

# Cognos 8 Certification

For Cognos Customers  
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THE NEXT LEVEL OF PERFORMANCE™



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## Introduction

### Welcome to Cognos Certification!

The Cognos Certification Program has been designed to acknowledge and reward customers who have obtained a superior level of knowledge and skills with Cognos products.

The benefits of certification are:

- increased self sufficiency on our products,
- increased product satisfaction,
- minimized product downtime,
- maximized ROI, and
- improved productivity.

Cognos certified individuals report increased competence and productivity, as well as increased credibility with their employers and co-workers. The Customer Certification Program consists of:

- Cognos 8 Certification
- Other Cognos Product Certification

Good luck with your studies and the certification exams!

### Purpose of the Handbook

As a participant in the Cognos Certification Program, you can use this Handbook to guide you through the learning program that leads to certification.

This Handbook includes information related to the:

- structure of the Cognos Certification learning program,
- levels of Cognos 8 certification,
- study materials to support certification,
- study tips and suggestions, and
- process for completing certification.

If you view this Handbook online, note that all the links to web sites and documents are active within the body of the Handbook.

If you print this Handbook, Appendix A contains the URL addresses for the relevant web sites and documents linked in the body of the Handbook.

## **Cognos Certification Program**

### **Program Structure**

The structure of the Cognos Certification Program guides your progression through the learning and certification.

Given your level of experience and expertise, you and your organization will determine which certifications you need to complete.

The Cognos Certification Program consists of two levels of certification:

- Role based, and
- Professional.

All exams are now fee-based and proctored at an Authorized Prometric Testing Center.

### **Cognos 8 Professional Certification**

Cognos 8 Professional Certification consists of role based certifications, a workshop, and a Professional exam.

#### **Role based certification**

This first level of certification focuses on the basic knowledge and skills required to be an effective member of a solutions implementation team. You can prepare for the role based certification exams by participating in a blend of Cognos public classroom courses and e-Learning.

Note: If you are experienced with Cognos 8, you may write the role based certification exams without further study. There is a cost every time you write an exam.

#### **Professional workshops**

The Cognos 8 Professional Workshops are optional 5-day, instructor-led, workshop intensive courses that follow-up the basic product training and certification.

In addition to instructor-led presentations, you will participate in several team/role based activities designed to give experience in addressing typically scenarios encountered during a Cognos software project. The teams will present their solutions to the rest of the class for discussion. You should be familiar with a Solutions Implementation Methodology prior to attending the workshop.

#### **Professional final exam**

Once you have successfully passed the Cognos 8 role based exams, you can attend the final Cognos 8 Professional exam at an Authorized Prometric Testing Center.

Note: If you are experienced with Cognos 8, you may write the professional exam without participating in the workshop. This decision should be made in consultation with your manager.

## Cognos 8 Professional Curricula

The Professional level of the Cognos Academy supports the acquisition of Cognos 8 product knowledge and skills within role based domains.

Curricula designed to specifically support each of the role based exams are available at [Cognos Certification - Recommended Curricula](#).

## Workshop Registration

After you have successfully passed the role based exams, you can register for the optional 5-day instructor-led workshop. This is an in-class workshop. This workshop requires a voucher for registration, which you can request through the [Cognos Certification mailbox](#). In the Subject area of your email, please indicate “Voucher for <workshop name>”. This same voucher should be used when you register for the certification exam in order to reduce the listed exam price (for example, reduces the Professional exam to \$200 USD or a regionally equivalent cost).

You must contact your local Cognos training office to register for the workshop. Contact information is available at [Training Office Contact Information](#). The registrar will ask you for your voucher in order to reserve your seat in the workshop.

**Note:** Cognos reserves the right to cancel course dates due to insufficient enrollment. Students will be notified of cancellations within 5 working days of the course start date. Should a course be cancelled for any reason, Cognos’ liability is limited to the return of any prepaid tuition only. Please be careful if ordering non-refundable airline tickets.

## Study Information

### Study Tips

This section provides you with tips and suggestions to support your learning efforts. You may want to combine individual and group study to get the most out of your learning.

#### General tips

- Set a timeline or schedule to complete your course of study.
- Set aside a regular study time – choose a time of day when you feel most energized.
- Ensure that you are prepared with the relevant prerequisites and skills.
- You do not have to complete your course review in one session. You can complete the reviews in chunks over time.
- If you are new to Cognos 8, consider checking your understanding of concepts and processes with more senior resources.
- Use the student guides to review concepts, context of application, and practice activities.
- Use the product documentation to find detailed information, procedures, and definition of terms.

#### Individual study tips

- Use probes - probes are ideas, questions, and insights you develop while you are in the process of learning about a new topic.

#### Group study tips

- Within your organization, find out who else is participating in the certification process and consider forming study groups.
- Share and discuss your probes (ideas, questions, and insights) within your study group.
- Take turns leading the facilitation or teaching a module. This will reinforce your understanding of the content and can be an efficient use of time. It is also a good refresher for experienced resources.

#### eLearning study tips

- Ensure your computer meets the necessary software and hardware requirements to use CBTs and view recordings.
- Ensure you have a quiet place to learn that is free from interruptions and noise.
- Turn off your e-mail and forward your phone to voicemail during “scheduled” training time.
- Place a “Please Do Not Disturb” or “In Training” sign on your door/cubicle to discourage interruptions.
- Complete web-based training courses in a location other than your regular work environment (conference room, computer lab, training room, etc.).
- Go through the CBTs as a group for additional motivation and discussion opportunities.

## Tips for Reducing Test Anxiety

Most people experience some level of anxiety during an exam. However, when anxiety begins to affect exam performance it has become a problem.

Anxiety can be caused by lack of preparation and/or worrying about things such as past performance on exams, how others are doing on exams, and negative consequences of failure. Tips to reduce anxiety include:

- Prepare for the exam ahead of time – spread out your studying.
- Get plenty of rest and sleep the night before the exam.
- Don't forget to eat the day of the exam, preferably something nutritious.
- Take deep breaths to help you relax – 2 to 5 minutes.
- Engage in positive self-talk. For example, repeat positive statements to yourself such as "This is only one test," and "I am familiar with this material."
- Don't worry about questions you don't know; mark them for later review and move on.
- Reward yourself when you are finished with the exam.

## Additional Information

As you proceed through your program, you have access to assistance in the following areas:

Help with...	Contact...
General inquiries about the Cognos Certification	<a href="#">Cognos Certification Mailbox</a>
Product	<a href="#">Customer Support</a>

## Frequently Asked Questions (FAQ)

You can access the [FAQ](#) related to the Cognos Certification on the Global Customer Services site. The FAQ is updated regularly, so you may want to consider accessing it every so often.

If you have a question that is not documented in the FAQ, please send your question to [Cognos Certification Mailbox](#).

## Additional Resources

You can access additional resources on the following web sites:

- [Knowledge Base](#) (Valid Customer Support Web Account required)
- [Cognos Global Customer Services - Consulting, Training, and Support resources](#)

## Certification Exams

### Exam Registration

#### Online Exam Registration

When you are ready to write any of the role based exams, you must schedule your exam date, time, and location through the [Cognos - Prometric](#) web page. The registration process is different, however, if you request exam accommodations for English as a Second Language.

#### Voucher for Professional Exam

If you have attended the Professional Workshop, re-use the same voucher number when you register for the Professional Exam. Once you have successfully passed the role based exams and are ready to write the Professional final exam, you must send an email to the [Cognos Certification mailbox](#) and request an exam voucher number. This voucher number proves you have successfully passed the role based exams and will reduce the listed exam price (for example, reduces the BI Professional to \$200 USD or a regionally equivalent cost). You will be required to pay for the exam when you register online.

#### English as a Second Language (ESL)

You have the option to request a test taking accommodation if English is not your first language and the exam is not available in your native language.

If you are in Canada, USA, United Kingdom, Ireland, Puerto Rico, Australia, or New

Zealand, you must contact your regional Prometric processing center (contact numbers available on the Cognos Prometric web site at <http://www.prometric.com/Cognos/default.htm>) and request an ESL form. Brief instructions on completing the form will be provided during the phone call. You will receive confirmation of your ESL request within 3 to 5 business days.

In all other countries where the exam is not available in the native language, the exam duration will be automatically extended by 25%.

**Note:** If you request an ESL accommodation, Prometric will contact you and register you for your exam. You are not required to register online.

#### Testing ID

After you register for your first exam, Prometric will confirm your registration through email. In addition to the exam registration information, you will be given a unique Testing ID. This Testing ID represents your file at Prometric.

Since you are given your Testing ID the first time you register for an exam, you must use the same Testing ID when you register for future exams. This will ensure that all your exam results will be saved in one file. If you forget your Testing ID, you can contact Prometric.

Note: Your Testing ID is linked to your UserID (email) and your password.

### **Customer Number**

When registering online for a Cognos certification exam, in addition to having your Testing ID (if it's not your first test registration), you are also requested to enter your Customer number in the new Customer # field. This field appears in the "Additional Information Requested by Cognos" section on the payment page. Entering your Customer # is optional but will better allow us to track customer and partner participation in the certification program.

### **At the Testing Center**

Exams are proctored at Authorized Prometric Testing Centers. You will not be allowed to access any resources (books, people, etc.) while you are writing the exam.

Upon arriving at a testing center, you will be greeted by the Test Center Administrator. You are required to sign a logbook and show two (2) forms of identification (with your signature, and one must include your photo).

### **Result Notification**

Whether you pass the exam or not, Prometric will provide you with a printed score report before you leave the testing center.

If you pass, the Certification Administrator will mail you a formal certificate within 10 days of exam completion. If you do not pass the exam, no certificate will be issued.

### **Re-examination**

You can take the exams as many times as you like in order to become successfully certified. You are required to pay for each attempt at certification.

Once you pass an exam, you will not be permitted to re-write it for any reason.

If you do not pass an exam:

- You should discuss a plan of action with your manager, and
- You must wait 14 calendar days before you can re-write the exam.

## Cancellation Policy

You can cancel or reschedule your certification exam as per the table below. Changes can be made online at the Cognos Prometric web site or through direct contact with the APTC. If you cannot attend your scheduled appointment and do not cancel or reschedule, your voucher will be used as payment and you will need to request a new voucher from the Cognos Academy mailbox.

**Note:** RCC = Regional Registration Center

Region	Prior Notice Required	Time
USA/ Canada	1 business day prior to Test	Before 7 p.m. CST
Europe (EMEA)	2 business days prior to Test	Before 12 p.m. (noon) local RCC time
LATAM	1 business day prior to Test	Before 1 p.m. EST
Asia Pacific	1 business day prior to Test	Before 12 p.m. (noon) Sydney time
Japan	3 business days prior to Test	Before 5 p.m. local RCC time

## Appendix A

### Web Site and URL Addresses

C8 BI Product Positioning

<http://www.cognos.com>

Cognos Certification Mailbox

[ccp@cognos.com](mailto:ccp@cognos.com)

Cognos Certification Program

<http://support.cognos.com/en/training/certification/>

Cognos Certification Program – Recommended Curricula

<http://support.cognos.com/en/training/certification/recommended.html>

Cognos Global Customer Services - Consulting, Training, and Support resources

<http://support.cognos.com/>

Cognos – Prometric web page

<http://www.prometric.com/Cognos>

Frequently Asked Questions

<http://support.cognos.com/en/training/certification/faq.html>

Knowledge Base (valid ID required)

<http://support.cognos.com/kb-app/knowledgebase>

Public Classroom Courses

<http://support.cognos.com/servlet-cs/etraining>

