

## **Partner Enablement and Education Package Frequently Asked Questions FY23 PREP-8 (v1 – April 20, 2022)**

### **PREP DEFINITION for Delivery and Support personnel**

- **What is changing with the PREP Subscription levels and Certification?**
  - PREP for FY23 (April 1, 2022 – March 31, 2023) is very similar in structure as the previous year.
- **There are 3 PREP options for Delivery and Support teams. Which is appropriate for me?**
  - eLearning/Re-Certification Package
    - This package is available at the company level for all permanent employees to access all eLearning/Web Based Training (WBTs) which BMC offers across its product line. This excludes WBTs included in SaaS Subscription. The eLearning access will be valid for the duration of the PREP-8 program, March 1, 2023.
    - This package also includes re-certifications for all expiring certifications. This includes Certified Associate and Certified Professional expiring in FY23. These re-certifications will allow partners to have the proper credentials for maintaining their Level 1 (L1) Support eligibility with Certified Associates as well as the FY24 partner tiers by having the proper number of Certified Professionals. Re-Certification must be passed by March 1, 2023.
  - Ultimate Subscription
    - The Ultimate Subscription is for field consultants to take necessary training required to gain the knowledge required to pass their Certified Associate exam, Certified Professional exam and, if included in the product line, the Certified Expert exam. The subscription is for an individual in a product line to receive training (including updates to training classes) and attempts on any Certified Associate exam, Certified Professional, and Certified Expert (if available) for that product line.
  - Essential Subscription
    - Essential Subscriptions will allow L1 Support personnel to take necessary training to gain the knowledge required to pass their Certified Associate exam (these exams replace Accreditation Exams). The subscription is for an individual in a product line to receive predefined courses and a Certified Associate Exam for that product line during the 12 month access period.
    - New Essential SaaS Subscriptions are available for field personal to take necessary training to gain the knowledge required to pass their Certified Associate Exams for new Helix SaaS products.
- **Is there a rebate program again with PREP?**
  - Yes, the rebate program is discussed further below in this document in detail. However, PREP has a rebated program and a non-rebated program.
  - Rebates are available to select partners for these areas:
    - eLearning/Re-Certification Package
    - Selected Ultimate Subscriptions
      - Control-M: Ultimate Subscription
      - BMC Helix ITSM & CMDB: Ultimate Subscription

- BMC Helix Digital Workplace and Add-Ons: Ultimate Subscription
- BMC Discovery: Ultimate Subscription
- TrueSight Orchestration: Ultimate Subscription
- Selected SaaS Subscriptions
  - BMC Helix Control-M: Essential Subscription – Consultants
  - BMC Helix Migration Essential Subscription – Consultants
  - BMC Helix Operations Management Essential Subscription
  - BMC Helix Service Monitoring: Essential Subscription
  - BMC Helix Continuous Optimization: Essential Subscription - Administrators & Consultants
 (Planned subscriptions may or may not be available before end of program)

- Other subscriptions are available to partners at standard discount pricing per PNA contracts without rebates.

**Will new Subscriptions be added as new products/releases become available?**

- Yes, new subscriptions may be added if a new product line is released during the year. New course and exam releases or revisions may be added to the existing Ultimate Subscriptions at no additional cost. Participants will gain access to these new classes and exams upon release of the classes.

**PREP AVAILABILITY**

- **When can I purchase PREP? How long do the programs run:**
  - PREP is available for purchase now!

PREP Product	Last Sale Date	Access Period
Rebate and Non-Rebate eLearning/Re-Certification Package	Sept 30, 2022	Ends March 1, 2023
Rebate Eligible Ultimate Subscription	Nov 30, 2022	Ends March 1, 2023
Rebate Eligible SaaS Subscription	Nov 30, 2022	Ends March 1, 2023
New Partner Ultimate Subscription or SaaS Subscription	9 months from PNA execution	12 months from purchase, Rebate available if Professional Cert Exam passed within 6 months of purchase
Non-Rebate Ultimate Subscription	None	12 months from purchase
Non-Rebate SaaS Subscription	None	12 months from purchase

Essential Subscription (No Rebates)	None	12 months from purchase
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- **Where can I view the schedule of PREP Instructor Led Online classes and register?**
  - The class schedules are all available in BMC Academy. Go to <http://bmc.com/education> to register for classes within your subscription.
  
- **What is the timeframe recommended to leverage PREP for certification?**
  - For Associate/Essentials PREP, please allow min of 2-4 weeks:
    - View the included WBT's
    - Attend the available Instructor Led Training or Assisted Self-Paced Training classes
    - Take the Certified Associate Exam (2 hr. Online Multiple-Choice Exam)
  - For Professional/Ultimate PREP, please allow min of 6+ weeks:
    - Complete all training components for Ultimate Subscription
    - Gain additional field experience as appropriate, especially if you are new to the product.
    - Complete Certified Professional Exam (2 hr. Proctored Online Multiple-Choice Exam)
    - Attend additional training throughout the year for new versions or new class releases.
  
- **I can purchase certain PREP components through September or November 2022. Why should I buy now?**
  - You can attend multiple classes during the year and take new version/new class training when it is released. Stay current and up to date by taking training throughout the year and increase your value from the PREP Program.
  - Get a fast start to the year with training and certification
  - Enroll now to ensure you don't miss any necessary classes towards the end of the year. Putting it off to the last minute/week/month is not advised.
  - BMC Customers will be looking for BMC Certified Professionals for their projects.
  - BMC Services will be looking for BMC Certified Professional Partners to staff their projects
  - See Rebate information below
  
- **Can we buy PREP now, and start later in the year?**
  - Yes, you may begin any time
  
- **If I register for one subscription, but change my mind, may I switch subscriptions?**

No, each student will have access only to the training, materials and exams that are part of the one subscription in which they are registered.
  
- **Can I buy multiple PREP subscriptions for a single individual?**
  - Yes, however please be mindful that only the registered individual may consume the subscription, leave ample time for a person to complete multiple subscriptions.
  - Check how many Ultimate subscriptions are rebate eligible based on your partner tier and which percentage of the Ultimate package fee is rebated.
  - An unlimited amount of non-rebate eligible subscriptions may be purchased.

- **Is there a limit to the number of PREP subscriptions my company can purchase?**
  - No. There is no limit to the number of PREP subscriptions a partner may purchase.
  - The number of rebate eligible Ultimate subscriptions and SaaS subscriptions per partner are limited, please check the number and percentage of rebate for your partner tier
  
- **Can I purchase PREP Subscriptions after November 30, 2022?**
  - If you want to receive any rebates, you must purchase by November 30, 2022 in order for students to meet the March 1, 2023 deadline for Certified Associate and Certificated Professional completion.
  - If you are not eligible for any rebates or have allocated all of your rebate eligible subscriptions, a partner can purchase non-rebated Ultimate, SaaS, or Essentials subscriptions any time.
  
- **If my team already has prior training or experience, does PREP still make sense?**
  - Yes, the Ultimate Subscription PREP Program is perfect. Ultimate Subscription is designed for partners with field experience and partners who might not have had recent formal training. They also get access to all WBT's and Instructor Led courses to prepare for the certification exams. Pass rates on the exam are greatly enhanced with participants who have taken recent training.
  
- **Are the training and materials available through PREP enough to pass the BMC Certified Associate/Professional/Expert exams?**
  - Much is covered in the training courses to help pass the exam. While training alone does not guarantee a participant will pass the exam, pass rates are greatly enhanced by those who do take the training. Field experience is recommended for those who are going to take the Certified Professional or Certified Expert exams.
  
- **I have 10 people, will I receive a volume discount?**
  - Since PREP is already very heavily discounted, BMC is unable to offer any additional discounts.
  
- **How will I know what material is covered in a subscription?**
  - All PREP Subscriptions can be found here with links to the content of each: <http://www.bmc.com/education/prep.html>  
or  
<http://www.bmc.com/education/education-subscription.html>
  
- **Will PREP courses and exams be offered in local language? Some of our consultants are not fluent in English and can't participate in an English-Speaking training nor take an exam in English.**
  - Week classes are currently scheduled in English and online in the AMER, EMEA and APAC time zones. If there is critical mass for a language, BMC will work to support that language. Classes will still be online, but BMC may have some local language support for Spanish, French, German, Portuguese, depending on the particular class.
  - All exams questions are written in English. BMC does allow Google Translate to be used during the exam for the translation of questions and answers.
  - If there is enough demand for a particular course to be taught in another language, please reach out to your BMC Education Sales Representative and we can discuss the possibilities.

- **If a Partner has taken training and does not want to buy a PREP Subscription, but would like to buy the Certified Associate, Certified Professional, or Certified Expert Exam, can they do so at a discounted rate?**
  - If the Partner feels they are ready to go straight to the Exams, they simply purchase those with their standard PNA discount. This discount is only available to partners with a current PNA agreement.
  - BMC cautions Partners to only do this, if they are certain they are prepared, as it is an investment in time and money. PREP is designed to help ensure you are adequately prepared for the exam.
  - Note that the Certified Associate is now a prerequisite before taking the Certification Professional Exam. The Certified Professional Exam is a prerequisite to the Certified Expert Exam.
  
- **If a participant fails a Certification Exam (Associate, Professional, or Expert), how do they retake it and what are the costs?**
  - If the Ultimate Subscription is purchased, the exam may be attempted up to 4 times in one year. There is a one week waiting period between retakes. These retakes are included in the Ultimate Subscription at no additional costs. If the exam is failed 4 times, it may not be attempted again for 12 months after the first failed attempt.
  - Essentials Subscriptions only have one exam attempt included, if additional attempts are required, they may be purchased for an additional cost.
  - Exams purchased outside of the Ultimate subscriptions do not have the retakes included and must be repurchased again at standard partner rates.

## **PREP REBATES**

- **Are there Rebates for PREP for FY23?**
  - eLearning/Re-Certification
    - Elite and Professional partners will receive 100% rebates on their eLearning/Re-Certification Package when all current employees with expiring certifications (Associate or Professional) obtain their updated certification.
    - Registered partners may be eligible for 100% rebates. Determined on a case by case basis by the BMC Geo Channels Sales Leader and must be approved before eLearning/Re-Certification Package is purchased.
    - New partners are not eligible for rebates on the eLearning/Re-Certification Package.
    - Distributors are allowed 1 rebate with preapproval for their eLearning/Re-Certification Package. Each package may be used by one of their resellers. A max of 10 participants can use each package. Rebate eligibility must be approved before eLearning/Re-Certification Package is purchased by the BMC Geo Channels Sales Leader.
      - Additional WBT packages may be purchased for each of a Distributor's Approved Resellers, but additional packages will not be eligible for rebates.
  
  - PREP Essentials Subscriptions
    - There are no rebates for Essentials Subscriptions (except listed SaaS based subscriptions below).

- PREP Ultimate Subscriptions and SaaS Subscriptions
  - Selected Ultimate Subscriptions are available for rebates:
    - Control-M: Ultimate Subscription
    - BMC Helix ITSM & CMDB: Ultimate Subscription
    - BMC Helix Digital Workplace and Add-Ons: Ultimate Subscription
    - BMC Discovery: Ultimate Subscription
  - Selected SaaS Subscriptions are available for rebate:
    - BMC Helix Control-M: Essential Subscription – Consultants
    - BMC Helix Migration Essential Subscription – Consultants
    - BMC Helix Operations Management Essential Subscription
    - BMC Helix Service Monitoring: Essential Subscription
    - BMC Helix Continuous Optimization: Essential Subscription - Administrators & Consultants

(Planned subscriptions may or may not be available before end of program)
- Other subscriptions Ultimate Subscriptions are available to partners at standard discount pricing per PNA contracts without rebates.
- **How much rebate can be claimed?**
  - This year rebates are made up of a combination of purchased subscriptions from the above listed eligible Ultimate Subscriptions and SaaS Subscriptions. Based on partner tier, each tier as a number of PREP Rebate Points, they can use to allocate rebates across different subscriptions:
    - Each Ultimate Subscriptions is equal to 11 PREP Rebate Points
    - Each SaaS/Essential Subscription is equal to 2.5 PREP Rebate Points
  - **Elite Partners/Distributor** can purchase any combination of eligible Ultimate and SaaS Subscriptions up to 45 PREP Rebate Points
    - 75% of the purchase price of completed subscriptions will be rebated.
    - 100% of the Re-Certification Package will be rebated
  - **Professional Partners** can purchase any combination of eligible Ultimate and SaaS Subscriptions up to 22.5 PREP Rebate Points
    - 75% of the purchase price of completed subscriptions will be rebated.
    - 100% of the Re-Certification Package will be rebated
  - **New Partners** can purchase any combination of eligible Ultimate Subscriptions and SaaS Subscriptions up to 22.5 PREP Rebate Points
    - 100% of the purchase price of completed Ultimate Subscriptions will be rebated.
  - **Registered partners**
    - Upon approval, the Recertification Package may be rebated.

Item and PREP Rebate Points	PREP Rebate Points	Elite & Distributed	Professional	Registered	New*
Max PREP Rebate Points Budget for Partner Tier	--	45	22.5	0	22.5
Ultimate Subscription	11	75%	75%	0%	100%
SaaS Subscription	2.5	75%	75%	0%	0%
Re-Certification Package	0	100%	100%	Upon Approval	NA

- **When is the rebate paid to the partner?**

- Re-Certification/WBT Package: when all current employees with expiring certifications in FY23 (Associate or Professional) obtain their updated certification to be completed by March 1, 2023 and the Partner has paid their BMC education invoice, BMC will submit the rebate payment to the partner. No action is needed by the partner to notify BMC that a rebate is to be paid.
- Ultimate Subscription: when the employee passes min 1 Certified Professional exam of the Ultimate subscription by March 1, 2023 and the Partner has paid their BMC education invoice BMC will submit the rebate payment to the partner. No action is needed by the partner to notify BMC that a rebate is to be paid.
  - Additionally for the BM Helix Digital Workplace and Add-Ons: Ultimate Subscription, either the Certified Associate: Helix Chabot and the Certified Associate Helix Business Workflows can also be used to qualify instead of or in addition to (for those who already hold it) the Certified Professional: Helix Digital Workplace Advanced.
- SaaS Subscription: when the employee passes the Certified Associate exam of the SaaS subscription by March 1, 2023 and the Partner has paid their BMC education invoice BMC will submit the rebate payment to the partner. No action is needed by the partner to notify BMC that a rebate is to be paid.
- Ultimate Subscription – New Partner Only: when the employee passes 1 Certified Professional exam of the Ultimate subscription within 6 months of purchase of the subscription and the Partner has paid their BMC education invoice BMC will submit the rebate payment to the partner. No action is needed by the partner to notify BMC that a rebate is to be paid.
  - Additionally, for the BMC Helix Digital Workplace and Add-Ons: Ultimate Subscription, either the Certified Associate: Helix Chabot and the Certified Associate Helix Business Workflows can also be used to qualify instead of or in addition to (for those who already hold it) the Certified Professional: Helix Digital Workplace Advanced.

- **Who do I contact if I have questions about the rebate payment status?**

- Contact your BMC Partner Manager for questions about the PREP rebate payment status

- **PROGRAM DURATION**

- **What is the duration of the PREP Program for FY23?**

- The PREP Program is running through March 1, 2023.
- New Partners have 9 months from purchase of their subscription to complete their certification which may extend beyond the March 1, 2023 date.
- BMC Reserves the right to terminate the PREP Program at any time.

#### **Terms and Conditions for PREP-8 Program in FY23:**

- FY23 refers to the period April 1, 2022 to March 31, 2023
- **eLearning/Re-Certification Package**
  - Per Master Partner Network Agreement (PNA) only one eLearning/Re-Certification Package is necessary and can be purchased
  - The price for the eLearning/Re-Certification Package is determined by the country where the Master PNA is signed
  - Only a partner's permanent employees are allowed to register and access the contents of the eLearning/Re-Certification Package. Employees must use their Partner email addresses to create a profile in iLearn/BMC Academy. Partner contractors and any non-employees may not register or access at any time. In case of violations, access to the eLearning/Re-Certification Package for the whole partner organization will be immediately revoked
  - Access to the subscription for any partner employee starts on the date the package was ordered and ends March 1, 2023
  - Rebates will only be granted if all partner employees who have expiring certifications in FY23 and that are still employed by the partner on March 1, 2023 are re-certified by March 1, 2023
  - Individuals can only register and take exams as part of this package if;
    - individuals are or have been Certified Associate or Certified Professional in a previous BMC product release version and these certifications will expire before March 31st 2023 or have expired after April 1st 2022. These individuals can only take the exams required to renew the expired certification level/product
    - individuals who hold an accreditation on a previous BMC product release to the current Certified Associate and the Accreditation was passed after March 31<sup>st</sup> 2021. These individuals can only take the Certified Associate in the same product as the previous Accreditation/Associate
  - For all courses and exams, the standard [BMC Education Terms and Conditions](#) and [BMC Certification Policy](#) apply, in case of any conflict between the Terms and Conditions the PREP Terms and Conditions are used
- **Essentials Subscriptions**
  - For all courses and exams the standard [BMC Education Terms and Conditions](#), the [BMC Certification Policy](#) and the [Subscription Program Guide Terms and Conditions](#) apply
- **Ultimate Subscription which are eligible for rebate**
  - Access for any partner individual to a rebated Ultimate packages starts with the order of the package and ends March 1, 2023
  - Rebates are only granted if the partner individual achieved at least the Certified Professional level by March 1<sup>st</sup> 2023
  - For all courses and exams the standard [BMC Education Terms and Conditions](#), the [BMC Certification Policy](#) and the [Subscription Program Guide Terms and Conditions](#) apply, in case of any conflict between the Terms and Conditions the PREP Terms and Conditions are used



- New partners will have 6 months from purchase to complete their Certified Professional Exams for rebates (potentially beyond the March 1, 2023 date), and will have 12 months of access to the subscription from purchase.
- **Additional Distributor Information for purchasing PREP eLearning/Re-Certification Packages.**
  - BMC transacts the purchase of the eLearning/Re-Certification packages directly and only with our Distributors.
  - A eLearning/Re-Certification Package can be sold directly to a distributor for their employee use.
  - A separate eLearning/Re-Certification Package(s) can be resold through a distributor to their partner(s) for the use of the 2<sup>nd</sup> Tier Partner employees.
  - Each package can only be used by a single company.
  - Each package is limited to 10 users for the duration for the same fee that we will sell to BMC Partners based on regional pricing.
  - Additional Packages can be purchased in increments of 10-users