



# DELL EMC PROVEN PROFESSIONAL POLICIES AND GUIDELINES

DELL EMC Education Services



DELL EMC

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## CANDIDATE AGREEMENT

This is a legal agreement between you and Dell EMC Corporation (“Dell EMC”). You hereby agree that the following terms and conditions shall govern your participation in the Dell EMC® Proven™ Professional Program and the VCE Certified Professional Program (“Program”). This Agreement constitutes the complete agreement between the parties and supersedes all prior or contemporaneous agreements or representations, written or oral, concerning the subject matter of this agreement.

### 1. DEFINITIONS

1.1 “Designation” shall mean any one of the titles established by Dell EMC which you may become qualified to use by successfully passing all required program exams and complying with all other program requirements for the Track associated with that title.

1.2 “Logo” (“Logo”) shall mean any one of the Program logos established by Dell EMC which you may become qualified to use by successfully passing all required Program tests and complying with all other Program Requirements for the Track associated with the Logo.

1.3 “Program” shall mean the Dell EMC Proven Professional Program described herein.

1.4 “ProgramTrack”(“Track”) shall mean anyone of the types of recognition established by Dell EMC under the Program.

1.5 “Recognition Requirements” shall mean any one of those sets of requirements established by Dell EMC that an individual must meet initially to achieve recognized status and must continue to meet to maintain designated status for the associated Track.

1.6 “Dell EMC Proven Professional Designation”(“Designation”) shall mean anyone of the titles established by Dell EMC which you may become qualified to use by successfully passing all required program exams and complying with all other program requirements for the Track associated with that title.

### 2. RECOGNITIONS

2.1 **Becoming Dell EMC Recognized.** Each Track has an associated set of Requirements. Current Requirements for the Tracks are available on multiple Dell EMC webpages, including but not limited to Dell EMC’s public website <http://www.emc.com>, and other Dell EMC internal or external websites. To achieve Dell EMC Proven recognition for a Track, you must have (a) accepted this Agreement, (b) received from the Program Office an acknowledgement that you have successfully passed all required exams and met all other requirements for that Track.

2.2 **Maintaining your Dell EMC Status.** To maintain your achieved status for a Track, you must maintain compliance with your obligations under this Agreement and with the current Program requirements as may be specified or modified by Dell EMC from time to time for that Track. You agree that Dell EMC shall be entitled to require that you pass new, different or revised tests/exams from time to time as a requirement for maintaining your certification.

2.3 **Term of Recognition.** The Term during which you may use the Designation and Logo for a Track shall commence on your receipt of confirmation from the Program Office that you are recognized for that Track and shall terminate upon the occurrence of the earlier of (a) the termination of this Agreement or (b) you fail to meet the requirements established by Dell EMC for maintaining your recognition for that Track.

### 3. RIGHT TO USE LOGO AND DESIGNATION

3.1 **License.** Subject to your compliance with the terms and conditions set forth in this Agreement, upon your successful completion of the Test/Examination Requirements for a Track and for so long as this Agreement remains in force and you remain in compliance with all ongoing Program Requirements for the Track, you shall be granted a non-exclusive, non-transferable, personal right to use the Logo, and Designation associated with the Track for which you are certified solely in connection with publicizing that you have met and continue to meet all requirements for maintenance of recognition for that Track.

3.2 **Limitations on Use.** You agree not to use the Designation or Logo in a manner that (a) damages or infringes Dell EMC's rights in the Designation or Logo, (b) reflects negatively on Dell EMC or otherwise injures Dell EMC's reputation, (c) misrepresents your relationship with Dell EMC (d) gives the impression that the Designation or Logo applies to any other individual or organization other than yourself.

3.3 **Compliance with Guidelines.** You agree that you shall use only Dell EMC-supplied Logo artwork and that your reproduction and use of the Designation and Logo shall be in strict compliance with the Usage Guidelines which shall be made available to you upon your award. Upon request, you agree to promptly provide representative examples of your materials using the Designation or Logo.

3.4 **Reservation of Rights.** You acknowledge the value of the goodwill associated with the Designation and Logo and acknowledge that such goodwill exclusively inures to the benefit of and belongs to Dell EMC. Dell EMC retains all rights not expressly conveyed to you by this Agreement, and shall have the right to grant licenses to others to use the Designation and Logo.

3.5 **Protection of Mark.** If necessary to aid Dell EMC in the protection of Dell EMC's rights in or to a Designation or Logo, you agree to provide reasonable cooperation and assistance to Dell EMC.

3.6 **No Challenge of Rights.** You agree not to challenge, interfere with, or bring any kind of action or legal or administrative proceeding in relation to the rights and title of Dell EMC in or to any Designation or Logo.

3.7 **No Unauthorized Use, Registration.** You agree not to use any Designation or Logo except as specifically authorized under this Agreement, not to file any application to register, in any class and in any country, any trademark or service mark for any Designation or Logo or any other mark confusingly similar to any Designation or Logo. You agree to immediately cease all use of all Logos and Designations upon the termination of this Agreement.

3.8 **Expressing Specialization.** You are authorized to participate and achieve more than one designation in different tracks. You agree that you will not misrepresent your designation, level or specialization to any Dell EMC personnel, prospect or customer.

#### 4. CONFIDENTIAL INFORMATION

4.1 **Dell EMC Confidential Information.** You understand, acknowledge and agree that the tests and exams and all information provided to you or obtained by you related to the tests and exams, including, but not limited to, the specific questions and the content, structure, and organization of the tests, shall be deemed to be the confidential information of Dell EMC ("Confidential Information"). Dell EMC makes exams available to you solely to test your knowledge of the exam subject matter for which you seek recognition. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting any exam and any related information including, without limitation, questions, answers, worksheets, computations, drawings, diagrams, length or number of exam segments or questions, or any communication, including oral communication regarding or related to the exam, in whole or in part, in any form or by any means, oral or written, electronic or mechanical, for any purpose, without the prior express written permission of Dell EMC.

4.2 **Your Confidentiality Obligations:** You agree that you will, both during and after the term of this Agreement, (a) hold all Confidential Information in confidence and take all reasonable measures

to protect the Confidential Information, (b) make no use of the Confidential Information except as expressly allowed under this Agreement, and (c) not disclose, reproduce, disseminate or transmit in any way any portion of the Confidential Information to any third party in any form, including without limitation, written, electronic or verbal.

4.3 **Intellectual Property Ownership**; Dell EMC retains all rights, title and interest in and to all Program and related information, content, data, exams, materials, and all copyrights, patent rights, trademark rights and other proprietary rights therein. All rights not expressly granted by Dell EMC to you are expressly reserved to Dell EMC.

## 5. RECOGNITION INFORMATION

5.1 **Third Parties**; Dell EMC is entitled, but is not obligated, to make information concerning your recognition status available to third parties in writing or electronically. You have the responsibility for ensuring that your information is accurate and that Dell EMC is kept aware of your current relevant information.

5.2 **Data Protection**. Dell EMC uses appropriate and reasonable administrative, technical and physical measures to protect your Personal Data (defined below). You acknowledge and agree that Dell EMC and the Program contractors and testing vendors ("Dell EMC or Other Parties") may (1) collect, access, retain, transfer, disclose, use, or destroy (collectively, "Process") your personally identifiable information, including without limitation your photograph, signature, name, address, telephone number, and email address ("Personal Data"), to provide you the services under this Agreement, and (2) transfer your Personal Data across borders, including, without limitation, from the European Economic Area to the United States and/or between other countries as necessary to provide the services under this Agreement. You represent and warrant that any information that you provide to Dell EMC or Other Parties, including without limitation, Personal Data, will be provided in accordance with all applicable laws and regulations. Notwithstanding anything to the contrary in this Agreement, you acknowledge and agree that: (1) Dell EMC's obligations and your rights under this Agreement shall not apply to any Personal Data or any other information that is required by any applicable law, regulation, government request, or judicial process, to be retained, disposed of, or disclosed; and (2) in no event shall Dell EMC be held liable or responsible for any inaccuracies or omissions contained in any Personal Data or any other information at the time such data is received by or on behalf of Dell EMC. For inquiries or questions regarding your Personal Data, please contact <http://emc.force.com/EducationSupport>

You agree that all business you conduct and all services you provide in your capacity as a participant in the Program, or in connection with the promotion or selling of which you use or display a Designation or Logo, shall be performed in a manner that (a) does not reflect negatively on Dell EMC or in any way harm Dell EMC's reputation, (b) avoids unethical, illegal, misleading or deceptive practices, (c) does not make or appear to make any warranties, representations or guarantees on behalf of Dell EMC or related to Dell EMC products or services, (d) complies with all applicable governmental laws and regulations and (e) protects Dell EMC confidential information and Dell EMC copyrights and other intellectual property rights.

## 6. BUSINESS CONDUCT

You agree that all business you conduct and all services you provide in your capacity as a participant in the Program, or in connection with the promotion or selling of which you use or display a Designation or Logo, shall be performed in a manner that (a) does not reflect negatively on Dell EMC or in any way harm Dell EMC's reputation, (b) avoids unethical, illegal, misleading or deceptive practices, (c) does not make or appear to make any warranties, representations or guarantees on behalf of Dell EMC or related to Dell EMC products or services, (d) complies with all applicable

governmental laws and regulations and (e) protects Dell EMC confidential information and Dell EMC copyrights and other intellectual property rights.

## 7. ACCURACY AND INTEGRITY OF EXAMINATION PROCESS

7.1 **Result Hold.** Following completion of your exam, you may be provided a Preliminary Score Report indicating an exam score which will be reviewed, along with other Information in your exam record, before an official score is issued. You may view your official exam score report within 72 hours after your exam appointment, at [www.personvue.com/authenticate](http://www.personvue.com/authenticate). Dell EMC and/or the test vendors ("Dell EMC or Other Parties") will review your exam record for scoring accuracy, for evidence of possible misconduct, and for response patterns which may suggest that your scores do not represent a valid measure of your knowledge or competence as sampled by the examination (measurement error). Dell EMC reserves the right to invalidate your exam score and certification result if review of your exam record reveals scoring inaccuracies or response patterns indicative of possible misconduct or measurement error as stipulated in 7.3.

7.2 **Exam Fraud.** Exam fraud includes any action or attempt by an individual or group of individuals to influence the testing process through cheating, collusion, and/or copying exam questions. This may occur prior to taking a test, during a test, or after a test has been taken. You acknowledge and agree that Dell EMC or its designated agents have the right to research exam results by statistical analyses and other methods to monitor for evidence of exam fraud. If such analysis reveals evidence of exam fraud, Dell EMC reserves the right to investigate further and to take appropriate remedial action such as (but not limited to) revoking certification as stipulated in 7.3, requiring candidates to retake an exam under controlled conditions, and/or requiring candidates to provide evidence that they personally took an exam.

7.3 **Certification Revocation.** Dell EMC may at its sole discretion revoke any and all certifications you may have earned, and ban you, permanently or for designated periods, from earning future certifications, under any of the following circumstances:

- a. If you breach any of the terms and conditions of this Agreement; or
- b. If Dell EMC determines, in its sole discretion, that you have undertaken or participated in any action that compromises the integrity and confidentiality of an examination of the Program.
- c. If you are determined to have committed exam fraud as defined in 7.2.

7.4 **Employer Notification.** You agree that if Dell EMC revokes your certification pursuant to Section 7.3, Dell EMC shall have the right to notify your employer and respond to any inquiry by your employer about changes in your certification status.

## 8. AGREEMENT TERMINATION

8.1 **Termination by Either Party.** Either party, with or without cause, may terminate this Agreement upon thirty (30) days written notice of termination to the other party.

8.2 **Termination by Dell EMC.** Dell EMC, in its sole discretion and without prejudice to any rights Dell EMC may have under this Agreement in law, equity or otherwise, may terminate this Agreement at any time upon the occurrence of any one of the following events: (a) you fail to comply with the requirements established by Dell EMC for maintaining your designation for at least one Track, (b) you misrepresent your recognition status, (c) you use a Logo or Designation in a manner that Dell EMC believes could injure Dell EMC's reputation or rights in the Logo or Designation, (d) you misappropriate or disclose without authorization any Dell EMC trade secret or confidential information including, without limitation, any Confidential Information as identified in section 4.1, (e) you supplied false or

misleading information in connection with your applying for Program registration or in connection with maintaining your status, or (f) you fail to comply with any of the material terms of this Agreement.

8.3 **Effect of Termination.** Upon termination of this Agreement, the license and all rights granted hereunder shall terminate completely. You shall immediately discontinue all use of Designations and Logos. Except as specifically provided herein, you shall have no further rights or obligations under this Agreement after its termination.

8.4 **Survival.** Rights and obligations under Sections 3.4, 3.5, 3.6, 3.7, 3.8, 4, 5, 8.3, 9, 10, 11, and 13 of this Agreement shall survive termination of this Agreement.

## 9. DISCLAIMER

DELL EMC ASSUMES NO LIABILITY WHATSOEVER FOR ANY ACT, WHETHER INTENTIONAL, NEGLIGENT OR OTHERWISE, OF ANY PERSON CERTIFIED UNDER THE PROGRAM.

## 10. LIMITATION OF LIABILITY

IN NO EVENT SHALL DELL EMC BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS PROFITS) ARISING FROM THIS AGREEMENT OR IN ANY WAY RELATED TO YOUR STATUS, YOUR FAILURE TO ACHIEVE OR MAINTAIN RECOGNITION, YOUR USE OR INABILITY TO USE THE DESIGNATIONS OR LOGOS, OR THE TERMINATION OF YOUR RECOGNITION, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF DELL EMC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## 11. INDEMNIFICATION

You agree to indemnify and hold Dell EMC harmless against any loss, liability, damage, cost or expense (including attorneys' fees) arising out of any claims or suits, whatever their nature and however arising, which may be brought or made against Dell EMC arising out of or in any manner connected with: (i) any breach by you of this Agreement including, but not limited to, your use of the Designations and Logos in any way that is inconsistent with this Agreement; (ii) any claim alleging that your services were promoted, sold or performed in a deceptive, incomplete, illegal, negligent, improper or unauthorized manner; (iii) Dell EMC's termination of this Agreement pursuant to the terms of this Agreement; or (iv) your use or misuse of the intellectual property or confidential information of Dell EMC or any third party.

## 12. CHANGES TO PROGRAM

12.1 **Right to Change.** Dell EMC reserves the right to terminate the Program or change the Program at any time, including, but not limited to, (a) changes to the number, scope, organization, objectives and content of the tests, (b) additions, deletions or other modifications to the requirements for obtaining or maintaining recognition status, (c) addition of new Tracks, Designations and Logos, and (d) deletion, modification or replacement of any Track, Designation or Logo.

12.2 **Notice of Changes.** Dell EMC will post a notice of any Program changes at the URL identified in section 2.1. If Dell EMC records indicate that you are recognized for a Track and any change to the Program affects the requirements for that Track, Dell EMC intends, but is not obligated, to send an email notification to you at the email address on file with the Program Office, however it is your responsibility to monitor the posted Program information and Requirements for any changes potentially affecting your recognition status.

12.3 **Effect of Changes.** If Dell EMC changes the requirement for maintaining recognition for a Track for which you are entitled, you must comply with the changed requirements. Dell EMC will post a notice of any Program changes at the URL identified in section 2.1. If you have not fully complied with the new or modified requirements, your recognition for that Track shall terminate and you shall cease all use of the Designation or Logo associated with that Track.

### 13. OTHER PROVISIONS

13.1 **No Joint Venture or Partnership.** This Agreement shall not create a joint venture, partnership, principal-agent, employer-employee, or similar relationship between the parties. You agree that you will not represent yourself as an agent, employee, consultant, contractor or legal representative of Dell EMC or any subsidiary thereof based upon this Agreement.

13.2 **No Warranties by You.** This Agreement does not give you any right or authority to make any representation, warranty, or promise on behalf of Dell EMC or Dell EMC's products or services.

13.3 **Injunction.** You recognize and acknowledge that a material breach by you of any of your covenants, agreements or undertakings hereunder will cause Dell EMC irreparable damage, which cannot be readily remedied in monetary damages in an action at law. Therefore, in addition to its rights and remedies otherwise available at law, upon an adequate showing of material breach, and without further proof of irreparable harm other than this acknowledgment, Dell EMC shall be entitled to immediate equitable relief, including, but not limited to, both interim and permanent injunctions, to stop such damage.

13.4 **Governing Law and Jurisdiction.** This Agreement shall be governed and construed and enforced in all respects in accordance with the substantive and procedural laws of the Commonwealth of Massachusetts, U.S.A. and shall be deemed to be executed in Hopkinton, Massachusetts. Unless waived by Dell EMC in its sole discretion, any legal action or proceeding relating to this Agreement shall be instituted in a state or federal court in Worcester County,

Massachusetts. The parties agree to submit to the jurisdiction of, and agree that venue is proper in, these courts in any such legal action or proceeding. The parties agree to accept service by U.S. certified mail or registered mail, return receipt requested, or by other legally available method.

13.5 **Waiver and Severability.** The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach. In the event any provision of this Agreement is determined to be invalid or unenforceable by a court of competent jurisdiction, then the other provisions of this Agreement shall continue in full force and effect. Except for actions for breach of Dell EMC's proprietary rights, no action, regardless of form, arising out of this Agreement may be brought by either party more than two years after the cause of action has accrued.

13.6 **No Assignment.** This Agreement may not be assigned by you in whole or in part. Any attempted assignment shall be null and void.

13.7 **Notices.** All notices required by this Agreement to be sent to Dell EMC must be addressed to:

**Dell EMC**

**ATTN: Dell EMC Proven Professional program**

**55 Constitution Boulevard D2/15**

**Franklin, Massachusetts 02038**



All notices to be mailed to you will be directed to the most recent address for you in the Program Office files. It is your responsibility to ensure that the Program Office has your current email and postal address.

13.8 **Entire Agreement.** This Agreement constitutes the complete agreement between the parties and supersedes all prior or contemporaneous agreements or representations, written or oral, concerning the subject matter of this Agreement. This Agreement may not be modified or amended except in writing signed by a duly authorized representative of each party; no other act, document, usage or custom shall be deemed to amend or modify this Agreement.

All notices to be mailed to you will be directed to the most recent address for you in the Program Office files. It is your responsibility to ensure that the Program Office has your current email and postal address.

## INFORMATION RELEASE GUIDELINES

### STRATEGY

The Dell EMC Proven Professional Program and VCE Certified Professional program provides candidates with highly marketable, extremely valuable intellectual property, related to the information and storage management industry.

Program status for all Dell EMC Proven Professional and VCE Certified Professional program participants is tracked through various tools, both internal and external to Dell EMC. These tools (databases) are secure with strictly limited access. The overall content classification for this information is "Dell EMC Company Confidential" and must be handled consistently with Dell EMC's corporate policy on information privacy. To view Dell EMC's corporate policy, please visit <http://www.emc.com/legal/emc-corporation-privacy-statement.htm>

Internal and external organizations that pursue the Dell EMC Proven Professional designations will require status reports regarding individual and organizational progress. The following guidelines outline the policies and procedures for processing requests for information, including individual and organizational status.

### POLICY

Specific guidelines are reviewed and approved by the Dell EMC Proven Professional Program Office. For requests that are not covered by these guidelines (out-of-scope), a case-by-case review will be conducted and approved/disapproved by the Dell EMC Proven Professional program manager. All out-of-scope requests will be documented and reported to the Dell EMC Proven Professional program manager as they are conducted.

1. Individual Progress Reports/Transcripts. Individual certification status is confidential. Individual requests for personal progress reports are directed to CertTracker. This tool will provide information such as exams passed and certification status. A program participant may publish their credential to a third party by utilizing the CertTracker Publish Certification Tool.
2. Dell EMC Internal Organizational Requests. The Dell EMC Proven Professional program corporate level skills assessment, which is directly related to the corporation's ability to perform services. The following information is considered public information to Dell EMC management:
  - Number certified by track and level or by Product/Technology specific certification
  - Number certified by organization, by track and level, or by Product/ Technology specific certification

- Partner status by track and level or by Product/Technology specific certification
- Customer status by track and level or by Product/Technology specific certification

Dell EMC External Organizational Requests. Customers and partners make significant investments into training and testing related to the Dell EMC Proven Professional program. Status reports directly related to their investment are requested to assess corporate status and partner qualifications. To request external status information on customers and partners, the requestor must submit in writing (supply a brief description of what information is required to <http://emc.force.com/EducationSupport>).

## EXAM GUIDELINES

Dell EMC Proven Professional certifications are achieved by successfully passing one or more designated exams. Exams are offered in secure proctored environments at Pearson VUE locations throughout the world. Practice tests are also available to help candidates prepare for the proctored exams.

### PRACTICE TESTS

Practice tests are an ideal way to sample abbreviated content from the exam bank and are conveniently accessed via the Internet. Practice test will allow you to:

- Become familiar with the topics/questions found on formal exams
- Identify your readiness to take the formal exams
- Identify specific training to better help you prepare

Should your practice test indicate areas for improvement, you can take advantage of the resources available from Dell EMC Education Services.

Important Note: The only authorized prep materials for a Dell EMC exam are those made available by Dell EMC. Other materials available for purchase and/or download off the internet are often outdated exam questions, practice exams you can get directly from Dell EMC, and/or IP stolen from Dell EMC. Use of materials acquired from unauthorized sources is considered exam fraud.

### TO REGISTER AND SCHEDULE AN EXAM

Dell EMC Proven Professional exams are offered by: Pearson VUE Testing Centers. To register online visit: <https://home.pearsonvue.com/dellemc>

### INFORMATION REQUIRED

Please be prepared to provide the information listed below when scheduling your exam appointment.

1. First and last name—Provide your name as it appears on your identification.
2. Identification Number— The testing center will assign a unique identification number you can use each time you schedule a new exam.
3. Company Name— Provide your company name so your results are tracked correctly.
4. Mailing address—Provide the address to which all correspondence should be mailed.
5. Email address — Provide your email address.

6. Contact phone numbers

7. Exam number and title

Exam Fee — \$230 each exam; payable by cash, personal check, or credit card (American Express, MasterCard, and Visa). These payment options may vary by country and exam fees may be subject to local taxes.

Important Note: If you have tested at a Pearson VUE testing center in the past, be sure that you ask the testing center administrator to use your previous record and/or Dell EMC testing ID when registering you for an exam. This will avoid creating duplicate accounts in your name.

### **WHAT TO BRING ON EXAM DAY**

Exam candidates are required to provide two forms of identification at the testing center, including, one photo identification such as a driver's license or a valid passport. Both forms must display the candidate's signature.

Important Note: Even though you accepted the Dell EMC Proven Professional and VCE Certified Professional Candidate Agreement during the registration process, if prompted, you will also be required to accept the Candidate Agreement before beginning the exam. Refusal before you sit for this exam will terminate the exam and your entire exam fee will be forfeited.

### **ARRIVING AT THE TEST CENTER**

Candidates should plan to arrive 15 minutes prior to their scheduled exam time. Candidates arriving more than 15 minutes late are not guaranteed exam availability or a refund. As of late 2010 the Pearson VUE testing centers will ask you to supply a digital signature and sit for a photo.

### **REFERENCE MATERIALS**

To maintain the security of the test environment, candidates are not permitted to bring reference materials of any kind into the testing center.

### **EXAM CANCELLATION POLICY**

If you wish to cancel or reschedule an exam, you must contact the testing center one business day prior to your scheduled exam appointment. To cancel or reschedule an exam less than 24 hours is subject to a same-day forfeit exam fee. Exam fees are due for no-shows. Note: Candidates in Japan must cancel or reschedule appointments three business days prior to the scheduled exam appointment.

### **EXAM RETAKE POLICY**

If you do not pass an exam on your first attempt, you must wait 7 days to retake the exam. If you do not pass an exam on your second attempt, then you must wait two weeks (14 days) in between each additional attempt. If you need to retake an exam that you have already passed in order to fulfill a certification track requirement, you may do so after 3 months.

Important Note: A fee of \$230 is charged for each exam retake.

## **DELL EMC EXAM SECURITY**

Dell EMC is committed to maintaining the credibility and value of our Proven Professional certification and brand. Individuals and organizations that participate in questionable exam practices undermine

the value of the Proven Professional credential for all participants. Dell EMC's comprehensive and highly effective exam security program identifies and takes action against those who attempt to "short cut" the exam preparation process. This benefits you, the credential holder, in many ways:

- Achieving certification is not easy. You worked very hard to study and prepare for your Dell EMC Proven Professional certification. When other individuals take exam preparation "short cuts" they undermine the hard work and dedication you put into your certification.
- Dell EMC Proven Professional certification is well-respected; in part based on our reputation for taking exam security seriously. The market knows that Dell EMC identifies and takes action when individuals are suspected of cheating on exams. When you carry the Dell EMC Proven Professional brand customers, employers and colleagues are confident that this distinction was earned by your demonstration of knowledge and skills.

## **SUMMARY OF EXAM FRAUD ACTIVITIES**

Dell EMC identifies the following activities as exam fraud. Any individual or organization discovered to be engaging in these activities, whether they know it is exam fraud or not, is subject to corrective action.

- Disclosing and/or distributing protected exam material. This includes sharing exam questions with other exam takers, members of your study group, colleagues, etc.
- Requesting access to exam questions or other protected exam material in forums or other social networking sites.
- Engaging others to take an exam on your behalf.
- Giving or receiving unauthorized assistance when taking an exam.
- Possessing or using unauthorized materials when taking an exam. This includes notes, recording devices, photographic devices or any other means.
- Retaking an exam in violation of the Dell EMC Proven Professional exam retake policy.
- Altering exam scores and/or your score report.
- Reproducing exam materials by any means, including reconstruction through memorization. Any of these violations, or any other violation that compromises the security of the Dell EMC Proven Professional credential, may result in revocation of your certification, barring you from future participation in the program, or employment termination (if you are an Dell EMC employee). Ignorance of these policies is not a defense and will not change the corrective action taken.

## **HOW DO SECURITY VIOLATIONS OCCUR**

### **Preparing for your Certification Exam**

Dell EMC Proven Professional certification validates experience, education and study. We offer extensive training and other learning materials to prepare you for your certification exam. All Dell EMC Proven Professional exams are aligned with our training, which is often available in both lecture led and self-paced formats. You can find all these resources here.

We discourage the use of any other materials to prepare for your exams. Many "practice exams" currently available on the web are either outdated and/or not relevant to the exam, or they are actual exam questions and answers. Use of the first will not prepare you for your exam. Use of the second

constitutes exam fraud and will result in immediate corrective action. Action is taken even if you are not aware that you have reviewed actual exam questions. When you have seen exam questions, the exam results cannot be a valid or fair representation of your knowledge.

Many websites, forums, social networking sites, etc are offering these questionable study materials. It is best to only use those materials approved by Dell EMC and available on the Dell EMC website. If you are unsure about using a particular website, or downloading advertised materials, please contact <http://emc.force.com/EducationSupport> for clarification.

Dell EMC uses a unique approach to identify if a candidate had prior knowledge of exam questions. Our investigative process is based on statistical analysis, similar to the process used to set exam passing scores. We will revoke exams and ban candidates from the program based on the results of this statistical analysis. Action does not require an “eye witness” to exam fraud or that the candidate admits to such.

### **Taking your Certification Exam**

When you take a certification exam, you are subject to Dell EMC and the exam delivery site’s security rules. You must provide proof of identification, and take the exam without access to notes, websites or other supporting materials.

You must take the exam yourself, offering proof of your identity, complete the exam without any assistance and decline from offering assistance if asked, and refrain from using notes or other supporting media or materials.

Engaging someone else to take an exam on your behalf, offering or accepting assistance from another exam-taker during the exam, or using anything but allowed materials is considered exam fraud and will result in immediate action.

If you’re unsure about a particular situation, please contact the Proven team for clarification <http://emc.force.com/EducationSupport>.

### **After Taking your Certification Exam**

Dell EMC’s exam retake policy specifically defines the circumstance and timeframe within which you can retake an exam if you did not pass it initially. This policy ensures that you have adequate time to learn the material required to pass an exam. If you do not pass an exam on your first attempt, you must wait 7 days to retake the exam. If you do not pass an exam on your second attempt, then you must wait two weeks (14 days) in between each additional attempt. If you need to retake an exam that you have already passed in order to fulfill a certification track requirement, you may do so after 3 months.

The exam score report includes both your overall exam score, as well as your score on various sections of the exam. If you do not pass the exam on your first attempt, use your score report to identify areas requiring additional study.

Although you may remember a few exam items, you must maintain confidentiality. Do not share, discuss, take notes, or in any way reproduce or communicate exam questions and answers.

Violating the Dell EMC Proven Professional retake policy, altering your exam score, or communicating specific questions and answers in any way is considered fraud. If you’re unsure about a particular situation, please contact <http://emc.force.com/EducationSupport> for clarification.

### **Helping Dell EMC Develop Certification Exams**

Dell EMC regularly invites field personnel, partners and customers to participate in our exam building

workshops and exam reviews. This is a unique opportunity to contribute to Dell EMC Proven Professional exams, share knowledge, and learn from each other. Workshop participants sign a non-disclosure agreement (NDA) agreeing not to copy, memorize or distribute exam item material by any means.

During a workshop, you will be exposed to exam content via live discussions as well as emails and other documentation. You are required by the NDA, as well as these Exam Security Policies, to keep this information confidential. You must destroy electronic notes or return paper notes to the workshop proctor. You cannot expose any exam content that you may “remember” as a part of your participation in the exam build workshop or exam review process. Disclosing and/or distributing exam content is considered exam fraud and will result in immediate action. If you are unsure about whether Dell EMC authorizes exam item disclosure in a particular situation, please contact <http://emc.force.com/EducationSupport> for clarification.

## **MAINTAIN THE INTEGRITY OF YOUR DELL EMC PROVEN PROFESSIONAL CERTIFICATION**

Maintaining the integrity of your Dell EMC Proven Professional certification is also your responsibility. If you become aware of any actions that could be exam fraud you can report these events anonymously.

## **CREDENTIAL REQUISITES**

Valid Associate Level certification must be held prior to earning a Specialist or Expert certification. Valid Associate Level and Specialist Level certification must be held prior to earning an Expert certification.

## **PROGRAM MARKS AND USAGE GUIDELINES**

Dell EMC Proven Professional and VCE Certified Professional program participants are entitled to use and display the associated logos (known as program marks) and program acronyms for earned credentials upon successful completion of the requirements for achieving Product/Technology Specific certification or the Associate, Specialist, Expert, Engineer and Master Engineer levels of the program. All program participants will be governed by Dell EMC Proven Professional designations and logo usage policies as defined in the Candidate Agreement.

The following guidelines for the Dell EMC Proven Professional program marks and acronym usage comply with Dell EMC Brand Guidelines.

### **1.0 DELL EMC PROVEN PROFESSIONAL LOGOS (PROGRAM MARKS)**

1.1 **Program Mark Use.** The Dell EMC Proven Professional and VCE Certified Professional logo's (program mark), may be used on business cards and company correspondence. The program marks may be used alone or in conjunction with the program acronyms, depending on space and the need for clarification.

1.1.1 **Program Mark Integrity.** Use the camera-ready or soft-copy art provided by Dell EMC when reproducing the program marks. Do not alter the program marks in any manner including size, typeface, proportions, colors, elements, or location of any of the text in relationship to the graphic element. Do not animate, morph, or otherwise distort its perspective or two-dimensional appearance.

1.2 **Safe Area.** Dell EMC Proven Professional program marks must be placed in an area that affords ample space to “breathe,” free from any visual clutter that competes with or obstructs the readability and importance of the sign. (See Dell EMC Brand Guidelines for specific instructions.)

1.2.1 **Placement on Business Cards.** For non-Dell EMC business cards, the preferred position for Dell EMC program marks is in the lower left-hand corner of the card. If this position is not available, placement in any free corner is acceptable. See examples below.

1.3 **Color Standards.** Dell EMC program marks must appear in approved colors. On an exception basis, program marks may appear in black-and-white form. Contact the appropriate Dell EMC program relationship manager or business unit regarding black-and-white usage.

## 2.0 ACRONYM USAGE

Acronyms designed to distinguish the Dell EMC Proven Professional and VCE Certified Professional certification achievement levels and track associated with the achievement may be used alone or in conjunction with the Dell EMC Proven Professional Program marks mentioned previously.

### 2.1 EXPERT LEVEL ACRONYMS

The expert level acronyms should be written with a bold, lower-case, italicized, ‘e’ in Dell EMC blue (Pantone 297 C).

## AWARDS, DESIGNATION, LOGO, AND ACRONYM POLICY

As a Dell EMC Proven Professional or VCE Certified Professional program participant, you will qualify for an award kit commensurate with your progress. Upon your successful completion of the level requirements, you will receive the following:

### LEVEL CERTIFICATIONS



#### Associate

Congratulations **notification**  
e-Certificate recognizing Associate level achievement



#### Specialist

Congratulations **notification**  
e-Certificate recognizing Specialist level achievement  
First time Specialist Certifications will receive a complimentary golf shirt with Dell EMC Proven Professional Specialist logo



#### Expert

Congratulations **notification**  
e-Certificate recognizing Expert level achievement  
Complimentary golf shirt with Dell EMC Proven Professional Expert logo

## PRODUCT/TECHNOLOGY SPECIFIC CERTIFICATIONS

Product Technology Congratulations **notification**

e-Certificate - recognizing achievement

Product Technology—Specialist Congratulations **notification**

e-Certificate - recognizing achievement

First time Specialist Certifications will receive a complimentary golf shirt with Dell EMC Proven Professional Specialist logo

## Engineer

Congratulations letter

e-Certificate recognizing Engineer level achievement

First time Specialist Certifications will receive a complimentary golf shirt with VCE Certified Professional Engineer logo

## Master Engineer

Congratulations letter

e-Certificate recognizing Master Engineer level achievement Complimentary golf shirt with VCE Certified Professional Master Engineer logo

**Note:** Dell EMC reserves the right to select shirt size if shirt size has not been previously selected by candidate in the personal section in the "Personal Information" section of CertTracker.

## UPDATE YOUR DELL EMC PROVEN PROFESSIONAL CERTIFICATION

If you achieved your certification more than 36 months ago, we recommend updating your knowledge and certification. The accumulation of 'incremental' changes in technology and Dell EMC products results in the value of your current certification gradually decreasing over time. You should re-validate your knowledge via the most current exams, updating your certification to be 'current' with technology.

Updating your certification is not required, but highly recommended to ensure continued readiness. Most Dell EMC Proven Professional certifications do not expire. Exams may be updated for periodic technology upgrades. After a period of 36 months from the date the certification is earned, individuals are encouraged to challenge the exam again to insure that the value of the credential is maintained.

## UPDATE YOUR VCE CERTIFIED PROFESSIONAL CERTIFICATION

VCE Certified Professional exams have a two-year Recertification Policy. Within that two-year window, a credential is considered active. A reminder will be mailed when a VCE Certified Professional credential is within the six month window of a credential lapse.

To retain the VCE credential without lapse:

- Retake and successfully pass the VCE-CIA certification [this must always be active for any other credential to be considered active] AND
- Retake the most current exam required for your level of credential to be active OR
- Earn a credential for a higher level

## TRACK VERSIONING

Depending upon the advancement in technology in a given track, decisions will be made if the advancements require a new version of the track to be introduced. Typically, disruptive changes in the technology will require a new version of the specialty track to be created.

### Dell EMC

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