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ACT Warranty Service Certification Program (ACT Certification)

Introduction

The Compaq Certified Professional program introduced a worldwide ACT certification program in September 2000. This new ACT program replaced and superceded the previous ACT program. There are many benefits to the new program, including multiple paths to achieve platform-specific certification, allowing service partners to control how resources are allocated.

Any technician who performs warranty service on Compaq products must be certified on that product platform (i.e. portables, desktops, Intel servers, etc.) to earn labor reimbursement dollars.

Certified technicians allow partners to fulfill authorization requirements, order spare parts, and earn warranty reimbursement dollars and performance management dollars.

Most questions about the ACT Certification are answered in this Program Guide. If further assistance is required, please contact your Compaq Channel Partner manager, call Channel Operations at (800) 231-9977-option 8, or e-mail Channel Operations at service.channeloperations@compaq.com.

Program Objectives

The ACT warranty service certification program is a worldwide plan that is enhanced specifically for and by the global geographies of Compaq and its service partners. This program is designed for Compaq internal candidates, as well as Channel Partners. Compaq hopes to achieve several key goals by streamlining the certification program throughout the world. Those goals include:

- Increase customer satisfaction scores by reducing time-to-fix and parts-per-event by ensuring a large base of trained technicians
- Provide Channel Partners with more control over the investment of resources – Channel Partners can choose to certify technicians on any of a number of product platforms, and can choose the way certification is earned – Channel Partners are able to selectively invest time, money and human resources with this program
- Reinforce the Compaq vision of "Everything to the Internet" with a program designed to give the flexibility of learning and testing on-line as well as learning in a classroom environment
- Offer service providers a way to enhance payments from the Compaq Pay-for-Performance program

Program Benefits

ACT Certification offers numerous benefits to partners and technicians alike.

Partner Benefits

- Better access to training on leading edge technology
- Additional platform-specific training paths for Channel Partners
- More efficient testing processes, including web-based training (WBT)
- Superior industry-recognized certification
- Better overall performance because well-trained technicians diagnose problems more accurately, complete work more quickly, and use fewer parts
- Lower costs due to fewer parts per event and a reduction in the number of no faults found
- Higher customer satisfaction for service events because partners will be better equipped to provide warranty service
- Added revenue for Partners, because certified technicians are eligible to earn labor reimbursement
- Better integration of programs in multiple Compaq organizations and geographies

Technician Benefits

- "Congratulations Welcome Kit" to help technicians understand the program and fully utilize the Compaq resources available
- Certificate, identification badge, and lapel pin acknowledging ACT Certification
- Specialty marketing materials, including the ACT logo (for stationery and business cards) which immediately identifies the ACT as a member of a trained team
- Access to Product Announcement Kits
- Priority registration for attending periodic training sessions
- Competitive advantage as customers recognize the value of a single point of contact for problem resolution and repair, and fast access to information, drivers, and tools

Not only is ACT Certification a professional designation for which any technician can be proud, it also gives service providers the opportunity to increase revenues and profitability and to ensure customer satisfaction. As an example, increased training should increase customer satisfaction. Service providers are rewarded with higher reimbursement scales through the Pay for Performance (PFP) program by achieving above average customer satisfaction ratings.

Program Overview

ACT Certification can be earned on five different product platforms including Portable, Desktop\Workstation, Intel Server, Alpha products and StorageWorks. Partners can choose the certification(s) that best fit their business model. For convenience, multiple training and exam options are available to partners and technicians. Choose the route that works best for your business or for your learning style.

ACT Certification has new and more challenging requirements, which means you can be proud of achieving this certification. What is more, ACT Certification makes partnership with Compaq more rewarding.

Each certification requires successful completion of the industry-standard A+ certification, the "How to do Business with Compaq" exam, and at least one platform exam. Even though students have the option of testing out, Compaq suggests students take the associated course. Courses are available via WBT and/or instructor-led format. WBTs, if available, are without charge to service Channel Partners, and accessible through Compaq Services Network. Instructor-led courses are scheduled around the country, and have a tuition requirement. Exams are available via Thomson Prometric or the web.

Students must have five pieces of information to initiate ACT online training:
1. Compaq student ID (not SSN)
2. Last name
3. Compaq Services Network user name
4. Compaq Services Network password
5. Employer's service dealer ID

The student must apply for ACT Certification by submitting an application form. After approval of the application, a "Welcome Kit" is sent to the student confirming ACT Certification.

Students must successfully renew the platform certification by completing the platform exam every 18 months, by their anniversary date. Students do not have to reapply for the certification if they complete the required platform recertification exam by their anniversary date.

To avoid delays or loss of certification, students must be responsible for ensuring that their addresses and employer names are current in the Compaq database.

Note: ACT Certification is required for warranty labor reimbursement, and therefore focuses on service audiences. ASE certifications are the highest titles awarded by Compaq for Systems Engineers involved with the integration, deployment, optimization, performance tuning and support of Compaq products and solutions. Details on the ASE program can be found at www.compaq.com\ase.

Note: This program does not affect or apply to Compaq Consumer Product certification or authorization requirements. The Consumer division will provide notice via Compaq Service Network when it is accepting new applications for authorization.

Certification Paths

Please take a moment to review *Appendix A2*, which provides a table of certification paths. These paths are effective as of September 1, 2000 and are subject to change.

Each path may have separate and different requirements. Requirements may be updated from time to time. Applicants will be held to the most current requirements with 30 days notice of program changes. Notice will constitute posting of an updated program guide in Compaq Services Network or other equivalent partner tool.

There are five product platforms with corresponding certifications.
- **Portable** - Commercial portable products (still under warranty), excluding Armada products manufactured after July 1999, unless Partner is Portable Specialized
- **Desktop/Workstation** - Commercial desktops (still under warranty), including Deskpro, Prolinea, iPaq, and ProSignia desktops and commercial workstations (still under warranty), including the Professional Workstation family, the AP family and the SP family
- **Intel Server** - Commercial servers (still under warranty), including ProLiant, ProSignia and NeoServer products
- **Alpha** - Alpha products (still under warranty)
- **StorageWorks** - StorageWorks products (still under warranty)

Portable Specialization is by invitation only. To participate in the Portable Specialization, Partners must meet a series of pre-application requirements. Those not participating in Portable Specialization will be restricted to servicing portable products announced before July 1999.

Either Intel Server or Alpha Server certification is required before StorageWorks certification can be pursued.

Additional prerequisites include A+ certification for all platforms and successful completion of the "How to do Business with Compaq" WBT and exam.

Online Course Location and Use

Step 1: Log into CSN

Step 2: Choose Tools List → Training → Computer-based Training → Click Continue

Step 3: Login to COLU using your Last Name and your Student ID

Step 4: Enroll in the course or exam you want to take

Step 5: Begin the course or exam. Be careful to click only once to begin!

If the left side of the screen does not appear, the Macromedia Authorware Web plug-in needs to be loaded. This plug-in is available by clicking on the System Requirements hot link on the right side of the screen, or from Macromedia's web site. You must restart your computer after loading the plug-in.

If this is the first time you've used COLU, take 10 minutes to look through the Main Help Topics hot link. This is a very short outline on how to use COLU correctly; you'll save yourself time if you read this document!

Note: Be careful to only click once to select items in COLU. Students are allowed to start an exam only once every four hours. If the exam is double-clicked to start instead of single-clicked, the four hour timer begins, shutting the student out of the exam for four hours.

Application Procedure

Step 1: Decide which certification path(s) you want to pursue

Step 2: Become A+ certified, and complete the "How to do Business with Compaq" exam – Remember: You need only meet these requirements once, regardless of the number of platform certifications you pursue

Step 3: Successfully complete required platform exams – Most platforms have only one required exam – StorageWorks has several

Step 4: Complete and submit your application, along with proof of A+ Certification and a photo (photos will be accepted via e-mail too)

Technicians should complete all certification core curriculum and prerequisites, and apply only after these are complete. Technicians can apply electronically via Compaq Services Network at https://vcmproapp04.compaq.com/csn/tools/training/default.asp.

Application approval takes approximately six weeks. If your application is approved, you will receive a Welcome Kit.

If you have any questions regarding the application form or process, please call (800) 231-9977, option 8, or send an e-mail to: service.channeloperations@compaq.com.

Requirements

- A+ is a prerequisite for all certifications
- The "How to do Business with Compaq" exam is a prerequisite for all certifications
- ACTs must retest every 18 months
- Intel or Alpha Server certification is a prerequisite to StorageWorks certification

Technicians must be certified on the product platform for which they are providing warranty service.

ACTs must use their assigned student\technician ID for all Compaq transactions to ensure proper credit is given. The student\technician ID is a number that is typically 10 characters long, beginning with three zeros. PLEASE DO NOT USE YOUR SOCIAL SECURITY NUMBER! The ID is issued the first time a technician enrolls in a Compaq class. If you cannot remember your student/technician ID, please call the Training Registration Center at (800) 732-5741 (US) or (800) 392-7024 (Canada).

Eligibility

Any technician who performs warranty service on Compaq products must be certified on that product platform (i.e. portables, desktops, servers, etc.) to earn labor reimbursement dollars.

ACT courseware is targeted at entry-level technicians with up to two years experience. Basic troubleshooting and diagnostic skills are required at this level. The skills and knowledge of this group focuses on parts replacement without doing further harm to the unit.

- All technicians who perform warranty service on any Compaq product must be certified to do that work – Additional requirements may be required to claim labor reimbursements or order replacement parts
- Participants agree not to be employed by a competitor of Compaq
- Participants must complete all prerequisites and requirements before they will earn certification

Restrictions

- ACTs may not be employed by competitors of Compaq
- ACTs may not share ACT ID numbers
- On Labor Claim forms, partners may not use an ID belonging to someone other than the technician that performed the work
- Partners will not receive labor reimbursement for work performed by a non-certified technician

Cost

- WBTs on Compaq Services Network are free to Channel Partners
- Instructor-led courses have variable costs – Please consult the training web site at www.compaq.com/training, or e-mail at nacs.education.ops@compaq.com to get a fee schedule
- Custom courses or standard courses delivered on customer sites may be available. Please e-mail nacs.education.ops@compaq.com for a quote
- Proctored exams are available via two methods:
  - Thomson Prometric and the web – Please contact Thomson Prometric to schedule exam sessions – Exams taken at Thomson Prometric typically cost around $100 (US)
  - The web-delivered exam feature is not yet available – Please look for updates to this document and announcements about the web-delivered exam feature in September 2000 – Exams taken via the web will have a reduced fee

Expiration

- ACT Certification expires every 18 months. Compaq will remind ACTs of upcoming expiration dates – Technicians must keep address and employer information current with Compaq to avoid delays or loss of certification
- Technicians must test every 18 months - Exams will be easier to pass if the technician takes continuing education WBTs as the time progresses
- Recertification exams are web-based, unproctored, and free of charge

- Technicians do not have to attend class before the renewal exam
- The technician will not have to file a new application every 18 months. The original application will be considered "evergreen" unless the technician does not successfully pass the recertification exam by the expiration date
- If a technician does not re-certify before the expiration date, the technician must re-file an application and wait for approval
- If a technician's certification expires, the employer of that technician will not earn labor reimbursement for work completed by that technician during his de-certification

Appendices

Appendix A1 – Frequently Asked Questions (FAQs)

Q1. **When will partners receive notification of the enhancements to the ACT program?**
A1. Notification of the new program occurred the week of September 11, 2000 with the Pay For Performance program announcement. Individual ACTs will receive additional information at a later date.

Q2. **Where can I find more information about ACT Certification?**
A2. Program documentation will be available on Compaq Services Network and www.Compaq.com\Training. You can also contact your Compaq Channel Partner manager or call Channel Operations at (800) 231-9977, option 8 or e-mail us at service.channeloperations@compaq.com.

Q3. **Who may I contact if I have program questions?**
A3. A list of key contacts, phone numbers and web addresses is provided in Appendix A4.

Q4. **What are the key differences between the old and new programs?**
A4. The Old Program:
- Required one exam to earn one type of ACT Certification
- Had recommendations for other skill sets
- Covered Commercial Portables, Desktops, Workstations and Intel Servers
- Provided instructor-led classes only
- Offered exams proctored at Thomson Prometric
- Required a significant investment of time and money by the technician and the employer
- Required annual reapplication and retesting every two years

The New Program:
- Has five platforms from which to choose to earn an ACT Certification
- Has several requirements before certification is awarded
- Adds Alpha servers and StorageWorks to the program options
- Provides web-based training, as well a instructor-led courses (WBTs are available free of charge)
- Offers exams delivered via the web and through Thomson Prometric
- Allows technicians and employers more control over their time and money
- Requires renewal testing every 18 months, no application renewal

Q5. **How does the cost of the course and exam differ between the old and new programs?**
A5. There have been changes in price for the instructor-led courses. Please review www.Compaq.com\Training for details.   WBTs are available at no cost. Thomson Prometric fees are generally $100 per exam. Fees for web-based testing have not been determined, but will be less than $100.

Q6. **Does certification differ if I am employed by an Authorized Service Partner vs. a non-Authorized Service Partner? What are the benefits of being ACT certified?**

A6. Having the ACT designation on your resume will make you attractive to potential Authorized Service Partner employers. It will show them that you already have a significant level of skill and experience. The technician benefits from certification by automatically receiving essential tools and support. Additionally, as a reward for the hard work and efforts of becoming a Compaq ACT, Compaq provides many benefits to these individuals, including incentives for training, other services, and the like. Benefits provided as part of the Compaq ACT Program are designed to help both the ACT and the employer. For example:

- Upon certification, the ACT receives a "Congratulations Welcome Kit" to help the ACT understand the program and fully utilize the Compaq resources available
- A certificate, identification badge, and lapel pin acknowledging ACT Certification is also provided
- Specialty marketing materials, including the ACT logo (for stationery and business cards) which immediately identifies the ACT as a member of a trained team.
- Access to Product Announcement Kits
- Priority registration, and other incentives for attending periodic training sessions

Q7. **Where can I get an application for the ACT Certification program?**

A7. The application form is available on Compaq Services Network at https://vcmproapp04.compaq.com/csn/tools/training/default.asp and on Compaq.Com http://www.compaq.com/training/service/ACT/2083.html.

Q8. **If I am not employed by a Compaq Authorized Service Partner at this time, what dealer ID do I fill in on the ACT application?**

A8. If you are not currently employed by a Compaq Authorized Service Partner, you do not need to complete the dealer ID field on the form. Please use your home address until a partner employs you. At that time, you may update your information by submitting an ACT *Change of Address* form.

Q9. **What are the Compaq ID number and the student\technician ID number on the ACT application? Where do I find them?**

A9. There are two numbers issued by Compaq that are important to ACT applicants. The first is the employer's dealer ID. This number identifies the employer of the technician and the location at which the technician works. This number is also used to verify that the right location is getting credit for the work of the technician. Technicians should ask their managers for the appropriate dealer ID. The dealer ID is usually between six and nine characters and may include a dash.

The second number is called a Technician ID. It is sometimes called a Student ID. The Technician ID and Student ID are the same number. It is called a Student ID when you are taking a course and a Technician ID when your employer completes a labor claim form. The Technician\Student ID number is 10 characters long and usually begins with three zeros. THIS IS NOT A SOCIAL SECURITY NUMBER. It is issued the first time a technician enrolls in a Compaq class. If you forgot your Technician/Student ID, please contact the Training Registration Center at (800) 732-5741 (US) or (800) 392-7024 (Canada).

Q10. **Do I have to sign the *Confidentiality and Nondisclosure Agreement* on the ACT application?**

A10. Yes, this is required for approval of the ACT application.

Q11. **Does the ACT Certification follow me if I change employers?**

A11. Yes, certification belongs to the individual technician. If you change employers, be sure to notify Compaq, so your new employer can benefit from your ACT certification.

Q12. Will training requirements remain the same for service authorization?
A12. The service authorization team will announce any changes to the authorization program. At this time, there are no plans to change the service authorization program due to the new ACT program.

Q13. I am an ASE and I intend to perform Compaq warranty work. Will I need an ACT Certification?
A13. The ASE program does not certify you to perform warranty work. If your employer would like to be paid for the warranty work you do, you must become ACT certified.

Q14. Am I ACT certified when I finish the instructor-led or WBT class?
A14. No. You must complete all prerequisites and submit an application before you are considered for ACT status.

Q15. What is the difference between certification and renewal?
A15. Certification is earned when an applicant initially achieves a set of requirements. On a periodic basis, that person must renew the certification. Renewal is a means for Compaq to ensure the technician still has a need or desire to participate in the program, and that they have continued to utilize and expand on their knowledge of Compaq hardware.

Q16. How do I find out when my ACT will expire?
A16. ACT Certification expires every 18 months. Compaq sends notification to each ACT, well in advance of expiration. If you cannot wait for the notification, you can e-mail a request to service.channeloperations@compaq.com. To review your training history, go to https://vcmproapp04.compaq.com/training/student/studentlogin.asp. Log in using your student ID number and last name. On the far left side, click on All Reports. On the far left, click on Student Training History.

Q17. If I am currently ACT certified, do I need to enroll in the new program now or can I wait until my certification is up for renewal?
A17. Existing ACTs will be notified by mail of their options. They do not have to enroll in the new program, they will be automatically grandfathered. They will have to meet new requirements by a future date, which will be stated in the letter.

Q18. If my ACT Certification expires on July 30, 2000, should I pursue the new or old certification?
A18. All ACTs achieved before September 30, 2000 will be grandfathered into the new program. All ACT applications received after September 30, 2000 must comply with the new program requirements.

Q19. Do the renewal exams only cover the products announced since I last took the exam, or is it a comprehensive exam?
A19. The renewal exam covers products and technologies announced in the previous 18 months. The exam questions are updated quarterly.

Q20. Will I have to take a refresher course to maintain my ACT status?
A20. Continuing education on new products and technologies will be available via WBT and is recommended, but not required. Technicians must renew by taking the exam for platform recertification(s) every 18 months. Technicians will find it much easier to pass the renewal exam if they take advantage of the continuing education.

Q21. I have taken a few Compaq WBTs in the past. Do those WBTs count toward certification in the new program?
A21. There are several Compaq-specific reseller programs that utilize the completion of WBTs for authorization or certification. Please contact the program office of the particular program for additional information. With the exception of certain commercial portable WBTs, WBTs have not counted toward the old ACT program, nor will they apply to the new ACT program.

Q22. Do I need to have my A+ Certification before I achieve the other requirements for ACT Certification?
A22. It is not necessary for an ACT candidate to meet the requirements in a certain order. However, many will find it easier to pass the platform exam after they have become A+ certified. A+ certification is required before certification will be awarded.

Q23. How do I get a student ID to access on-line WBTs?
A23. Before you can access on-line WBTs, you must have access to Compaq Services Network. WBTs are only available through Compaq Service Network. If you are not employed by a Compaq Authorized Service Partner, you cannot have access to Compaq Services Network. If you are employed by a Compaq Authorized Service Partner, contact your Compaq Services Network Administrator for a user ID and password.

To log into the WBT section of Compaq Services Network, you need your student\technician ID and your last name. To be reminded of this number, call the Training Registration Center at (800) 732-5741 (US) or (800) 392-7024. (Canada). You must use the same student\technician ID for every training function and/or service transaction with Compaq. Please review the requirements section of this document for details.

Q24. Will the certification WBTs be coordinated with new product announcements? When will the continuing education WBTs be available?
A24. Continuing education WBTs are scheduled to be released with the new product announcements. They are not required for certification, but they will assist in passing the renewal exam.

Q25. I have never used Compaq Services Network. How do I get started?
A25. Each service authorized branch or location has a Compaq Services Network Administrator. This person provides the Compaq Services Network user IDs and passwords for the people in that branch or location. There is also a Compaq Services Network User's Guide available to help you become familiar with the system.

Q26. How can I gain access to Compaq Services Network if I do not have a dealer ID?
A26. If you are not employed by a Compaq Authorized Service Partner, you cannot have access to Compaq Services Network. If you are employed by a Compaq Authorized Service Partner, contact your Compaq Services Network Administrator for a user ID and password.

Q27. How can I take on-line training if I do not have access to Compaq Services Network or if I do not have a dealer ID?
A27. On-line training is only available through Compaq Services Network. Only Compaq Authorized Service Partners have access to Compaq Services Network. If you are not employed by a partner, you cannot utilize the free on-line training.

Q28. Is the photo ID mandatory, and may I e-mail it to Compaq?
A28. No, the photo is not mandatory. Yes, you may use e-mail to send us an image file of your photo.

Q29. Does Compaq require that I show an ACT badge when on a customer's site?
A29. A badge is not required to be displayed at all times, but proof of identification must be available for customer inspection upon request.

Q30. How does the new certification program affect Enterprise Training Bonuses (ETB)? Will the new Intel Server certification earn ETB?
A30. The new ACT certification program is not related to the Enterprise Training Bonuses, which are a benefit of the Pay-for-Performance (PFP) program. For details about Enterprise Training Bonuses, please review the current PFP program guidelines with your Compaq Channel Partner manager.

Q31. Can I take Server Diagnostics (course 201) and still earn ETB?
A31. The Server Diagnostics course does still exist. The Pay-for-Performance program determines how to apply ETB. For details on that program, review the current Pay-for-Performance program with your Compaq Channel Partner manager.

Q32. Will there be any changes to the ASE program announced ?
A32. The North America ASE Program Office is responsible for communicating changes as well as enhancements to the North America ASE Program. Visit the North America ASE web site at: www.compaq.com/ase for the latest information.

Appendix A2 – Curriculum Paths and Descriptions

Platform Certification
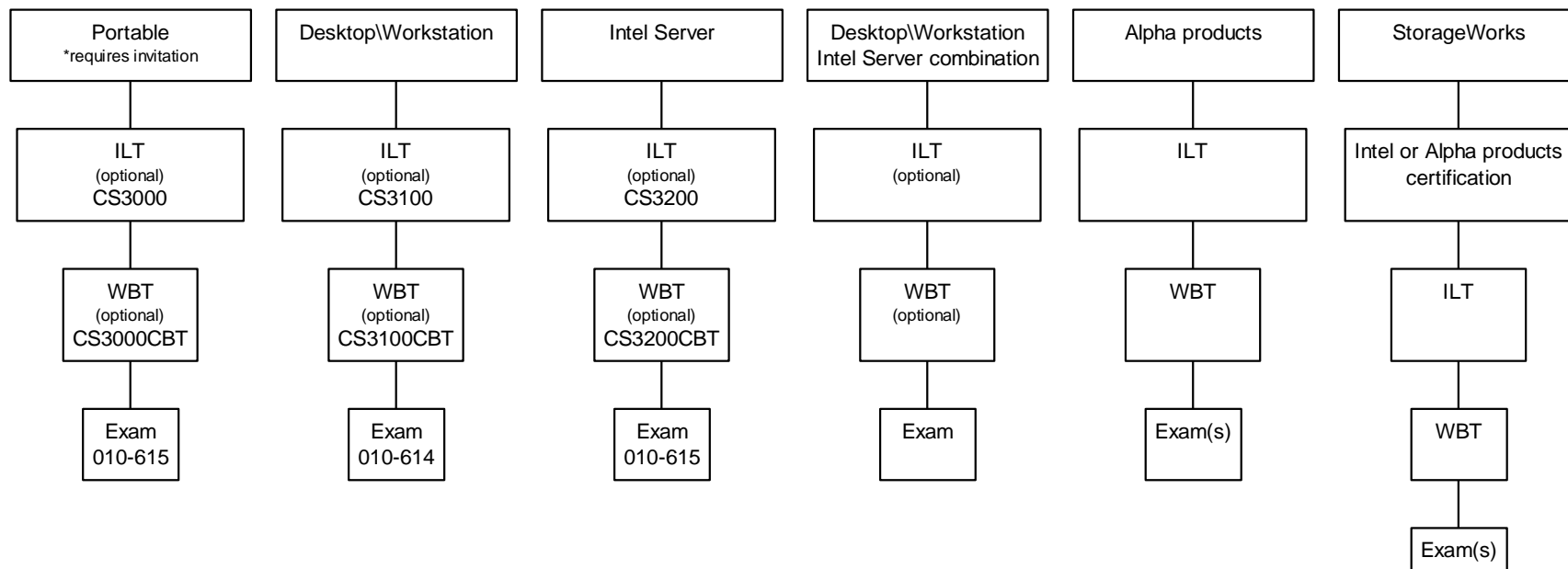
A+ Certification	+	How to do Business with Compaq	+	Platform path
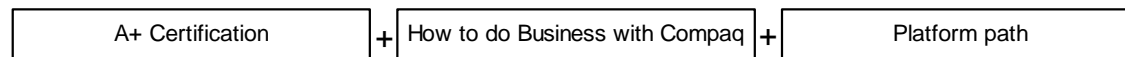
Available Platform Paths

Portable *requires invitation	Desktop\Workstation	Intel Server	Desktop\Workstation Intel Server combination	Alpha products	StorageWorks
ILT (optional) CS3000	ILT (optional) CS3100	ILT (optional) CS3200	ILT (optional)	ILT	Intel or Alpha products certification
WBT (optional) CS3000CBT	WBT (optional) CS3100CBT	WBT (optional) CS3200CBT	WBT (optional)	WBT	ILT
Exam 010-615	Exam 010-614	Exam 010-615	Exam	Exam(s)	WBT
					Exam(s)

WBT = Web-based training
ILT = Instructor-led training

Appendix A3 – Course Summary

Course or exam #	Course or exam name	Corresponding course\exam	Applies to	Certification renewal	Delivery method	Available via	Course part number
CS3100	Servicing Compaq Desktop and Workstation Products course	010-614	Desktop\Workstation service authorization	18mths. from application approval	ILT	Classroom	EY-BA58E-LO
CS3000	Servicing Compaq Commercial Portable Products course	010-615	Commercial portable service authorization	18mths. from application approval	ILT	Classroom	EY-BA61E-LO
CS3200	Servicing Compaq Intel Server Products course	010-613	Intel Server service authorization	18mths. from application approval	ILT	Classroom	EY-BA59E-LO
CS3300	Servicing Compaq Alpha Products Products course	TBD	TBD	TBD	TBD	TBD	TBD
CS3400	Servicing Compaq StorageWorks\NT Products course	TBD	TBD	TBD	TBD	TBD	TBD
010-614	Servicing Compaq Desktop and Workstation Products exam	CS3100 or CS3100CBT	Desktop\Workstation service authorization	18mths. from application approval	proctored	Web and Prometric	010-614
010-615	Servicing Compaq Commercial Portable Products exam	CS3000 or CS3000CBT	Commercial portable service authorization	18mths. from application approval	proctored	Web and Prometric	010-615
010-613	Servicing Compaq Intel Server Products exam	CS3200 or CS3200CBT	Intel Server service authorization	18mths. from application approval	proctored	Web and Prometric	010-613
	Servicing Compaq Alpha Products Products exam	TBD	TBD	TBD	TBD	TBD	TBD
	Servicing Compaq StorageWorks\NT Products exam	TBD	TBD	TBD	TBD	TBD	TBD
CS3100CBT	Servicing Compaq Desktop and Workstation Products course	010-614	Desktop\Workstation service authorization	18mths. from application approval	WBT	CSN	EY-BA58E-WB
CS3000CBT	Servicing Compaq Commercial Portable Products course	010-615	Commercial portable service authorization	18mths. from application approval	WBT	CSN	EY-BB06E-WB
CS3200CBT	Servicing Compaq Intel Server Products course	010-613	Intel Server service authorization	18mths. from application approval	WBT	CSN	EY-BA59E-WB
	Servicing Compaq Alpha Products Products course	TBD	TBD	TBD	TBD	TBD	TBD
	Servicing Compaq StorageWorks\NT Products course	TBD	TBD	TBD	TBD	TBD	TBD
	How to do Business with Compaq course		All warranty certifications	Not applicable	WBT		
	How to do Business with Compaq exam		All warranty certifications	Not applicable	unproctored		
	CompTIA A+ certification		All warranty certifications	Not applicable			

WBT = Web-based training
CSN = Compaq Services Network
ILT = Instructor-led training

Appendix A4 – Contacts

Course Information and Class Scheduling

- WBT access (requires Compaq Services Network login):
  http://web7.compaq.com/csn/ptnrmgmt/training/too_colu.asp?code=TRNC

- Instructor-led training registration:
  (800) 732-5741 (US) or (800) 392-7024 (Canada)
  https://vcmproapp04.compaq.com/training/student/StudentLogin.asp

- Questions about training records:
  nacs.education.ops@compaq.com

- Course outlines:
  Under the Customer Service Education section
  www.compaq.com\training

- Instructor-led course schedule:
  www.compaq.com/training/service/schedules.html

ACT Application and Certification

- Application locations:
  https://vcmproapp04.compaq.com/csn/tools/training/default.asp
  www.compaq.com/training/service/ACT/2083.html

- Application and certification questions:
  (800) 231-9977, option 8
  service.channeloperations@compaq.com

- Application can be faxed to:
  (281) 927-2829

Program Documents

- www.compaq.com/training/service/actinfo.html

Appendix A5 – Projected Timeline and Transitionary Information

This appendix exists to provide transitionary information from the old ACT program to the new. It will be deleted from this Program Guide in July 2001.

This program is effective as of September 11, 2000. All Compaq Authorized Service Partners and Channel Partners are expected to be in compliance by April 1, 2001.

All grandfathered ACTs must meet the new requirements by their next anniversary date or lose their certification.

Existing SCP and SCPP ACTs will be grandfathered into the new program. Existing SCP ACTs will become Intel server and Desktop/Workstation ACTs. Existing Portable Specialized ACTs will be grandfathered into the Portable ACT.

Grandfathered ACTs will not be required have an A+ Certification or complete the "How to do Business with Compaq" course and exam before they are grandfathered. Grandfathered ACTs will be required to meet the A+ and "How to do Business with Compaq" requirements by their anniversary date. Any technician who has not completed the current requirements for certification needs to pursue the new certification requirements.

The courses for Alpha and StorageWorks certification will be the last to be created and implemented. These platforms may not lend themselves to both WBT and instructor-led delivery methods.

The ACT program will reduce the standard number of exams required for certification to speed the process for the volume of students expected by January 1, 2001. The "How to do Business with Compaq" exam is integrated into each platform exam, essentially creating one exam out of two. This practice will continue until January, when the two tests will be separated.

Instructor-led courses for Portable, Desktop\Workstation and Intel Server platforms are currently available around the United States.

Web-based courses for Portable, Desktop\Workstation and Intel Server platforms are expected to be available by the end of September 2000.

Courseware for Alpha products is expected to be available by the end of December 2000. Courseware for StorageWorks is expected in October 2000.

Exams for Portable, Desktop\Workstation and Intel Server platforms are currently available at Prometric.

Web-based exams are expected to be available by the end of September, 2000. Please review this document then for instructions on how to use them.