

WebFOCUS

Everyone Makes Decisions

WebFOCUS Practitioner and
Certification Handbook

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Welcome to the WebFOCUS Practitioner and Certification Programs

The WebFOCUS Practitioner and Certification programs are designed to acknowledge and reward customers who obtain a high level of proficiency with WebFOCUS products.

These programs offer reliable training and validation of experience that can advance professional development, improve productivity, and enhance credibility. A combination of hands-on training and lectures will help to solidify technical prowess, expand product knowledge, and provide an opportunity for accelerated career choices. In addition, these programs provide substantial value to employers and customers in a highly competitive marketplace by ensuring a high degree of skill in the user base, increased productivity, maximized return on investment (ROI), and so much more!

In recognition of your experience, knowledge, and investment in training, you will receive an Information Builders Certificate of Achievement for every level of the program you complete.

Program Goals

The goal of these programs is to acknowledge the participant for the skills and knowledge acquired through training and/or hands-on product experience. By completing one of the programs, you become a member of an elite group of professionals who have met the comprehensive requirements defined in your program of choice. The Practitioner and Certification programs give you the skills you need to meet the business challenges you face every day with confidence.

Who Should Participate?

The WebFOCUS Practitioner and Certification programs are designed for any developer involved in creating WebFOCUS applications:

- Application developers
- Database administrators
- System administrators
- Business analysts and power users
- Systems analysts/programmers

Program Benefits

As a WebFOCUS Practitioner or WebFOCUS Certified, you'll be able to provide your clients with world class technical services. Both you and your employer will gain benefits that include:

For You

- In-depth, up-to-date product knowledge
- Certification and recognition
- Enhanced career and business opportunities
- Added value to the team
- Broadened areas of expertise

For Your Employer

- Independent validation of employee skill levels
- Maximized ROI in WebFOCUS investment
- Increased productivity
- Facilitation of quick WebFOCUS deployment
- Highly skilled workers with up-to-date product knowledge

Program Descriptions

Each program is easy to follow and allows you to choose your course of study to gain the competency level you wish to achieve.

The two WebFOCUS programs are:

WebFOCUS Practitioner – Establish yourself as an authorized WebFOCUS Practitioner by completing a series of courses in the area of study that enables you to meet your defined business requirements and challenges. Practitioner status is achieved by attending formal WebFOCUS classroom training; no testing is required.

WebFOCUS Certified – Become WebFOCUS Certified by achieving the areas of study you need to meet your defined business requirements. Certified status is based on your product experience and/or in classroom training investment; tests are required to be certified.

Which Program Do I Follow?

Determine which program is right for you based on your product knowledge and hands-on experience, as well as your role in the organization. Whether you choose to become a Practitioner or WebFOCUS Certified, leverage the opportunity to gain knowledge and hands-on experience with Information Builders products and technology.

How do I Become a Practitioner or WebFOCUS Certified?

Becoming a Practitioner requires a simple four-step process:

1. Choose a role
2. Determine a level
3. Register for the Practitioner program online at https://education.informationbuilders.com/edu/cert_regform.html
4. Complete the required courses

Becoming WebFOCUS Certified requires three steps:

1. Choose a role
2. Determine a level
3. Pass the required tests

Choose a role – A role is defined as the position, function, or responsibility required for your specific job using Information Builders WebFOCUS products. Should you have multiple roles within your organization, you can choose to become a WebFOCUS Practitioner or WebFOCUS Certified for each role. The possible roles are:

- **Administrator** – Ensures the WebFOCUS infrastructure is managed properly for its users
- **Report Developer** – Creates simple to complex reports using WebFOCUS
- **Application Developer** – Creates and deploys applications with WebFOCUS Developer Studio

Define a level – Both programs comprise three levels, each building on the one before it:

- **Associate** – The initial level requires specific courses be completed (for Practitioner status) or passing the required tests (for WebFOCUS Certified status)
- **Professional** – After becoming an Associate, you attend additional courses and/or pass additional required tests.
- **Master** – Once you become a Professional, you can obtain Master status by attending additional courses and/or passing additional tests

Practitioner Program Requirements

To become a Practitioner, choose the role and level of credentials you wish to achieve, register for the program online, and then attend the requisite courses. To determine which course to take, review the Practitioner Program Requirements table.

Note: One Continuing Education Credit (CEU) will be awarded for each 10 hours of participation as mandated by certification bodies, professional societies, or governmental licensing boards. The CEU credits assigned to Information Builders courses follow the traditional CEU standards.

Practitioner Program Requirements

If you have multiple roles within your organization, you can become a Practitioner for each role.

Role	Level	Required Courses	Program Designation
Administrator	Associate	<ul style="list-style-type: none"> ■ Managed Reporting Administrator (361) ■ WebFOCUS Application Administration (372) 	Administrator Practitioner Associate
	Professional	<ul style="list-style-type: none"> ■ Working With ReportCaster (305) ■ Building a WebFOCUS Dashboard (362) ■ Data Adapter Server (WebFOCUS Reporting Server) Administration (961) 	Administrator Practitioner Professional
	Master	TBD	Administrator Practitioner Master
Application Developer	Associate	<ul style="list-style-type: none"> ■ Building Reports With Report Painter – Part 1 (351) ■ Building Reports With Report Painter – Part 2 (354) ■ Developing a Reporting Standalone Application With WebFOCUS (356) 	Application Developer Practitioner Associate
	Professional	<ul style="list-style-type: none"> ■ Developing Composite Reports (PDF Painter) (358) ■ Controlling the Execution of Application Components (370) <p>Plus two of the following elective courses:</p> <ul style="list-style-type: none"> ■ Working With ReportCaster (305) ■ Creating Metadata for Data Sources (340) ■ Creating Financial Reports With Financial Painter (355) ■ Building a WebFOCUS Dashboard (362) ■ Reporting Concepts for Relational Databases (402) 	Application Developer Practitioner Professional
	Master	<ul style="list-style-type: none"> ■ Basic Reporting (Syntax) (102) ■ Advanced Application Development (357) <p>Plus one of the following elective courses:</p> <ul style="list-style-type: none"> ■ Dialogue Manager (Syntax) (125) ■ Intermediate Reporting (Syntax) (126) ■ MATCH FILE Reporting Concepts (Syntax) (213) ■ Developing and Deploying WebFOCUS Maintain Applications (176) 	Application Developer Practitioner Master
Report Developer	Associate	<ul style="list-style-type: none"> ■ Building Reports With Report Painter – Part 1 (351) ■ Building Reports With Report Painter – Part 2 (354) ■ Managed Reporting Content Development (360) 	Report Developer Practitioner Associate
	Professional	<ul style="list-style-type: none"> ■ Developing Composite Reports (PDF Painter) (358) <p>Plus one of the following elective courses:</p> <ul style="list-style-type: none"> ■ Creating Financial Reports With Financial Painter (355) ■ Reporting Concepts for Relational Databases (402) 	Report Developer Practitioner Professional
	Master	<ul style="list-style-type: none"> ■ Basic Reporting (Syntax) (102) ■ Intermediate Reporting (Syntax) (126) <p>Plus one of the following elective courses:</p> <ul style="list-style-type: none"> ■ Dialogue Manager (Syntax) (125) ■ MATCH FILE Reporting Concepts (Syntax) (213) 	Report Developer Practitioner Master

WebFOCUS Certified Program Requirements

Earn the WebFOCUS Certified designation by passing the tests required for the role and level of credentials you wish to achieve. If you are already a Practitioner, the formal learning will be instrumental in achieving WebFOCUS certification.

Once you have chosen your desired role and level, review the WebFOCUS Certified Program Requirements table to decide which tests are required.

Note: Attending classroom training is always recommended. However, should you have extensive experience with WebFOCUS products, you may choose to take the WebFOCUS certification tests without first becoming a Practitioner. A passing grade of 75 percent must be attained for each test required.

WebFOCUS Certified Program Requirements

If you have multiple roles within your organization, you can become certified for each role.

Role	Level	Tests Required	Certification Designation
Administrator	Associate	<ul style="list-style-type: none"> Managed Reporting Administration WebFOCUS Application Administration 	Administrator WebFOCUS Certified Associate
	Professional	<ul style="list-style-type: none"> ReportCaster Building a WebFOCUS Dashboard Data Adapter Server (WebFOCUS Reporting Server) Administration 	Administrator WebFOCUS Certified Professional
	Master	TBD	Administrator WebFOCUS Certified Master
Application Developer	Associate	<ul style="list-style-type: none"> Report Painter Developing a Standalone Reporting Application (HTML Painter) 	Application Developer WebFOCUS Certified Associate
	Professional	<ul style="list-style-type: none"> Composite Reports (PDF Painter) Controlling the Execution of Application Components <p>Plus two of the following elective courses:</p> <ul style="list-style-type: none"> ReportCaster Creating Metadata for Data Sources Financial Painter Building a WebFOCUS Dashboard Reporting Concepts for Relational Databases 	Application Developer WebFOCUS Certified Professional
	Master	<ul style="list-style-type: none"> Basic Reporting (Syntax) Advanced Application Development <p>Plus one of the following elective courses:</p> <ul style="list-style-type: none"> Dialogue Manager (Syntax) Intermediate Reporting (Syntax) MATCH FILE Reporting Concepts (Syntax) Developing and Deploying WebFOCUS Maintain Applications 	Application Developer WebFOCUS Certified Master
Report Developer	Associate	<ul style="list-style-type: none"> Report Painter Managed Reporting Content Development 	Report Developer WebFOCUS Certified Associate
	Professional	<ul style="list-style-type: none"> Composite Reports (PDF Painter) <p>Plus one of the following elective courses:</p> <ul style="list-style-type: none"> Financial Painter Reporting Concepts for Relational Databases 	Report Developer WebFOCUS Certified Professional
	Master	<ul style="list-style-type: none"> Basic Reporting (Syntax) Intermediate Reporting (Syntax) <p>Plus one of the following elective courses:</p> <ul style="list-style-type: none"> Dialogue Manager (Syntax) MATCH FILE Reporting Concepts (Syntax) 	Report Developer WebFOCUS Certified Master

Required Investment

Practitioner Program

The investment required is based on the Practitioner curriculum you choose. Depending on the specific role and level of credentials you wish to attain, the number of required courses, and the length of time it takes to complete them, will impact your investment. Please see Appendix 1 for more information on Practitioner Program courses.

Special Discount*

Upon completion of the Associate Practitioner training, you will receive a 10 percent discount on future training held at an Information Builders site. When you successfully complete the courses at each level, you will receive a WebFOCUS Practitioner certificate specifying a designation from the Practitioner table.

WebFOCUS Certified Program

Each test costs US\$50. You can purchase a certification package for US\$5,600 (CDN\$5,600), which includes:

- Preparation for testing with a US\$5,000 training budget that can be used over a 12-month period for WebFOCUS training at an Information Builders site
- One Developer Studio license
- Access to tests for one or all certification roles and levels over a 12-month period
- A 15 percent discount on future training after achieving Associate certification.

Special Discounts*

Upon reaching a WebFOCUS Certified Associate level, you will receive a 10 percent discount on training held at an Information Builders site. When you complete the WebFOCUS Associate Certification, you will receive a 15 percent discount on additional courses held at our site.

* Discount applicable in North America; no other discounts apply.

Classroom Training

WebFOCUS courses are held at 16 Information Builders Education Centers conveniently located across North America.

CEUs

The CEU credit is a recognized unit of measurement for participation in non-credit continuing education programs. One CEU is equal to 10 hours of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instruction. CEU credits are widely used to provide evidence of completion of continuing education requirements mandated by certification bodies, professional societies, or governmental licensing boards. CEUs also provide employers with information on training pertinent to particular occupations.

Cancellation Policy

Information Builders' flexible transfer/cancellation policy lets our customers enroll early with confidence. We do not impose any penalty for cancellations of enrollments or transfers to another class provided Information Builders is notified within five business days. Failure to notify Information Builders of an enrollment cancellation or transfer in writing within five business days before the start of the course is subject to a US\$500 administrative fee, which will be invoiced or debited from the prepaid education package.

Passport holders who fail to show up for a course without notice either in writing or by phone within five business days of the course are subject to a US\$500 administrative fee. This will be invoiced separately from the program.

Certification Testing Guidelines

Test Registration

Register online for a WebFOCUS Certified test (https://education.informationbuilders.com/edu/cert_regform.html). Once you register, you will receive a confirmation letter that explains the details for accessing the test site.

Testing Path

You must pass tests at each WebFOCUS Certified level before moving to the next level.

For example:

If you plan to first obtain a WebFOCUS Certified title at an Associate level and then become WebFOCUS Certified at a Professional level, you must:

- First pass all tests required at the Associate level
- Then pass the tests required for the Professional level

See the WebFOCUS Certified Program Requirements table to review required tests for each role and level.

Test Rules

The following is an example of instructions for each test.

Note: The time and number of questions vary depending upon the exam.

This is a timed assessment; you will have 2 hours and 15 minutes. The time remaining will be displayed in the top right corner of your screen. If you need to exit the assessment for any reason before completing it, you may re-enter the assessment as long as time allows. For example: You begin the assessment at 2:00 PM, so the assessment ending time will be 4:15 PM. If you exit the test during the allotted time, you may re-enter and continue from the point in the test at which you exited, however, you will still have to complete the test by 4:15 PM. If you have not answered all the questions by 4:15 PM, the test will end and your score will be calculated based on the questions you completed, with any unanswered questions marked as incorrect.

This assessment consists of a total of 45 multiple choice and true/false questions. Some questions refer to a screen capture, a business scenario, or a sample procedure. Please read each question carefully before choosing your answer.

Certification Testing Guidelines

You must answer each question in order to move to the next question. However, you do have the ability to mark a question for review at the end of the assessment, at which point you can change your answer. On the final question page you are given an opportunity to examine the questions you marked for review. Once you click "Finished," you will be directed to a page of summary information, and you may no longer answer or review questions.

Until you specify "Finished," you can navigate backwards and forwards through the assessment and change your answers if needed.

At the bottom of each question is a "Comments" area. Use this to provide any feedback you wish to give on any particular question.

Grade Notification

A passing score is 75 percent. Grades will be displayed immediately upon exam completion and can also be sent by e-mail.

If you do not pass the test, you may retake the test twice for a total of three attempts over a one-year period. There is no wait time to retake the test.

Once a certification level is reached, a certificate will be sent within 30 days.

Program Tips

The following suggestions may be helpful as you prepare to pursue your area of study.

- Schedule a timeframe for attaining the level and credentials you wish to achieve
- Identify all the courses you will be required to attend based on the chosen level and credentials
- Schedule and attend all courses and prerequisite courses (if applicable)
- Review course material and exercises to ensure you have an understanding of all the concepts contained in the course
- Review product documentation for a definition of terms and detailed information
- Ensure your computer meets the necessary software and hardware requirements to use CBTs and view recordings (if applicable)
- Find a quiet place to learn and study other than your regular work environment
- Concentrate during scheduled learning and studying time by not answering phones, e-mails, etc.

A number of Web sites offer tips to help you prepare for tests; a good example can be found at testakingtips.com.

Appendix 1: Additional Program Information

Certification and Practitioner Program Registration

https://education.informationbuilders.com/edu/cert_regform.html

Certification and Practitioner Program Information

<https://education.informationbuilders.com/edu/certification.html>

Information Builders Class Information

https://education.informationbuilders.com/edu/courses_by_product.html

Training Curriculum Guide

<https://education.informationbuilders.com/edu/calendar.pdf>

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* Training facilities are located at these branches.

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