

The Kaseya® Certification Program

Put yourself and your company in position to utilize Kaseya to its full potential. Leveraging the entire Kaseya platform can save time, effort and money allowing you to focus on more strategic goals.

The **Kaseya Certification Program** is formal recognition of a level of proficiency in the knowledge and practice of the Kaseya platform. The certificate holder makes the company eligible for immediate Priority Support.

Kaseya Certification Program

The certification program* includes the core functionality and usage of Kaseya including Agent Deployment, Agent Procedures, Audit & Inventory, Info Center, Live Connect, Monitoring, Patch Management, Remote Control, System Setup and Ticketing.

The Certification test evaluates both your understanding of the concepts and your readiness as a practitioner in a two-step examination process:

Theory: Multiple choice questions measure competence in Kaseya concepts.

Practice: Hands-on real-world problems measure competence as a practitioner and readiness to assume administrator roles using Kaseya.

Certification tests are scheduled in advance and are available 24x7.

Kaseya Product Review

Preparing for a test is always good practice. Below is a Four-Step Review Reinforcement process insuring you are well prepared for the Certification test:

Step 1: Back to the Basics!

Streaming videos expose you to some of the most important functionalities in each module through real-world scenarios.

Step 2: Hands On!

Interactive simulated videos invite you to play a more active role in your review process by clicking and entering data.

Step 3: Practice Makes Perfect!

Virtual environments provide you with five dedicated virtual machines and a shared Kaseya server to practice what you have reviewed.

Step 4: Mastering the Concepts!

A book chapter per module provides you with all of the detailed functions in Kaseya and a self-assessment quiz helps you evaluate yourself.

Kaseya Mentoring

- One-on-one orientation sessions to learn how to use the review materials, and to learn what package would best fit your knowledge and schedule.
- One-on-one sessions to answer any questions that you may have on how to use Kaseya, how to access review materials, and how to perform hands-on exercises in virtual labs.
- One-on-one sessions to provide detailed feedback on how you performed when practicing the hands-on exercises in virtual labs.
- One-on-one sessions to provide in-depth analysis of your performance during the certification test accompanied by step-by-step instructions on how to improve your performance.

*Additional certifications for the Kaseya add-on modules coming soon.

Pricing:

- Certificate Test: \$115/test (pass or fail)
- Virtual Lab: \$12/hour
- Mentoring: \$115/hour via Skype
- Hard Copy Certificate: FREE

Expert - Master in all modules

COST: \$285

Includes:

- 1 certification test
- 10 hours of virtual lab
- .5 hours of mentoring

Advanced - Master in most modules

COST: \$750

Includes:

- 2 certification tests
- 30 hours of virtual lab
- 1.5 hours of mentoring

Intermediate - Master in some modules

COST: \$1,500

Includes:

- 4 certification tests
- 60 hours of virtual lab
- 3 hours of mentoring

Beginner - Familiar with all modules

COST: \$2,250

Includes:

- 6 certification tests
- 90 hours of virtual lab
- 4.5 hours of mentoring



Access to immediate Priority Support

Successfully going through the rigor of the certification exam, demonstrates a higher level of comprehension to operate and administer the Kaseya product offering. In return for this investment, we are happy to offer a higher level of support to your company related to the subject matter for which certification has been achieved. Benefits associated with priority support include:

- Tickets are submitted directly to the Kaseya specialist (level 2) for handling
- Tickets are responded to and handled at a priority level just below Severity 1 issues

Please refer to the Kaseya Support Policy for SLA details



Certificate *(suitable for framing)*

Certificates of completion provide value to both the named individual and their company. The certificate is in an individual's name and follows them wherever they provide their knowledge of Kaseya. The company gains benefit by having an expertly trained technician and Priority Support access.

Ready for certification?

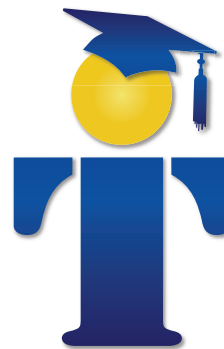
- Contact your sales representative for registration
- Go to www.it-scholars.com
- Create a new account
- You'll receive an email from IT Scholars that provides you with the next steps

IT SCHOLARS

TRAINING AND CERTIFICATION

Who is IT Scholars?

- IT Scholars is a company focused on research, education, and workforce development in the area of information technology service management automation and remote control.
- IT Scholars actively studies the state-of-the-art information technologies, publishes white papers and introductory videos that evaluate and compare different competing technologies.
- IT Scholars develops advanced training material and certificate programs for the top vendors of information technology management tools, complementing their own training material.
- IT Scholars virtual training environment provides state-of-the-art virtual environments consisting of several dedicated and shared machines with different configurations. The virtual environments are designed to provide flexible testbeds to experiment with new concepts without the restrictions of production environments.
- IT Scholars uses a four-step reinforcement learning approach to training IT professionals that best fits their needs and their busy schedule.



About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

For more information, visit www.kaseya.com.au/certification

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