

Certification Exam

The certification exam has 100 points. You must receive a score of **90 or higher** to pass the exam. The exam is comprised of two parts, *theory* and *hands-on*.

- For the theory part, you will receive 30 randomly selected multiple-choice or true-false questions from all of the topics that have been covered. You have 30 minutes to answer all of the questions. For this part, you have an unlimited number of attempts so you can retake the exam until you get the perfect score. Your score will be provided immediately to you. The score for this part comprises **30%** of your total score.
- For the hands-on part, you will receive 24 randomly selected questions that you need to answer in two hours in a blank virtual environment. For this part, you have only three attempts. You can use up to two attempts for practice. Note that you must NOT submit your answer file for the practice attempts. Your answer file will be graded typically within 10 business days (two weeks). The score for this part comprises **70%** of your total score.

Outline of the Theory Part of the Certification Test

Module: SYSTEM

- Estimated time: 3 minutes
- Marks: 10% or 3 points out of 30
- Functions: Change Logon, Check-in Policy, Naming Policy, Users, User Roles, Machine Roles, Scopes, Logon Hours, User History, Manage (organizations, groups, departments, and staff members of departments), Request Support, License Manager, Import Center, Logon Policy, Outbound Email, Color Scheme, and Site Customization.
- Number of Questions: 3

Module: AGENTS

- Estimated time: 3 minutes
- Marks: 10% or 3 points out of 30
- Functions: Agent Status, Agent Logs, Log History, Event Log Settings, Deploy Agents, Create, Delete, Rename, Change Group, LAN Watch, Install Agents, View LAN, View AD Computers, View AD Users, View vPro, Copy Settings, Import / Export, Suspend, Agent Menu, Check-In Control, Working Directory, Edit Profile, Portal Access, Set Credential, Update Agent, File Access, Network Access, and Application Blocker.
- Number of Questions: 3

Module: AUDIT

- Estimated time: 3 minutes

- Marks: 10% or 3 points out of 30
- Functions: Run Audit, Audit Summary, Configure Column Sets, Machine Summary, System Information, Installed Applications, Add/Remove, Software Licenses, and Documents.
- Number of Questions: 3

Module: REMOTE CONTROL

- Estimated time: 3 minutes
- Marks: 10% or 3 points out of 30
- Functions: Control Machine, Video Streaming, Reset Password, Select Type, Set Parameters, Preinstall RC, Uninstall RC, User Role Policy, Machine Policy, FTP, SSH, Task Manager, Chat, Send Message, Power Management, and Remote ISO Boot.
- Number of Questions: 3

Module: PATCH MANAGEMENT

- Estimated time: 3 minutes
- Marks: 10% or 3 points out of 30
- Functions: Scan Machine, Patch Status, Initial Update, Pre/Post Procedure, Automatic Update, Machine History, Machine Update, Patch Update, Rollback, Cancel Updates, Create Delete, Membership, Approval by Policy, Approval by Patch, KB Override, Windows Auto Update, Reboot Action, File Source, Patch Alert, Office Source, Command Line, and Patch Location.
- Number of Questions: 3

Module: MONITORING

- Estimated time: 3 minutes
- Marks: 10% or 3 points out of 30
- Functions: Dashboard List, Dashboard Settings, Alarm Summary, Suspend Alarms, Live Counter, Monitor Lists, Update Lists By Scan, Monitor Sets, Alerts, Event Log Alerts, Assign Monitoring, Monitor Log, System Check, and LAN Watch.
- Number of Questions: 3

Module: AGENT PROCEDURES

- Estimated time: 3 minutes
- Marks: 10% or 3 points out of 30
- Functions: Schedule/Create, Distribution, Agent Procedure Status, Patch Deploy, Application Deploy, Packager, Get File, and Distribute File.
- Number of Questions: 3

Module: TICKETING

- Estimated time: 3 minutes

- Marks: 10% or 3 points out of 30
- Functions: View Summary, Create/View, Delete/Archive, Migrate Tickets, Notify Policy, Access Policy, Assignee Policy, Due Date Policy, Edit Fields, Email Reader, and Email Mapping.
- Number of Questions: 3

Module: LIVE CONNECT

- Estimated time: 3 minutes
- Marks: 10% or 3 points out of 30
- Functions: Home, Agent Data, Audit Information, File Manager, Command Shell, Registry Editor, Task Manager, Event Viewer, Ticketing, Chat, Desktop Access, Video Chat, and VPN.
- Number of Questions: 3

Module: INFO CENTER

- Estimated time: 3 minutes
- Marks: 10% or 3 points out of 30
- Functions: Inbox, Schedule, Reports, Reports Sets, Customize, View Dashboard, and Layout Dashboard.
- Number of Questions: 3

All questions are derived from the online help pages and the lecture notes.

Outline of the Hands-On Part of the Certification Test

Module: SYSTEM

- Estimated time: 12 minutes
- Marks: 10% or 7 points out of 70
- Tasks: You will be evaluated on your ability to create organizations, machine groups, VSA users, user roles, scopes, etc.
- Number of Questions: 3

Module: AGENTS

- Estimated time: 18 minutes
- Marks: 15% or 10.5 points out of 70
- Tasks: You will be evaluated on your ability to install agents using different approaches, make the Kaseya icon visible in a remote session, prevent some programs from running, adjust the agent menu, etc.
- Number of Questions in this Category: 3

Module: AUDIT

- Estimated time: 6 minutes
- Marks: 5% or 3.5 points out of 70

- Tasks: You will be evaluated on your ability to schedule Baseline, System, and Latest Audits. Other tasks may include discovering the amount of RAM, Max Memory Size, and max Memory Slots for dc.
- Number of Questions: 2

Module: REMOTE CONTROL

- Estimated time: 6 minutes
- Marks: 5% or 3.5 points out of 70
- Tasks: You will be evaluated on your ability to set remote control policies (e.g., *silently taking control of the machine*), create new local or domain users remotely on managed machines, etc.
- Number of Questions: 2

Module: PATCH MANAGEMENT

- Estimated time: 18 minutes
- Marks: 15% or 10.5 points out of 70
- Tasks: You will be evaluated on your ability to schedule patch scans, schedule initial patch updates, schedule automatic patch update, create patch policies, set or prevent automatic reboot after installing patches, etc.
- Number of Questions: 4

Module: MONITORING

- Estimated time: 18 minutes
- Marks: 15% or 10.5 points out of 70
- Tasks: You will be evaluated by your ability to create new monitor sets and alerts to be assigned to managed machines. You may be asked to create alarms, tickets, and emails based on assigned monitor sets and alerts.
- Number of Questions: 2

Module: AGENT PROCEDURES

- Estimated time: 18 minutes
- Marks: 15% or 10.5 points out of 70
- Tasks: You will be evaluated on your ability to create simple agent procedures from scratch or by using other agent procedures available to you. Examples may include, but not limited to, agent procedures that can restart managed computers, log off the user, ping an IP address from a managed machine, etc. You may need to know how to interact with the end user; e.g., asking for permission or giving warnings. You may need to know how to get input from the VSA user who is running an agent procedure, etc.
- Number of Questions: 2

Module: TICKETING

- Estimated time: 12 minutes

- Marks: 10% or 7 points out of 70
- Tasks: You will be evaluated on your ability to create and manipulate tickets for different issues in your managed network. You may be asked to create and assign different policies (i.e., Notify, Access, Assignee, and Due Date Policies). You also may need to know how to add a new field to tickets.
- Number of Questions: 2

Module: LIVE CONNECT

- Estimated time: 6 minutes
- Marks: 5% or 3.5 points out of 70
- Tasks: You will be evaluated on your ability to use Live Connect to perform different tasks on one managed machine. For example, you may be asked to perform desktop access, run an agent procedure, create a ticket, search in add/remove programs, change a registry value, etc.
- Number of Questions: 2

Module: INFO CENTER

- Estimated time: 6 minutes
- Marks: 5% or 3.5 points out of 70
- Tasks: You will be evaluated on your ability to create simple reports such as Executive Summary, Audit, Patch Management, Ticketing, etc.
- Number of Questions: 2

For each question, you must take one or more screenshots from VSA that show you could successfully perform the requested tasks. You will be asked to submit one zip file, called the **answer file**, which must include all of the screenshots showing your work. If you face any technical issues and/or network delay, you are welcome to use the + function provided to you on the top-right corner of your test GUI to extend the time of your test. If you extend the time of your test, you must include a text file in the answer file that explains why you needed more time.