

Contents

GENERAL INFORMATION	1
SYMANTEC CERTIFIED SPECIALIST (SCS) PROCTORED EXAMS	1
AVAILABILITY.....	3
EXAM END OF LIFE UPDATE.....	4

General Information

Q1. What has been announced?

A1. Symantec Corporation, one of the world's leading software companies, announced the global availability of Network Protection (Blue Coat) proctored exams for all technical exams that lead to product certification beginning July 1, 2017. Proctored exams increase the technical proficiency, credibility, and market recognition for our customers and partners. Partner employees benefit from greater opportunity for career advancement and increased sales opportunities.

Symantec Certified Specialist (SCS) Proctored Exams

Q2. What is a proctored exam?

A2. A proctored exam is an exam delivered at an authorized, proctoring test facility. The staff at the proctoring facilities ensure a fair and controlled test environment for all customers and partners, globally.

Q3. What are the benefits of participating in the new technical proctored exams?

A3. The benefits of participating in the new technical proctored exams include:

- Customers and Partners are better prepared for the exam, resulting in higher pass rates, transferring the time spent taking and unsuccessfully completing exams to time preparing for the proctored exams.
- Increased technical credibility and proficiency
- Increased potential for career advancement
- Increased potential for sales growth [for partners]
- Affiliation with a global community of Symantec IT professionals

Q4. Why introduce proctored technical exams at this time?

A4. Symantec has introduced proctored technical exams at this time to align Network Protection (Blue Coat) exams with the SCS program, as well as to maintain the train to test ratios of customers and partners. Better trained partners results in the ability to recognize the full potential of each opportunity, will result in less time spent deploying solutions, and larger deal sizes. Better trained customers will result in optimizing software and reduced calls into technical support.

Q5. What impact will this have on current exam awards?

A5. All current granted exam awards remain valid through to their expiration date. It is also important to note that after September 30, 2017, online Blue Coat certification exams will no longer be offered with Prometric.

Q6. Where are the proctored exam locations?

A6. Proctored exam facilities are located around the globe. Pearson VUE offers over 5,000 test facilities worldwide. A comprehensive list of these facilities, is available from the [Pearson VUE web site](#).

Q7. Which products are affected by this change?

A7. All Network Protection (Blue Coat) products that have a technical exam that are part of the Symantec Secure One qualification process for Symantec Certified Specialist (SCS) certification are impacted by this change. The following technical product exams will be migrated to the Pearson VUE proctored environment effective July 1, 2017.

- 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: Blue Coat Secure Sockets Layer Visibility v2.0.1

Q8. How do I sign up to take a technical SCS exam after September 30, 2017 and how much will an SCS cost?

A8. The SCS exam fee is \$250 USD (or the country currency equivalent).

To sign up to take an SCS exam, login to your [Symantec CertTracker](#) account and Click Schedule Proctored Exams. You will be redirected to the test delivery vendor's (Pearson VUE) web site, where you will reserve a time that suits your schedule to complete the exam at the test center location. For partners to receive credit for an exam (SCS), you must be registered in Symantec PartnerNet and you must register for an SCS exam using your partner company email address used to log on to Symantec PartnerNet or you will risk losing SCS exam results.

Q9. Will the purchase of Network Protection (Blue Coat) classroom training include an SCS exam voucher for redemption at Pearson Vue?

A9. No. Candidates will need to purchase exams directly from Pearson VUE.

Q10. Will vouchers previously issued for Prometric exams be valid for SCS exams with Pearson VUE?

A10. No. Anyone holding an existing Prometric exam voucher is encouraged to complete an exam at Prometric by September 30, 2017. Prometric exam vouchers will *not* be valid with Pearson VUE.

Q11. How many times can I take an exam, is there a waiting period, and is there a cost to retake an exam?

A11. Prometric Network Protection (Blue Coat) exams have *no* restrictions on multiple attempts, but there is a cost of \$100 USD for a second or subsequent attempt.

If you do not pass a Pearson VUE exam on your first attempt, you must wait at least 3 days (72 hours) before a second attempt. If you do not pass an exam on your second attempt, then you must wait at least 2 weeks (14 days) between each additional attempt. If you need to retake an exam that you have already passed in order to fulfill a certification track requirement, you may do so after 3 months. The same \$250 USD (or country currency equivalent) cost applies whether you take an exam once or many times. The purpose of a waiting period between attempts is to encourage candidates to take the necessary time to prepare for the exam. At the same

Q12. Why do I have to wait to complete a retest of an exam that I was unable to pass on the first or subsequent attempt?

A12. Imposing a minimum waiting period between exams gives candidates the opportunity to complete additional online or classroom training to increase their proficiency on the specific product being tested.

Q13. How will partners know when they are required to take a proctored SCS exam?

A13. Please refer to the [Symantec Secure One](#) requirements or contact your Partner Success Manager.

Q14. When will my current certification expire?

A14. There is no change in the expiry of your current Network Protection (Blue Coat) certification associated with the launch of the Symantec Network Protection (Blue Coat) proctored exams.

Q15. How do proctored exams differ from online exams?

A15. Proctored exams must be scheduled ahead of time with a proctoring test facility. Proctored exams, by their nature, have a higher perceived value as test facilities do not allow candidates to access online or hand written notes during testing, ensuring proper preparation for the technical exams.

Q16. What is expected of candidates when they arrive at a proctored testing facility?

A16. Candidates must arrive on time at the proctored test facility and present two forms of current, government issued identification, including photo identification. Candidates are *not* allowed to bring any electronic, notes, or other reference materials into the exam facility.

Availability

Q17. When will access to exams be available?

A17. Proctored exams will be available starting July 1, 2017 at Pearson VUE approved testing facilities.

Q18. When will access to Prometric online Network Protection (Blue Coat) technical exams be removed?

A18. Prometric exams will be available through September 30, 2017 at midnight, Pacific Standard time.

Q19. What languages will be supported?

A19. English.

Q20. Will all technical exams be migrated to the proctored environment?

A20. The following technical product exams will be migrated to the Pearson VUE proctored environment effective July 1, 2017.

- 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: Blue Coat Secure Sockets Layer Visibility v2.0.1

All older product version exam exams will be removed from Prometric on September 30, 2017 at midnight, Pacific Standard time. The following exams will be migrated to Symantec's online learning management system in July 2017. The online exams will be available by July 14th for free.

- BCT-001: Blue Coat ProxySG Troubleshooting for Partners
- BCT-002: Blue Coat Cloud Service Troubleshooting v4.1
- BCT-003: Blue Coat Content Analysis System v1.3

Q21. Of the technical exams that will be migrated, will there be any interruption in the ability to access the exams?

A21. No, there will be a seamless transition from Prometric online to the Pearson VUE proctored environment. In fact, there will be an overlap of exam delivery with both vendors through September 30, 2017. You will simply have to schedule a time to complete the latest version of the exam at a Pearson VUE proctored facility.

A22. (continued) The following 4 SCS exams will replace existing Blue Coat exams and be recognized as Secure One Enterprise Security competency requirements for partners.

- 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: Blue Coat Secure Sockets Layer Visibility v2.0.1

Once the above 4 SCS exams are available, Symantec recommends recertification with new SCS exams for any candidates who hold one of the below product certifications and before an existing Blue Coat certification expires. Eventually all BCT's will be retired and only the Symantec Certified Specialist (SCS) exams and training will be recognized.

In addition, partners who previously achieved the below certifications that have not yet expired will also be recognized for Secure One competency requirements.

- BCT Accredited Instructor - Blue Coat Proxy Administrator v4.4.1
- BCT Blue Coat Certified ProxySG Administrator (BCCPA) v4.4
- BCT Blue Coat Certified ProxySG Administrator
- BCT Blue Coat ProxySG Administrator v4.4.1
- BCT Blue Coat ProxySG Administrator v4.3
- BCT Certified Instructor - Blue Coat Certification Proxy Administrator
- BCT Accredited Instructor - Blue Coat PacketShaper Administrator v5.0.1
- BCT Blue Coat Certified PacketShaper Administrator
- BCT Blue Coat PacketShaper Administrator v5.0.1
- BCT Certified Instructor - Blue Coat Certification PacketShaper Administrator
- BCT Accredited Instructor - Blue Coat Security Analytics Administrator v1.0.1
- BCT Blue Coat Security Analytics Administrator v1.0.1

Q23. Will any other exams be affected by this change?

A23. The current plan is to offer SCS exams only in a proctored environment. All partner SSE and SSE+ exam exams will remain online at no charge to partners.

Q24. What do I need to do between now and September 30, 2017?

A24. You are *not* required to do anything. All online Prometric exams will remain available online through September 30, 2017. New Network Protection (Blue Coat) SCS exams will be available at Pearson VUE starting July 1, 2017.

Exam End of Life Update

Q25. What has changed?

A25. 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 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.