

POLY INFRASTRUCTURE FUNDAMENTALS EXAM BLUEPRINT

INFFND-EX

OBJECTIVES

This exam is designed to help verify the knowledge of support teams, administrators and solution designers who will be deploying and supporting Poly Infrastructure products as part of a customer Unified Communication solution.

The INFFND-EX exam is a required component of the Poly Infrastructure Specialist (INFRA-SPC) certification.

EXAM OVERVIEW

The Poly Infrastructure Fundamentals Exam (INFFND-EX) is one of the components of the **Poly Expert Program**, and is designed to help verify that the successful candidate has basic Poly infrastructure product knowledge and an understanding of the environments these products fit into, as well as an understanding of the key productivity benefits provided by Poly Infrastructure solutions.

TARGET AUDIENCE

This exam is appropriate for any person who is working with Poly Infrastructure solutions, including system administrators, solution designers, helpdesk support personnel and consultants responsible for designing, deploying and supporting Poly Infrastructure solutions.

This is a Fundamental Level exam, and it is assumed that the test taker already has a basic awareness of the products of the Poly Infrastructure solution.

ASSOCIATED CERTIFICATIONS

The Poly Infrastructure Fundamentals Exam (INFFND-EX) is one of the required elements of the following certification path:

- **Poly Infrastructure Specialist (INFRA-SPC)**

RECOMMENDED STUDY

Before approaching this exam, we recommend the following learning:

- UC Theory Fundamentals (UCTFND) Course
- Poly Infrastructure Fundamentals (INFFND) Course

MANDATORY PREQUISTES

This assessment is open to all learners and there are no mandatory requirements for taking this test.

POLY INFRASTRUCTURE FUNDAMENTALS EXAM (INFFND-EX)

FORMAT FOR THE EXAM

This exam is presented as an online multiple-choice assessment.

The assessment contains a total of **40** questions, and you will have **60** minutes to complete the examination.

A score of **70%** or higher is required to pass the exam.

Exam Duration: 60 minutes

Questions Presented: 40 questions

Pass Grade: 70% / 28 questions
You must correctly answer 28 questions or more to achieve a pass mark for this exam



GENERAL TOPIC AREAS

The INFFND-EX assessment is based on the content of the Poly Infrastructure Fundamentals (INFFND) online training program which covers the following topic areas:

CLARITI OVERVIEW

- Define the features and functions of the RealPresence Clariti solution
- List the individual components included

REALPRESENCE RESOURCE MANAGER

- Centralized Management
- Introduction to RPRM - Dashboard Overview
- Device Management/Monitoring
- User Profiles
- Address Books
- Topology
- Provisioning
- Software Updates

REALPRESENCE COLLABORATION SERVER

- Overview of Multipoint Control Unit
- Overview of Poly MCU Devices
- Introduction to Poly Collaboration Server/RMX Manager
- Introduction to Conferences and Meeting Rooms
- Conference Profiles

REALPRESENCE DMA

- Introduction to DMA
- Introduction to DMA Management
- Bandwidth Management
- MCU Pools
- VMR's

REALPRESENCE ACCESS DIRECTOR (RPAD)

- RPAD overview
- Licensing
- Calls and registrations



DETAILED STUDY OBJECTIVES

The questions for the INFFND-EX assessment are designed to test your understanding of the deployment, configuration and support of Poly Infrastructure devices.

The following is a detailed list of objectives that have been used to derive the exam questions.

1. CLARITI

- 1.1. Explain how Clariti deployments are licensed, and identify different licensing models
- 1.2. Identify Microsoft components that can be directly integrated with a Poly on-premise infrastructure solution
- 1.3. Identify available support resources and locations for access to Poly software and documentation

2. RPCS

- 2.1. Define the features, functions and options of a Conference Profile on RPCS
- 2.2. Define the role and features of an IVR service on RPCS
- 2.3. Identify tools for managing and accessing RPCS configuration
- 2.4. Identify RealPresence Collaboration Server Alarm States
- 2.5. Identify, compare and contrast the different physical and virtual versions of RPCS
- 2.6. Define the function and features of RPCS meeting rooms
- 2.7. Define the purpose and operation of a cascaded conference

3. RPRM

- 3.1. Identify the features and functions of RealPresence Resource Manager
- 3.2. Define how RealPresence Resource Manager can manage endpoint device software versions
- 3.3. Define the features and benefits of integrating DMA and RealPresence Resource Manager
- 3.4. Define the requirements for Poly Voice product support in RealPresence Resource Manager
- 3.5. Identify RealPresence Resource Manager alert levels
- 3.6. Identify RealPresence Resource Manager User Roles and their permissions
- 3.7. Define the features and functions of RealPresence Resource Manager Network Topology
- 3.8. Identify devices that can be managed by RealPresence Resource Manager
- 3.9. Define the features and benefits of integrating RealPresence Resource Manager and Microsoft Active Directory
- 3.10. Define the advantages of managing RPCS devices with RPRM

4. DMA

- 4.1. Define the roles, functions and features of DMA
- 4.2. Define the function of a DMA Virtual Meeting Room (VMR)
- 4.3. Define the features and benefits of integrating DMA and RealPresence Resource Manager
- 4.4. Identify communication methods used by DMA
- 4.5. Define the function of MCU Pools and MCU Pool Order in DMA



POLY INFRASTRUCTURE FUNDAMENTALS EXAM (INFFND-EX)

- 4.6. Identify DMA User Roles and their permissions
- 4.7. Navigate the menu structure of the DMA
- 4.8. Identify user dashboard customisation options for DMA
- 4.9. Define the features and benefits of integrating DMA and Microsoft Active Directory

5. RPAD

- 5.1. Explain why Firewall Traversal solutions are required
- 5.2. Identify appropriate deployment scenarios for RealPresence Access Director
- 5.3. Identify the features and functions of RealPresence Access Director
- 5.4. Identify RPAD User Roles and their permissions
- 5.5. Define the call flow process for RealPresence Access Director
- 5.6. Explain how RPAD Access Control Lists (ACLs) can be used to secure video traffic through the firewall
- 5.7. Identify user dashboard customisation options for RPAD

