provide you information about the type of exam you have selected and provide you access to either “register for” a Test Center exam, or to “register for and take” a Web-based exam.

• On the “Credential requirements” page, why are there separate training tabs for Americas, Europe, Middle East and Africa, and Asia Pacific?
Whereas the requirements for a specific credential are consistent for all HP Certified Professionals worldwide, the training or courseware available for that credential varies per region. Therefore, the tabs give you a focused view of the courseware available for your particular region.

• How do I find the course description, schedules and how to register for a recommended training?
On the “Credential requirements” page, once you click on a requirement tab, the exams are displayed in the left column with the supporting training courses for those exams displayed in the right column. Click on the link for course you are interested in. This will take you to a course description page and/or information on how you can access that training.

• What does the course code link to?
Because training varies from region to region, the course code link is determined by the region. Most regions link to a course description page from which you can launch the course. If not, the course code link will take you to a page from which you will be able to locate the appropriate training.

• Am I able to see and print out all the requirements for a specific credential?
Yes. For a comprehensive look at all the requirements click on the “View or print all requirements” button (just above the requirements chart) on the “Credential requirements” page for the credential you are interested in.

Exams and training

- How do I find out more about training courses and required exams?
  First locate a specific credential by going to the “Credential search” page, the “Program overview” page or the “View all credentials” page. Once you have arrived at your “Credential requirements” page, click on one of the requirements tabs on the left. This will show a list of exams in the left column and supporting courses in the right column. Follow the links for more information.

- Is there a new process for locating and registering for a Test Center exam?
  The registration process itself remains the same, but the way you now access the registration site from the HP Certified Professional Program website has changed. Simply locate the credential you wish to acquire. Then, on the “Credential requirements” page, click on a requirements tab. There is an “Exam registration” link for each exam. Once you click on that link you will be taken to a page from which you can proceed to register for the exam.

  If you already know the name and number of the exam you wish to take, click on the “View and register for exams” link on the left-hand navigation bar under the “Certification program overview” heading.

- Is there a new process for locating, registering for and taking a Web-based exam?
  The process itself remains the same, but the way you now access the site where you register and take the Web-based exam from the HP Certified Professional Program website has changed. Simply locate the credential you wish to acquire. Then, on the “Credential requirements” page, click on a requirements tab. There is an “Exam registration” link for each exam. Once you click on that link you will be taken to a page from which you can proceed to register for and take the exam.

  If you already know the name and number of the exam you wish to take, click on the “View and register for exams” link on the left-hand navigation bar under the “Certification program overview” heading.

- Do all exams have preparation guides?
  Yes. The preparation guide for a Test Center exam is called an “Exam Preparation Guide” (EPG), whereas the guide for a Web-based exam is called an Exam Data Sheet (EDS).

- Where do I find the Exam Preparation Guides (EPG) and Exam Data Sheets?
  Access to these guides is via the “Exam number” link displayed on the requirements tab of the “Credential requirements” page.

- Some exams IDs start with HP2, some with HP0. What does this mean?
  There are two basic types of exams: “Test center exams” (exams starting with prefix HP0-XXX) and “Web-based exams” (exams starting with prefix HP2-XXX). The certification for which you are testing determines the type of exam required.

- How do I register and pay for an exam?
  For detailed information about registering and paying for an exam, please visit the “How to locate and register for or take an exam” page.
• **How many chances do I have to take an exam?**  
For detailed information about the HP Certified Professional Program exam retake policies visit the “Exam retake policies” page.

• **Do I have to take the recommended training?**  
Training is not a requirement to acquire a credential. HP credentials are granted based upon passing the exams necessary to prove knowledge and skill levels. Certification exams test proficiency in skills normally developed through hands-on practice. Training is available to help develop these skills, but attendance in training courses is not required. However, the hands-on skills that are tested in the exams are best developed in the courses provided as part of the program framework. HP highly recommends that candidates take the courses associated with each exam or have equivalent hands-on, on-the-job experience.

• **How do I register for a training course?**  
First determine which credential you wish to pursue. On the “Credential requirements” page for that credential, click on the requirements tabs and the corresponding training will be listed in the right-hand column. There is a different tab for each region’s training... be sure that you are looking at the correct region for you. For details about the available courses, click on the course links.

• **If training is not available in my region, can I still acquire the credential?**  
Yes, you may still acquire the credential. However, be aware that this credential, once acquired, may not be applicable to any specific programs in your region.

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**Additional general FAQs**

• **What is a Personal Profile?**  
Your Personal Profile is a personal record that contains the information you provide to the HP Certified Professional Program prior to obtaining your first credential. It is very important that you keep your profile current, as the program uses this information to inform you of important program updates and information vital to you as an HP Certified Professional.

• **How do I update my Personal Profile?**  

• **How do I obtain a Student ID?**  
Please visit the following site [http://www.hp.com/certification/americas/student_id.html](http://www.hp.com/certification/americas/student_id.html) to get instructions.

• **How do I retrieve my Student ID if I have lost or forgotten it?**  
Please visit the following site [http://www.hp.com/certification/americas/student_id.html](http://www.hp.com/certification/americas/student_id.html) to get instructions.

• **If an error appears on my certificate, how do I get this corrected?**  
  • Send an email to the Americas HP Certified Professional Program at certification.americas@hp.com

• **How do I confirm my standing in the HP Certified Professional Program?**  
  • In the Americas go to [www.hp.com/go/certification/americas](http://www.hp.com/go/certification/americas) and log into the Member site.
• **What does “Job Role” mean?**
The term “job role” (or “focus area”) specifies the type of work that an individual does. Within our program the “focus areas” or “job roles” are as follows (examples of these are shown in parenthesis):

- Sales (Account Manager, IT Sales Representative, Relationship Manager)
- Presales (IT Presales Consultant, IT Solutions Architect / Designer)
- Systems Integration (Solution Implementer, Support Engineer, Systems Integrator, Systems Engineer)
- Systems Administration (IT System Manager, Systems Administrator)
- Systems Development (Software Developer)
- Hardware Support (Hardware Support Technician, Hardware Repair Technician)

• **What is a “Technology Family”?**
A technology family is a group of technologies, products, or solutions that is similar in nature or related in some manner. The technology families include:

- Business Critical Systems
- Commercial Solutions
- Desktops, Workstations, Notebooks
- Enterprise Solutions
- Imaging and Printing
- Industry Standard Servers
- NonStop Systems
- ProCurve Networking
- Software
- Storage Solutions

• **What is the difference between a “Credential” and a “Certification”?**
A credential is a part of a certification.

A “credential” is the individual expertise that you earn and it shows your competence in particular HP product or solution. Two examples of credentials are: “ASE · HP Integrity Server Systems [2006]” and “CSE · HP OpenVMS v8”.

A “certification” is a broader term. It indicates the “level” in the program which you have achieved by earning a credential. Examples of certifications are “HP Accredited Systems Engineer (ASE)” and “HP Certified Systems Engineer (CSE)”. Each certification level is represented by an insignia that an individual can proudly display.

To put this more into perspective, an individual might proudly say: “I am an HP Certified Professional who holds the certification of Accredited Integration Specialist because I have earned the AIS · HP Integrity Servers [2005] credential.”

• **Why do some credentials have what seems to be year designators in brackets and some don’t?**
Recently, the HP Certified Professional Program has dictated that all new (and some existing) credentials will include either a “year designator” or a “version designator,” ensuring that the latest available credentials are easily recognized:

**Year designator:** AIS · HP Integrity Server Systems [2006]

**Version designator:** CSE · HP OpenVMS v8

If you locate a credential that has neither a year nor a version designator, then it was probably created before this policy went into effect.
• What do the terms “Sales”, “Presales”, “Systems Integration”, “Systems Administration”, “Systems Development” and “Hardware Support” mean?
These terms represent the six “focus areas” or “job roles” within the HP Certified Professional Program. For a detailed description of each job role, visit the Program overview page or the Technology family and job role descriptions page.

• What is a “credential upgrade path”?  
Credential Upgrade Paths are the paths between credential versions that help you easily upgrade to the latest version of your credential. For more information about credential upgrade paths, visit the “Recognizing the latest version of a credential” page.

For more information
If you have any further queries, please feel free to contact the Americas HP Certified Professional Program Office for assistance: http://www.hp.com/certification/americas/contact.html