

# Partner Education and Certification Program Guide

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## About This Catalog

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This catalog provides you with all the information you need about Qlik's portfolio of education services and certification offerings.

It is an extension of Qlik's standard course catalog and its purpose is to support and guide partners in their selection of training courses and certifications.

You will also find information about Qlik's partner-exclusive offering, QlikAcademy for Partners.

### Why Qlik Education Services?

Qlik Education Services accelerates your path to Business Discovery by providing training to help you become productive as quickly as possible.

#### Enroll in courses from Qlik Education Services to:

- **Enhance Performance**  
Achieve peak productivity and maximize your ROI
- **Spur Collaboration**  
Train groups of coworkers together so they rapidly understand how QlikView's Social Business Discovery possibilities enable them to collaborate on analytics like never before
- **Prepare for the Certification Exams**  
Learn practical skills and increase your QlikView knowledge with lectures and hands-on exercises
- **Learn what's important to you**  
Qlik offers tailored workshops so you may learn to use QlikView based on your needs and requirements

## Training Options

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When it comes to learning, one size does not fit all. Therefore, Qlik offers a wide variety of delivery methods to suit different learning preferences, organizational logistics, and the needs of specific Qlik user roles.

### Instructor-led

#### **Classroom training:**

Qlik Education Services provides you with a learning experience that promotes interactive in-class instruction as well as technically and functionally relevant labs and exercises. From demonstrations to hands-on labs, live classroom training delivers a comprehensive and meaningful learning experience.

#### **Online training:**

The instructor-led virtual classroom option delivers you training that is comparable to our traditional live classroom courses without the need for expensive travel or a specific physical location. Using collaborative technology, we offer you a combination of traditional content and live interactive online learning. This flexible option provides the freedom to learn anywhere.

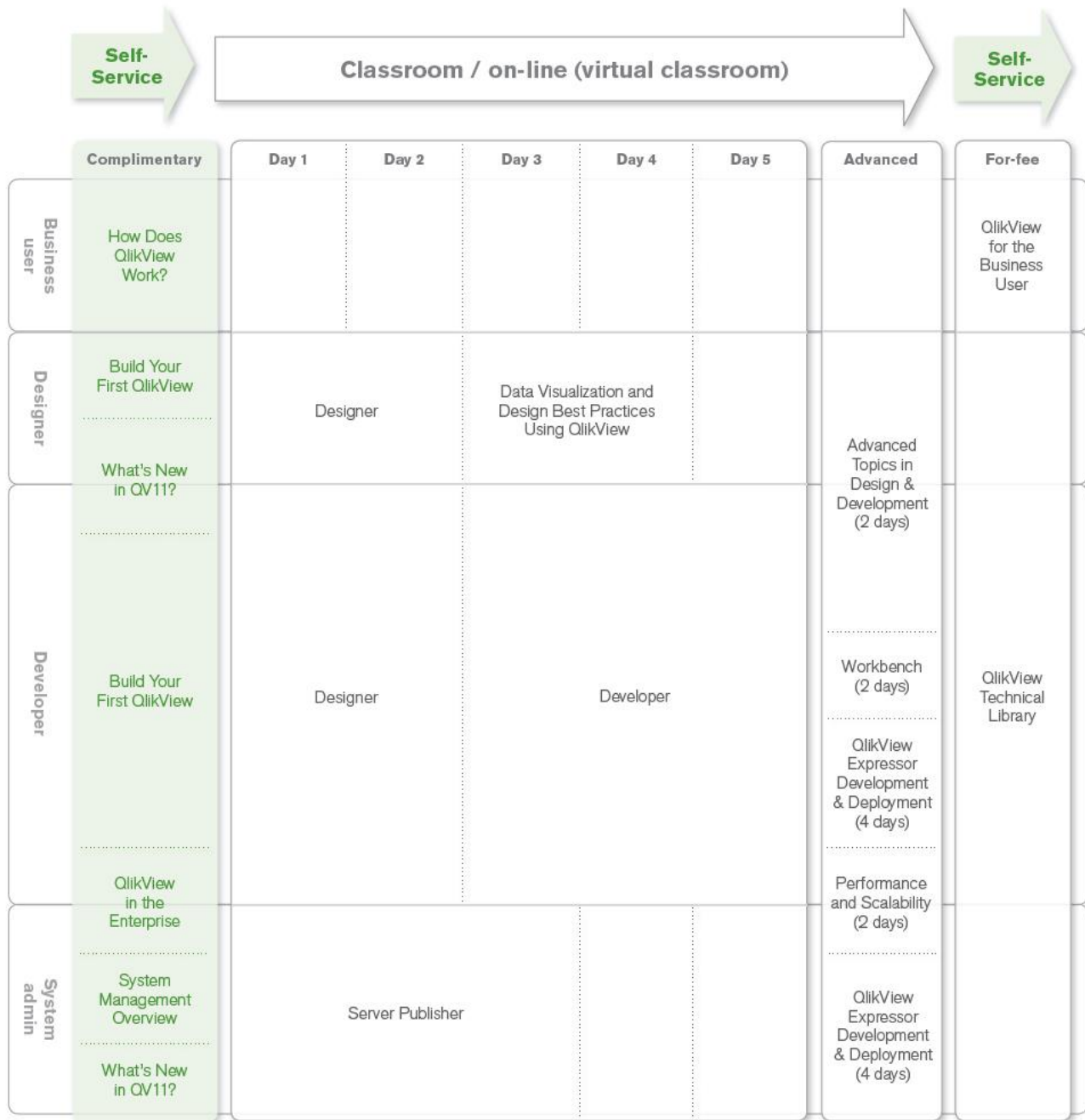
#### **On-site training:**

On-site training is a perfect option when you have a number of employees who need the same training and can train together in the same location, with optional virtual participation for added flexibility. On-site training events maximize the learning experience and suit the specific needs of your project teams, IT departments, and/or other business user groups.

### OnDemand

For training at your own pace, you may choose from a wide selection of individual eLearning courses which cover key QlikView subjects and topics. eLearning courses are an ideal way to get started if you cannot attend a class right away or prefer to learn in a self-directed approach. They are also a good solution for any large and/or geographically dispersed group that needs to get started with QlikView quickly.

# QlikView Training Program for Certification



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## Certification Options

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Qlik Education Services offers a certification program to partners who wish to provide services and support on Qlik products.

With QlikView certification, you can benchmark your skills against an established and objective level of competency, and confirm your level of expertise.

The program also helps to ensure consistency and quality of services and support. To achieve certification, you must pass an exam based on skills and knowledge related to a certain role and its tasks.

### Exams and Certifications

#### **QlikView 11 Designer**

The [QlikView Designer](#) Certification Exam tests QlikView knowledge focused on the user interface design of QlikView applications. The certification is suggested for all roles involved in the approach, design and layout of the QlikView application user interface. The QlikView Designer Certification exam gauges your ability to gather and interpret requirements, identify and analyze data sources and design and develop the application user interface.

#### **QlikView 11 Developer**

The [QlikView Developer](#) Certification Exam tests the technical skills necessary to develop (design and script) and deploy QlikView applications. The exam focuses on the technical aspects of developing a QlikView application and is suggested for those in technical roles such as sales engineering, support and implementation. The QlikView Developer Certification exam measures your ability to gather and interpret requirements, identify and analyze data sources, create the associative data model, design and develop the application user interface and deliver the QlikView application.

*Passing the QlikView 11 Developer Certification exam grants you both the Developer and Designer certifications.*

#### **QlikView 11 System Administrator**

The [QlikView System Administrator](#) Certification Exam confirms you have the appropriate technical infrastructure knowledge, skills and experience to support QlikView deployments. It also verifies you understand the best approaches to set up and run QlikView Server and Publisher installations in complex IT environments. The certification is suggested for IT system administration professionals.

## Qlik Partner Network Requirements

Becoming a qualified Qlik partner requires a fulfillment of specific obligations according to the Qlik Partner Program. In addition to other requirements, a partner company is required to have a minimum number of trained and certified staff. The specific requirements are as follows:

Qlik Partner Network Requirements	Solution Provider	Elite Solution Provider
<b>Education and Certification Requirements</b>		
<b>Education</b>		
QlikAcademy for Partners – Sales Track	1	2
QlikAcademy for Partners – Pre-Sales Track	1	2
QlikAcademy for Partners – Support Track	1	2
	<i>3 education requirements achieved by minimum of 3 people</i>	<i>6 education requirements achieved by minimum of 5 people</i>
<b>Certification</b>		
QlikView Designer Certification	1	2
QlikView Developer Certification	1	2
QlikView System Administrator Certification	1	2
	<i>3 certification requirements achieved by minimum of 2 people</i>	<i>6 certification requirements achieved by minimum of 4 people</i>

Qlik Partner Network Requirements	Implementation Partner	System Integrator – Reseller Addendum	System Integrator – Implementation Addendum
<b>Education and Certification Requirements</b>			
<b>Education</b>			
QlikAcademy for Partners – Sales Track	optional	2	optional
QlikAcademy for Partners – Pre-Sales Track	1	2	optional
QlikAcademy for Partners – Support Track	1	2	optional
	<i>2 education requirements achieved by minimum of 1 person</i>	<i>6 education requirements achieved by minimum of 4 people</i>	-
<b>Certification</b>			
QlikView Designer Certification	2	2	2
QlikView Developer Certification	2	2	2
QlikView System Administrator Certification	2	2	2
	<i>6 certification requirements must be achieved by minimum of 3 people</i>	<i>6 certification requirements achieved by minimum of 4 people</i>	<i>6 certification requirements achieved by minimum of 4 people</i>



<b>Qlik Partner Network Requirements</b>	<b>OEM Partner</b>	<b>Technology Partner</b>
<b>Education and Certification Requirements</b>		
<b>Education</b>		
QlikAcademy for Partners – Sales Track	optional	optional
QlikAcademy for Partners – Pre-Sales Track	optional	optional
QlikAcademy for Partners – Support Track	1	1
	<i>1 education requirement achieved by a minimum of 1 person</i>	<i>1 education requirement achieved by minimum of 1 person</i>
<b>Certification</b>		
QlikView Designer Certification	1	1
QlikView Developer Certification	1	1
QlikView System Administrator Certification	1	optional
	<i>3 certification requirements achieved by a minimum of 1 person</i>	<i>2 certification requirements achieved by minimum of 1 person</i>

The information above reflects the current state of the Qlik Partner Program and is subject to change. Please consult your partner contract and collateral for more details. If you have additional questions, please contact your local partner manager or email [Qlik Partner Network](#).

It is strongly recommended that you prepare for certification exams by attending Qlik’s official training courses. To obtain more information on course schedule and registration, please contact your [regional Education Services representative](#).

# QlikView 11 Designer Certification

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## Description

The QlikView Designer Certification Exam tests your ability to gather and interpret requirements, identify and analyze data sources, and design and develop the application user interface.

The QlikView Designer Certification Exam is a scenario-based, multiple choice knowledge test delivered at [Pearson VUE](#) Test Centers globally. This exam is available in 8 languages: Brazilian Portuguese, Chinese (Simplified), English, French, German, Japanese, Spanish and Russian. Visit <http://www.pearsonvue.com/qlikview> to register.

## Duration

- 2 hours

## Exam Prerequisites

- Basic knowledge of Business Intelligence, reporting, data analysis
- Experience working with QlikView to design applications
- Visualization and user interface design experience

## Recommended Preparation Resources

- eLearning: [QlikView 11 Designer Certification](#), [QlikView 11 Designer Certification](#), [QlikView 11 Designer Certification](#)
- Classroom: [QlikView 11 Designer Certification](#)
- Additional recommended training: [QlikView 11 Designer Certification](#)
- QlikCommunity
- QlikView Online Help and Reference Manual

## Audience

- QlikView Designers
- QlikView Developers

# QlikView 11 Developer Certification

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## Description

The QlikView Developer Certification Exam tests your ability to gather and interpret requirements, identify and analyze data sources, create the associative data model, design and develop the application user interface, and deliver the QlikView application.

The QlikView Developer Certification Exam is a scenario-based, multiple choice knowledge test delivered at thousands of [Pearson VUE](#) test centers globally. This exam is available in 8 languages: Brazilian Portuguese, Chinese (Simplified), English, French, German, Japanese, Spanish and Russian. Visit <http://www.pearsonvue.com/qlikview> to register.

***Passing the QlikView 11 Developer Certification Exam grants you both the Developer and Designer certifications.***

## Duration

- 2 hours

## Exam Prerequisites

As this is an advanced technical exam, the following knowledge and experience is suggested:

- Advanced knowledge of Business Intelligence, reporting, and/or data analysis
- Knowledge of SQL and/or other scripting languages, data modeling, data visualization and advanced QlikView functions
- Practical experience working with QlikView to design and develop applications
- User interface design experience

## Recommended Preparation Resources

- eLearning: [How Does QlikView Work?](#), [Build Your First QlikView](#), [What's New in QlikView 11?](#), [QlikView Technical Library](#)
- Classroom: [Designer Version 11](#), [Developer Version 11](#)
- Additional recommended training: [Advanced Topics in Design and Development Version 11](#)
- QlikCommunity
- QlikView Online Help and Reference Manual

## Audience

- QlikView Designers
- QlikView Developers

# QlikView 11 System Administrator Certification

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## Description

The QlikView System Administrator Certification Exam tests your knowledge of managing a QlikView Server and Publisher environment. This exam tests your ability to install and configure QlikView Server and Publisher, perform administrative tasks, and troubleshoot problems and errors.

The QlikView System Administrator Certification Exam is a scenario-based, multiple choice knowledge test delivered at [Pearson VUE](http://www.pearsonvue.com) Test Centers globally and is currently available in English only. Visit <http://www.pearsonvue.com/qlikview> to register.

## Duration

- 2 hours

## Exam Prerequisites

- Experience working with QlikView Server and Publisher
- Knowledge and experience with Microsoft Windows Server based environments, Windows Firewall, Windows IIS and IIS Management Console
- Experience with tools to troubleshoot connectivity, interoperability, configuration and performance, such as nslookup, telnet, ping, netstat, etc.
- Basic SQL and ODBC/OLEDB connections
- Windows Services Applet
- Knowledge of basic NTFS rights and Windows Network fileshare setup

## Recommended Preparation Resources

- eLearning: [How Does QlikView Work?](#),
- Classroom: Server Publisher
- QlikCommunity
- QlikView Online Help and Reference Manual

## Audience

- QlikView System Administrators

## QlikAcademy for Partners

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QlikAcademy for Partners is an exclusive offering to partners and extends the standard course offerings you find available in Qlik's training catalog. QlikAcademy for Partners complements the standard product training by offering training associated with sales, pre-sales and support roles.

QlikAcademy for Partners covers Sales, Pre-Sales and Support topics and gives partners an introduction to Qlik as a company and QlikView as a product. Partners have the opportunity to be part of an in-depth training with Qlik staff, including Partner Managers, experienced consultants and senior members from different areas of the organization.

## QlikAcademy Tracks

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### **Sales**

This course is in response to the demands of the growing partner network and the request to share best practices in sales. It gives partners the opportunity to get exclusive insight into Qlik's sales methodology and best practices, and to learn what makes QlikView so successful in a sales situation.

### **Pre-Sales**

This track is focused on successfully communicating QlikView proof points. You will learn varied and effective ways to outline QlikView's key capabilities. You will also be immersed in how a "Seeing Is Believing" data integration demonstration works—a key element of showcasing how QlikView delivers on its promises. In addition, you will benefit from real customer case studies from different regions, as well as project plans and related support information.

### **Support**

This course provides partner technical support resources with an excellent understanding of the QlikView support processes. The support track is required for all Qlik partners that provide technical support.

## Sales Track

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### Description

This course is in response to the demands of the growing partner network, and the need to share best practices in sales. It gives attendees the opportunity to gain exclusive insight into Qlik's sales methodology and best practices, and to learn what makes QlikView so successful in a sales situation.

### Duration

- 2 days (Classroom)

### Course Prerequisites

- Qlik.com (company and product information)
- General understanding of the QlikView product suite
- General understanding of QlikView pricing and license model
- Some experience or exposure to selling QlikView
- Complete eLearning and standard training courses - preferred

### Learning Objectives

By the end of this course you will be able to:

- Provide an introduction to Qlik and QlikView
- Communicate the key components of the Qlik Partner Program
- Explain how QlikView is different and how to position it appropriately in the market
- Discuss QlikView value selling and customer-oriented sales process
- Match QlikView needs with appropriate solutions
- Share different real customer case studies

### Audience

- Account Managers
- Sales Managers
- Pre-Sales Managers
- Sales Consultants

## Pre-Sales Track

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### Description

This track is focused on successfully communicating QlikView proof points. You will learn varied and effective ways to outline QlikView's key capabilities. You will also be immersed in how a "Seeing Is Believing" data integration demonstration works—a key element of showcasing how QlikView delivers on its promises. In addition, you will benefit from information about QlikView project management and implementation methodologies, as well as general information resources.

### Duration

- 2 days (Classroom)

### Course Prerequisites

- QlikView.com (company and product information)
- General technical understanding of the QlikView product suite
- Business Intelligence, Reporting and Data Analysis experience
- Completed eLearning courses are strongly recommended
- Completed Designer and Developer classroom courses are strongly recommended
- At least one year of experience in QlikView pre-sales situations—preferred

### Learning objectives

- Product positioning
- Qlik's pre-sales approach
- Understanding why "Seeing Is Believing" is so powerful
- Manage scope and expectations
- Best practices based on real cases, tips and tricks

### Audience

- Pre-Sales Consultants
- Pre-Sales Management
- Technical Consultants
- Service Management



## Support Track

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### Description

The QlikView Support Onboarding Track is an educational requirement of the Qlik Partner Program. This comprehensive program is designed to enable you to work more effectively with our QlikView Support teams and bring world-class customer service to your customers. When you complete the program, you will be an authorized technical contact for QlikView support and your company will be in compliance with the Qlik Partner Program.

During this program we will describe our support processes, case requirements, resources available, and answer general questions regarding the QlikView support environment. A strong collaborative relationship and understanding of the support fundamentals will lead to faster resolution times for your customers.

### Duration

The program consists of 3 steps which are approximately 1.5 total hours in duration:

1. Online Training Course
2. Self-Study—Video & Documents
3. Confirmation of Completion

### COURSE Prerequisites

- Technical understanding of the QlikView product suite
- General understanding of the Qlik Partner Program and its requirements related to support
- Completion of the free technical eLearning courses on the QV training website is recommended
- Completion of Designer and Developer classroom courses is recommended

### Audience

- Partner contacts who will interact with QlikView Support and partner's customers

## QlikView Technical Library

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### Description

Want to learn anytime? Want access to content that is always changing? The QlikView Technical Library contains videos between five and ten minutes long that are focused on pertinent technical topics that help QlikView designers and developers learn how to use QlikView. Each video covers a specific topic related to working with interface design in QlikView, loading data and creating a data model and system administration subjects. The topics range from basic to advanced technical subjects.

### Duration

- Each video is 5-10 minutes long

### Course Prerequisites

- None

### Audience

- QlikView Designers
- QlikView Developers
- System Administrators

### Access

- The videos can be accessed from the [Free OnDemand Training page](#) on the Partner Portal.

## QlikView Contacts

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Qlik Education Services offers partner education and certification around the world. Please contact your local Education Services representative using the information below, or email

Regions	Training Contacts	Certification Contacts
Americas	<a href="mailto:ustraining.northamerica@qlik.com">ustraining.northamerica@qlik.com</a>	<a href="mailto:uscertainment@qlik.com">uscertainment@qlik.com</a>
UK & Ireland	<a href="mailto:traininguk@qlik.com">traininguk@qlik.com</a>	<a href="mailto:certification.uk@qlik.com">certification.uk@qlik.com</a>
DACH	<a href="mailto:schulungen@qlik.com">schulungen@qlik.com</a>	<a href="mailto:zertifizierungen@qlik.com">zertifizierungen@qlik.com</a>
Nordics	<a href="mailto:trainingse@qlik.com">trainingse@qlik.com</a>	<a href="mailto:certifications.nordic@qlik.com">certifications.nordic@qlik.com</a>
Benelux	<a href="mailto:trainingbenelux@qlik.com">trainingbenelux@qlik.com</a>	<a href="mailto:certbenelux@qlik.com">certbenelux@qlik.com</a>
France	<a href="mailto:trainingfr@qlik.com">trainingfr@qlik.com</a>	<a href="mailto:certificationfr@qlik.com">certificationfr@qlik.com</a>
Italy	<a href="mailto:trainingitaly@qlik.com">trainingitaly@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>
Spain & Portugal	<a href="mailto:trainingib@qlik.com">trainingib@qlik.com</a>	<a href="mailto:certificationib@qlik.com">certificationib@qlik.com</a>
Eastern Europe	<a href="mailto:trainingeasterneurope@qlik.com">trainingeasterneurope@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>
Russia & CIS	<a href="mailto:trainingrussia@qlik.com">trainingrussia@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>
Middle East & Africa	<a href="mailto:trainingmea@qlik.com">trainingmea@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>
India	<a href="mailto:trainingindia@qlik.com">trainingindia@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>
China	<a href="mailto:trainingchina@qlik.com">trainingchina@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>
Japan	<a href="mailto:trainingjapan@qlik.com">trainingjapan@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>
Singapore & Asia	<a href="mailto:trainingsingapore@qlik.com">trainingsingapore@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>
Australia	<a href="mailto:trainingaustralia@qlik.com">trainingaustralia@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>
International	<a href="mailto:qlikviewtraining@qlik.com">qlikviewtraining@qlik.com</a>	<a href="mailto:certification@qlik.com">certification@qlik.com</a>

Detailed information is always available at [www.qlik.com](http://www.qlik.com) or [partners.qlik.com](http://partners.qlik.com).

## Disclaimer

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For clarification or additional questions not addressed in this document, please contact your local Qlik Education Services representative.

Any content is subject to change at any time without prior notice to program members. This document is intended for informational purposes only.

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