



# Tech Info Library

## Apple Certified Server Engineer (ACSE) Program (7/95)

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TOPIC -----

This article describes the Apple Certified Server Engineer (ACSE) Program.

DISCUSSION -----

The Apple Certified Server Engineer (ACSE) Program institutes an industry certification in Workgroup Server and networking technologies. It provides a reliable indicator of the technical capability of certified individuals.

This document outlines the Apple Certified Server Engineer program, its purpose, operational characteristics, and details on pursuing a certification.

### Overview -----

This certification has been created to identify individuals that have demonstrated their capability to install and support Apple Workgroup Servers and design or manage AppleTalk based networks. Candidates who successfully complete this certification are demonstrating their ability to provide knowledgeable support and troubleshooting of server installations, AppleTalk based network design, and AppleShare based server tuning and implementations.

The overall purpose of this program is to:

- Identify individuals with proven Workgroup Server support skill.
- Encourage further development of support skills by providing a skill development path
- Encourage an employer's investment in Apple support skills by providing a method of measurement and recognition of these skills.

This certification program is a cornerstone of the new Apple Premium Server Reseller Program. This program was created to identify Apple authorized resellers that are committed to the business of selling servers and workgroup solutions. This program requires the reseller have an ACSE on staff.

#### Definition of Certification

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This certification is earned by the successful completion of three tests. It is important to note that the certification does not require any class attendance. These tests will be administered by Drake Prometric through their worldwide organization of testing centers. Any and every person is eligible for this certification. It is Apple's hope that people outside of the Apple authorized reseller community will become certified as well. It is anticipated that professional support people in customer locations and internal Apple personnel will attempt certification. This certification offers them a way to demonstrate their level of product knowledge as defined by Apple Computer.

When a candidate successfully passes these three tests and signs an agreement with Apple the candidate becomes an Apple Certified Server Engineer. This certification automatically expires after two years unless the certification holder retests successfully. These recertification tests give employers of certification holders the confidence that their knowledge is timely. This gives Apple the opportunity to keep these certified individuals technically current on Apple's view of important technology and products.

The current version of the certification covers technology associated with Mac OS - AppleShare based servers only. This initial certification does not have parts or levels. Later versions of the certification might have different components that reflect different product expertise.

Completion of this certification earns the individual the right to use a certification icon for business cards, and other relevant materials.

#### Test Preparation

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Apple has taken steps to ensure candidates are provided with two different methods of test preparation. Since this certification is based on successful completion of tests there is no requirement for specific training classes.

- Self-Study

One method of test preparation is to acquire the classroom material to use as self-study guides. Four guides are available from Network Frontiers today to cover the material taught in the classes. The cost of the guides range from \$40 to \$65 and are available directly from Network Frontiers. In the future, textbooks will be available from commercial book sellers.

- Classes

Apple has arranged for classes to be available for those that choose to prepare for the tests with training. Apple has a contractual arrangement with Network Frontiers to provide classes tailored to these tests. These classes are available today nationwide, and the schedule will grow as class demands grow. To register for a class, call Network Frontiers at 800-NET-TRN1 or 415-896-2939 for

the schedule and dates. They can be reached by AppleLink at NETFRONTIERS. Network Frontiers is an Apple Preferred Provider of this training.

#### Test Details

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Initially there are three tests for Mac OS based certification:

- The first test covers installation, tuning, management, and support of AppleShare based servers. This includes AppleShare version comparisons, Server Manager software overview, backup strategies, AppleShare install and configuration, and installation design.
- The second test is the design of AppleTalk based networks, which includes design, media choices, planning and sizing network installations, multiprotocol issues, and services tuning.
- The third test is AppleTalk network management. This includes more network design issues, software license management, network station and traffic management techniques/tools.

Drake's testing service provides a specific type of testing capability. Their testing centers provide a consistent environment to take computer given and graded tests. Each test is one hour in length. Each test topic has several tests that are randomly chosen for each testing instance. Thus, an individual who is repeating a test will not necessarily take the same test.

A \$95 administrative fee for each test is payable at the time of testing to Drake. To sign up for a test, contact Drake directly. Drake is unable to answer program questions and is not able to schedule tests until they are available, which is currently scheduled for mid August 1995. Please do not call Drake's registration line until then. Call the program information line at 408-862-3385 for details on test availability. Until October 1, priority attendance will be given for technical employees of resellers attempting to achieve authorization in the Apple Premium Server Reseller Program.

#### For more information

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Call the Certification Program information line at 408-862-3385 from 8 AM to 4 PM Pacific Time. For training registration or study guide orders, contact Network Frontiers directly at 800-638-8761.

As candidates work through the certification process they can call Apple to check their status, change their address, verify the credentials of an individual, and get general program information. The number is 408-862-3385 (8 AM to 4 PM Pacific Time).

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