

A Guide to Nortel Networks Professional Certification

January 2004

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Overview

The Nortel Networks Certification Program sets the standards for designing, installing and supporting Nortel Networks products and solutions. Our global program utilizes proctored skills-based exams to assess an individual's ability to apply technical knowledge and skills against Nortel Networks products and solutions. Through our application-based approach, participants demonstrate competency in a job function for a particular product or solution.

Nortel Networks Professional Certifications are categorized into five designations across three levels. Certifications are currently available in IP Telephony (VoIP), Network Convergence, Network Security and Optical Networking.

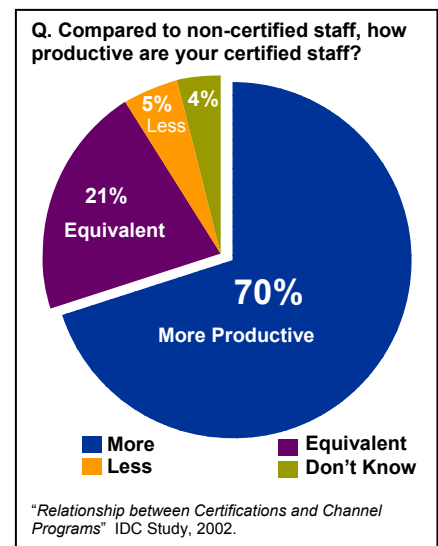
Nortel Networks Professional Certifications do not expire, so recertification is not required. To maintain the appropriate level of certification needed in a particular job function we encourage individuals to update their existing certifications based on the latest Nortel Networks product releases. Nortel Networks Channel Partner Programs may require individuals to hold the current release of a certification before credit is given to the partner.

Benefits of Nortel Networks Certification

Nortel Networks Certification validates an individual's competency through application-based exams that require the candidate to demonstrate his or her technical skills, product knowledge and job related experience.

With this validated level of competency, Nortel Networks-certified professionals improve customer satisfaction, customer loyalty, productivity, and earnings with their ability to provide better customer service, which in turn contributes to smoother implementations and positive customer experiences.

Since competency -- demonstrated through certification -- is a criterion of Channel Partner programs, certification provides partners the additional benefits of access to restricted products through Partner Accreditation and the opportunity for discounts through Partner Advantage. Access the following url to learn more about specific [Channel Partner programs](#) in your region and the role of Nortel Networks Professional Certifications.



Certification Program Designation Levels

Architect Level – senior level

This certification validates multi-technology/multi-vendor expertise. Those certified at the architect level are able to analyze and resolve challenging internetworking environments. Architect certification requires achievement of the appropriate Expert level certification, along with an application/ portfolio review and completion of a case study. This program will be re-launched in 2004.

Expert Level - intermediate to senior level, design and support roles

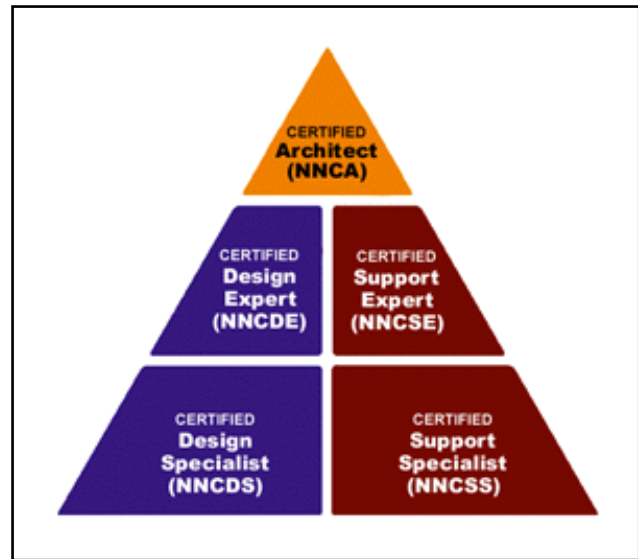
Those certified at the expert level are able to optimize customer networks using Nortel Network products and solutions. Expert certification requires the achievement of the appropriate Specialist level certification, along with at least one expert-level exam.

Specialist Level - entry-level design and support roles

Those certified at the specialist level have a basic level of technical proficiency to design, install, or support Nortel Network products and solutions. Specialist certification requires the completion of at least one specialist exam.

The knowledge and skills needed to successfully challenge any Nortel Networks certification exam are acquired through on-the-job experience, recommended training courses, and/or reference materials.

An up-to-date listing of all available and upcoming certifications can be accessed online at www.nortelnetworks.com/certification.



Using the Nortel Networks Certification web site

The Nortel Networks web site is a comprehensive resource for anything you need to know about our certification program. On our web site – www.nortelnetworks.com/certification -- you can access a variety of resources:

- Certification News (center section) – Read the latest news, which includes new certification releases, beta opportunities, and program updates
- Downloads, News and Events (center section) – Click this graphic to access downloadable certification roadmaps and flyers, detailed portfolio information, industry news releases, and event information
* The direct url for this section is www.nortelnetworks.com/certinfo. The Certification Roadmaps detail each certification, the exams required for that certification, and the recommended training for each exam. Roadmaps are currently available for North America.
- View All Certifications (left menu) – Access a complete listing of all available and upcoming certifications, in designation order
- Navigate by Designation (left menu or lower left of center section) – Access a listing of all available and upcoming certifications for a specific designation
- Track Your Progress (left menu) – Access Prometric’s CertManager system, where you can view your certification status
- FAQs (left menu) – Review Frequently Asked Questions for taking beta exams (Beta FAQs) or for our overall program (FAQs)
- About Certification (left menu) – Read about the benefits of Nortel Networks certification and learn how our program is structured
- Certification Policies (left menu) – Access complete information about our certification program policies
- Certification Contacts (left menu) – Contact us via email or phone when you need additional assistance
- Learn about Certification (lower right of center section) – Click the links in this section to learn about the benefits of Nortel Networks certification, learn how to register for exams, and access the CertManager system to track your progress

A view of the main certification page is captured on the next page.

NORTEL NETWORKS Navigate Our Site

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North America •
1-800-4-NORTEL
(1-800-466-7835)

[Express Routing Codes](#)

Europe, Middle East &
Africa (EMEA)
00800 8008 9009
+44 (0)70-907-9009

[Additional International Numbers](#)

Certification

Nortel Networks delivers an industry-leading global certification program that sets the standards for designing, installing, and supporting Nortel Networks solutions.

We use skills-based exams to test your skills and knowledge, validating your competency on our highly technical products and solutions.

Use the links on this page to access complete information about Nortel Networks professional certifications.

Certification News

Nortel Networks certification pays off nicely!	January 12, 2004	
New Contivity Security Support Expert Certification	December 17, 2003	
Download certification roadmaps for North America	December 11, 2003	
Meridian and Succession 2.0 certifications to be retired	December 10, 2003	

Certification Designations

[Nortel Networks Certified Architect](#)
[Nortel Networks Certified Design Expert](#)
[Nortel Networks Certified Support Expert](#)
[Nortel Networks Certified Design Specialist](#)
[Nortel Networks Certified Support Specialist](#)

Learn About Certification

- [What are the benefits of earning Nortel Networks Professional Certification?](#)
- [How do I register for exams?](#)
- [How do I track my progress toward certification?](#)

* For information about 3rd party links, please refer to our [Web linking practices](#)



Available and Upcoming Certifications (as of January 20, 2004)

Detailed exam requirements and training recommendations for each certification are available further in this document. An up-to-date listing of all available and upcoming certifications can be accessed online at www.nortelnetworks.com/certification.

You can download Certification Roadmaps for North America at www.nortelnetworks.com/certinfo. This downloadable document provides a comprehensive view of available and upcoming certifications, the exams required for each certification, and the training tracks recommended as preparation for each exam. Each certification is detailed on an individual page with a complete view of the recommended training.

Nortel Networks Certified Architect (NNCA)

Certification Goal:

At our highest level of certification, the Nortel Networks Certified Architect represents a highly advanced level of technical design and analytical expertise for complex Nortel Networks solutions. This achievement is recognized throughout the industry and regarded a symbol of excellence.

Target Audience:

- Senior-level individuals with these typical role names:
- Senior Networking Consultants
- Network Architects
- Design Engineers
- Senior System Engineers
- Consulting Engineers
- Sales Engineers
- Senior Sales Engineers
- Consulting Sales Engineers

Demonstrated Skills:

- Analysis and resolution of challenging internetworking environments
- Rigorous portfolio assessment
- Interpretation of customer business drivers
- Influence of customer decision

Available Certifications:

NNCA

The NNCA is a two-part portfolio assessment that requires you to submit documentation supporting your high level of professional expertise.

Part 1 is an application for NNCA certification that documents your education and relevant experience. Prior to submitting your application you must have achieved at least one NNCDE or NNCSE certification.

Part 2 is a real world, complex networking case study for you to complete.

This designation will be re-launched in 2004.

Nortel Networks Certified Design Expert (NNCDE)

Certification Goal:

Design Expert certification verifies the candidate's ability to apply design principles and plan Nortel Networks products and solutions.

Target Audience:

- Mid-level to senior-level individuals with these typical role names:
- Network/System Engineers
- Solutions Engineers
- Network Planners
- Account/Sales Engineers

Demonstrated Skills:

Increased level and range of network components to plan and optimize at least one of Nortel Networks leadership category solutions including:

- Architecture
- Functionality
- Interoperability
- Network management
- Service
- Topology

Available Certifications:

- NNCDE - Alteon Security
- NNCDE - Contivity Security
- NNCDE - IP Convergence Meridian 1 IP Enabled 25.40

Certifications in Development:

- NNCDE – IP Convergence CallPilot (Available March 2004)
- NNCDE - IP Convergence Succession 1000/1000M Rls. 3.0 (Available February 2004)

Nortel Networks Certified Support Expert (NNCSE)

Certification Goal:

Support Expert certification validates a candidate's ability to optimize customer networks using Nortel Networks solutions.

Target Audience:

- Mid-level to senior-level Support Technicians

Demonstrated Skills:

- Increased level and range of product expertise demonstrated in a lab environment to maintain a live system including:
 - Increased level and range of product expertise
- Demonstrate in a lab environment to maintain a live system:
 - Problem identification
 - Provisioning
 - Upgrades
 - Commissioning/Initial Configuration
 - Operations

- Administration
- Maintenance
- Troubleshooting

Available Certifications:

- NNCSE - Alteon Security
- NNCSE - Contact Center
- NNCSE – Contivity Security
- NNCSE - IP Convergence CallPilot 2.0 Unified Messaging Solutions
- NNCSE - IP Convergence Meridian 1 IP Enabled 25.40

Certifications in Development:

- NNCSE - IP Convergence Succession 1000/1000M Rls. 3.0 (Available February 2004)

Nortel Networks Certified Design Specialist (NNCDS)

Certification Goal:

Design Specialist certification validates the candidate's ability to design and plan Nortel Networks products and solutions in support of a customer's business requirements.

Target Audience:

Entry to mid-level individuals with these typical role names:

- Network/System Engineers
- Solutions Engineers
- Network Planners
- Account/Sales Engineers
- Internal and External and Global personnel
- Support Technicians

Demonstrated Skills:

Identify required network components against customer business requirements:

- Architecture
- Functionality
- Interoperability
- Topology
- Network management
- Service

Available Certifications:

- NNCDS - Alteon
- NNCDS - Contivity VPN Switch
- NNCDS - Ethernet Switching
- NNCDS - OPTera Metro Solutions (WDM and SONET based Networks)
- NNCDS - OPTera Metro Solutions (WDM based Networks)
- NNCDS - Passport 7000/15000
- NNCDS - SCCS/Express/TAPI/Web Client/Agent
- NNCDS - VoIP CallPilot 2.0
- NNCDS - VoIP Meridian 1 IP Enabled 25.40
- NNCDS - VoIP Succession 1000/1000M Rls. 3.0

- NNCDS - VoIP Succession BCM 3.0
- NNCDS - VoIP Succession CSE 1000 2.0

Certifications in Development:

- NNCDS - VoIP Multimedia Communication Server (MCS) 5100 2.0 (Available February 2004)

Nortel Networks Certified Support Specialist (NNCSS)

Certification Goal:

Support Specialist certification validates the candidate's ability to install, maintain, configure, and perform day-to-day operational activities for Nortel Networks products.

Target Audience:

Entry to mid-level individuals with these typical role names:

- Support Technician
- Technician Assistance Associate
- Customer Service Technician
- Support Engineer

Demonstrated Skills:

Basic level of technical proficiency to maintain a live system including:

- Administration
- Commissioning/Initial Configuration
- Maintenance
- Operations
- Problem identification
- Provisioning
- Troubleshooting
- Upgrades

Available Certifications:

- NNCSS - Alteon
- NNCSS - BayStack/Business Policy Switch (BPS)
- NNCSS - Contivity VPN Switch
- NNCSS - Meridian SL-100 Maintenance
- NNCSS - OPTera Metro 3000
- NNCSS - OPTera Metro 5000
- NNCSS - OPTera Metro 5000 Installation and Commissioning
- NNCSS - Passport 7000/15000
- NNCSS - Passport 8600 Routing Switch
- NNCSS - Periphonics - MPS 100 Application Developer
- NNCSS - Periphonics - MPS 100 Installation and Maintenance
- NNCSS - Periphonics - MPS 100 Technical Support
- NNCSS - Symposium Call Center Server
- NNCSS - Symposium Call Center Server Installation & Maintenance
- NNCSS - Symposium Call Center TAPI/Agent
- NNCSS - Symposium Call Center TAPI/Agent Install & Maintenance
- NNCSS - VoIP CallPilot 2.0

- NNCSS - VoIP Meridian 1 IP Enabled 25.40
- NNCSS - VoIP Succession 1000/1000M Rls. 3.0 Installation & Maintenance
- NNCSS - VoIP Succession 1000/1000M Rls. 3.0 DB Administrator
- NNCSS - VoIP Succession BCM 3.0
- NNCSS - VoIP Succession CSE 1000 2.0

Certifications in Development:

- NNCSS - VoIP Multimedia Communication Server (MCS) 5100 2.0 (Available February 2004)

Preparing for Certification

Most professional certifications require 3-6 months of experience with the product or solution, along with successful completion of at least one exam.

You can acquire the knowledge and skills needed to successfully challenge our certification exams through on-the-job experience, recommended training courses and/or reference materials.

Training Resources

In North America, all training recommended for certification is provided by Nortel Networks Knowledge Services or Global Knowledge, a Premier Education Partner.

OPTera Metro, Passport 6000, 7000 and 15000, and Meridian SL-100 training is provided by Nortel Networks Knowledge Services.

All other Enterprise training is provided by Global Knowledge.

Each certification exam description at www.nortelnetworks.com/certification has direct links to the appropriate recommended training course descriptions, whether that training is delivered by Nortel Networks or by Global Knowledge.

Training Contact Information

Nortel Networks Knowledge Services

Web: www.nortelnetworks.com/training

Toll-free: 1-877-662-5669, options 1-1-2-1

Global Knowledge

Web: www.globalknowledge.com/norteltraining

Toll-free: 1-877-662-5669, options 1-2-1

Registering for an Exam

You can register for our proctored exams through the Prometric proctored exam site at www.2test.com or by calling the appropriate number in the chart listed on our Exam Registration page.

You can register for and take any of our live web-based Technology Fundamentals tests through the Prometric web-based exam site at <https://nortel.prime.prometric.com>