



**DRIVING
GLOBAL
CHANGE**

*Ops &
Tech
Update*



PATHWAYS
2009 TORONTO

CERTIPORT®



OPS

Global Service Availability

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- CPS System
 - No unscheduled outages
 - 100% availability over the past 12 months
- Portal
 - One 15 minute unplanned outage
 - >99.99% availability over the past 12 months

NOTE: Regional outages may occur due to local Internet conditions.

iQSystem 6.3

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- Initial release to English language sites
 - Mid-August 2009
- Subsequent release to all other sites
 - Mid-September 2009
 - Partners have opportunity to review on “Stage”
 - Full Installation required
 - Previous versions inoperable 90 Days following release

NOTE: iQSystem release 6.3 is a required upgrade.

iCritical Thinking Exam

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- Initial release in English to support a psychometric beta test is scheduled for mid-August, 2009
 - Beta test runs up to 30 days
- Production release is scheduled for November, 2009
- Interested in participating? Contact your channel manager. Thanks!

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TECHNOLOGY

How many of you:

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- Have had to create your own products because Certiport hasn't been able to offer them in your language?
- Have developed products that enhance our program opportunities and would like to offer them to Certiport and other Certiport Partners?
- Have brought great ideas and products to Certiport and felt that they have not been received positively?
- Have found that our standards may not meet certain market requirements? Have you had to fill the gap on your own?

How many of you:

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Would like to see this change at
Certiport?

Collaborative Product Offering

Saturday 3:30 Jackson Room

Objectives

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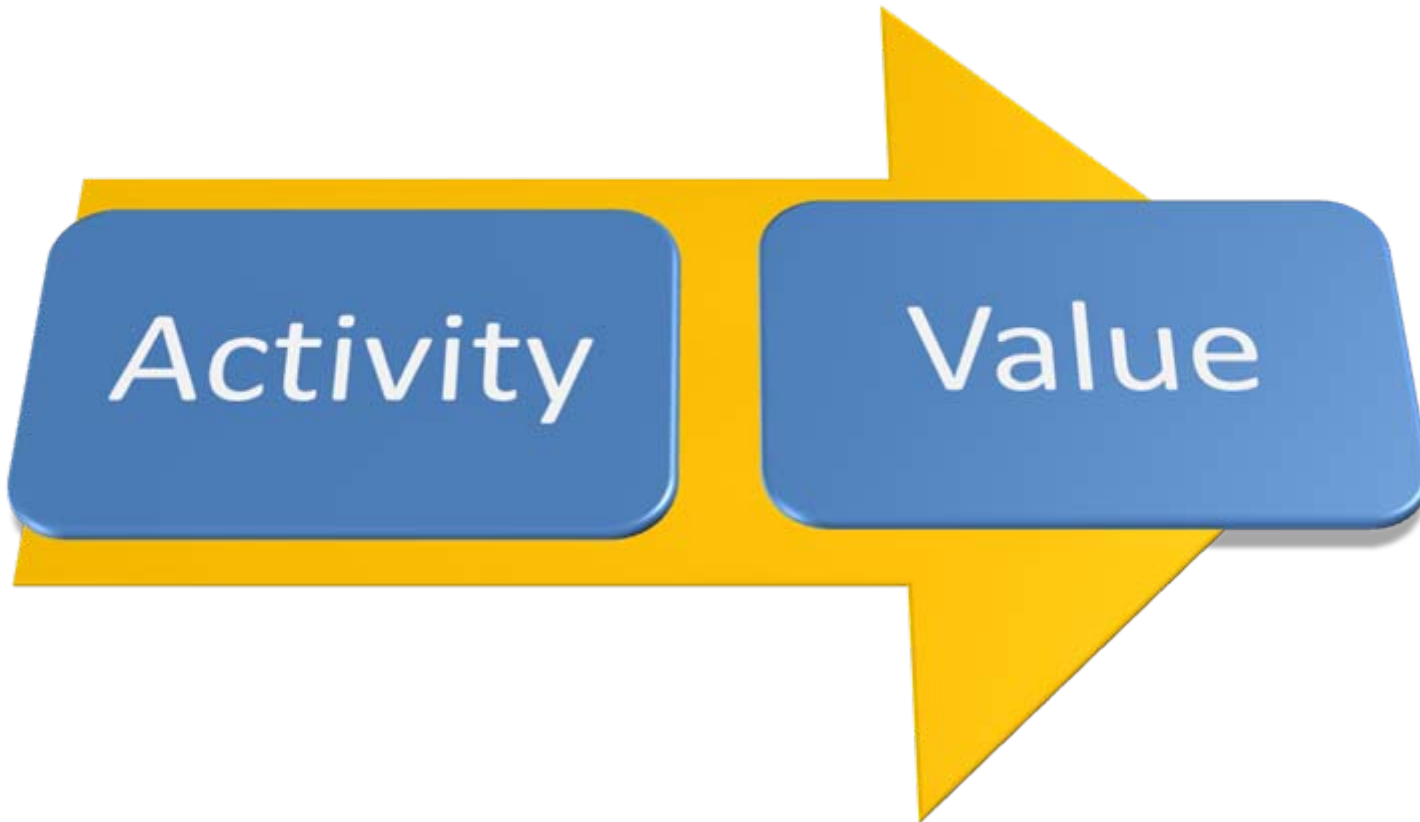
1. Allow Certiport & Partners the ability to offer Pathway products in all languages where there is a market need.
2. Allow for Pathway products to be aligned with the release of the program Certification.
3. Allow everyone to be more successful.

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PRODUCT MANAGEMENT

Product Management

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What is Product Management?

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- Product Management is business management at the product level.
 - *Focus on profitability.*
- Products must be Valuable, Useful and Feasible.
- How do we at Certiport know that what we build will actually be useful in the marketplace?
 - *This is where you come in...*

Product Management Team

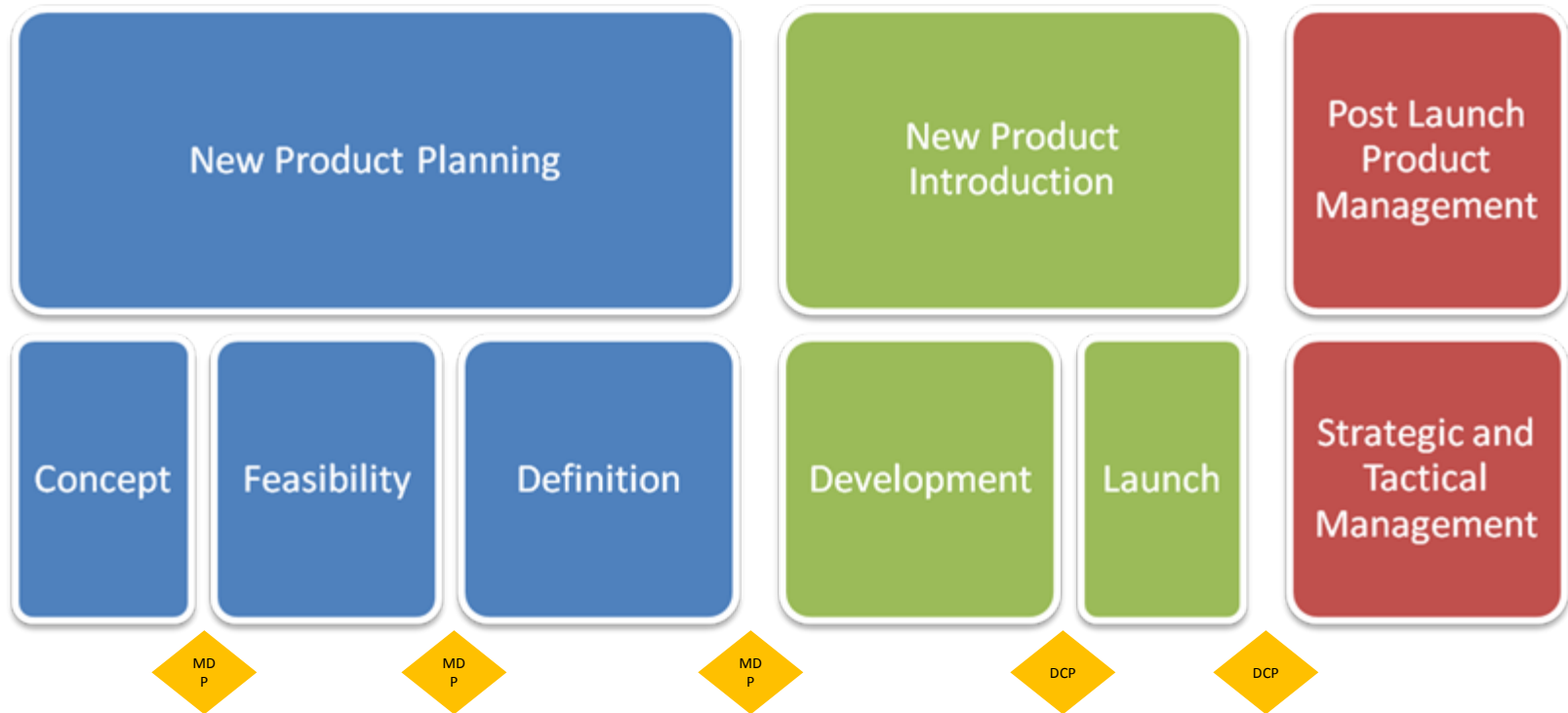
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- Product Managers own the *lifetime* success of the product.
 - Profitability
 - Requirements definition.
 - Quality
 - Value
 - Post-launch management
- Supported by Project Managers during development phase.

Product Management Lifecycle Model

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MDP: Major Decision Point
DCP: Decision Check Point

- Questions