



Channel Operations
May 2018

Partner Training Overview

Summary of our training offering

- [Access the Partner Learning Center](#)
- [Sales Accreditations](#)
- [Services certifications](#)
- [Support.quest.com](#)
- [Virtual demos, online demos & trial keys](#)
- [Services Certification Maps](#)

Partner Circle Levels and Requirements

Program Requirements

- **Revenue** performance within lines of business (LOB)
- **Flexible training** requirements per LOB for program membership
- Business Plan required for Gold & Platinum partners

Unique status (across LOBs)	Registered	Silver /+	Gold /+	Platinum /+
Zone 1: Min. annual rev. ¹	-	\$50K ²	\$250K	\$500K
Zone 2: Min. annual rev. ¹	-	\$25K ²	\$125K	\$250K
Sales Accreditations ³	-	1 accreditation (2 sales + 2 presales certificates)	1 accreditation (4 sales + 4 presales certificates)	2 accreditations (4 sales + 4 presales certificates)
Services Certification ⁴	-	Varies by LOB		
Business Plan	-	-	Yes	Yes

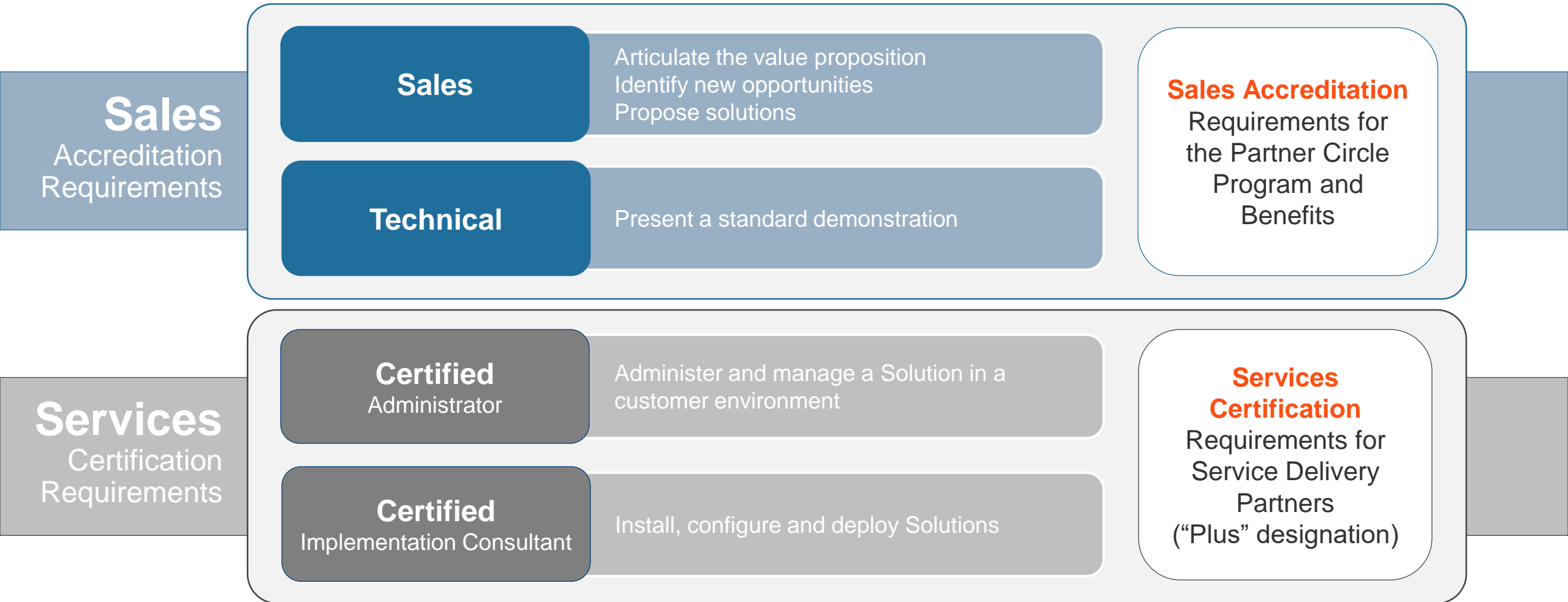
¹ Total invoiced revenue, minus internal use. All revenue types and Routes to Market. Includes influenced deals / Zone 1 & Zone 2 defined on the Program page on Partner portal.

² Waived the first year. Registered partners can be promoted to Silver by completing the Sales Accreditations requirements. Any Silver partner will need to reach \$25/50k to maintain their status after the first year.

³ The same individual can hold both a Sales certificate AND a Presales certificate. We are asking for a minimum of 2, 4 and 4 individuals (not 4, 8 and 16).

⁴ Only required to get to "Plus" statuses. Refers to the number of unique certification type obtained or the number of consultants certified.

Partner Enablement Framework



Note: Although Proof of Concept information is presented in relevant Presales courses, for partners to deliver a Proof of Concept, Services level training is required.

Delivery



Online



Instructor Led

Program eligibility



Eligible



Not Eligible

Audience

PRE/SALES

SERVICES


1

Access the Partner
Learning Center

Training section

Quest + ONE IDENTITY

Home ▾ Deal Registration ▾ Partner Program ▾ Sales/Marketing ▾ **Training ▾** Support ▾



Overview
Sales Accreditations
Services Certifications
▪ Instructor-Led
 Training Calendar
▪ Practical
 Examinations

- **Overview**

Gives an overview of all our training options, including links to the Partner Learning Center and supporting materials

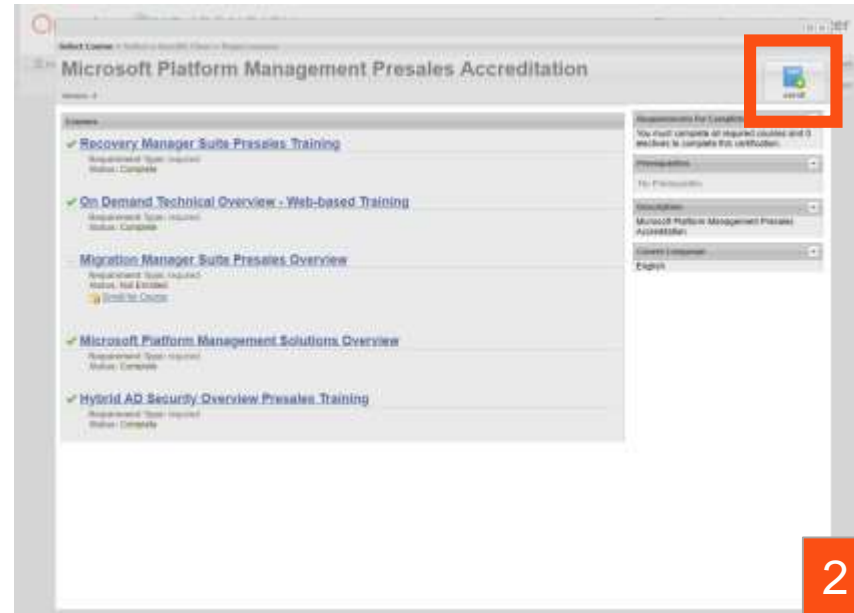
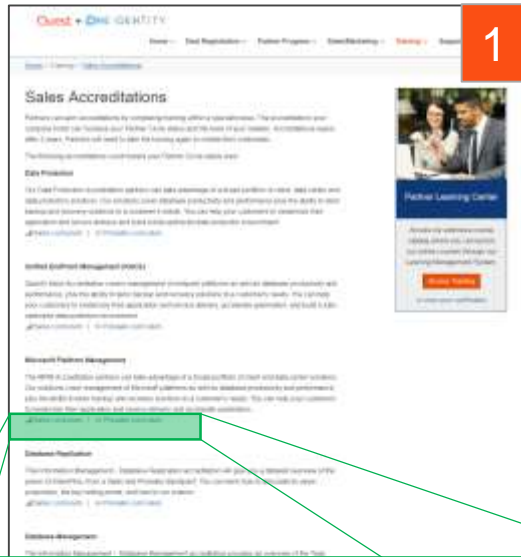
- **Sales Accreditations**

Sales accreditations are comprised of both sales and presales tracks. Partners can earn accreditations by completing training within a specialist area. The accreditations your company holds can increase your Partner Circle status and the level of your rebates. Accreditations expire after 3 years.

- **Services Certifications**

Deployment consultants can earn certifications by completing Implementation or Administration trainings. This allows partners to deploy themselves critical applications where we would normally require a Quest or One Identity Professional Services consultant to be hired, resulting in additional margin for the partner.

Enroll in a curriculum to take courses

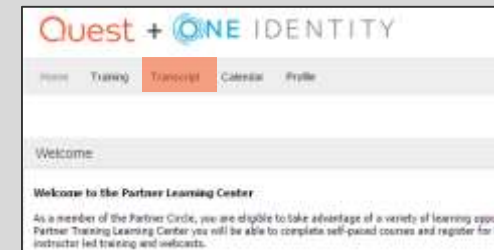


Backup and recovery solutions to a customer's file application and service delivery and build a fully-
[Sales curriculum](#) | [Presales curriculum](#)

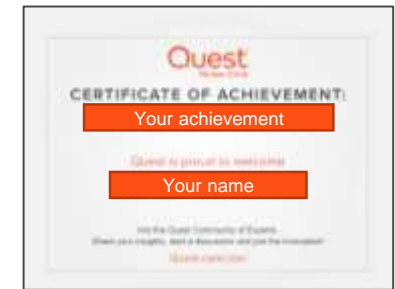
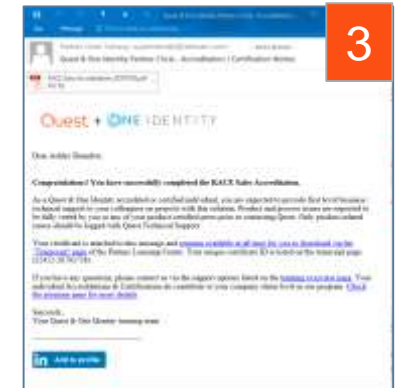
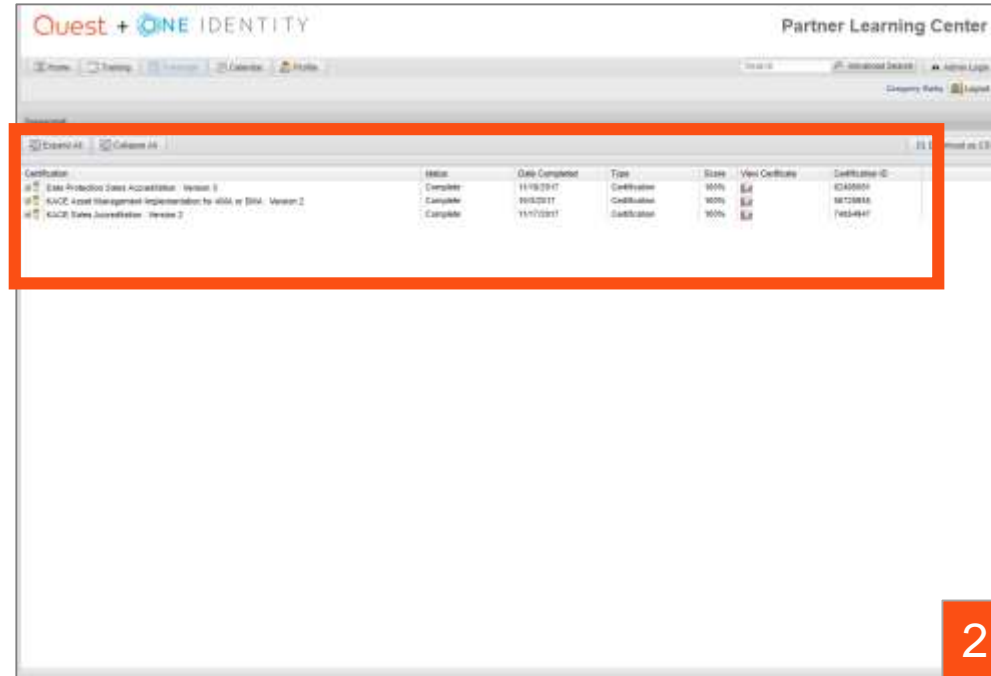


www.quest.com/partnerlearningcenter

Once successfully completed, trainings move from the "Available" section on the homepage to the "transcript" page.



Check your completed courses & certificates



www.quest.com/PartnerTranscript

For each completed curriculum, you will also receive an email confirmation. Your certificate will also be automatically emailed to you.



Check the trainings completed in your company

If you are looking for a broader overview of who your Accredited (Sales / Presales) & Certified (Services) team members are, simply go to the **Account Profile page** and check the Program Information section.

Check your company profile today!

>> https://partners.quest.com/English/Reseller/profile/account_profile.aspx

Quest + ONE IDENTITY

Home - Deal Registration - Partner Program - Sales/Marketing - Training - Support

Home - Account Profile

Account Profile

Please update your company profile below as needed. All fields marked with an asterisk (*) are required.

[Manage Team Members](#) [Add a Team Member](#)

Company Details

Business Information

Program Information

Partner Tier: Gold | Distributor: Partner EDC

Accreditations & Certifications	Team Member
Data Protection Sales Accreditation	Sobetha Soyars
Data Protection Sales Accreditation	Amanda Chen
Data Protection Sales Accreditation	Gregory Ratty
S&S Sales Systems Administration Certification	Christopher Austin
KACE Sales Accreditation	Gregory Ratty

[Update your Account Profile](#)

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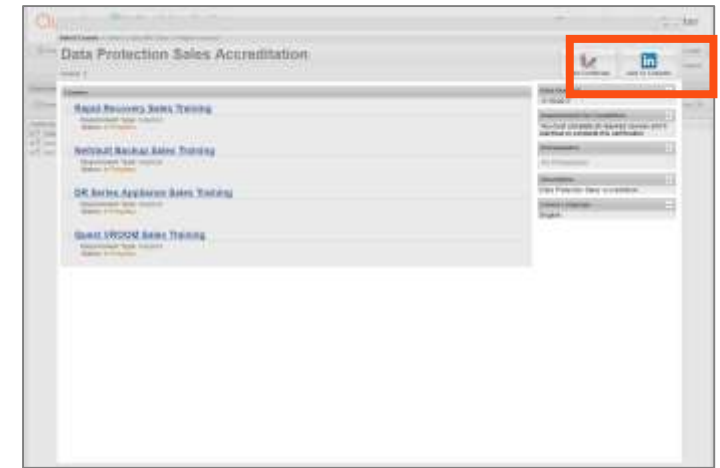
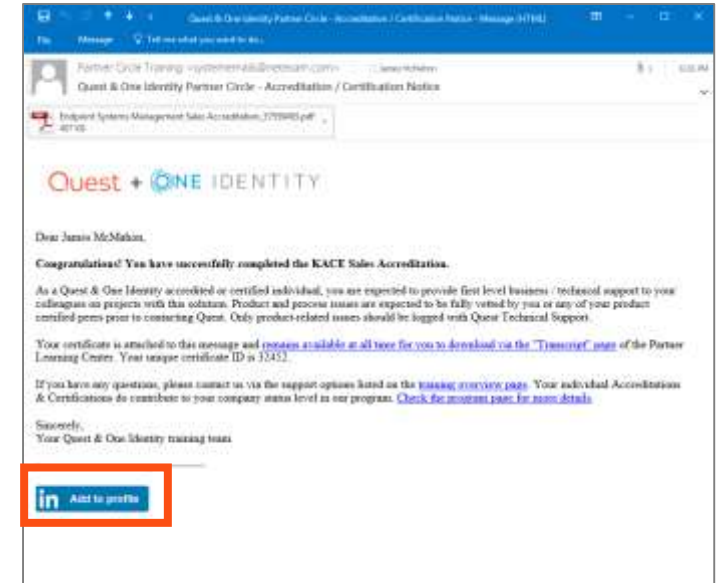
Contact Us
4 Pismo Way
Palo Alto, CA 94301
+1.888.786.0226

Promote your skills on LinkedIn

Do not miss out on a chance to update your online resume: LinkedIn!

In your personal completion notification, you will find a link & all the required information so you can post your latest accreditation or certification onto your LinkedIn profile.

This button is also available from the individual learning paths.



Frequently Asked Questions

- **Q : Are all accreditation trainings free of charge and on Demand ?**

A : Yes. Quest & One Identity sales accreditation trainings are free of charge.

- **Q : I successfully completed an accreditation, when will I receive the confirmation ?**

A : You will receive an automated email listing the transcript of the courses you completed. When your company has reached the required number of accredited individuals, you will receive a notification welcoming you as part of this community.

- **Q : Where can I find a list of accredited partners?**

A : On the partner portal, accredited partners can be found via the "[Partner Locator](#)".

Account administrators can edit some fields via the [account settings](#) page.

- **Q : Can I use a single Partner Circle account for all my students ?**

A : No, you will need to create an account for each student, so we can track their individual transcript. We can NOT transfer a training completion from one user to another.

To create a new account, log into the [Account settings page of the Partner Portal](#) and select "Add users".

- **Q : How many individuals need to be trained so my company gets promoted ?**

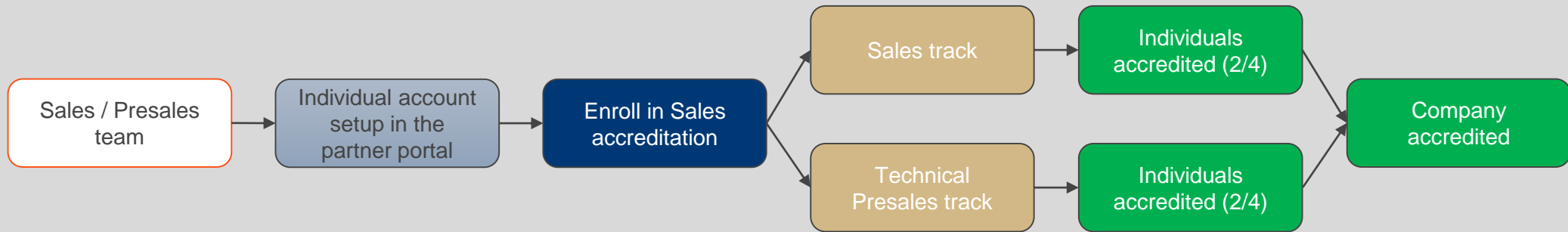
A : [Please refer back to the program requirement slide.](#)

2

Sales Accreditations

Sales and Presales tracks for Data Protection, Unified EndPoint Management (KACE), Platform Management (MPM), Information Management and One Identity

Sales Accreditations path



Partners can earn accreditations by completing training within a specialist area. The accreditations your company holds can increase your Partner Circle status and the level of your benefits. The most vested and committed partners who complete multiple accreditations get more rewards.

There are two levels of training requirements.

- For the **Silver level**, partners can be awarded a company-level accreditation when **two sales certificates and two technical presales certificates** (can be the same 2 individuals) are earned in a given solution.
- For the **Gold & Platinum level**, partners can be awarded a company-level accreditation when **four sales certificates and four technical presales certificates** (can be the same 4 individuals) are earned in a given solution.



Accreditation Requirements

	Required courses for Sales (2/4)	Required courses for Presales (2/4)
<p>Data Protection (~4hrs / ~8hrs)</p>	<ul style="list-style-type: none"> Rapid Recovery Sales Training NetVault Backup Sales Training DR Series Appliance Sales Training QoreStor Sales Training – Coming in Q2 <p>Get started!</p>	<ul style="list-style-type: none"> Rapid Recovery Presales Overview NetVault Backup Presales Training DR Series Appliance Technical Presales Training QoreStor Presales Training – Coming in Q2 Foglight for Virtualization Presales Training Data Protection Portal Overview Training <p>Get started!</p>
<p>Unified Endpoint Mgmt (KACE) (~3hrs / ~4hrs)</p>	<ul style="list-style-type: none"> KACE: Systems Management Appliance (SMA) Sales Training KACE: Systems Deployment Appliance (SDA) Sales Training KACE Solution Portfolio Sales Training KACE: MDM Sales Training Desktop Authority Sales Training Privilege Manager Sales Training <p>Get started!</p>	<ul style="list-style-type: none"> KACE: Systems Management Appliance (SMA) Presales Training KACE: Systems Deployment Appliance (SDA) Presales Training KACE: MDM Presales training KACE: Getting Started with KaaS Training <p>Get started!</p>
<p>Microsoft Platform Mgmt (~3hrs / ~3hrs)</p>	<ul style="list-style-type: none"> ZeroIMPACT Migration Sales Training Hybrid Active Directory Security (HADS): Foundational Knowledge Basics: Active Directory - Sales Training Quest GPO Admin - Sales Training Quest IT Security Search - Sales Training Quest Recovery Manager for Active Directory Forest Editi <p>Get started!</p>	<ul style="list-style-type: none"> Recovery Manager Suite Presales Training On Demand Technical Overview Migration Manager Suite Presales Overview Microsoft Platform Management Solutions Overview <p>Get started!</p>

We are vastly refreshing our online trainings. Courses greyed out are either (1) required but not yet deployed or (2) elective. Students completing Accreditations where courses are not yet released will NOT be asked to re-validate their Accreditation(s) when the remaining courses are deployed.

Accreditation Requirements

	Required courses for Sales (2/4)	Required courses for Presales (2/4)
One Identity - Identity Governance	<ul style="list-style-type: none"> Identity Governance Get IAM Right Elevator Pitch Identity Governance - Assessment Test <p>Get started!</p>	<ul style="list-style-type: none"> Identity Manager Value Proposition Introduction to Data Governance <p>Get started!</p>
One Identity - Access Management	<ul style="list-style-type: none"> Access Management Get IAM Right Elevator Pitch Access Management - Assessment Test Introduction to Identity Manager <p>Get started!</p>	<ul style="list-style-type: none"> Active Roles Technical Overview Cloud Access Manager Technical Overview <p>Get started!</p>
One Identity - Privileged Management	<ul style="list-style-type: none"> Privileged Access Management Get IAM Right Elevator Pitch Privileged Access Management - Assessment Test Privileged Management - Value Prop <p>Get started!</p>	<ul style="list-style-type: none"> Total Privileged Access Management (TPAM) – Value Proposition Safeguard for Privileged Passwords Technical Overview <p>Get started!</p>

Accreditation Requirements

	Required courses for Sales	Required courses for Presales
Database Replication (~1.5 hrs)	<ul style="list-style-type: none"> SharePlex Product Overview Sales Training <p>Get started!</p>	<ul style="list-style-type: none"> SharePlex Technical Pre-Sales Training <p>Get started!</p>
Database Management	<ul style="list-style-type: none"> Toad DBA Suite for Oracle: Product Overview Toad DataPoint: Feature Functionality <p>Get started!</p>	<ul style="list-style-type: none"> Database Management Tools Data Preparation Solutions DevOps Solution <p>Get started!</p>
Database Performance Monitoring	<ul style="list-style-type: none"> IM Whiteboard Overview Personas DBA Personas DEV Foglight for Databases: Feature Functionality Spotlight: Feature Functionality Selling Foglight Selling Spotlight <p>Not available</p>	<ul style="list-style-type: none"> Foglight Foundation Value Proposition Foglight Foundation User Interface Navigation and Usage

We are vastly refreshing our online trainings. Courses greyed out are either (1) required but not deployed just yet or (2) elective. Students completing Accreditations where courses are not yet released will NOT be asked to re-validate their Accreditation(s) when the remaining courses are deployed.



3

Services Certifications

Increase Profitability with Services

Choose the option that works best with your business strategy to maximize your business and to help design the right solution for your customers.

Partner Led Delivery

- Generate Revenue
- End to End Customer Ownership
- Develop Quest Expertise

Joint Services Engagement

- Teaming for Success
- Relationship Building
- Best Practice Sharing

Quest Led Delivery

- Resale to Increase \$\$
- Domain Experts
- End User Training Delivery

Achieve Higher Customer Satisfaction

Partner Services Training and Certification Program

Implementation Certification

- One Identity Active Roles (ILT available)
- One Identity Implementation
- Change Auditor (ILT available)
- Coexistence Manager for Notes
- Foglight for Virtualization
- GroupWise Migrator for Exchange
- KACE SMA/AMA Core Implementation – Basic Setup & Initial Configuration
- KACE Asset Management Implementation for AMA or SMA – Future
- KACE SMA Implementation – excludes Service Desk – Future
- KACE SMA Service Desk Implementation - Future
- Migrator for Notes to Exchange
- Migration Manager for Active Directory (ILT available)
- Migration Manager for Exchange (ILT available)
- Rapid Recovery
- Recovery Manager for AD Forest Edition

Administration Certification

- Rapid Recovery
- DR Series
- NetVault

Questions? Contact

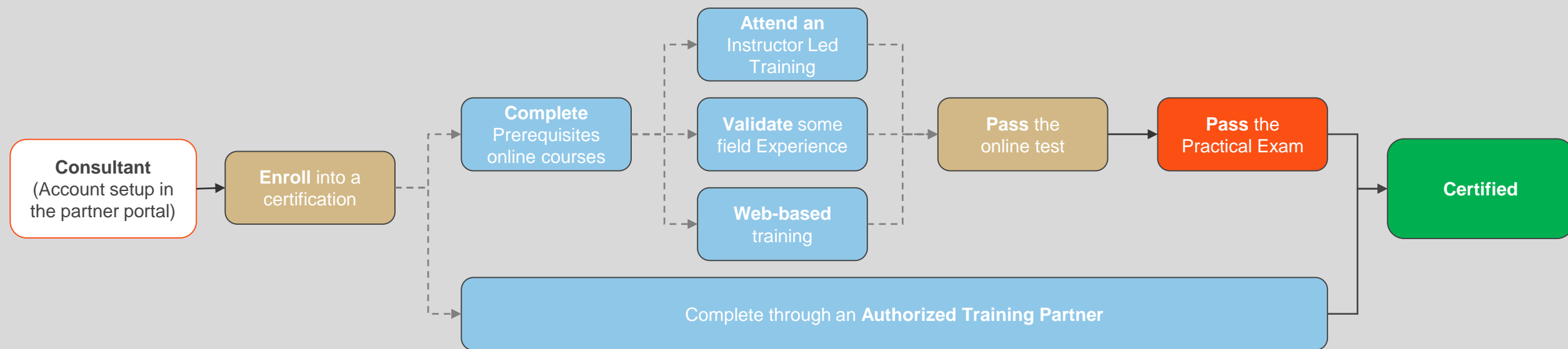
- Partner Enablement
partnertraining@quest.com
- Your Channel Account Manager

Services Certification path

Required, online, free of charge

Requirements vary by certification

Required for implementation certifications



- **Web based tests & trainings** are available for free via the Partner Learning Center.
- The schedule for our **Instructor-Led-Training** is posted on our partner portal. You can book a seat from the [ILT page](#). The cost will vary based on the training course. You will need to travel to a selected location and have completed the online prerequisites first.
- The **practical exam** takes place in a virtual environment & monitored by a proctor. You can book the exam [from the partner portal](#). You can take the exam from your desk.
- We also offer **Virtual Labs** for free if you want to practice further during your training. Check our portal for more info.



Get certified!

Pick the Solution that matters to you and enroll.

- Some certifications can be completed online for free via our Partner Learning Center. You may have to validate your skills during a Practical exam.
- Some certifications are delivered via an Authorized Training Partner.

We want the certification process to be as smooth and affordable as possible. While we still offer In-Person trainings, we always offer virtual options as well.



The screenshot shows the 'Services Certifications' page on the Quest One Identity website. The page is titled 'Services Certifications' and includes a navigation bar with links for Home, Our Registration, Partner Program, Sales/Marketing, Training, and Support. Below the title, there is a section for 'Partner Learning Center' with a video thumbnail and a 'Join Training' button. The main content area is divided into three sections: 'Microsoft Platform Management', 'Data Protection & KACE', and 'Information Management'. Each section contains a table of certifications with columns for 'Certification name', 'Exam', and 'Skills validation'. The 'Microsoft Platform Management' section lists certifications such as 'Azure Manager Implementation', 'Exchange Public Implementation', and 'SharePoint Manager for Lists Implementation'. The 'Data Protection & KACE' section lists certifications like 'TSP System Administration', 'Network Administration', and 'KACE Backup Management Implementation'. The 'Information Management' section lists certifications such as 'Exchange Federation Implementation' and 'SharePoint for Outlook Administration'. The 'One Identity' section is partially visible at the bottom.

Frequently Asked Questions

When to engage ?

- **Q : When should a partner engage with PSO rather than training an internal consultant ?**
A : It is a partner decision. It is usually more efficient to factor the PSO cost in a project VS maintaining internal skill that hardly gets used.
- **Q : When should a partner train an internal consultant rather than contracting PSO ?**
A : It is a partner decision. When the Partner consultant (that was trained by our team) gets certified, the partner is then able to bill that consultant for customer work to add to their profitability. It is a solid return on their original investment.

How to engage ?

- **Q: Is there a required minimum number of students per Instructor-Led session ?**
A: YES, if there are fewer than 4 students in a session, Quest will cancel and refund the students 10 days prior to the course date.
- **Q : My partner has a deal that implies they get trained on a solution ASAP. Can we create a session ?**
A : The PSO team has extremely limited resources with a full planning for months in advance. You may ask for an extra session if conditional to the success of a LARGE deal (documented in your Deal Registration) for 4 students or more.
- **Q : Can Quest deliver trainings at a partner facility ?**
A : No, trainings & certifications are not delivered on site.
- **Q : I took an ILT. I need a receipt to claim my expenses**
A : The PSO organizer can issue this document for you.
- **Q : How can I get an invoice for my trainings / practical Exam ?**
A : Send an email to cs@cleverbridge.com with your booking ID.

Frequently Asked Questions

- **Q: How can I check which courses I have completed?**

A: You can check on your course completions in the Partner Online Learning Center by following the instructions below.

1. Open the Partner Online Learning Center. On the main page, click Transcript.
2. In the Search box, enter the course code you would like to confirm, and then click the magnifying glass. If you have already completed the course it will be marked as complete.
3. Complete all incomplete courses and be sure to take the assessments to get credit.

- **Q : Can the Exam be booked together with the training ?**

A : No. Consultants might need to do some homework in between the training and the actual exam.

- **Q : I'd like to know the Q&A of the Exam in advance so I can guide the assistance during the course. Where can we get it ?**

A : We're not authorized to circulate the Q&A of our tests.

- **Q : I successfully completed a Services training / exam, will I receive a certificate ?**

A : Your certificate will be available for download and printing from the **Partner Circle Learning Center** within approximately 7 days.

Any other question ? Please contact your Channel Account Manager or PartnerTraining@quest.com

Professional Services (PS)



Some of our products **require** PS. This would be displayed on your price list. Not following this rule will lead to deal / order cancellation.

- Scoping must be done by the PS engagement team (services@quest.com or ServicesInquiry@oneidentity.com)
- For booking Professional Services you will need to sign a STATEMENT OF WORK (SOW) or Services Order Form (SOF) in addition to raising a PO.
- In some cases A PS waiver can be given. This is internal approval to process your license PO without an order for professional services. Your partner manager will assist in obtaining this.

Common reasons for getting a PS waiver are:

- Add on licenses- already bought and installed products
- A certified person from the partner will do the install
- You sign a liability statement

Services-Required Products

- **Microsoft Platform Management**

- Archive Manager
- Coexistence Manager for Notes
- Coexistence Manager for GroupWise
- GroupWise Migrator for Exchange
- NDS Migrator
- Notes Migrator for Exchange/Migrator for Notes to Exchange
- Migration Manager for Active Directory
- Migration Manager for Exchange
- Migration Manager for PST's
- Recovery Manager for Active Directory Forest Edition
- Migration Manager for SharePoint

- **Data Protection**

- NetVault (deals >25K USD)
- Foglight for Virtualization

- **Unified EndPoint Management (KACE)**

- Quickstart required on all new appliance sales

- **Monitoring & Database**

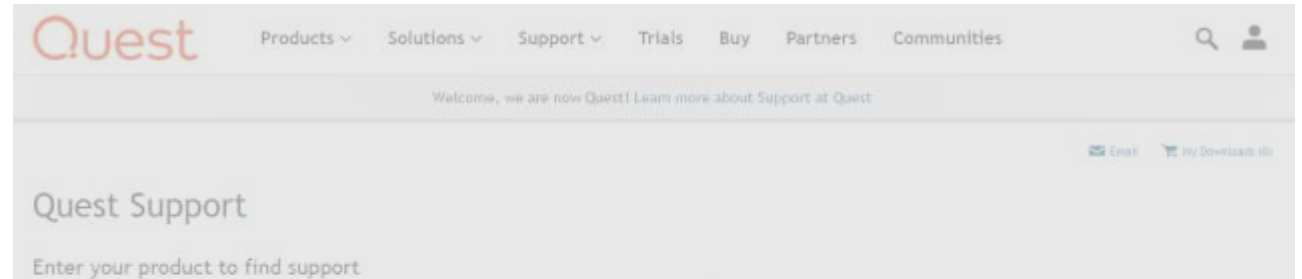
- Foglight
- Foglight Performance Analysis for Oracle
- Foglight Performance Analysis for DB2
- Foglight Performance Analysis for SQL Server
- SharePlex
- Stat
- Kitenga











4

Support.quest.com

Knowledge Base, Technical Documentation, Professional Services,
Video Tutorials and more

support.quest.com



Knowledge Base  Troubleshoot your issue	User Forums  Connect with your peers	Download Software  Download new releases and hot fixes	Technical Documentation  Read release notes, guides and manuals	Video Tutorials  Watch how-to's on complex topics
Contact Support  Create request or see phone number	Manage License & Services  Get licensing assistance	My Account  Manage your support account	Professional Services  Receive expert assistance	Training & Certification  Continue product education

Transitioning to Quest Support
Our support site has a new look and a new logo but the same great service.

Support Guide
Find everything you need to know about our support services and how to utilize support to maximize your product investment.

NEW! Partner Support
Everything our Partners need for effectively engaging with Quest Software Support.

Support Services
Find the right level of support to accommodate the unique needs of your organization. Each program provides exceptional value driven by our relentless commitment to customer satisfaction.

Renew Support
The Quest Software Support Renewals team can assist you with questions regarding your Support Maintenance contract or upgrading to another support offering.

Archive Manager
Quest Support is now on Twitter!

Active Administrator
Quest Support is now on Twitter!

Authentication Services
Quest Support is now on Twitter!

Recovery Manager for Exchange
Quest Support Product Release Notification - Recovery Manager for Exchange 5.8

5

Virtual demos, online
demos & trial keys

Software Evaluations

The screenshot displays the Quest + ONE IDENTITY website. The main navigation bar includes links for Home, Deal Registration, Partner Program, Sales/Marketing, Training, and Support. A dropdown menu for Sales/Marketing is open, showing options for MDF & Incentives, Quest, One Identity, and Software Evals. The Software Evals link is highlighted in orange. The main content area features sections for Software Evaluations, Online Demo Center, Partner Trial Keys, and Virtual Lab. A video player for 'Learn How to Register a Deal' is visible at the bottom left. A woman's face is partially visible in the background of the website.

Quest + ONE IDENTITY

Home ▾ Deal Registration ▾ Partner Program ▾ Sales/Marketing ▾ Training ▾ Support ▾

MDF & Incentives
Quest
▪ Solutions
▪ **Software Evals**

One Identity
▪ Solutions
▪ **Software Evals**

Software Evaluations

We want you to become experts in our products and solutions. And we want that process to be as painless and efficient as possible. That's why we offer numerous options for you to test drive our technology and gain the experience you need to help your customers get the most from our offering.

Online Demo Center

The Quest Demo Center provides a cloud platform offering a range of solution demos from across our portfolio. You can use the tool to get hands-on experience with a Quest product or solution, prepare for customer demos and practice demonstrating solutions in the same way as the Quest sales team. We will provide you with the necessary tools and resources to get experience with the latest product releases. [Request or view demo.](#)

Partner Trial Keys

Quest may offer selected tools to some software licenses to Preferred and Premier partners without charge. For your accounts, we encourage only partners that have achieved a completion certification to be able to access trial keys.

- Not for resale (NFR) keys are for use during internal evaluations and product demonstrations on your own demo lab. All NFR keys have a 30-day expiration date. Trial keys are available to our premier and preferred partners.
- Customer evaluation keys are designed to help you showcase our solutions in your customer engagements. These keys will automatically expire after 90 days. All partners have access to these keys.

Virtual Lab

Preferred and Premier partners have access to a virtual environment where they can practice their skills or prepare for a certification.

To request access to the virtual lab, please contact us.

Learn How to Register a Deal

Quickly learn how to register deals in the new portal. Watch this quick walkthrough to ensure you know how to successfully register opportunities with Quest.

[Watch Now](#)

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Partner Agreement

California
17000
Aliso Viejo, CA 92656
1-800-368-4323

The Software Evaluations pages is a popular way for partners to get familiar with our solutions. Get access to **online demos**, download **trial keys** or try them out in a **Virtual Lab**.



Online Demo Center

Partners can schedule demos online, free of charge, whenever they need them:

- Straightforward interface
- 50+ virtual environment available across all BUs
- Accessible via a browser
- All active partners are eligible
- Participation is tracked for future follow up
- Currently in private beta testing.

[Home > Sales & Marketing > Software Evals](#)

The screenshot displays the Quest + ONE IDENTITY website's 'Online Demo Center' page. The main navigation includes 'Home', 'Deal Registration', 'Partner Program', and 'Sales'. The 'Software Evaluations' section is highlighted with a red arrow pointing to a detailed view of the 'Online Demo Center' page. This detailed view includes a 'Schedule a demo' section with the text 'Chose amongst 50 different online demos hosted within our technology center.' and a green 'Add an environment' button. Below this is a 'Demo Calendar' section with the text 'You have [X] demo scheduled at this point.' and a list of three demo links, each labeled '[Image name] - [Date]'. A second red arrow points from the 'Demo Calendar' section to a screenshot of a virtual desktop environment showing the Quest Asset Manager interface. The desktop environment includes a taskbar with icons for Quest, One Identity, and other applications. The Quest Asset Manager interface is displayed in a browser window, showing the Quest logo and the text 'Asset Manager'. The desktop background is a dark blue color with the Quest logo and the text 'Asset Manager'. The desktop environment also includes a system tray with icons for network, volume, and power. The bottom of the page features a 'Contact Us' section with the address '4 Power Way, Andover, MA 01810' and the phone number '+1-204-334-0179'. The footer includes the copyright notice 'Copyright © 2017 Quest Software Inc. All rights reserved.' and a link to the 'Reseller Agreement'.

Demo keys

Eligible Partners can request trial keys for demo and testing purpose:

- NFR keys: internal evaluations and product demonstrations in your own demo labs
- CE keys: showcase our solutions in your customer engagements

[Home > Sales & Marketing > Software Evals](#)

The screenshot displays the Quest + ONE IDENTITY website interface. The top navigation bar includes 'Home', 'Deal Registration', and 'Partner P'. The main content area is titled 'Software Evaluations' and 'Request NFR Keys'. The 'Request NFR Keys' section contains a list of products categorized into Data Protection, Database Management, End Point System Management, Microsoft Platform Management, and One Identity. An orange arrow points from the 'Partner Trial Keys' section in the left sidebar to the 'Request NFR Keys' section on the right.

Request NFR Keys

- View and select the product(s) you require NFR keys for. If you are interested in a product that is not listed here, please contact us at questnfr@quest.com
- Read and accept the Software License Agreement (SLA) which specifies that:
 - the products are for internal purposes use only - ITU, includes partner training, internal product evaluation, product demonstration
 - the products are not to be installed or used in a customer lab or live environment
- Click Submit

Data Protection

- DR2000v
- Flight for Storage Management
- Flight for Virtualization, Enterprise Edition
- NetVault Backup
- Rapid Recovery Backup and Replication
- vRanger Backup & Replication

Database Management

- Benchmark Factory
- Flight for Oracle Performance Investigator Edition
- Flight for SQL Server SQL Performance Investigator Edition
- Flight Performance Analysis for DB2
- InTrust
- Lifeload for SQL Server
- SharePlex for Oracle

End Point System Management

- Desktop Authority
- RACE Systems Deployment Appliance
- RACE Systems Management Appliance

Microsoft Platform Management

- Active Administrator
- Active Administrator for Active Directory Health
- Active Administrator for Azure Active Directory
- Active Administrator for DMS Management
- Archive Manager
- Asset Manager
- Change Auditor for File (Change Auditor)

One Identity

- Active Roles
- Authentication Services
- Enterprise Single Sign-on
- Identity Manager
- Identity Manager Data Governance Edition
- One Identity Cloud Access Manager
- One Identity Defender

I have read and agree with the terms provided in the Partner Net-For-Resale Key Program Software License Agreement.

Partner Trial Keys

Quest may offer selected net-for-resale software licenses to Preferred and Premier partners. We encourage very partners that have achieved a competency certification to request access to the virtual lab.

To request access to the virtual lab, please contact us.

Virtual Lab

Eligible Partners can request access to our Virtual Lab:

- 50+ fully functional Virtual machines, including the latest versions of our products.
- Access your private lab from your desk for up to 3 consecutive days.

[Home > Sales & Marketing > Software Evals](#)

The image shows a screenshot of the Quest + ONE IDENTITY website. The top navigation bar includes links for Home, Deal Registration, Partner Program, Sales/Marketing, Training, and Support. The main content area is titled "Software Evaluations" and includes sections for "Online Demo Center" and "Partner Trial Keys". A green banner below this section is titled "Virtual Lab" and contains text about partner access. At the bottom, there is a "Learn How to Register a Deal" section with a "Watch Now" button. A red arrow points from the "Virtual Lab" section to a virtual machine window titled "Quest | Asset Manager" which displays a login screen. The footer contains contact information and a copyright notice.

6

Services Certification Maps



Data Protection

DR Series Systems Administration Certification

Course Name	Required	Format
DR Series Systems Administration - Web Based Training OR DR Series Systems Administration – Instructor Led Training		WBT ILT
DR Series System Administration - Test	Y	WBT



DID YOU KNOW?

On the DR Series System Administration Instructor-led course, students will receive lecture in the classroom, but the labs will be through simulations launched from this listed course

NetVault Administration Certification

Course Name	Required	Format
NetVault Backup Administration: Introduction	Y	WBT
NetVault Backup Administration: Basic Operation	Y	WBT
NetVault Backup Advanced Administration: Part 1	Y	WBT
NetVault Backup Advanced Administration: Part 2	Y	WBT
NetVault Backup 11.4.x Product Release Update		WBT



DID YOU KNOW?

For the NetVault Backup Administration entries listed, each one has a web based training and online test. The online tests are required.

Foglight for Virtualization Enterprise Implementation Certification

Course Name	Required	Format
Foglight for Virtualization Enterprise Edition 8.x - Instructor-led Training		ILT
Foglight for Virtualization Enterprise Edition 8.x Implementation - Test	Y	WBT
Foglight for Virtualization Enterprise Implementation - Practical Exam	Y	Virtual
Foglight for Virtualization Enterprise Implementation - Field Experience	Y	FE



DID YOU
KNOW?

To validate your “**Field Experience**”, please engage with your Channel Account Manager and Professional Services contacts.

Rapid Recovery Administration Certification

Course Name	Required	Format
Rapid Recovery Administration - Web-based Training OR Rapid Recovery Administration - Instructor-led Training		WBT ILT
Rapid Recovery Administration - Test	Y	WBT
Data Protection Portal Overview Training		WBT



Rapid Recovery Implementation Certification

Course Name	Required	Format
Rapid Recovery Administration - Web-based Training OR Rapid Recovery Administration - Instructor-led Training		WBT ILT
Rapid Recovery Administration - Test	Y	WBT
Rapid Recovery Implementation - Practical Exam	Y	Virtual
Data Protection Portal Overview Training		WBT





Unified Endpoint Management (KACE)

KACE SMA/AMA Certifications

The Certifications

- The KACE SMA/AMA Core Implementation – Basic Setup & Initial Configuration Certification is Now Available!
- The following Certifications are on the development roadmap:
- KACE Asset Management Implementation for AMA or SMA Certification
- KACE SMA Implementation – excludes Service Desk Certification
- KACE SMA Service Desk Implementation Certification
- Exceptions for partner services delivery approved by regional leaders while the full four implementation certification program is in development.

Proof of Concept (POC)

Partners will learn about POCs in the Presales training. In order to deliver a basic POC however, partners must complete the KACE SMA/AMA Core Implementation – Basic Setup & Initial Configuration Certification.

Parameters

- Completion of a customer implementation may require all categories of certification to be completed to satisfy the customer's implementation requirements based on the complexity of the engagement.
- Once a partner is certified at any given level they need to fully understand the customer's requirements before committing solely to the implementation. Quest resources may be available to supplement the engagement.
- For the KACE course entries listed, each one has a web based training and an online test. The online tests are required.

KACE SMA/AMA Core Implementation – Basic Setup & Initial Configuration Certification

After completion of SMA/AMA Core the partner can deliver a basic setup and initial configuration for SMA and AMA.

Course Name*	Required	Format
KACE – SMA Course 1 – Installing the KACE Systems Management Appliance – Web-based Training	Y	WBT
KACE – SMA Course 2 - Installing the KACE SMA Agent – Web-based Training	Y	WBT
KACE – SMA Course 3 - Appliance Fundamentals – Web-based Training	Y	WBT
KACE – Getting Started with KaaS Training		WBT
KACE – SMA/AMA Core Implementation – Basic Setup & Initial Configuration – Practical Exam	Y	Virtual
KACE SMA/AMA Core Implementation – Basic Setup & Initial Configuration – Field Experience		FE

Notes

- Course 1, 2 and 3 should be taken in this order.
- In order to deliver a basic POC partners must complete the KACE SMA/AMA Core Implementation – Basic Setup & Initial Configuration Certification



DID YOU KNOW?

To validate your “Field Experience”, please engage with your Channel Account Manager and Professional Services contacts.

KACE Asset Management Implementation for AMA or SMA Certification

After completion of SMA/AMA Core Implementation – Basic Setup & Initial Configuration Certification and Asset Management Implementation Curriculum the partner can deliver remote and onsite implementation of AMA or SMA Asset Management.

Course Name	Required	Format
KACE SMA/AMA Core Implementation – Basic Setup & Initial Configuration Certification	Prerequisite	
<u>Asset Management Implementation Curriculum follows</u>		
Course 6: Agentless Device Management	Future	WBT
Course 8: Asset Management	Future	WBT
Course 10: Reporting and Notification	Coming soon	WBT
Course 11: KACE GO Mobile App	Future	WBT
Asset Management Implementation practical exam	Future	Virtual
KACE Asset Management Implementation for AMA or SMA - Field Experience		FE

DID YOU KNOW?

To validate your “Field Experience”, please engage with your Channel Account Manager and Professional Services contacts.

KACE SMA Implementation – excludes Service Desk Certification

After completion of SMA/AMA Core Implementation - Basic Setup & Initial Configuration Certification, KACE Asset Management Implementation for AMA or SMA Certification, and Security and Distribution Curriculum the partner can

Course Name	Required	Format
KACE SMA/AMA Core Implementation – Basic Setup & Initial Configuration Certification	Prerequisite	
KACE Asset Management Implementation for AMA or SMA Certification	Y	
<u>Security and Distribution Curriculum Follows</u>		
KACE – SMA Course 4 Agent Managed Device Security – Web-based Training	Y	WBT
Course 5: Performing Distributions	Y	WBT
Course 9: Vulnerability Scanning (Oval and SCAP)	Y	WBT
Security and Distribution Practical Exam	Coming Soon	Virtual
KACE SMA Implementation - excludes Service Desk - Field Experience		FE

DID YOU KNOW?

To validate your “Field Experience”, please engage with your Channel Account Manager and Professional Services contacts.

KACE SMA Service Desk Implementation Certification

After completion of the Service Desk Implementation certification, the partner can do remote and onsite Service Desk implementations.

Note: If implementation requires work beyond Service Desk, partner must have a Service Desk certified team member and an SMA certified team member on the customer engagement.

Course Name	Required	Format
Service Desk Course(s)	Future	WBT
Service Desk Practical Exam	Future	Virtual
KACE SMA Service Desk Implementation - Field Experience		FE

DID YOU KNOW?

To validate your “Field Experience”, please engage with your Channel Account Manager and Professional Services contacts.



Information Management

SharePlex for Oracle Administration

Course Name	Required	Format
Checking and Configuring Your SharePlex Environment	Y	WBT
Optimizing and Troubleshooting Your SharePlex Environment SharePlex	Y	WBT



Toad

Toad for Oracle Database Administrators (DBAs)

Course Name	Required	Format
Toad for Oracle Fundamentals	Y	WBT
Toad for Oracle DBAs – Change Management	Y	WBT
Toad for Oracle DBAs – Database Maintenance	Y	WBT
Toad for Oracle DBAs – Performance Management	Y	WBT
Toad for Oracle 2016 Product Release Update		WBT

Toad for Oracle Developers

Course Name	Required	Format
Toad for Oracle Fundamentals	Y	WBT
Functional Code Testing and Debugging - Web-based Training		WBT
Functional Code Testing and Debugging - Test	Y	WBT
Version Control and Code Reviews - Web-based Training		WBT
Version Control and Code Reviews - Test	Y	WBT
PL/SQL Profiling and SQL Optimization-Web-based Training		WBT
PL/SQL Profiling and SQL Optimization Test	Y	WBT
Toad for Oracle 2016 Product Release Update		WBT



Platform Management

Change Auditor Implementation Certification

Course Name	Required	Format
ChangeAuditor Deployment, Configuration and Integration - Instructor-led Training	Y	ILT
ChangeAuditor 6.6 - Test	Y	WBT
ChangeAuditor Deployment, Configuration and Integration – Practical Exam	Y	Virtual
Change Auditor 6.9 Product Release Update Training		WBT



Coexistence Manager for Notes Implementation Certification

Course Name	Required	Format
Lotus Notes & Exchange Coexistence Fundamentals - Web-based Training	Y	WBT
Coexistence Manager for Notes 3.6.1 - Web-based Training OR Coexistence Manager for Notes - Instructor-led Training		WBT ILT
Coexistence Manager for Notes - Test	Y	WBT
Coexistence Manager for Notes - Practical Exam	Y	Virtual
Coexistence Manager for Notes Coexisting with Office 365 - Web-based Training		WBT
Coexistence Manager for Notes Coexisting with Office 365 - Test	Y	WBT



Migration Manager - Migrating Office 365 Implementation

Course Name	Required	Format
Migration Manager for Active Directory 8.12 - Test	Y	WBT
Migration Manager for Exchange 8.12- Test	Y	WBT
Migration Manager 8.13 - Migrating to Office 365-Web-based Training	Y	WBT
Migration Manager 8.13 - Migrating to Office 365-Test	Y	WBT
Migration Manager 8.13 Product Release Update Training		WBT



Migrator for Notes to Exchange Implementation Certification

Course Name	Required	Format
Lotus Notes & Exchange Coexistence Fundamentals - Web-based Training	Y	WBT
Migrator for Notes to Exchange 4.12 - Web-based Training OR Migrator for Notes to Exchange 4.12 – Instructor Led Training		WBT ILT
Migrator for Notes to Exchange 4.12 - Test	Y	WBT
Migrator for Notes to Exchange 4.12 - Practical Exam	Y	Virtual
Migrator for Notes to Exchange 4.14 Product Release Update - Web-based Training		WBT



Migration Manager for Active Directory Implementation Certification

The MMAD certification is **only** available through LeadThemConsulting - no longer via the Partner Learning Center.

What's changing?

- The ILT is now a VTC (virtual training center) serving all regions.
 - Every training session is comprised of PowerPoint-driven lectures, “hands-on” labs, and a test at the end of every lab.
 - Each student has access to its own server.
- More frequent / on demand classes for our partners.
- Refreshed training material.

What persists?

- Consultants - with an active partner portal account - will still get the official Quest certificate.



Migration Manager for Exchange Implementation Certification

The MMEX certification is **only** available through LeadThemConsulting - no longer via the Partner Learning Center.

What's changing?

- The ILT is now a VTC (virtual training center) serving all regions.
 - Every training session is comprised of PowerPoint-driven lectures, “hands-on” labs, and a test at the end of every lab.
 - Each student has access to its own server.
- More frequent / on demand classes for our partners.
- Refreshed training material.

What persists?

- Consultants - with an active partner portal account - will still get the official Quest certificate.



Recovery Manager for Active Directory Forest Edition Implementation Certification

The RMAD Forest Edition certification is **only** available through LeadThemConsulting - no longer via the Partner Learning Center.

What's changing?

- The ILT is now a VTC (virtual training center) serving all regions.
 - Every training session is comprised of PowerPoint-driven lectures, “hands-on” labs, and a test at the end of every lab.
 - Each student has access to its own server.
- More frequent / on demand classes for our partners.
- Refreshed training material.

What persists?

- Consultants - with an active partner portal account - will still get the official Quest certificate.





One Identity

Active Roles Implementation Certification

Course Name	Required	Format
ActiveRoles Server Implementation - Instructor-led Training	Y	ILT
ActiveRoles Server - Test	Y	WBT
ActiveRoles Server - Practical Exam	Y	Virtual
AD Administration using the ActiveRoles Server Web Interface - Web-based Training		WBT
ActiveRoles Server 6.8 Product Release Update - Web-based Training		WBT

TPAM Appliance Implementation Certification

Course Name	Required	Format
TPAM 2.5 Appliance Implementation and Administration – Instructor-led Training	Y	ILT
TPAM 2.5 Appliance Implementation and Administration – Test	Y	WBT
TPAM Appliance – Practical Exam	Y	WBT

Identity Manager Implementation Consultant (#IC) Certification

Course Name	Required	Format
Identity Manager 7 Overview and Architecture - Web-based Training	Y	WBT
Identity Manager 7 Implementation - Instructor-led Training	Y	ILT
Identity Manager 7 Implementation - Test	Y	WBT
Identity Manager Implementation - Field Experience	Y	FE

DID YOU KNOW?

To validate your “Field Experience”, please engage with your Channel Account Manager and Professional Services contacts.