



Symantec Certified Master (SCM) - Guide -

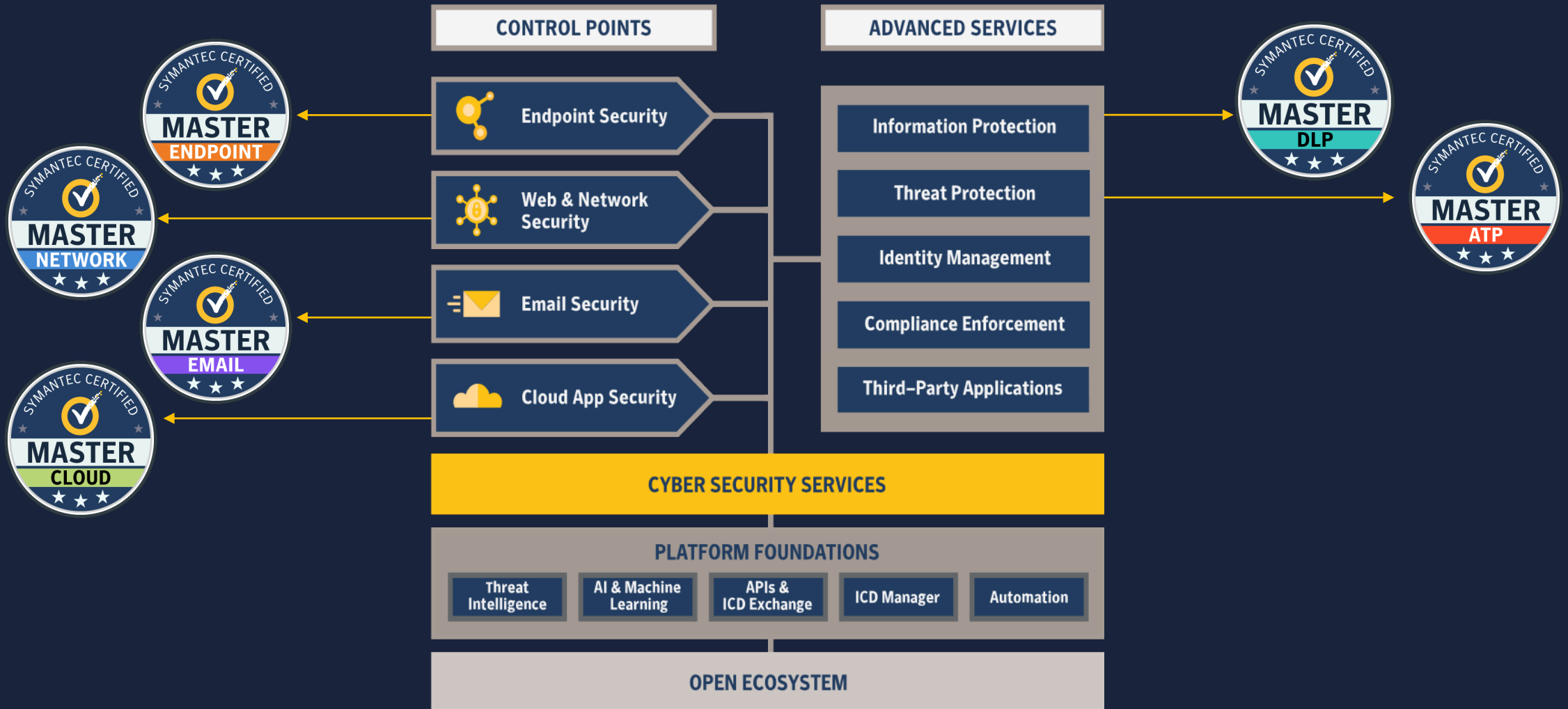
Aligning Training & Certification to the Symantec's
Integrated Cyber Defense (ICD) Platform

Last Revised August 1, 2019



Symantec Certified Master Credentials Aligned to the ICD Platform

Symantec's Integrated Cyber Defense (ICD) Platform unifies products, services and partners to drive down the cost and complexity of cyber security, while protecting enterprises against sophisticated threats.



Why become a Symantec Certified Master*?

Symantec Certified Master partners have demonstrated technical knowledge of a given control point and/or advanced services via skills and learning **beyond a single product.**



Demonstrate that **you** have the technical knowledge and competency across multiple related Symantec products to remain competitive in an evolving industry



Extend your reach by supporting **customers** in advanced threat protection and information protection across all endpoints, networks, email and cloud applications

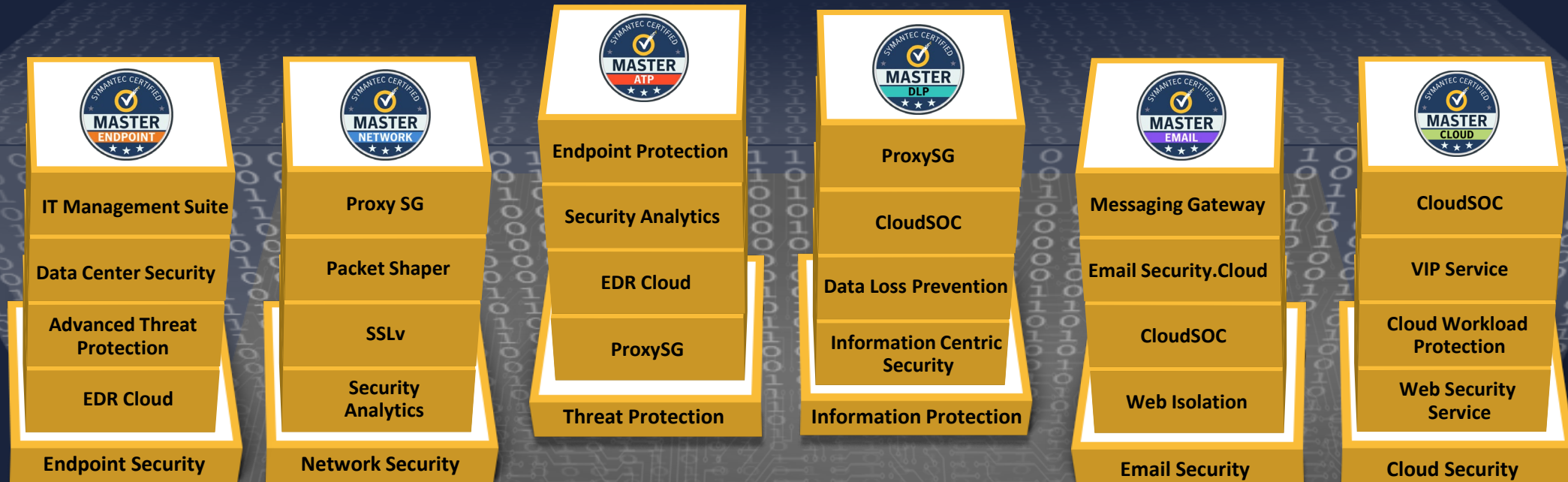


Maximize **company** revenue by training in a comprehensive portfolio of solutions to acquire new customers and cross-sell into existing customers

*Certified Master credentials are earned by an individual.

Why become a Symantec Certified Master?

Certify across a complete control point and/or advanced services to **demonstrate mastery** of all the related security components and integrations.



INTEGRATED CYBER DEFENSE PLATFORM

Certifications and accreditations are **clustered around key elements** in the ICD stack

Requirements and Benefits Summary for Secure One Partners

Partners who meet the defined criteria below in Symantec Secure One are eligible (“Eligible Partner”) to participate to the Symantec Certified Master Focus Track.

To achieve the Symantec Certified Master Focus Track, Eligible Partners must:

- 1) Be a Registered, Silver, Gold or Platinum Partner in Secure One
- 2) Meet all Secure One requirements and obligations
- 3) Achieve and maintain the certification exams required for the respective Control Point and/or Advanced Services as described in this Guide

Once you become a Symantec Certified Master in a specific Control Point and/or Advanced Services, you will unlock the following benefits:

Earn Master Digital Credentials*



Symantec Certified Masters will be provided digital credentials to gain a competitive edge and increase visibility.

Attain Gold with Certification Achievement Only



As a Registered or Silver Partner, once you have two (2) Symantec Certified Masters on staff, Symantec will waive the requirement for achieving New Bookings Performance and grant you Gold tier in Secure One.

Gain Access to More Benefits



As a Registered or Silver Partner, once you get to the Gold tier, you will unlock access to more benefits including the technical benefits associated with the Gold tier to help you extend your Symantec business.

Staying at the Gold Tier



Lock down your Secure One tier as Gold as long as you maintain two Symantec Certified Masters on staff.

* Information and the terms applicable to the Digital Credentials can be found here: <https://www.symantec.com/services/education-services/certification/digital-credentials-and-badges>

Master in Endpoint Security



Endpoint Security

A single agent architecture delivers multi-layered security across all possible endpoints — desktop, server, mobile, and IoT – protecting enterprise and mobile workforces regardless of OS, device or network security approaches.

Step 3

ICD Control Point Exams (Pick 2)	Recommended Courses
SEP	Endpoint Protection 14 Configure and Protect – 3 days Endpoint Protection 14 Manage and Administer – 2 days
DCS	Data Center Security Server Advanced 6.7: Administration – 3 days Data Center Security Server Advanced 6.7 Diagnostics & Troubleshooting - 2 days
ITMS	IT Management Suite 8.1 Administration – 5 days IT Managements Suite 8.1 Diagnostics & Troubleshooting - 2 days
CMS	Client Management Suite 8.5 Administration – 3 days
ICD Service Layer Exams (Pick 1)	Recommended Courses
DLP	Data Loss Prevention 15.0 Administration – 5 days
ATP	Advanced Threat Protection 3.0 Incident Response – 2 days

Step 2

Step 1

SSE+ Courses (Pick 5)			
SEP	DeepSight	DLP	ITMS
SEP Mobile	CCS	ICS	ICD
EDR	DCS	ICE	
IoT/CSP	DeepSight	ICA	

Additional Resources

The [e-Library](#) is ideal for supplementing classroom training, accessing as a just-in-time reference, and/or providing training to those who cannot travel or afford time away from the office.

Master in Network Security



Network Security

Cloud and on-premises network security solutions, based on an advanced proxy architecture, provide superior defense against advanced threats, protect critical business information, and help ensure secure and compliant use of the cloud and web.

Step 3

ICD Control Point Exams (Pick 2)	Recommended Courses
ProxySG	ProxySG v6.6 Basic Administration – 2 days ProxySG v6.6 Advanced Administration – 2 days ProxySG v6.6 Diagnostics and Troubleshooting – 1 day
Packet Shaper	PacketShaper 11.9.1 Administration – 3 days
SSLv	SSL Visibility 5.0.1 Administration – 3 days
Security Analytics	Security Analytics 7.X Administration – 2 days** Security Analytics 7.X Professional – 2 days**
WSS	Web Security Security Service R1 Core Administration – 2 days WSS Diagnostics and Troubleshooting – 2 days

Step 2

ICD Service Layer Exams (Pick 1)	Recommended Courses
DLP	Data Loss Prevention 15.0 Administration – 5 days
ATP	Advanced Threat Protection 3.0 Incident Response – 2 days

Step 1

SSE+ Courses (Pick 5)			
ProxySG	SSLv	ICD	ICA
WSS	Security Analytics	DLP	CAS*
Web Isolation	CCS	ICS	
PacketShaper	EDR	ICE	

Additional Resources

The [e-Library](#) is ideal for supplementing classroom training, accessing as a just-in-time reference, and/or providing training to those who cannot travel or afford time away from the office.

*Available upon release

**If classes taken together, duration will be reduced to a total of 3 days



Email Security

Multiple layers of protection (including threat isolation) against ransomware, spear phishing and business email compromise, together with advanced analytics to identify targeted attacks, protecting email against user error and data leakage.

Step 3

ICD Control Point Exams (Pick 2)	Recommended Courses
Messaging Gateway	Messaging Gateway 10.6 Administration – 2 days
Email Security.Cloud	No current ILT. Please refer to content in e-Library - Email Security.cloud Administration R1

Step 2

ICD Service Layer Exams (Pick 1)	Recommended Courses
DLP	Data Loss Prevention 15.0 Administration – 5 days
ATP	Advanced Threat Protection 3.0 Incident Response – 2 days

Step 1

SSE+ Courses (Pick 5)	
Email Security	ICE
CloudSOC	ICA
ICS	Web Isolation
DLP	ICD
EDR	

Additional Resources
The [e-Library](#) is ideal for supplementing classroom training, accessing as a just-in-time reference, and/or providing training to those who cannot travel or afford time away from the office.

Master in Cloud Security



Cloud Security

Advanced solutions that secure cloud access, cloud infrastructure and cloud applications, providing in-depth visibility, data security, and threat protection to safeguard users, information and workloads across public and private clouds.

Step 3

ICD Control Point Exams (Pick 2)

[CloudSOC](#)

[VIP](#)

[WSS](#)

CWP TBD*

Recommended Courses

CloudSOC R2 Administration – 2 days

Identity and Authentication Services R1 – 3 days

Web Security Security Service R1 Core Administration – 2 days

WSS Diagnostics and Troubleshooting – 2 days

n/a

Step 2

ICD Service Layer Exams (Pick 1)

[DLP](#)

[ATP](#)

Recommended Courses

Data Loss Prevention 15.0 Administration – 5 days

Advanced Threat Protection 3.0 Incident Response – 2 days

Step 1

SSE+ Courses (Pick 5)

[CloudSOC](#)

[ICD](#)

[ICA](#)

[CWP](#)

[DLP](#)

[Email Security](#)

[VIP](#)

[ICS](#)

[WSS](#)

[CCS](#)

[ICE](#)

[EDR](#)

[CWA](#)

Additional Resources

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Master in Threat Protection



Threat Protection

Multiple layers of threat prevention, detection and recovery, and forensic technologies provide a complete view of malicious activities across control points, so all instances of a threat can be contained, investigated and remediated.

Step 3

ICD Control Point Exams (Pick 2)

[SEP](#)

[Security Analytics](#)

Recommended Courses

Endpoint Protection 14 Configure and Protect – 3 days
Endpoint Protection 14 Manage and Administer – 2 days

Security Analytics 7.X Administration – 2 days**

Security Analytics 7.X Professional – 2 days**

* If classes taken together, duration will be reduced to a total of 3 days

Step 2

ICD Service Layer Exams

[ATP](#)

Recommended Courses

Advanced Threat Protection 3.0 Incident Response – 2 days

Step 1

SSE+ Courses

(Pick 7)

(Highlighted Courses Are Required + Choose 1 More Elective Course)

[SEP](#)

[ITMS](#)

[DCS](#)

[Security Analytics](#)

[SEP Mobile](#)

[ICD](#)

[ProxySG](#)

[Email Security](#)

[EDR](#)

[DLP](#)

[WSS](#)

[CloudSOC](#)

[IoT/CSP](#)

[ICS](#)

[Web Isolation](#)

[CWP](#)

[DeepSight](#)

[ICE](#)

[PacketShaper](#)

[VIP](#)

[CCS](#)

[ICA](#)

[SSLv](#)

CAS *

Additional Resources

The [e-Library](#) is ideal for supplementing classroom training, accessing as a just-in-time reference, and/or providing training to those who cannot travel or afford time away from the office.

* Available upon release

**If classes taken together, duration will be reduced to a total of 3 days

Master in Information Protection



Information Protection

Encryption data loss prevention, multi-factor authentication, tagging, and analytics ensure that confidential information and IT assets are protected and in compliance at all times, wherever it is stored, and that only authenticated users are able to gain access.

Step 3

Step 2

Step 1

ICD Control Point Exams (Pick 2)				Recommended Courses
ProxySG				ProxySG v6.6 Basic Administration – 2 days ProxySG v6.6 Advanced Administration – 2 days ProxySG v6.6 Diagnostics and Troubleshooting – 1 day
CloudSOC				CloudSOC R2 Administration – 2 days
ICD Service Layer Exams				Recommended Courses
DLP				Data Loss Prevention 15.0 Administration – 5 days
SSE+ Courses (Pick 7) (Highlighted Courses Are Required + Choose 2 More Elective Course)				Additional Resources The e-Library is ideal for supplementing classroom training, accessing as a just-in-time reference, and/or providing training to those who cannot travel or afford time away from the office.
SEP	ITMS	DCS	Security Analytics	
SEP Mobile	ICD	ProxySG	Email Security	
EDR	DLP	WSS	CloudSOC	
IoT/CSP	ICS	Web Isolation	CWP	
DeepSight	ICE	PacketShaper	VIP	
CCS	ICA	SSLv	CAS *	

* Available upon release

**If classes taken together, duration will be reduced to a total of 3 days

Symantec Education Services provides a full range of training solutions to help maximize your use of Symantec products.

Classroom Training

Traditional public classroom training includes comprehensive learning design with expert instructors who have experience in the field. Gain critical concepts and skill to install, configure, manage and troubleshoot your Symantec solutions. Hands-on-labs supplement your learning by allowing you to practice in a live environment.

Virtual Academy

A live, online training option that delivers the same content as our classroom training, without the need for student travel or time out of the office. The Symantec Virtual Academy online learning environment recreates the traditional classroom learning experience.

All Instructor Led both Classroom and Virtual Classroom training includes

Live webcasts : Interactive sessions with the Symantec Instructor, be it Face to Face or through the virtual classroom

Hands-on-labs : Running on dedicated Symantec servers allow first practice of the skills learnt

Expert mentoring : Ensures you can get answers you need directly from the instructor without interruption

Private Training -Dedicated / Onsite

This entails exclusive Instructor-Led Training at your preferred time and location. Custom classes can be delivered for your environment and focused on your specific issues.

Learn. Certify. Succeed!

Validate technical knowledge and competency by becoming a Symantec Certified Specialist (SCS) based on your specific area of Symantec technology expertise. To achieve this level of certification, candidates must pass one proctored SCS exam based on a combination of Symantec training material, commonly referenced product documentation, and real-world job scenarios.

- [Prepare for an Exam](#)
 - Each exam link will have the following
 - Exam details
 - Suggested Preparation
 - Recommended Courses
- The cost of each exam attempt is USD \$250.00
 - Exam vouchers can be purchased from Symantec via your distribution partner (SKU: TRNG-CE-EXM)
- Registering for an Exam
 - Full details on how to register for your exam can be found [HERE](#)
- [Testing policy and Documentation](#)
 - Learn about the Symantec Testing Policies and exam security protocols prior to taking your exam
- [Digital Credentials](#) explained

Further Information

Validate technical knowledge and competency by becoming a Symantec Certified Specialist (SCS) based on your specific area of Symantec technology expertise. To achieve this level of certification, candidates must pass one proctored SCS exam based on a combination of Symantec training material, commonly referenced product documentation, and real-world job scenarios.

- **Course Overviews**

<https://www.symantec.com/services/education-services/training-courses>

- **Class Availability**

<https://mysymantec.force.com/LMSeStore>

Contacts by region for pricing & availability

ASEAN	Jigisha_Hinduja@Symantec.com
PACIFIC	Melanie_Brooker@Symantec.com
Europe	xrm-centraledu@symantec.com
Africa	xrm-centraledu@symantec.com
UKI	emeatraining@Symantec.com
Nordics	emeatraining@Symantec.com
Americas	Americas_Education@symantec.com

Certification Expiration Policy

In order to maintain your Certified Master status, you must keep required certifications valid.



ICD Control Point Exams (Pick 2)	
SEP	
DCS	
ITMS	
ATP	
ICD Service Layer Exams (Pick 1)	
DLP or ATP (CCS TBD)	
SSE+ Courses (Pick 5)	
SEP	ITMS
SEP Mobile	ATP
EDR Cloud	DLP
IoT/CSP	ICS
DeepSight	ICE
CCS	ICA
DCS	ICD (upon release)



Certified Masters are responsible for keeping their certifications valid in order to maintain their Symantec Certified Master credentials. If you allow your credentials to expire, you risk being downgraded to a lower tier in Secure One and you will lose the right to market yourself as Certified Master, including to use affiliated digital credentials.

Please refer to the Symantec Certification Overview for more information.

Terms and Conditions

COMPLIANCE

To preserve Symantec Certified Master Focus Track membership, partners must maintain compliance with all applicable membership requirements. If a partner becomes non-compliant with the stated Focus Track requirements, the partner will have 90 days to meet the necessary requirements and reinstate compliance. In the event of non-compliance, an email will be sent to the Primary Secure One enrollment contact within the partner's organization to alert the partner regarding non-compliance against the Focus Track requirements. Partners will be re-evaluated for Focus Track membership reinstatement once all requirements have been met and compliance has been restored. If a partner ceases to comply with Focus Track requirements and does not return to compliance within the 90-day grace period, the partner will be removed from the Focus Track and associated access to Focus Track-related Benefits will be rescinded.

CHANGES TO THIS GUIDE

While Symantec tries to assure the completeness and accuracy of this information, occasionally we will need to provide corrections to this Guide. Symantec reserves the right to do this by publication via PartnerNet, or email to Eligible Partner, or other electronic means. If you have any questions, please contact the Partner Service team.

CHANGES OR TERMINATION OF SYMANTEC CERTIFIED MASTER BENEFITS

Symantec reserves the right to vary the terms of this Focus Track, modify the basis on which the Benefits set out in this Guide will be earned or made available to Eligible Partner or to terminate the Focus Track or associated Benefits upon publishing notice of such amendment or cancellation on PartnerNet. The effective date of termination shall be the date on which notice of such termination is posted on PartnerNet. If Benefits are terminated, Symantec will pay any payment to which Eligible Partner is entitled prior to such termination. However, failure to comply with applicable laws and regulations such as the Foreign Corrupt Practices Act or the UK Bribery Act, and failure to avoid conflicts of interest, will result in immediate termination of funding and any outstanding payment or reimbursement related to this Focus Track and any applicable benefits.

APPLICATION OF LEGAL TERMS

This Guide is in addition to the Secure One Agreement and Secure One Guide, which are incorporated by reference, collectively the "Secure One Terms". In the event of a conflict between this Guide and the Secure One Terms, this Guide shall prevail. Additionally, certain benefits listed in this Guide may involve additional terms and conditions, which terms are published to participating partners or are agreed to at the time a partner elects to request, access, or use such benefits.

ABOUT SYMANTEC CORPORATION

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton suite of products for protection at home and across all of their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on Facebook, Twitter, and LinkedIn.

Symantec Corporation World Headquarters

350 Ellis Street

Mountain View, CA 94043 USA

+1 (650) 527 8000

1 (800) 721 3934

<http://www.symantec.com>