



Meridian Professional Services



PROLIANCE

**Certification Program
2011**



Proliance Certifications Program Overview

To help you distinguish yourself and your organization from the competition, Meridian Systems is proud to offer the Proliance Certifications Program. In an environment where competition continues to increase, you want to take advantage of any opportunities that will help you gain new clients – and keep your existing customers. Many clients are no longer satisfied with only product; they require services to maximize the value of their purchase. They must then decide who, among many vendors, will provide those services.

This program is available to Meridian Employees, Partners, and Proliance Users and will give certified individuals a distinguishing factor representing their Proliance expertise and service excellence. Meridian reserves the right to update the program scope and requirements to align with changing market demands.

Benefits

- ✓ Demonstrated proficiency of Proliance skills
- ✓ Ability to deliver higher level of service and technical expertise to your Proliance clients
- ✓ Official Meridian recognition as the Certified User or Service Provider
- ✓ Official Certification Plaque
- ✓ Meridian certification logo to include on your website, business cards, or e-mail signature to draw attention to your expertise and mastery of Meridian technologies

Certification Cost

User Certification:

- \$700 for general registration
- \$295 for attendees of the annual Meridian User Conference
- \$200 for Meridian partners

Trainer, Business Consultant, Technical Consultant, Project Manager and Solution Engineer Certifications:

- \$1,500 for general registration
- \$500 for Meridian partners

Sales Certification:

- Free

Resources

The knowledge required to obtain any of the certifications can be gathered through a combination of actions and experiences. Some examples include

- **Proliance Help:** Click Help from the menu bar in Proliance to access the Contents and Index including a search engine and glossary.
- **Classroom Learning and/or Proliance Student Guides:**

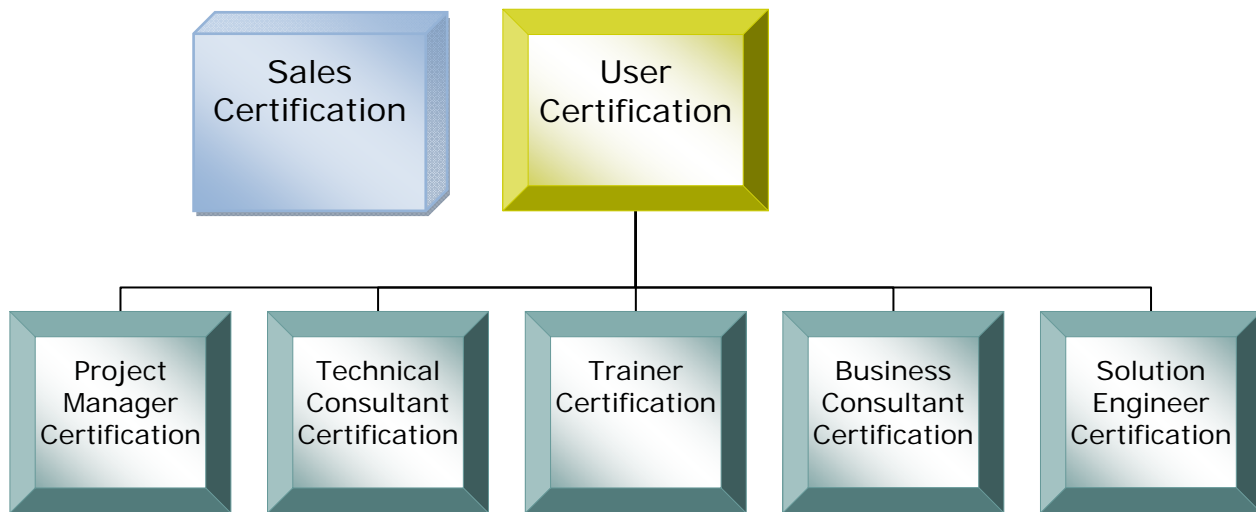


<http://www.meridiansystems.com/services/education/proliance-classroom.asp>

- **Experience** in using, training, implementing, managing, supporting, or developing the Proliance solution.

Program Structure

User Certification is a pre-requisite for Project Manager, Technical Consultant, Trainer, Business Consultant, or Solution Engineer Certifications. Sales Certification is independent of other certification programs.



Detailed descriptions of each certification are outlined on the following pages of this document:

User Certification	5
Project Manager Certification	7
Technical Consultant Certification	8
Trainer Certification.....	10
Business Consultant Certification	12
Solution Engineer Certification	14
Sales Certification	16



Transferability

Proliance certifications are tied both to the individual and the organization. Should a certified individual's employment with a Partner cease, the Partner certification is dissolved. The Partner will need to certify a new individual within 90 days to retain certification. However, if the individual holding certification transfers to another Solution Provider within 90 days, the certification is retained and the Partner that the individual transferred to also gains the certification record.

Renewal

To ensure all certified parties are current on the latest Meridian Systems technology and solutions, Meridian reserves the right to periodically update and expand the certification content and request that all certifications holders complete the additional requirements to retain their certifications status.

Loss of Certification

Any misuse or abuse of your certification will not be tolerated. Customer complaints will be fairly investigated. Should Meridian Systems detect any misconduct; your certification will be subject to review.

Getting Started

To begin the certification process, please fill out the Meridian Certification Registration form and return it to the Meridian Sales team as indicated on the registration form.

Once you have completed your registration, a Meridian representative will contact you to discuss your individual goals for completing your certification(s). The representative will provide you the login credentials to Meridian e-Learning Center where you will respond to the multiple choice questions and obtain detailed instructions for the case studies.

Questions?

For information or assistance regarding the certification program or specific certifications, contact:

Meridian Systems, Inc.
Attn: Education Department
1720 Prairie City Rd, Suite 120
Folsom, CA 95630

Phone: (800) 850-2660
Fax: (916) 294-2355
Email: sales@meridiansystems.com



User Certification

Audience

This certification program is designed for **experienced Proliance users, administrators, and members of implementations teams**. Proliance certification demonstrates proficiency in the latest Proliance functionality.

Certification Content

- Organization Workspace: Projects, Address Book and Security Set Up
- Collaboration: Workflow, Review Process, and Notices
- Register Views and Reports
- Field Management
- Office Management with Redlining in Brava
- Budget and Cost Management
- Contracts Management
- Scheduling

Certification Structure

There are two (2) types of requirements for the Proliance Product Certification:

1. **Multiple Choice Exam:** You will be required to complete a multiple choice exam of approximately 150 questions. Allow three (3) hours to complete the multiple choice exam, but you can stop and resume the tests at anytime, or retake the exam, if needed.

Sample test Question:

You can monitor and report upon Contracts across multiple projects within the _____ workspace.	A. Organization
	B. Program
	C. Project
	D. All of the Above

Certification Structure continues on the next page...



2. **Hands-On Case Studies:** During this session, you will be presented with case studies so you can demonstrate your knowledge of Proliance by entering settings and data following a project scenario. The Meridian proctor will be available to review the case studies and answer any questions.

Sample Case Study:

"Your construction company, JB Construction, has recently been awarded the contract to build a new biotechnology research and development facility. The office trainer is on the jobsite and you have been delegated tasks to get your project set up in Proliance. The Administrator has already created the Program. In this exercise, you will need to create a new Project and set up the contact records in it with appropriate security."

Recommended Training: Proliance Intensive Course



Project Manager Certification

Audience

This certification program is designed for **experienced enterprise projects managers**. Proliance Project Manager Certification demonstrates proficiency in managing Proliance projects scope, schedule and budget.

Pre-Requisites

- Proliance User Certification
- Project Management Professional (PMP) Certification through Project Management Institute (PMI)

Certification Content and Structure

To obtain the Meridian Project Management Office certification, you will need to demonstrate that you can successfully manage a live Proliance project using the techniques outlined in the PMP certification as well as Meridian latest methodology for enterprise project management. Your certification is awarded based on an approval from Meridian Director or Vice President of Services.

Recommended Training: Proliance Intensive Course



Technical Consultant Certification

Audience

This certification program is designed for **experienced members of technical services teams**. Proliance Technical Consultant Certification demonstrates your proficiency in Proliance integrations and development of Office Business Applications (OBAs) and other custom solutions for Proliance.

Pre-Requisites

- Proliance User Certification
- Meridian Developers Network Membership
- A thorough understanding of the Proliance solution extendibility

Certification Content

- API Foundations
- DB Views
- Message Bus
- Office Business Applications (OBAs)

Certification Structure

There are two (2) types of requirements for the Proliance Technical Consultant Certification:

1. **Multiple Choice Exam:** You will be required to complete a multiple choice exam of approximately 50 questions. Allow one (1) hour for completing the multiple choice exam, but you can stop and resume the tests at anytime, or retake the exam, if needed.

Sample test Question:

To verify Proliance user credentials, you should call what Proliance API?	A. List Applications () B. GetSiteConfiguration () C. Login () D. ReadDocument ()
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Certification Structure continues on the next page...



- Hands-On Case Studies:** You will be presented with four (4) case studies through which you will demonstrate your working knowledge of Proliance development techniques. Allow eight (8) hours to complete the case studies, but you can stop and resume the tests at anytime, or retake the exam, if needed.

Sample Case Study:

“You have just completed a data migration from a previous data source and need to validate the results. You will create some database queries to ensure all the data was migrated correctly.”

Recommended Training and Resources

- Proliance Intensive Course
- Proliance Admin Course
- Meridian Developer Network
- Meridian Technical Summit



Trainer Certification

Audience

This certification program is designed for **experienced Proliance Trainers**. Obtaining this certification demonstrates your ability to effectively transfer your knowledge of Proliance to others while emphasizing the usability and depth of Proliance solutions. This program certifies that you possess world-class training skills and knowledge of Adult Learning Principals. As a Certified Proliance Trainer, you will be recognized as the highest quality Proliance training provider.

Pre-Requisites

- Proliance User Certification
- Train-the-Trainer Workshop completed through a 3rd party Professional Trainers Development vendor (such as Langevin <http://www.langevin.com/>, Prep Masters <http://www.prepmasters.com/>, or other)
- Attend at least one Proliance training class offered through Meridian Systems. This will help you adopt the preferred techniques for Proliance content delivery.

Certification Content

- Principles of Adult Learning
- Training Content Development
- Training Delivery Methods

Certification Structure

There are three (3) types of requirements for the Proliance Trainer Certification:

1. **Multiple Choice Exam:** You will be required to complete a multiple choice exam of approximately 20 questions. Allow 30 minutes to complete the multiple choice exam.

Sample test Question:

Based on the Principals of Adult Learning, which of the following is NOT a characteristic of adult learners.

- A. Experienced and Knowledgeable
- B. Relevancy-Oriented
- C. Unmotivated
- D. Goal-Oriented
- E. Practical
- F. Self-Directed



2. **On-the-job Activities:** To satisfy this portion of the certification, you will be presented with three (3) types of tasks:
 - **Content Development:** you will be asked to develop new or edit existing training materials to demonstrate your ability to produce high quality documentation based on an established format.
 - **On-Line Training:** you will be asked to deliver an on-line presentation to demonstrate your ability to successfully communicate with a remote audience. You will especially be evaluated on your ability to make the remote meeting interactive. This requirement can be satisfied by leading a Knowledge-Sharing session arranged by the Meridian Education Team.
 - **Classroom Training:** you will be asked to deliver the entire content of Proliance Intensive and Proliance Administrator courses to demonstrate your working knowledge of the standard Proliance training content.

3. **Experience:**
 - **Resume Review** – submit your professional resume to your certification proctor to validate your experience in the discipline of training.
 - **Professional Certification** – provide a proof of participation in a Train-The-Trainer workshop through from a 3rd party vendor.

Recommended Training

- Proliance Intensive Course
- Proliance Admin Course



Business Consultant Certification

Audience

This certification program is designed for **experienced Proliance Business Consultants**. Obtaining this certification demonstrates your ability to configure and implement the Proliance solution to solve real business needs. As a Proliance Business Consultant you will have a keen understanding of how Proliance fits into various business environments. You will have excellent problem solving and troubleshooting skills, backed by an extensive knowledge of the product. You will know the steps and procedures for smooth delivery of a complete software implementation and Proliance customers will look to you as a leader in bringing their company into full utilization of their Proliance solution.

Pre-Requisite: Proliance User Certification

Certification Content

- Comprehensive Solution Design
- Business Process Discovery
- Functional Specifications
- Workflow Configuration
- Nomenclature Changes
- Custom Print Layouts Design
- Testing

Certification Structure

There are three (3) types of requirements for the Proliance Business Consultant Certification:

1. **Multiple Choice Exam:** You will be required to complete a multiple choice exam of approximately 50 questions. Allow 1 hour to complete the multiple choice exam, but you can stop and resume the tests at anytime, or retake the exam, if needed.

Sample test Question:

What template configuration is required for a user to be able to perform a workflow state transition in an RFI document from Question Submitted to Answer Submitted state?	A. 'Enter State' Role in the Answer Submitted State B. 'Edit' Role in the Question Submitted State C. 'Edit' Role in the Answer Submitted State D. Both Answers A & B are Correct
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Certification Structure continues on the next page...



- Hands-On Case Studies:** You will be presented with case studies through which you will demonstrate your working knowledge of Proliance configuration tools. You will also be challenged with a comprehensive solution case study where you will need to configure Proliance based on sample business requirements. Allow 15 hours total for completing the case studies, but you can stop and resume at anytime, or retake the exam, if needed.

Sample Case Study Scenario:

“Company X is interested in managing change and the root causes of change. Changes can arise through various forms of communication and are recognized and measured through impacts to the scope and budget. Two significant sources of communication which reveal possible changes are RFIs and Meetings. At Company X, the assigned Project Engineer is responsible for reviewing RFIs and Meeting Minutes for potential change events. The Project Engineer is already part of the workflow design in these documents as he or she is involved in those processes otherwise. In the case of RFI communication, drawings and specifications are often the source of questions. Occasionally this is because of discrepancies, conflicts or omissions. Project meetings reveal change through identification of unforeseen conditions, task conflict between trades or other external factors that jeopardize the availability of resources.”

- Experience:** you will need to demonstrate an effective participation in implementation activities and obtain approval from your Meridian Professional Services Manager to satisfy this requirement.

List of required experience on Proliance Implementation Projects:

- Participation in Business Process Discovery
- Participation in Detailed Configuration Discovery
- Participation in User Acceptance Testing
- Completion of Configuration Requirements based on Client Specifications
- Completion of Custom Print Layout design based on Client Specifications
- Completion of Functional Specifications Documentation
- Completion of Testing Scripts

Recommended Training

- Proliance Intensive Course
- Proliance Admin Course



Solution Engineer Certification

Audience

This certification program is designed for experienced members of the Meridian sales team. Solution Engineer certification demonstrates your proficiency in Proliance functionality and configuration tools that can be successfully utilized in design, demonstration and sales techniques. As a Meridian Certified Solution Engineer, you are also recognized as an expert of software applications in the construction industry.

Pre-Requisites

- Proliance User Certification
- Working knowledge of Proliance functionality, administrative tools, and extendibility solutions.
- Read *Demonstrating to Win!: The Indispensable Guide for Demonstrating Software* by Robert Riefstahl.
- An understanding of the AEC industry or read *Construction Management Jump Start* by Barbara J. Jackson.

Certification Content

- Documents Sub-Types Configuration
- Nomenclature Changes
- Custom Print Layouts
- Comprehensive Solution Design
- Demo 2 Win! Concepts and Practice
- Meridian Key Messaging
- Construction Management Basics

Certification Structure

There are four (4) types of requirements for the Proliance Solution Engineer Certification:

1. **Multiple Choice Tests:** You will be required to complete five (5) multiple choice tests of approximately 30 questions each. Allow 4 hours to complete, but you can stop and resume the tests at anytime, or retake each test, if needed.

Certification Structure continues on the next page...



Sample Test Question:

What is Prolog Connect?	A. Web services platform designed to enable collaboration, integrations and interoperability with Prolog Manager build on a service oriented architecture and XML. B. Web based version of Proliance. C. Proliance with an upgraded platform model.
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2. **Hands-On Case Studies:** You will be presented with case studies through which you will demonstrate your working knowledge of Proliance configuration tools. You will also be challenged with a comprehensive solution case study where you will need to configure Proliance based on sample business requirements. Allow 15 hours total for completing the case studies, but you can stop and resume at anytime, or retake the exam, if needed.

Sample Case Study Scenario:

“Company X is interested in managing change and the root causes of change. Changes can arise through various forms of communication and are recognized and measured through impacts to the scope and budget. Two significant sources of communication which reveal possible changes are RFIs and Meetings. At Company X, the assigned Project Engineer is responsible for reviewing RFIs and Meeting Minutes for potential change events. The Project Engineer is already part of the workflow design in these documents as he or she is involved in those processes otherwise. In the case of RFI communication, drawings and specifications are often the source of questions. Occasionally this is because of discrepancies, conflicts or omissions. Project meetings reveal change through identification of unforeseen conditions, task conflict between trades or other external factors that jeopardize the availability of resources.”

4. **On-the-job Activities:** To satisfy this portion of the certification, you will need to complete the following two (2) tasks:
- **Live Demonstration:** effectively demonstrate Proliance to your manager based on a sample business requirements scenario.
 - **RFP Response:** become proficient in composing a Request for Proposal response. This task requires a verification and approval from your manager.

Recommended Training

- Proliance Intensive Course
- Proliance Admin Course



Sales Certification

Audience

The Proliance Sales Certification program is designed for Meridian and Channel Partner sales accounts managers. Obtaining certification demonstrates your proficiency in multiple phases of the Meridian Sales Process: Qualification Management, Requirements Gathering, Account Strategy, Demonstrating Value, Close and Transition. It also validates your ability to effectively position and present Proliance Solutions to potential clients.

Certification Content

- Standard Meridian Messaging
- Meridian Product Positioning
- Meridian Solution Sales Methodology
- Standard Solution Presentation Skills
- Proliance Functionality

Certification Structure

There are three (3) types of requirements for the Sales Certification:

1. **Multiple Choice:** You will be required to complete 3 multiple choice exams on standard Meridian Messaging, Demo To Win techniques, and basic Proliance functionality. Allow 45 minutes to complete each multiple choice exam, but you can stop and resume the tests at any time, or retake the exam, if needed.

Sample test Question:

What is the Proliance license model?	<ol style="list-style-type: none"> a. Named licenses b. Concurrent licenses c. Names or concurrent licenses d. Open-source license
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2. **Case Studies:** During this session, you will be asked to demonstrate your proficiency with the Meridian Solution Sales methodology by customizing sales process documentation for a specific prospect scenario. A Meridian Channel Manager will evaluate and grade your approach and your output.
3. **Live Demonstration:** You will be required to present the standard solution presentation to a live audience.

Recommended Training and Resources

Quick Reference Guide



- [Introduction to Proliance and Sales Training](#)
- [Meridian Partner Portal](#)
- [Meridian Sales and Services Conference](#)