

# CA Identity Suite



## CA Customer Role-Based Capability Model

- Customer Capability
- Proven Professional (P)
- Certified Expert (C)





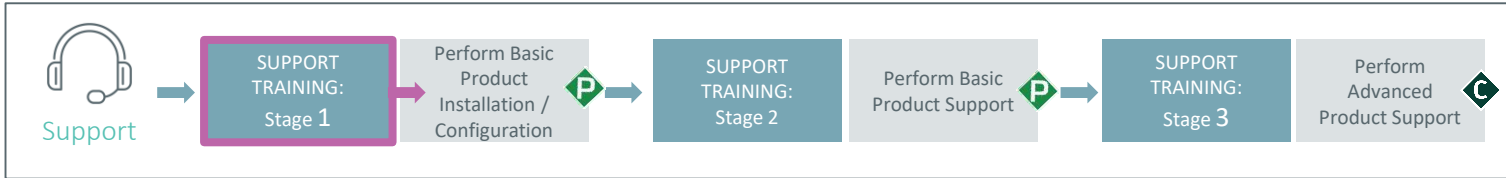
Customer **LEARNING PLAN:**

# CA Identity Suite

## SUPPORT TRAINING : Stage 1

Perform Basic Product Installation / Configuration

= CA Proven Professional Exam  
 = CA Certified Expert Credentials



The following learning plan provides the knowledge necessary to achieve the capability outcome of Support Stage 1:

Course Name	Code	Type	Duration	Description
CA Identity Suite 14: Rapid Deployment 200	<a href="#">04IMG2024S</a>	Bundle	3 hours	Discover how the Virtual Appliance dramatically simplifies the installation and configuration of CA Identity Suite components – cutting the full deployment time from days to minutes. In this course, you will also use the Deployment Xpress Marketplace, which enables you to select from a set of preconfigured, commonly used identity management use case templates. These use case templates contain the basic structure and elements you need to easily implement identity management business processes, without having to develop them from scratch.
CA Identity Suite 14.x: CA Identity Portal Foundations 200 Dynamic Lab Bundle	<a href="#">04IMG2026S</a>	Bundle	9 hours	Implement key use cases such as user lifecycle management, self-service, access requests and approvals, entitlement certification, and more. By completing this course, you will be able to implement an intuitive, business-oriented user experience that dramatically simplifies the process of managing user identities, access requests, and approvals.
CA Identity Suite 12.6.8: Implementation Foundations 200 Dynamic Lab Bundle	<a href="#">04IMG2019S</a>	Bundle	12 hours	Install and integrate the three components of CA Identity Suite: CA Identity Manager, CA Identity Governance, and CA Identity Portal. You will also install CA Business Intelligence JasperReports Server and integrate it with CA Identity Manager and CA Identity Governance.
CA Identity Suite 14.x: CA Identity Manager Foundations 200 Dynamic Lab Bundle	<a href="#">04IMG2029S</a>	Bundle	11 hours	This course aims to provide you with a functional understanding of the CA Identity Suite. By attending this class, you will be able to use CA Identity Suite to manage users' identities throughout their entire lifecycle, providing them with timely, appropriate access to applications and data.
CA Identity Suite 14.x: CA Identity Governance Foundations 200 Dynamic Lab Bundle	<a href="#">04IMG2030S</a>	Bundle	8 hours	In this course, you will use CA Identity Governance to establish a clean set of user entitlement data to support risk and compliance efforts, prevent security vulnerabilities through consistent identity governance policy enforcement, and increase compliance efficiency by streamlining certification processes.
<b>Proven Professional, CA Identity Manager 12.x Implementation</b>	<a href="#">Click Here</a>		1.5 hours	CA Proven Implementation Professional exams test your knowledge of basic CA product implementation and configuration activities. Study guides are available as a resource to assist you in understanding the requirements of the exam. Successful completion of this exam will result in the award of CA Proven Implementation Professional credentials.

**Outcome: the Customer Resource Can Perform Basic Product Installation / Configuration**

- To Access Courses:
- [1. SIGN IN as a CA Customer](#)
  2. Click on the hyperlinked code above to access the course or exam you wish to take
  3. Add the course to your online "Training To-Do List"



Customer **LEARNING PLAN:**

# CA Identity Suite

## SUPPORT TRAINING : Stage 2

### Perform Basic Product Support

= CA Proven Professional Exam  
 = CA Certified Expert Credentials



The following learning plan provides the knowledge necessary to achieve the capability outcome of Support Stage 2:

Course Name	Code	Type	Duration	Description
CA Directory r12 SP3: 200	<a href="#">04DIR20020</a>	WBT	3 hours	Identify directory concepts and trends, install and configure CA Directory for use in a business environment. Demonstrate CA Directory and integrate it with third-party servers, troubleshoot basic CA Directory problems and manage CA Directory with directory tools.
CA ConnectorXpress: Overview 100	<a href="#">04CXP10010</a>	WBT	0.25 hour	This course will introduce you to the ConnectorXpress utility used by several CA products to produce custom connectors. In addition to an overview of ConnectorXpress, this course will show you the architecture and pre-requisites for ConnectorXpress. Lastly, you will learn about Objects and how to execute the CRUD process.
CA ConnectorXpress: Troubleshooting 300	<a href="#">04CXP30010</a>	WBT	0.25 hour	This course will focus on the common issues that arise during installation, development and implementation of custom connectors built with the CA ConnectorXpress utility. This course will also review CA Support policy regarding what will and will not be supported and when it's best to work with CA Services to find a solution.
CA IdentityMinder r12.6: Examining Integrations 400	<a href="#">04IMR40070</a>	WBT	0.25 hour	An overview of the available product integrations for CA IdentityMinder r12.6. You will learn how CA IdentityMinder fits into the overall CA Security Solution and what features you will gain by integrating with the various products; both from CA Technologies and third-party vendors.
CA Identity Manager Proven Support Professional 2017 Exam	<a href="#">04IMG2035E</a>		2 hours	<p>PREREQUISITES TO THIS EXAM:</p> <p>1) You must pass the CA Identity Manager 12.x Proven Implementation Professional Exam OR CA Identity Suite 14.x Proven Implementation Professional Exam (or newer).</p> <p>2) You must pass the CA Identity Manager Proven Support Professional 2017 Exam (or newer). If you recently took and passed this exam, please allow 72 hours for the CA records to update before attempting this Support exam.</p> <p>This is the exam resulting in credentialing for Certified Expert, CA Identity Suite Support 2017. Content from a variety of sources will be tested, including support.ca.com and CA Wiki. After you launch the exam, you will have TWO HOURS to complete the exam. We recommend that you use a secure connection and allow sufficient time to take the entire exam in one sitting. After you answer all exam questions, submit the exam to determine your score.</p> <p>A score of 80% or higher is required to pass the exam. You are allowed three attempts to pass.</p>

## Outcome: the Customer Resource can Perform Basic Product Support

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  - Add the course to your online "Training To-Do List"



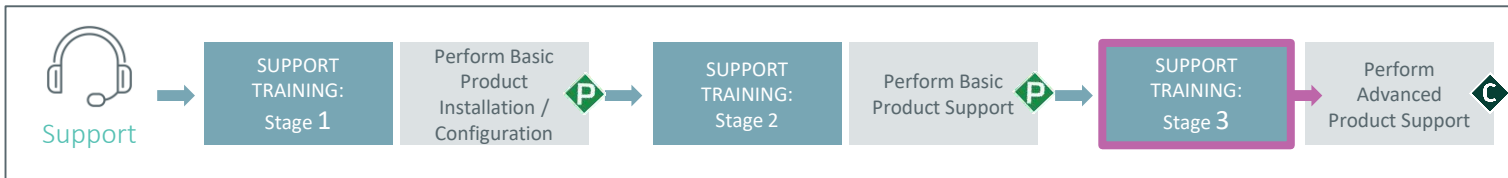
Customer **LEARNING PLAN:**

# CA Identity Suite

## SUPPORT TRAINING : Stage 3

Perform Advanced Product Support

= CA Proven Professional Exam  
 = CA Certified Expert Credentials



The following learning plan provides the knowledge necessary to achieve the capability outcome of Support Stage 3:

Course Name	Code	Type	Duration	Description
CA Identity Manager Certified Support Expert 2017 Exam	<a href="#">04IMG4003E</a>	Exam	2 hours	<p>PREREQUISITES TO THIS EXAM:</p> <p>1) You must pass the CA Identity Manager 12.x Proven Implementation Professional Exam OR CA Identity Suite 14.x Proven Implementation Professional Exam (or newer).</p> <p>2) You must pass the CA Identity Manager Proven Support Professional 2017 Exam (or newer). If you recently took and passed this exam, please allow 72 hours for the CA records to update before attempting this Support exam.</p> <p>This is the exam resulting in credentialing for Certified Expert, CA Identity Suite Support 2017. Content from a variety of sources will be tested, including support.ca.com and CA Wiki. After you launch the exam, you will have TWO HOUR to complete the exam. We recommend that you use a secure connection and allow sufficient time to take the entire exam in one sitting. After you answer all exam questions, submit the exam to determine your score.</p> <p>A score of 80% or higher is required to pass the exam. You are allowed three attempts to pass.</p>
CA Identity Manager Certified Support Expert 2017 Interview	<a href="#">99MBU4001E</a>	Interview	2 hours	<p>The Certified Support Expert Interview pre-requisite is for the certification candidate to successfully pass Stage 1-3 exams. The interview will be conducted by CA Subject Matter Experts (SMEs). The focus of the interview will be on advanced troubleshooting topics and scenarios. This validation will determine if the certification candidate has sufficiently demonstrated advanced support capability. Certification candidates will submit an "Experience Pack" that will be used for discussion during the interview. Interviews are scheduled after pre-requisites have been verified, Experience Pack has been completed/reviewed, and lab (if available) has been completed. SMEs and certification candidates will discuss advanced support scenarios provided by candidate in the Experience Pack, those prepared by SMEs for impromptu discussion as well as the lab scenarios (if available). After the interview has been completed, SMEs will provide their own candidate assessment, including skill rating, overall recommendation and knowledge gaps. Successful completion of the interview will result in "CA Certified Support Expert" status for the product.</p> <p>***A Lab is available for Identity Manager. Please email supportcertification@ca.com to receive your lab environment provisioning link. Click here to review the instructions for this lab once you have launched the environment.</p>

Outcome: the Customer Resource can Perform Advanced Product Support

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