Technical Training Announcement

As our customer base grows, the number of certifications has grown significantly, causing a great deal of effort to administer them. Therefore, we are implementing three new policies, effectively immediately:

1. The certification structure is changing. This means that the old certification "titles" are changing to better align certifications with the evolving product line. So as the products have changed from iDCS to OS, so have the certifications. The chart below shows the old certification and its corresponding new certification:

Old Certification Title	New Certification Title	Type of Training
iDCS Basic Plus (all iDCS products)	OS100/500 Systems (currently includes iDCS16)	On Line or Instructor Led
OS7200 Basic Plus	OS7000 Systems (7200/7400)	On Line or Instructor Led
SPNet	SPNet	On Line or Instructor Led
ITP	Wireless and IP (Includes ITP and WIP phones)	On Line or Instructor Led
WIP	Wireless and IP (Includes ITP and WIP phones)	On Line or Instructor Led
SVMi	SVMi System	On Line or Instructor Led
Data	Data	On Line or Instructor Led
CTI Applications	CTI Applications	On Line

If you have any of the old certifications from the chart above, you will automatically receive its corresponding new certification. For example, if you have a current "iDCS Basic Plus" certification, you're new certification is now "OS100/500 Systems". You will also see these new certification titles used when accessing the On Line Training web site.

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Samsung Technical Training Schedule

Please note that if you have a certification that is not listed above, you can still receive technical support, but the time will be billable.

2. When you successfully complete a given course, you will no longer receive unique certification numbers for each certification you receive. Now, after passing a class, we will simply e-mail you and tell you that you are now certified on the course you successfully completed and will include an attachment that has a certificate that you can print yourself, if desired. When you call in for Technical Support, the Technical Support team will verify you by asking for:
   - your name
   - your account number
   - your main business telephone number

   In summary, **No more certification numbers issued or required**.

3. You should have noted the memo sent out recently asking for information about Technicians that included answers to some "secret Questions" such as:
   - Your favorite color
   - Your favorite car
   - Your High School Mascot

   You have until November 15, 2006 to return the requested information. After this date, we will enter the secret question information into our database to provide an additional layer of verification for technicians that we are unsure of. So please return this information to us before November 15 to ensure no interruption in getting Technical Support on the products that you are certified on.

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