Hi Livy,

As you may know, there is going to be a serious effort in 2025+ to modernize some of our applications, partly due to the CCaaS project implementation. If you aren’t familiar, CCaaS or Call Centre as a Service, is going to change our call centre telephony system from the existing CMO platforms like ICM and Avaya to a new Google/UJet built product.  This is a massive change and it will impact how OPT interacts with data. As an example of how it will directly impact you in some way, the DCR related items are going to be impacted given that the call data structure will change (i.e. the concept of Call Types are changing in the FMO).

Further to that, our director Patrick would like for our developers to become more familiar with Google Cloud. The primary way to do this is to complete a Google Cloud Certification (<https://cloud.google.com/learn/certification?hl=en>). It’ll work the same way like the Agile one where the company covers a fix number of exam attempts (initial + 1 redo if needed, I think)

However, not all of Google’s available certifications are 100% matches for everyone’s skill sets or profile. There were a couple of them that were identified as being most relevant, but I’d like to get your thoughts on which one you think is better suited for yourself:

1. [**Data Practitioner**](https://cloud.google.com/learn/certification/data-practitioner): curriculum = <https://services.google.com/fh/files/misc/v1.0_associate_data_practitioner_exam_guide_english.pdf>
2. [**Cloud Developer**](https://cloud.google.com/learn/certification/cloud-developer/): curriculum = <https://services.google.com/fh/files/misc/professional_cloud_developer_exam_guide_english.pdf>

Alternatively, if you have suggestions for other certifications that you have in mind, please share them (with links) so that I can take it back to Patrick to get his feedback.