POLY
UNIVERSITY

PDMS FUNDAMENTALS
EXAM BLUEPRINT
PDMFND-EX

OBJECTIVES

This exam is designed to help verify the knowledge of system administrators, support teams and solution designers who will be operating and supporting PDMS-E as part of a customer Unified Communication solution.

The PDMFND-EX exam is a required component of the Poly Voice Specialist (VOICE-SPC) certification.

EXAM OVERVIEW

The PDMS Fundamentals Exam (PDMFND-EX) is one of the components of the **Poly Expert Program** and is designed to help verify that the successful candidate has basic knowledge and operational understanding of the Poly Device Management Services for Enterprise (PDMS-E) solution.

TARGET AUDIENCE

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

This is a Fundamental Level exam, and it is assumed that the test taker already has a basic awareness of the Poly Device Management Services for Enterprise (PDMS-E) solution.

ASSOCIATED CERTIFICATIONS

The PDMS Fundamentals Exam (PDMFND-EX) is one of the required elements of the following certification path:

- **Poly Voice Specialist** (**VOICE-SPC**)

RECOMMENDED STUDY

Before approaching this exam, we recommend the following learning:

- UC Theory Fundamentals (UCTFND) Course
- Poly Voice Fundamentals (VOCFND) Course
- PDMS Fundamentals (PDMFND) Course

MANDATORY PREQUISTES

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

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 PDMFND-EX assessment is based on the content of the PDMS Fundamentals (PDMFND) online training program which covers the following topic areas:

SOLUTION OVERVIEW
- Why do we need device management?
- Introducing PDMS -E
- Supported Devices
- Deployment options

SOLUTION FEATURES
- PDMS navigation
- Device Monitoring
- Device Groups
- Profile Configuration and Deployment
- Resource Files
- Software License
- Provisioning settings
- Sites

DEVICE PROVISIONING
- Device Discovery
- Configuration priority's
- Setting provisioning details
- Provisioning Visual Pro
- Provisioning a Poly Studio

SOLUTION SETUP
- Tenant and account creation
- Device Registration for Cloud Services
- Administration
- Licenses
- Ports & protocols

CLOUD RELAY DEPLOYMENT
- Supported topologies
- Cloud Relay installation
- Cloud Relay integration
- Certificate requirements

TROUBLESHOOTING
- Logs & configuration
- Troubleshooting tools
- Troubleshooting hints & tips

DETAILED STUDY OBJECTIVES

The questions for the PDMFND-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. **PDMS-E LICENSING**
   1.1. Define the PDMS-E licensing model
   1.2. Identify the maximum licensed capacity of a PDMS-E Tenant
   1.3. Identify devices supported by PDMS-E Device Management

2. **PROVISIONING ENROLMENT**
   2.1. Identify Poly device behaviors for locating provisioning server resources
   2.2. Identify supported PDMS-E address formats used by devices for provisioning
   2.3. Define processes and mechanisms for auto-provisioning devices through PDMS-E
   2.4. Define the advantages, limitations and process for importing multiple device details via a CSV file
   2.5. Identify device requirements for support of PDMS-E provisioning

3. **SITES**
   3.1. Identify PDMS-E user interface customization options
   3.2. Define Sites in PDMS-E and explain how PDMS-E assigns endpoints to sites
   3.3. Identify the maximum number of sites supported by PDMS-E
   3.4. Identify configurable options for Site definitions in PDMS-E

4. **DEVICE MANAGEMENT AND PROVISIONING**
   4.1. Identify the protocols, connection flow, ports and polling mechanisms used by PDMS-E and Cloud Relay for device management
   4.2. Identify default passwords used by PDMS-E for device provisioning
   4.3. Define how configurations can be applied to groups of devices through PDMS-E
   4.4. Define how device software licensing is managed by PDMS-E
   4.5. Define PDMS-E support for remote device call control
   4.6. Identify PDMS-E tasks that can be scheduled

5. **TROUBLESHOOTING TOOLS AND LOG FILE SUPPORT**
   5.1. Identify tools and procedures for troubleshooting PDMS-E provisioning issues
   5.2. Define options, functions and benefits of PDMS-E device log file management

6. **POLY CLOUD RELAY**
   6.1. Define the functions and features of Poly Cloud Relay
   6.2. Define the supported deployment features of Poly Cloud Relay

6.3. Define the benefits, limitations and procedures of deploying Poly Cloud Relay to support PDMS-E device management and provisioning

6.4. Define the process of integrating a Poly Cloud Relay server with Poly Cloud services

6.5. Define the process flow and limitations for device software upgrades using Poly Cloud Relay with PDMS-E