

FAQs

Q. What changes have occurred recently in the IT Certification Market?

A. During the past 60 days, IBM and Microsoft have elected to deliver their professional certification exams through Prometric.

Q. When are these changes happening?

A. The IBM change has already occurred and all IBM exams are now delivered through Prometric. Beginning September 1st all Microsoft certification exams will be available to candidates through the Prometric network.

Q. Why did these leaders in the IT market choose a single partner approach with Prometric?

A. Prometric is the leader in IT certification and offers the broadest range of services for IT certification programs. Prometric offers the best combination of reach, capability and positioning for future program growth. Microsoft and IBM want to grow the number of professionals that are certified in their respective programs. Both chose to partner with Prometric because they both determined that aligning with Prometric will help them meet their business needs.

Q. What does this mean to my business?

A. Your business will likely see an increase in the number of candidates that want to take certification exams. Overall, the volume of candidates that register to test in the Prometric network will increase significantly.

Q. Will more sites be added to the test center network?

A. Yes, more test sites will be added to the network so that we can meet changing market demands.

Q. Will I get more volume as a result of this decision?

A. Yes. Your test site will likely receive more candidates beginning in September.

Q. Will my test site compensation change?

A. Your test site compensation will remain the same through 2007. We plan on introducing a new compensation structure for 2008 that will reward test sites for volume growth. More details on that will be forthcoming in the fourth quarter of 2007.

Q. Are there any changes in the voucher program?

A. No, there are no changes in the voucher program.

Q. Does my test site have to honor Pearson VUE vouchers?

A. No, your test site does not have to honor Pearson VUE vouchers.

Q. How will Prometric support this growth in candidate volume?

A. Prometric will continue to invest in the systems and people that support test delivery. In 2007 we have introduced proctor training and certification for people at your test site, significantly enhanced our electronic chat support capability to assist your operation and are refocusing our operational organization on test sites that support IT certification testing.

Q. Should I add more seats or open more hours?

A. Your decision to add more seats is dependent on how much business you want to drive into your test site. Our analysis shows that most test sites don't need to initially add seats but rather add operating hours to meet new demand.

Q. Do I need to upgrade the hardware in my test site?

A. Your test site needs to have Level 3 compliant machines. You can find those specifications at www.prometric.com/aptc. You will need to use your site login to access that Web site. If you have Level 3 workstations, you do not need to make additional investments in hardware now.

Q. Who can I contact if I have more questions?

A. If you have any other questions about this or any other site operations, please contact your local District Manager or Territory Operations Manager. If you don't know who that is please go to the Contacts page at www.prometric.com/aptc.

Q. What other IT companies use Prometric to deliver their certification exams?

3Com	Guidance Software	NTT Com Cheo
Acme Packet	HDI Worldwide	Object Management
Adobe	Hewlett Packard	Group
Alcatel	Hirshmann Electronics	Open Group
American Power	Hitachi	Oracle
Conversion	Huawei	Orascom Training &
Apple	Human Academy	Technology
Ascend Learning	Hyperion	Otafuku
ATG	IBM	Paypal
Autodesk	Infoteria	Picturetel
Avici Systems	Inprise	Pivotal Corporation
BEA SYSTEMS	Intel	Planet 3
Canon	Inter Systems	Portal Inc.
Citrix	International Business	Postgre SQL
Cognos	Training	Prosoft
CompTIA	Interwoven	Real Enterprise Solutions
Computer Associates	Ironport	Riverstone Networks
Curam Software	ISEB	SAS INSTITUTE
Data Center University	Ishiyaku	SCO
Data-Parc	Jboss	SimCorp A/S
Dell Computers	Juniper Network	Sniffer Technologies
DTP Certification	Kabira Technologies	SSJ K.K.
EC Council	LINUX Professional Inst	Storage Network Industry
EMC	Microsoft	Assoc
Enterasys	Mile 2	SUN
Ericsson	Mincom	Surf Control
Exam Express	MS Business Solutions	Swift International
EXIN	MTLD Limited	Sybase
Filemaker	NCR	Symantec
Foundry Networks	NCR ASSP ATM	Telecomm Industry Asoc
Fujitsu	NEC Solutions	Tibco Software
Fujitsu Learning LTD	Net Expert	Trend Control Systems
Fujitsu LTD	Network Appliances	TruSecure
Fujitsu Middle Ware	NOKIA	TurboLinux Japan
Genesys Telecom	Nortel	UML Technology Institute
Google	Novell	Wave Technologies
	NTT - ME Corp	Works Corp.