

# Proven Professional Certification Partner Program FAQ's

## Proven Professional Certification Program Overview

The Dell Technologies Proven Professional Certification program framework is being transformed. We've leveraged the latest Dell and industry intelligence to build relevant certifications aligned to the rapidly changing IT landscape. Our customers will be able to take full advantage of skill based certification offers, leading to new solutions certifications.

Key highlights:

- In February 2023, the Proven Professional Certification Program is launching a new certification framework that will include both skill and outcome-based solutions certifications.
- Net new certifications will also be released within the new certification framework.
- Existing legacy certifications will be migrated to the new framework throughout 2023.

After reviewing the information below, if you have additional questions, visit the Proven Professional section of our [website](#), the [Partner Academy](#), or contact your Education Services Channel Account Manager.

## What is happening?

The Dell Technologies Proven Professional Certification program framework is being transformed. We've leveraged the latest Dell and industry intelligence to build relevant certifications aligned to the rapidly changing IT landscape. Our customers will be able to take full advantage of skill based certification offers, leading to new solutions certifications.

## Why is this happening?

To continue Dell Technologies position as a leader in training and certification, we are proactively offering essential Education Services for modern IT organizations looking to drive better business performance and foster more productive teams. The new certifications are designed to help learners achieve success in reaching certification goals aligned to critical technologies that drive business outcomes.

## What do I need to know?

Key highlights:

- In February 2023, the Proven Professional Certification Program is launching a new certification framework that will include both skill and outcome-based solutions certifications.
- Net new certifications will also be released within the new certification framework.
- Existing legacy certifications will be migrated to the new framework throughout 2023.

## Key Benefits to the Customer

Our goal is to help customers accelerate the adoption of new and emerging technologies and maximize their investment. Training and certification enable our customers' workforce to become more productive and reduce the time to market of their products across many industry verticals, such as software, finance, or insurance.

Inefficient resources and skills gaps constrain innovation. An organization with a highly skilled workforce keeps pace with new technology and retains top-level talent. If business leaders do not invest in training and certifying their staff to keep competitive and on par with digital disruption, employees will find companies that do.

## FAQs

### Q: What are the goals of the program?

A: The goals of the program are to:

- Validate essential skills and knowledge required for customers to achieve desired business outcomes
- Maximize investment of Dell products, solutions, and services
- Offer solutions certifications that include Dell and its partners like Microsoft, VMware, etc.
- Increase capability through hands-on skills validation

### Q: What's different in the new Proven Professional program?

A: Skill and Solution based certification:

The new certification experience validates a greater breadth of capabilities by expanding on familiar and popular learning aspects of Dell's award-winning training. Skill based certification and achievements offer a streamlined approach to substantiating specific sets of skills and capabilities, where learners can measure their experience and knowledge. This approach is centrally focused on individual technical capability, answering the question, "can I perform the required functions in a given technology?"

Solution based certification is a fundamental rethinking of certification and how we measure the success of system implementation and modernization efforts. This certification introduces the modular concept of verifying both technical knowledge and expertise of processes to best validate that the learner is achieving an overall desired outcome.

#### Program changes include:

- Expanded from role-aligned to skill based certifications as the foundation for outcome based solutions.
- Simplified journey that removes formal prerequisites and reduces class time, leading to faster certification achievement
- A more streamlined approach to validate skill sets and maintain certifications
- Increased flexibility to build a customized portfolio of certifications based on individual needs

### Q: What's the timeline of changes to the program?

A: The new certification framework will launch in phases on a quarterly basis in 2023, with Phase 1 launching in February. It includes the following: Achievement, Skill Certifications and Solution Certifications.

Achievement	Skill Certifications	Solution Certifications
<ul style="list-style-type: none"> <li>• Dell Security Foundations 2023 (available March 2023)</li> </ul>	<ul style="list-style-type: none"> <li>• Dell NIST Cybersecurity Framework 2023</li> <li>• Dell Data Protection Design 2023</li> <li>• Dell PowerStore Deploy 2023</li> <li>• Dell PowerStore Operate 2023</li> <li>• Dell PowerScale Design 2023</li> <li>• Dell Unity Deploy 2023</li> <li>• Dell Unity Operate 2023</li> <li>• Dell Metro Node Operate 2023</li> <li>• Dell ECS Design 2023</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure Security 2023 (available March 2023)</li> </ul>

**Q: Are the Proven Professional Certification names changing?**

**A:** The Dell Technologies Proven Professional name will remain unchanged. The Associate, Specialist, and Expert legacy certifications will be phased out and retired as they are migrated to the new framework. The new framework features certification names reflecting the move to focused, skill based and outcome based solution certifications.

For the new framework, the certification badges will be named as follows:

- Achievement (online, Dell skills validation)
- Skill Certification (proctored, Dell and industry-aligned skills validation)
- Solution Certification (outcome based, validated technical knowledge and expertise of processes)

The following legacy role-based certifications will migrate to the new skill type certifications listed below:

Legacy Certification	New Skill Certification Type
Implementation Engineer (IE)*	Deploy
Technical Architect (TA)	Design
Systems Administrator (SA)	Operate
Platform Engineer (PE)	Maintenance
Cloud Architect (CA)	Design

\*In some cases, legacy Implementation Engineer content may be broken out into separate Deploy and Operate skills certifications when migrated to the new framework.

Skill certifications (Deploy, Design, Operate, Maintenance) will not require a prerequisite (ex: Associate-level) certification.

**Example of migrated certifications:**

- Specialist - Implementation Engineer, PowerStore Solutions Version 1.0 will migrate to separate Dell PowerStore Deploy 2023 and Dell PowerStore Operate 2023 certifications
- Specialist - Technology Architect, Data Protection Version 2.0 will migrate to the Dell Data Protection Design 2023 certification
- Specialist - Platform Engineer, PowerStore Version 1.0 will migrate to the Dell PowerStore Maintenance 2023 certification
- Specialist - Systems Administrator, VxRail Version 2.0 will migrate to the Dell VxRail Operate 2023 certification

**Q: Are my current certifications still valid?**

**A:** Most Dell Technologies Proven Professional certifications do not expire and will continue to be valid as issued. For certain certifications achieved in 2022/2023, you may be granted a new skill certification. However, the new program is designed to provide customers with the right combination of foundational knowledge, skills, and solution-driven outcomes beyond the traditional role-based certification tracks.

**Q: I just completed a legacy certification in 2022/2023. When this program launches, will the corresponding new skill certification automatically be awarded?**

**A:** Some legacy certifications achieved in 2022/2023 will be automatically granted the corresponding new skill certification. New framework certifications that are automatically granted will display in your [CertTracker](#) account. If you have questions, please contact [Proven Professional Support](#).

The Proven Professional Program will be sending communications regarding current courses and learning paths that will be able to be applied and used toward Achievement, Skills, and Solution certifications.

**Q: Do I still schedule my certification exams via PearsonVUE?**

**A:** Yes, you will still schedule your legacy or new certification framework exams with PearsonVUE. Onsite Test Centers and OnVUE online proctoring options remain available. Visit the [PearsonVUE](#) website to schedule your exam.

**Q: Will there still be free practice exams?**

**A:** Yes, there will still be free practice exams for legacy or new framework certification exams. You can access the practice exam and/or simulation demo (when applicable) from the Exam Description for the certification you are pursuing.

**Q: Will there still be Exam Prep videos?**

**A:** Yes, any available exam preparation videos will still be accessible on the [Exam Preparation Resources](#) page. Selections are limited, especially during this period of framework migration.

**Q: Has the exam voucher purchase process changed?**

**A:** No, the purchase process for vouchers has not changed. You can purchase exam vouchers on the Education storefront using Dell Training Credits, or by working with your Education Services Account Manager.

**Q: Where can I find more information, and who can I contact for answers to other important questions?**

**A:** The Proven Professional section of our [website](#) and the Education Services Proven Professional [Community](#) provide more detailed information about the changes to the program. If you have any other questions, please contact [Proven Professional Support](#). Partners needing more information about the program can find it in the [Partner Academy](#).

The customer-facing course catalog provides information on all training offers aligned to Proven Professional Certifications. It can be downloaded [here](#). (Partner-only courses and packages are not included in this catalog.)

## Partner-specific FAQ's

**Q: Will the Dell Technologies Partner Program recognize both legacy and new framework certifications?**

**A:** Yes, both legacy framework certifications (IE, TA, SA, PE, CA) and new framework skill certifications (Deploy, Design, Operate, Maintenance) will be recognized and co-exist in the Partner Academy [Accepted Proven Professional Certifications](#) page for Portfolio and Solution Competencies and the [Services Competency Matrix](#) for Services Competencies.

**Q: The Dell Technologies Partner Program is now using the term Certified Resources (CR). What does this mean?**

**A:** For Storage+ competency certification requirements, a Certified Resource (CR) represents a partner resource that has earned any of the accepted certifications included on the [List of Accepted Proven Professional Certifications](#). For Services Competencies, a CR represents a partner resource that has earned any of the accepted certifications referenced on the [Services Competency Matrix](#) product-specific competency pages. CRs may hold both legacy (IE, TA, SA, PE and CA) and new framework (Deploy, Operate, Deploy and Maintenance) certifications, if these are included on the accepted certification list for Storage+ and Services respectively.

**Q: How will legacy and new framework certifications be assigned N and N-1 status within the Dell Technologies Partner Program competencies?**

**A:** Although legacy framework certifications (IE, TA, SA, PE, CA) will be migrated and released as skill certifications (Deploy, Design, Operate and Maintenance) throughout the program year, all legacy certifications (IE, TA, SA, PE and CA) currently accepted as N and N-1 as of the start of the 2023 program year will continue to be recognized as N and N-1. Starting February 2023, you will begin to see these skill certifications listed as an additional N option for their respective category or competency.

**Q: Will I still be able to earn legacy certifications, such as a TA or IE certification, before they are migrated to the new framework?**

**A:** Yes, active legacy certifications (IE, TA, SA, PE, CA) will remain available for you to earn until the respective certifications are migrated to the new certification framework and the legacy certifications are retired.

**Q: Will a legacy certification exam retire as soon as it is migrated to the new framework skill certification?**

**A:** In some cases, retiring legacy certification exams may remain available in Pearson VUE for a period of time after the corresponding skill certification exam has been released. The retirement date for the legacy certification exam will be posted on the Exam Description.

**Q: If I choose to earn a legacy certification, such as a TA or IE certification, that has not been migrated to the new framework, do I still have to meet the legacy certification prerequisites?**

**A:** Yes, all prerequisite requirements, including Associate-level certifications, currently required for available IE, TA, SA, PE and CA certifications will remain in place until those legacy certifications are migrated to the new framework and retired.

**Q: If I choose to earn a new framework skill certification, such as a Deploy or Design certification, do I still have to meet legacy certification prerequisites?**

**A:** No, skill certifications (Deploy, Design, Operate, Maintenance) will not require a prerequisite certification.

**Q: Will I still be able to access all my legacy and new framework certifications in CertTracker?**

**A:** Yes, you will be able to access all Proven Professional legacy and new framework certifications in [CertTracker](#).

**Q: I just completed a legacy certification in 2022. When the legacy certification is migrated, will the corresponding new skill certification automatically be awarded?**

**A:** Until a new skill certification is launched, your legacy certification is recognized as the most current version of the certification (N). Some legacy certifications achieved in 2022/2023 will be automatically granted the corresponding new skill certification. Communications will be sent from the Proven Professional program if a certification you hold is eligible. New framework certifications that are automatically granted will display in your [CertTracker](#) account. If you have questions, please contact [Proven Professional Support](#).

**Q: Will legacy and new framework certification-aligned, partner-only packages be listed on the Partner Academy and Services Competency Matrix and be accessible in the Dell Learning Hub Partner Plans?**

**A:** Yes, all available certification-aligned, partner-only packages will continue to be listed and updated on the Partner Academy [Accepted Proven Professional Certifications](#) page for Portfolio and Solution Competencies and the [Services Competency Matrix](#) for Services Competencies. Competency-aligned, on demand packages referenced will be accessible in the [Dell Learning Hub](#) Partner Plans.

**Q: I noticed the recommended training package for the Dell Unity Deploy 2023 and Dell Unity Operate 2023 certifications is the Dell Unity Deploy and Operate 2023 [Partners] [On Demand] package. Does this mean that the package contains the training to prepare for both certifications? Does that mean the certification exams are the same?**

**A:** In the cases where you see a partner-only package title that includes the name of two certifications, this does mean that the package contains the training recommended to prepare for both certification exams. However, the inclusion of the training for both certifications in the same package does not mean the certification exams will be the same. In these cases, the certification exams leverage the same training courses but each exam will have a different focus. Be sure to review the Exam Description for each exam you are planning to take to understand the exam focus and content areas.

**Q: Will migrated certification exams and related training be offered in the same languages?**

**A:** It depends. As a general rule, when a legacy certification exam is migrated to the new certification framework, the exam and related training will be available in the same language(s) previously offered. However, in cases where content is also being updated during the migration, the exam and related training may not be translated into the same languages previously offered or additional languages may not be immediately available. To view available languages for training, review the recommended training course or packages details on our [site](#). To view available languages for an exam, please use the “view exams” option on [Pearson VUE](#).

**Q: Since the new framework certifications include a year (ex: Dell PowerStore Deploy 2023) in their title, does that mean there will be new versions of the certifications each year?**

**A:** No, there will not be a new version of the certifications released each year. Certification updates are based on a number of factors including updates to the product and/or related training and will not necessarily occur on a yearly basis. The year is included in the certification title to indicate the year that version of the certification was released. The title of the certification will not change until the certification is updated and a new version is released. The next version of the certification will include the year of its release in the title. For example, Dell PowerStore Deploy 2023 was released in 2023. If this certification is updated in 2025, the new version of the certification will be titled Dell PowerStore Deploy 2025.

**Q: Will I still receive channel partner discounts on training and exam vouchers?**

**A:** Yes, there are no changes to discounts for training and exam vouchers for legacy or new framework certification.

**Q: Who can I contact if I still have questions about how the Partner Program is going to handle legacy and new framework certifications?**

**A:** Please refer to the [Accepted Proven Professional Certifications](#) page for Portfolio and Solution Competencies and the [Services Competency Matrix](#) for Service Competencies; speak with your Channel Partner Account Manager; or contact [Partner Program Support](#).

*Copyright © Dell Inc. or its subsidiaries. All Rights Reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be the property of their respective owners. Published in the USA.*