

CA Spectrum



CA Customer Role-Based Capability Model



Customer **LEARNING PLAN:**

CA Spectrum

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
ONDEMAND CA SPECTRUM R10.X: FOUNDATIONS 200	20SPC20070	WBT	20 Hours	CA Spectrum enables you to model and manage your Layer 2 and Layer 3 network for LAN, WAN, wired, wireless, physical, and virtual networks. This course will show you how to successfully deploy CA Spectrum. You will learn about fault management, alarm forwarding, and getting the most from OneClick functionality. You will also be provided with the knowledge to enable you to implement, operate, and maintain a large-scale deployment. In addition, the benefits of installing add-ons will be illustrated using the CA Spectrum Network Fault Manager Report Manager.
ONDEMAND CA SPECTRUM R10.X: OPTIMIZATION AND CUSTOMIZATION 300	20SPC30030	WBT	20 Hours	You will see how to manage complex, heterogeneous, and multi-vendor network environments. In this course, you will be taught how to customize many aspects of CA Spectrum, such as OneClick menus, event handling, network monitoring, subviews, tables, and privileges. You will also create CA Spectrum attributes and policies to define how your network is managed. CA Spectrum provides automatic root cause analysis and impact analysis to identify the precise cause of network problems and assess the effect of these problems on your users. It also recommends corrective actions to minimize the impact of issues, improve restoration time, and maintain service levels.
CA Spectrum Proven Implementation Professional Exam	Click Here		1.5 Hours	Certification is an objective, measured means of distinguishing yourself and your company as highly skilled and knowledgeable in the installation, implementation, configuration, management and administration of CA Technologies products. CA Partners and CA technical and support team members are required to obtain certification for the specific products they support.

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

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



Customer **LEARNING PLAN:**

CA Spectrum

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
Support training for Spectrum Infrastructure Manager Bundle	44SPC4001B	WBT	11 Hours	This bundle for CA Spectrum IM advanced support training includes the courses designed to provide additional product knowledge and skill sets that better equip the technical support engineer to bring client issues to a timely resolution. There are nine courses that make up this bundle with topics including installation, configuration and best practices, CA Service Desk Manager and eHealth integrations, SpectroSERVER performance and troubleshooting performance issues, SRM BOXI reporting and troubleshooting reporting problems, OneClick communication and debugging, Network Configuration Manager (NCM), and Event Management Service and flow of events to alarms. With the emphasis on tools for troubleshooting and debugging, this series of training will enable the support engineer to better diagnose, replicate, and resolve client issues. These courses may be taken in any order and requires that the learner has successfully passed the accreditation exams for the tier 1 training.
CA Spectrum Proven Support Professional 2017 Exam	20SPC2011E		1.5 Hours	<p>PREREQUISITES TO THIS EXAM: You must pass the CA Spectrum 10.x Proven Implementation Professional 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 Proven Professional, CA Spectrum 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 90 MINUTES 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 70% 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

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



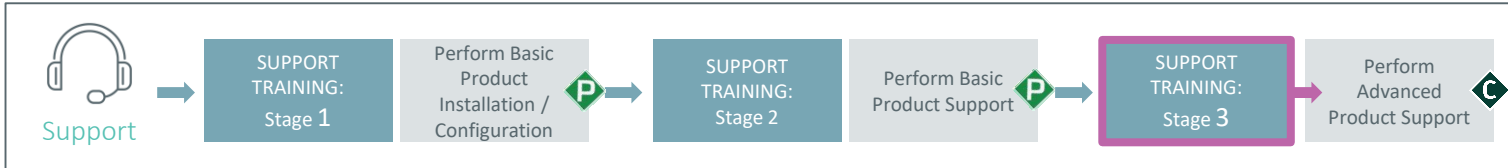
Customer **LEARNING PLAN:**

CA Spectrum

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 Spectrum Certified Support Expert 2017 Exam	20SPC4002E	WBT	1.5 Hours	<p>PREREQUISITES TO THIS EXAM:</p> <p>1) You must pass the CA Spectrum Proven Support Professional 2017 Exam (or newer).</p> <p>2) You must pass the CA Spectrum 10.x Proven Implementation Professional 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 Spectrum 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 75 MINUTES 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. A score of 80% or higher is required to pass the exam. You are allowed three attempts to pass.</p>
CA Spectrum Certified Support Expert 2017 Interview	99MBU4001E	Interview	1 Hour	<p>This is an informational activity which also serves as a request to schedule a CA Certified Support Expert Interview. You may download Experience Pack templates using the links provided in the activity. If you click START we will contact you within 2 business days to confirm you have met the interview prerequisites, and for next steps. You must pass the below exams prior to an interview being scheduled. Certification candidates are NOT eligible for the interview unless they have passed these exams. Search in the CA Learning Management System (LMS) for these prerequisite activities.</p> <ul style="list-style-type: none"> ➤ Proven Implementation Professional Exam (Stage 1: 3rd party proctored) ➤ Proven Support Professional Exam (Stage 2: available in LMS) ➤ Certified Support Expert Exam (Stage 3: available in LMS) <p>If you satisfy the interview prerequisites, you will need to submit a completed Experience Pack to supportcertification@ca.com prior to your interview being scheduled.</p>

Outcome: the Customer Resource can Perform Advanced Product Support

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"