



POLY INFRASTRUCTURE SPECIALIST AND POLY INFRASTRUCTURE PROFESSIONAL – FAQ

The Poly Expert Program

What is the Poly Expert Program?

Polycom and Plantronics have come together to form one company, Poly, the global communications company that powers authentic human connection and collaboration.

To help our customers and partners acquire and demonstrate technical competency on Poly solutions, Poly University is restructuring our technical training and certification program to provide a more flexible, modular approach to learning.

The Poly Expert Program provides individuals who are operating, supporting, installing and designing Poly communication solutions with access to a portfolio of learning and certification opportunities.



For more information, please refer to the **Poly Expert Program FAQ** document.

FREQUENTLY ASKED QUESTIONS (FAQ)

What certifications are being offered under the Poly Expert Program?

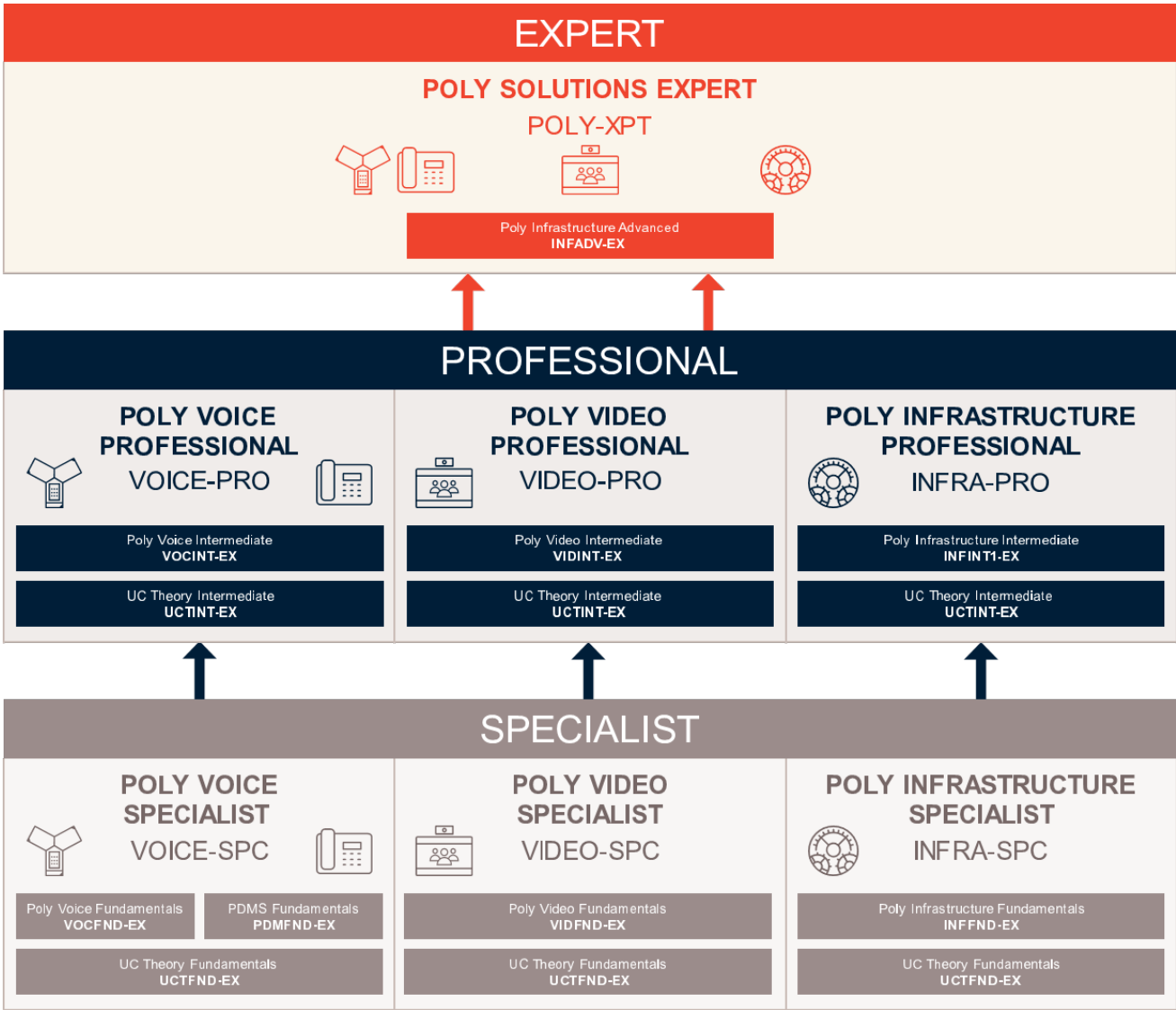
In April 2020 Poly’s program for technical training and certification will be evolving and expanding with the launch of seven new certifications:

Poly Voice Specialist and **Poly Voice Professional**

Poly Video Specialist and **Poly Video Professional**.

Poly Infrastructure Specialist and **Poly Infrastructure Professional**.

Poly Solutions Expert



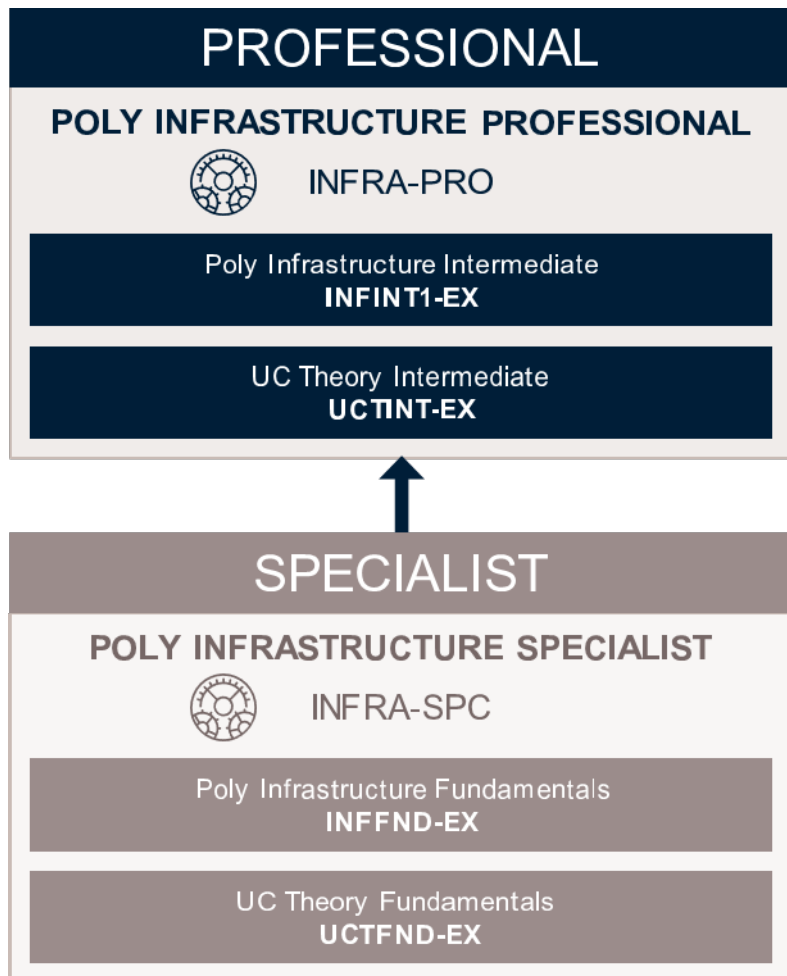
FREQUENTLY ASKED QUESTIONS (FAQ)

How do the Poly Infrastructure Specialist and the Poly Infrastructure Professional fit into the Poly Expert Program?

The Poly Expert Program is designed to be modular and contains a number of different components, allowing individuals to concentrate their study on products and topics that are most relevant for them.

At Specialist and Professional levels, the program allows learners to direct their studies to specific disciplines, to provide a more focused learning and certification experience.

The **Poly Infrastructure Specialist (INFRA-SPC)** and **Poly Infrastructure Professional (INFRA-PRO)** programs focus on deploying, supporting and operating Poly Infrastructure solutions.



FREQUENTLY ASKED QUESTIONS (FAQ)

What is the difference between Poly Infrastructure Specialist and Poly Infrastructure Professional?

The **Poly Infrastructure Specialist (INFRA-SPC)** program will provide VNOC operators, support staff, technicians and systems engineers with an entry level training and certification program to allow them to become familiar with the function, features and operation of Poly Infrastructure products.

The **Poly Infrastructure Professional (INFRA-PRO)** program provides a more advanced training and certification program for support staff, technicians and systems engineers who are responsible for the installation and support of small-to-medium Poly infrastructure deployments.

The **INFRA-PRO** certification represents the evolution of the **Polycom Certified Videoconferencing Engineer (PCVE)** program.

What products and technologies are included in the Poly Infrastructure Specialist and Poly Infrastructure Professional certification programs?

The **Poly Infrastructure Specialist (INFRA-SPC)** and **Poly Infrastructure Professional (INFRA-PRO)** programs are focused on the deployment, support and operation of Poly Infrastructure solutions including:

- Polycom RealPresence Distributed Media Application (DMA)
- Polycom RealPresence Resource Manager
- Polycom RealPresence Collaboration Server

In addition, the INFRA-SPC and INFRA-PRO programs cover topics of generic UC theory to provide the learner with an understanding of the key theoretical concepts required for the operation of Poly infrastructure solutions.

Can I skip the Specialist level and go ahead and sit for the Professional level exam?

The **Poly Infrastructure Specialist** certification is a mandatory prerequisite component of the **Poly Infrastructure Professional** certification.

How long is the Poly Infrastructure Professional certification valid for?

The **Poly Infrastructure Professional** certification is valid for two years from the date of acquisition.

For anybody who is being automatically granted **Poly Infrastructure Professional** status because they hold a valid Polycom Certified Videoconferencing Engineer (PCVE), the date of acquisition will be set to be equal to the date of acquisition of the PCVE.

The **Poly Infrastructure Professional** certification will therefore expire on the same date as the PCVE certification.

FREQUENTLY ASKED QUESTIONS (FAQ)

How long is the Poly Infrastructure Specialist certification valid for?

The **Poly Infrastructure Specialist** certification is valid for two years from the date of acquisition.

Poly Infrastructure Specialist certification is a mandatory pre-requisite for the **Poly Infrastructure Professional** certification. For any individual who holds a current **Poly Infrastructure Specialist** certification (INFRA-SPC) who then goes on to acquire the **Poly Infrastructure Professional** certification (INFRA-PRO), the INFRA-SPC certification becomes linked to the INFRA-PRO certification and the expiration date of the INFRA-SPC becomes the same as that of the INFRA-PRO certification.

Recertifying the **Poly Infrastructure Professional** certification will automatically recertify the **Poly Infrastructure Specialist** certification.

What are the exam requirements of the new certifications?

The **Poly Infrastructure Specialist** and the **Poly Infrastructure Professional** certifications each have multiple components.

The exam requirements for each are as follows:

| <u>Certification</u> | <u>Requirements</u> |
|---|---|
| Poly Infrastructure Specialist (INFRA-SPC) | Poly Infrastructure Fundamentals Exam (INFFND-EX) UC Theory Fundamentals Exam (UCTFND-EX) |
| Poly Infrastructure Professional (INFRA-PRO) | <i>Poly Infrastructure Specialist (INFRA-SPC)*</i> Poly Infrastructure Intermediate Exam (INFINT1-EX) UC Theory Intermediate Exam (UCTINT-EX) |

** Poly Infrastructure Specialist (INFRA-SPC) certification is a mandatory prerequisite for entry into the Poly Infrastructure Professional (INFRA-PRO) program*

What is happening to the PCVE certification?

The **Poly Infrastructure Professional** certification is the evolution of the Polycom Certified Videoconferencing Engineer (PCVE) program.

As from 29th May 2020, the PCVE exam and certification will no longer be offered.

FREQUENTLY ASKED QUESTIONS (FAQ)

What will happen to my PCVE certification?

When the PCVE exam is discontinued in May 2020, anyone who holds a valid PCVE certification will automatically be granted **Poly Infrastructure Professional** certification, with an expiry date equal to that of their PCVE certification.

Any existing PCVE certifications will continue to be valid until their natural expiry date. The PCVE certification is valid for two years from the date of acquisition.

PCVE holders will be entitled to use both the PCVE title and the **Poly Infrastructure Professional** title until the date of their PCVE expiry.

For more information, please refer to the **Evolution of PCVE FAQ** document.

I have recently renewed my PCVE certification – will I have to take more exams when the new program launches?

Anybody who holds a valid PCVE certification on the May 2020 cutoff date will be automatically granted **Poly Infrastructure Professional** certification with an expiry date equal to that of their PCVE certification.

It will **not** be necessary to take additional exams to convert a valid PCVE certification to a **Poly Infrastructure Professional** certification.

When the PCVE certification expires two years after date of acquisition, the **Poly Infrastructure Professional** certification will also expire, and it will be necessary to take new exams to meet the recertification requirements of the **Poly Infrastructure Professional** certification.

For individuals who are employed by one of Poly's partner companies, it may be a requirement for that individual to follow additional learning or certification plans as part of Poly's Partner Program requirements.

My PCVE certification is due for renewal a few months after the May 2020 cutoff date – what will happen to my certification?

Any existing PCVE certifications will be converted to **Poly Infrastructure Professional** certification, however that certification will expire on the expiry date of the PCVE certification, at which point it will be necessary to recertify.

FREQUENTLY ASKED QUESTIONS (FAQ)

My PCVE certification is due for renewal before the May 2020 cutoff date – should I wait for the new exam launch in April?

Test takers should be aware that the **Poly Infrastructure Professional** certification is more modular in its composition than the PCVE.

Whereas PCVE is just a single exam, the **Poly Infrastructure Professional** certification consists of two separate exam requirements, *Poly Infrastructure Intermediate Exam (INFINT1-EX)* and *UC Theory Intermediate Exam (UCTINT-EX)*.

In addition, the **Poly Infrastructure Professional** certification has a mandatory requirement that test takers should either hold a valid PCVE certification, or should complete the **Poly Infrastructure Specialist** certification BEFORE attempting the **Poly Infrastructure Professional** certification.

It is therefore recommended that individuals with PCVE certification which is close to expiry should recertify under the current single PCVE exam rather than wait to complete four exams under the new program.

How do I renew my Poly Infrastructure Professional certification after May 2020?

Any person holding a valid PCVE certification or **Poly Infrastructure Professional** certification after 29th May 2020 can recertify to **Poly Infrastructure Professional (INFRA-PRO)** by taking one exam:

- **Poly Infrastructure Intermediate Exam (INFINT1-EX)**

Any person who has previously held either a PCVE certification or **Poly Infrastructure Professional** certification, but that certification has expired, is considered to be a new entrant into the program and would therefore be required to complete all of the requirements of the **Poly Infrastructure Professional** certification:

| <u>Certification</u> | <u>Requirements</u> |
|---|---|
| Poly Infrastructure Professional (INFRA-PRO) | <i>Poly Infrastructure Specialist (INFRA-SPC)*</i> Poly Infrastructure Intermediate Exam (INFINT1-EX) UC Theory Intermediate Exam (UCTINT-EX) |

** Poly Infrastructure Specialist (INFRA-SPC) certification is a mandatory prerequisite for entry into the Poly Infrastructure Professional (INFRA-PRO) program*

FREQUENTLY ASKED QUESTIONS (FAQ)

What training is required for the **Poly Infrastructure Specialist** certification?

The **Poly Infrastructure Specialist** certification is attained by successfully passing a series of exams.

It is not a requirement of the program that an individual attend any training courses operated by the Poly University; however, each exam has one or more recommended training courses to help learners to understand the topics and to prepare for the exam.

Poly University courses are specifically tailored to the objectives of the Poly Expert Program certification exams and are an excellent way to learn the Poly solutions technologies and to prepare to pass the relevant certification exam.

| <u>Exam</u> | <u>Recommended Course</u> |
|---|---|
| UC Theory Fundamentals Exam (UCTFND-EX) | UC Theory Fundamentals (UCTFND) |
| Poly Infrastructure Fundamentals Exam (INFFND-EX) | Poly Infrastructure Fundamentals (INFFND) |

What training is required for the **Poly Infrastructure Professional** certification?

The **Poly Infrastructure Professional** certification is attained by successfully passing a series of exams.

It is not a requirement of the program that an individual attend any training courses operated by the Poly University; however, each exam has one or more recommended training courses to help learners to understand the topics and to prepare for the exam.

Poly University courses are specifically tailored to the objectives of the Poly Expert Program certification exams and are an excellent way to learn the Poly solutions technologies and to prepare to pass the relevant certification exam.

| <u>Exam</u> * | <u>Recommended Course</u> |
|--|---|
| UC Theory Intermediate Exam (UCTINT-EX) | UC Theory Intermediate (UCTINT) |
| Poly Infrastructure Intermediate Exam (INFINT1-EX) | Poly Infrastructure Intermediate (INFINT1 / PCICT201) |

** Poly Infrastructure Specialist (INFRA-SPC) certification is a mandatory prerequisite for entry into the Poly Infrastructure Professional (INFRA-PRO) program. See previous question for INFRA-SPC recommended training.*

FREQUENTLY ASKED QUESTIONS (FAQ)

PCVE was just one exam, why does Poly Infrastructure Professional have so many components?

The PCVE exam was a single exam but was split into two main topic areas; part of the exam was on Polycom Infrastructure solutions, and part of the exam covered general UC Theory.

The Poly Expert Program framework is designed to be more modular, to allow learners to focus their learning on one topic at a time, and to allow multiple components of learning to be combined in different ways to suit the individual's requirements.

After certifying at **Poly Infrastructure Specialist level (INFRA-SPC)**, the learner is then required to take two exams to achieve **Poly Infrastructure Professional certification (INFRA-PRO)**:

| | |
|---|--|
| UC Theory Intermediate Exam UCTINT-EX | Poly Infrastructure Intermediate Exam INFINT1-EX |
|---|--|

This represents the same split of topics as with the PCVE exam but allows for an expanded version of the UC Theory learning and assessment.

By defining UC Theory as a discrete topic, this allows the learning to be applied across multiple product disciplines and certifications.

What are the Unified Communications and Collaboration Theory exam components?

To fully understand the functions, features and operation of individual products, learners must first understand the underlying technologies and terminology used across multiple UC solutions.

Whether a learner is studying Poly Voice, Poly Video or Poly Infrastructure, the underlying UC Theory topics are common across UC solutions.

The Poly Expert Program employs a modular framework of learning and certification to make learning more relevant and accessible, and to avoid unnecessary repetition of topics.

Within that framework, UC Theory is treated as a discrete topic with its own learning modules and exams, which can then be used as components in multiple learning and certification paths.

Once a learner has completed modules in UC Theory at a given level, that learning can count towards multiple certification paths at that level, without the need for the learner to retake the content.

For example, if a learner passes the UC Theory Intermediate Exam (UCTINT-EX) then that would count towards the **Poly Voice Professional** certification, AND the **Poly Video Professional** certification, AND the **Poly Infrastructure Professional** certification. There is no need to repeat the learning across multiple Professional level certifications.

FREQUENTLY ASKED QUESTIONS (FAQ)

How do I know what to study to prepare for the exams?

The Exam Blueprint for each exam details all the topic areas covered by the assessment, as well as defining the format and duration of the exam. The Blueprint also explains how each section of the exam contributes towards the overall score.

Search online at the Poly website or on the Poly University site for the relevant blueprint for the exam components of the **Poly Infrastructure Specialist** and the **Poly Infrastructure Professional**.

- Poly Infrastructure Fundamentals Exam (INFFND-EX)
- UC Theory Fundamentals Exam (UCTFND-EX)
- Poly Infrastructure Intermediate Exam (INFINT1-EX)
- UC Theory Intermediate Exam (UCTINT-EX)

Is there a cost to taking the exams?

Each exam of the Poly Expert Program has an associated cost, and program components and costs are subject to change over time.

Please visit the Poly University for the most up-to-date information regarding certification requirements and associated costs.

Where do I go to take the exams?

The Poly Expert Program exams are administered by a third party, Questionmark Computing Limited, via an online proctoring solution.

There is no need to travel to a testing facility. Students will complete the exam online with a proctor watching over video.

More information about the exams is available on the Poly University website and in our FAQ, "**Taking Exams Online with Poly University**".

How do I access the training associated with the Poly Expert Program certifications?

Poly University offers a full portfolio of training courses and learning opportunities for individuals working towards certification under the Poly Expert Program.

Training delivery formats include online e-learning courses, self-paced lab environments and instructor-led training sessions.

More information about available courses and exams can be found on the Poly University website or by emailing PolyUniversity@poly.com.

How do I reach out to Poly University?

More information regarding the new Poly Expert Program can be found in our FAQ document, "**The Poly Expert Program FAQ**" and by contacting the Poly University team at PolyUniversity@poly.com.

FREQUENTLY ASKED QUESTIONS (FAQ)

After completing Poly Infrastructure Professional is there anything more advanced I could take?

The Poly Expert Program is a tiered program of learning and certification and has three levels; **Specialist**, **Professional** and **Expert**.

After achieving **Professional** level certification in two disciplines, individuals are then eligible to move on to **Expert** level certification

The **Poly Solution Expert (POLY-XPT)** certification is designed for senior support staff, technical consultants, systems architects and solution designers who are responsible for the design, deployment and support of complex Poly solution deployments and systems integrations.

Training and certification at this level covers multiple technologies and product groupings, as well as integration with third party solutions and the Expert certification is not limited in scope to a single product solution set.

In order to undertake the training and certification available at the Poly Solution Expert level, it is required that learners be already certified in at least two Poly Professional level certifications.

In April 2020, it is required that entrants to the **Poly Solution Expert** level program be certified in

- Poly Infrastructure Professional (INFRA-PRO)

and either

- Poly Video Professional (VIDEO-PRO) **or**
- Poly Voice Professional (VOICE-PRO)

How do you qualify for becoming a Poly Solutions Expert, the top level of the chart? Is there an exam?

In the Poly Expert Program launching in April 2020, it is required that entrants to the **Poly Solution Expert** level program firstly must have current certification in

- Poly Infrastructure Professional (INFRA-PRO)

and either

- Poly Video Professional (VIDEO-PRO) **or**
- Poly Voice Professional (VOICE-PRO)

There is then a single exam required to attain **Poly Solution Expert (POLY-XPT)** certification.

Certification

Poly Solution Expert (POLY-XPT)

Requirements

Poly Infrastructure Advanced Exam (INFADV-EX)

For more information about the **Poly Solution Expert (POLY-XPT)** certification please visit the Poly University website or reference our FAQ document, "**Poly Solution Expert FAQ**".

Poly INFRA-SPC and INFRA-PRO Components

| Certification Level | Required Exams | Recommended Learning |
|--|--|--|
| Poly Infrastructure Specialist (INFRA-SPC) | UC Theory Fundamentals Exam (UCTFND-EX) | UC Theory Fundamentals (UCTFND) |
| | Poly Infrastructure Fundamentals Exam (INFEND-EX) | Poly Infrastructure Fundamentals (INFEND) |
| Poly Infrastructure Professional (INFRA-PRO) | <i>Poly Infrastructure Specialist</i> | <i>As Above</i> |
| | UC Theory Intermediate Exam (UCTINT-EX) | UC Theory Intermediate (UCTINT) |
| | Poly Infrastructure Intermediate Exam (INFINT1-EX) | Poly Infrastructure Intermediate (INFINT1) or PCICT201 |

