



SCS Expiration Policy FAQ

September 2017

FREQUENTLY ASKED QUESTIONS AND ANSWERS

QUESTION: What has changed?

ANSWER: Symantec Certified Specialist (SCS) credentials transition from no-expiration date to having a 2-year expiration date for newly released exams after September 2017.

When a certification verification is required, Symantec identifies the product version, thus distinguishing between those who have upgraded certifications and those who haven't.

Once new exams are released after September 2017, Symantec will remove product versions from exam names and set up general product names without a product version, but including an exam version (e.g., Symantec Data Loss Prevention, version 1). This will begin with future new exam releases after September 2017. No prior versions will be expired (e.g., a candidate who certified on DLP 14.5 will remain certified forever).

While CertTracker will display a program name such as Symantec Data Loss Prevention, version 1, it will be associated with the exam product version (e.g., Exam: 250-### Data Loss Prevention 15) within CertTracker and within Acclaim digital credential metadata.

Network Protection (Blue Coat) certification exams were available for a minimum of two years from the date of issue. Effective, July 1, 2017, only current-version Blue Coat exams associated with the shipping product will be available. When a new exam is released, candidates will have 60 days to complete the previous version of the exam, after which period the previous exam will no longer be offered.

The following Blue Coat Administration SCS exams released between July 1st 2017 and Sept 30th 2017 will not have a 2 year expiration. These specific exams will remain valid and not expire in the Secure One until after falling behind more than one version back.

- Exam 250-430: Administration of Blue Coat ProxySG 6.6
- Exam 250-432: Administration of Blue Coat Packet Shaper 11.5
- Exam 250-433: Administration of Blue Coat Security Analytics 7.2
- Exam 250-434: Administration of Blue Coat Secure Sockets Layer Visibility v2.0.1

QUESTION: When will SCS Certifications expire?

ANSWER: Symantec is moving to 2-year expiration policy for SCS certifications to align with the Blue Coat expiration policy. Legacy (non-SCS) Blue Coat exams delivered by Prometric will continue to expire after 2-years from the date achieved.

For Symantec Partners, previous versions of SCS credentials are valid and will expire in the Secure One partner program after falling behind more than one version back.

QUESTION: When did the recertification policy go into effect?

ANSWER: The policy is effective as of September 29, 2017 for any newly released exams.

QUESTION: What happens if I have an existing SCS credential; will it expire after 2-years?

ANSWER: All SCS credentials earned for the following existing and current version exams will continue to remain current and valid forever. No action is required to maintain a legacy SCS credential that was achieved prior to the release of a newer product version exam.

- Exam 250-215: Administration of Symantec Messaging Gateway 10.5
- Exam 250-410: Administration of Symantec Control Compliance Suite 11.x
- Exam 250-420: Administration of Symantec VIP (March 2017)
- Exam 250-423: Administration of Symantec IT Management Suite 8.0
- Exam 250-424: Administration of Data Loss Prevention 14.5
- Exam 250-425: Administration of Symantec Cyber Security Services (May 2016)
- Exam 250-426: Administration of Symantec Data Center Security - Server Advanced 6.7
- Exam 250-427: Administration of Symantec Advanced Threat Protection 2.0.2
- Exam 250-428: Administration of Symantec Endpoint Protection 14
- Exam 250-430: Administration of Blue Coat ProxySG 6.6
- Exam 250-432: Administration of Blue Coat Packet Shaper 11.5
- Exam 250-433: Administration of Blue Coat Security Analytics 7.2
- Exam 250-434: Administration of Blue Coat Secure Sockets Layer Visibility v2.0.1

QUESTION: What happens if my SCS certification has expired after 2 years and there is no new SCS exam available from the last version I passed?

ANSWER: If a new version of an SCS exam is unavailable upon a credential's expiration date, then candidates can complete the latest SCS continuing education training. Upon completion candidates will earn a training completion achievement badge which will extend their SCS accreditation for 1 additional year. This extension maxes out at the 3rd year (i.e., an SCS credential will be valid for a maximum of 3-years if a candidate has completed continuing education training).

If Symantec does not release continuing education or a new SCS exam, it will be because Symantec has decided to no longer support the legacy product or technology. In this case, a prior SCS credential will expire after 2-years from the date earned.

QUESTION: Who is responsible for keeping certified candidates valid?

ANSWER: Candidates are responsible for keeping their certification valid. Symantec will publish the availability of new exams and exams that are being retired on <https://www.symantec.com/services/education-services/certification/all-exams>. If no exams are listed as "Coming Soon", then all existing exams are current.

QUESTION: When will SCS exams be retired?

ANSWER: When a new exam is released, candidates will have 60 days to complete the previous version of the exam, after which period the previous exam will be retired.

QUESTION: What happens if I allow my certification to expire?

ANSWER: Your certification status will be expired if you do not recertify by the required date. If your certification is expired, you will lose the right to market yourself as certified for that certification, which includes the use of the SCS certification logo. Your CertTracker and Acclaim profiles will display as expired.

- There is no grace period after your certification has expired.
- To achieve the SCS certified status, you must satisfy all requirements for the current SCS exam version.
- Extending or renewing an expired certification such as through continuing education, or earning a new certification after you have expired, will not renew previously earned and expired certifications.
- If you are a Symantec partner, you risk being downgraded to a lower metal tier in the Secure One Program where valid certifications are required are part of metal tier requirements.

QUESTION: Will you notify me when my certification is near its expiration date?

ANSWER: Yes. You will be sent 3 courtesy reminders to the email address associated with your CertTracker account. Please note, it is your responsibility to ensure that the email address associated with your CertTracker account and your certification records are up to date to ensure that you receive these important reminders. If you do not receive the reminders; 90 days, 60 days, and 30 days before your expiration date, you most likely have duplicate CertTracker account, an invalid/old email address in your CertTracker account or the reminders may be in your Spam folder.

QUESTION: How long do I have to recertify after expiration?

ANSWER: You have two (2) years to recertify, starting from the last date you earned a certification from the Symantec certification program.

If you are a Symantec Partner, you have 60 days to recertify after expiration to maintain a valid metal tier.

QUESTION: Will retakes of the retiring exams be allowed after the retirement date?

ANSWER: No. Candidates who fail a retiring SCS exam will be able to retake the exam only before the retirement date. Candidates should keep in mind that there is a 3-day and 14-day waiting period to retake SCS exams. It is your responsibility to schedule your exam appointment to allow enough time to retake a failed exam before an exam is retired.

QUESTION: Will new versions of the certifications and or exams be released?

ANSWER: Sometimes new versions of SCS exams will already be available or will be in the planning stages. Information specific to each retiring certification exam or path is posted on <https://www.symantec.com/services/education-services/certification/all-exams>.