



Selling HP SaaS Solutions 2013

HP2-N39

This guide is to set expectations about the context of the certification exam and to help candidates prepare. It is important to note that although training is recommended for exam preparation, successful completion of the training alone does not guarantee that you will pass the exam. In addition to training, exam items are based on knowledge gained from on-the-job experience and application as well as other supplemental reference material that may be specified in this guide.

HP certification

The HP ExpertOne community is a network of qualified HP channel partners, customers, and employees. These individuals have passed certification exams that validate skills and competencies for credentials offered through the HP ExpertOne program.

Audience

This exam is for sales professionals who position, recommend and sell HP Software as a Service products and solutions based on customer business requirements.

Minimum qualifications

To pass this exam, it is recommended that you have at least 6 months of experience in selling HP Software as a Service products and solutions. Exams are based on an assumed level of industry-standard knowledge that may be gained from the training, experience in the field, or other pre-requisite events.

Relevant certifications

After passing this exam, your achievement may be applied toward more than one certification. To determine which certifications will be credited with this achievement, log into The Learning Center (or Grow@HP if you are an HP employee) and view the certifications listed on the exam More Details tab. You may be on your way to achieving additional HP certifications.

Exam details

The following are details about this exam:

- Number of items: 30 common items that all candidates will take, plus content-specific items for the topic selected by each candidate. If taking ALM/QC on SaaS, ALM/PC on SaaS, or BSM/APM on SaaS, 65 total items; if taking BAC Anywhere, 53 total items.
- Item types: Multiple Choice (single correct), Multiple Choice (multiple correct), Matching.
- Exam time: 110 minutes
- Passing score: 70%

Comments on the exam

During the exam, participants can make specific comments about the exam and items. HP welcomes these comments as part of our continuous improvement process.

Exam content

The following testing objectives represent the areas of content covered in the exam. Use this outline to guide your study and to check your readiness for the exam. The exam measures your understanding of Basic SaaS Concepts. In addition, you will be asked to choose one content-specific topic from the following: ALM/QC on SaaS Settings, ALM/PC on SaaS offerings, BSM/APM on SaaS offerings, or BAC Anywhere offering.

HP2-N39 Section/Objectives	
46%-57%	Basic SaaS concepts – this is the section that all candidates will take. Describe the changes that lead to SaaS in the context of IT Management; identify the key aspects of SaaS and the high-level benefit for end customers. Describe HP SaaS portfolio and HP SaaS history. Describe the inhibitors; address security, data privacy and availability concerns. Describe HP SaaS' licensing options and renewals: Legacy IT, Service-only, bundle (comprehensive).
54%	Describe ALM/QC on SaaS offering Describe market outlook. Provide HP ALM/QC on SaaS business figures. Describe basics of software and SaaS. Describe 3 offerings: articulate the benefits of each offering and identify the modules and option with each offering. Describe standard operational services. Pricing ALM/QC on SaaS. When to walk away. ALM/QC on SaaS collateral.
54%	Describe ALM/PC on SaaS offering Describe market outlook. Provide HP ALM/PC on SaaS business figures. Describe basics of software and SaaS. Describe 3 offerings: articulate the benefits of each offering and identify the modules and option with each offering. Describe standard operational services. Pricing ALM/PC on SaaS. When to walk away. ALM/PC on SaaS collateral.
54%	Describe BSM/APM on SaaS offering Describe market outlook. Provide HP BSM/APM on SaaS business figures. Describe basics of software and SaaS. Describe 3 offerings: articulate the benefits of each offering and identify the modules and option with each offering. Describe standard operational services. Pricing BSM/APM on SaaS. When to walk away. BSM/APM on SaaS collateral.
43%	Describe BAC Anywhere offering Describe market outlook. Provide HP BAC Anywhere on SaaS business figures. Describe basics of software and SaaS. Describe the offering: articulate the benefits of the offering and identify the modules and option with the offering. Describe standard operational services. Pricing BAC Anywhere on SaaS. When to walk away.

Training

Information on recommended training to help prepare for this exam is accessible in The Learning Center, Grow@HP and in the Certification Explorer Tool. In order to obtain the course materials you will then be re-directed to HP Partner Central.

You are not required to take the recommended, supporting courses; and completion of training does not guarantee that you will pass the exam. HP strongly recommends a combination of training, thorough review of courseware and additional study references, and sufficient on-the-job experience prior to taking the exam.

Exam registration

To register for this exam, please go to the exam tab in The Learning Center or Grow@HP and click on "Access more information". Visit <http://www.hp.com/go/ExpertOne> for access.

Conclusion

HP wishes you success in passing the exam and joining the HP ExpertOne program.

