

Certification play book

This playbook is created as a guide to Learning & Knowledge certification process as well as includes steps and process involved when a practitioner needs to take a certification.

- 1) To raise a certification request practitioners have to login to the below Learning Request Tool (LRT) link post concurrence from their People/Project Manager so as to ensure she\he is aware of their DR's certification and skill development aspirations
 - a) Learning Request Tool (LRT) Link - <https://lrt.yourlearning.ibm.com/>
 - b) Before submitting a new LRT request the submitter needs to ensure all open requests in their name has been closed with the correct status (Completed\Cancelled with or without cost) in the tool. This will ensure the new request does not go into "Draft" mode which the certification team cannot access\action.
- 2) On the LRT landing page use the option "**Create Learning Request (for myself)**"
 - a) Please note that your certification exam date need to be within 30 days from the request date. If your certification date is beyond 30 days window ensure you come back to the tool and submit the certification request when the exam date falls within 30 days window period.
- 3) Once the learner submits the LRT request a auto notification is triggered from LRT on the status of the request ([refer to notification 1 for reference](#)). The request will be in "**Pending Approval – With Approver**" status in LRT at this point.
 - a) Simultaneously the PeM too is intimated via another auto notification from LRT informing them of this certification request from their direct report. ([refer to notification 2 for reference](#))
- 4) The submitted LRT request will be parked with the respective approvers for validation and concurrence. The approval cycle normally takes about 10 working days.
 - a) Please refer below for the approval timelines
<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/lk-india-certification-nomination-process>
 - b) In case the above said timeline of 10 working days is not met and you do not receive any information regarding the delay you can escalate this to the spoc's mentioned in the below escalation matrix :
<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/certificationescalationmatrix>
- 5) In case the LRT request is rejected the request will move to "**Cancelled without cost**" status with an appropriate sub status. A comment will also be updated by

the approver with reason for the rejection. Practitioner can review and submit a new request for the same certification or an entirely new certification as appropriate. [\(refer to notification 3 for reference\)](#)

- 6) When the request is “approved” it moves to “**Approved-Pending Admin Action**” status and the certification team will update the payment mode to either Amex, Voucher or PO. **At this point do not make any payment to vendor unless advised by the certification team.** [\(refer to notification 4 for reference\)](#)
- 7) Once the payment mode is updated by the certification team the request moves to “**Confirmed**” state with an appropriate sub status as below :
 - a) **Confirmed - L&K to Action : (PO Mode)** – This mode is predominantly used for requests that have a training cum certification requirements. L&K team will schedule the training with vendors. Detailed instruction is share via LRT auto notification [\(refer to notification 5 for reference\)](#) [\(Need to be reviewed\)](#)
 - b) **Confirmed - Learner to action/enroll : (Amex Mode)** – Practitioners are advised to use their IBM approved AMEX card for reimbursing the certification cost. On occasions where Amex card is not available with the employee (new hires, lost cards, awaiting new cards etc) people manager exceptional approval is required and it's not L&K responsibility. Detailed instructions are share in the auto notification [\(refer to notification 6 for reference\)](#).
 1. In cases the practitioner does not have an approved AMEX card yet, they may use their personal credit card post exceptional approval from their PeM for reimbursement. (Condition : The practitioner should have already submitted an Amex card request with the IBM Amex team)
 2. The reimbursement amount in concur should be less or equal to the amount approved in LRT
 - c) **Confirmed - Voucher provided : (Voucher Mode)** – Certification team will allocate voucher for the request once it moves to confirmed state. Details on how to redeem the voucher will be shared via auto notification [\(refer to notification 7 for reference\)](#)
- 8) For Training cum certification the practitioner is required to attend all the training days without any miss to get credit and get the voucher to take the exam.
- 9) Auto notifications are triggered at set intervals of 7days, 3days and 1day prior to exam date as reminder to the practitioner of the upcoming certification exam. [\(refer to notification 8 \(7days prior\), 9 \(3days\) & 10 \(1day \) for reference\)](#)
- ** The open LRT record in LRT is inferred as non-completion the certification
- 10) One day post the exam date, an auto notification is triggered to the practitioner to close the LRT request [\(refer to notification 11 for reference\)](#)

11) Seven day's post the exam date, an auto notification is triggered to the practitioner to close the LRT request ([refer to notification 12 for reference](#))

a) Completed - Successful : The practitioner updates this status in LRT when she\he has completed the training and has passed the exam successfully.

1. For Amex based completions notification is triggered with the reimbursement code with instructions to claim the certification cost. ([refer to notification 13 for reference](#))
2. Another notification is triggered to all requests with payment mode as voucher ([refer to notification 14 for reference](#))
3. For all Amex based reimbursements an auto notification is also sent to the PeM intimating them of their Direct reports Travel & Expense claim with additional guidance to review the submitted claim before approval in the T&E tool ([refer to notification 15 for reference](#))

12) Not Completed – Practitioner did not attend the training\exam and is a No-Show. Auto notification is triggered when the request moves to this status ([refer to notification 16 for reference](#))

Defaulters :

13) If the practitioner does not attend the training\exam and the LRT request is not updated with the correct status, auto notification is triggered to the practitioner as “defaulter” on day7 post the exam date marking the Pem and upline. ([refer to notification 17 for reference](#))

14) Those practitioners who do not follow the guidance to use their official IBM ID is sent an “Audit Exposure” note with cc to their PeM requesting for justification for using this personal ID instead of official IBM ID. ([refer to notification 18 for reference](#))

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## Notifications

### Notification 1 :

Dear \${learner.name},

Your certification request has been received and forwarded for approval.

Certification: \${request.title}

Request ID: \${request.id}

Link to open the Certification request form: \${viewRequest.url}

Refrain from taking the examination and making any kind of payment until your record moves to "**Confirmed**" state in LRT. In case you incur any cost towards your certification prior to approvals, it will not be reimbursed by L&K India.

Kindly note your People Manager has been made aware of this certification nomination. You can discuss with your People Manager if required.

Refer here for approval timelines of your submitted request in LRT.

<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/lk-india-certification-nomination-process>

Please do not reach out to the approver's / admin within the approval cycle timeline of 10 working days from your submission date. In case this 10 working days timeline is not met and you do not receive any update on the delay, reach out to the spoc's mentioned in the below escalation matrix:

<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/certificationescalationmatrix>

Important Note: You will be guided on the process of taking the certification exam post your record moves to "**Confirmed**" state in LRT.

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days. Please note that one on one chats are not monitored for any queries and the above slack channel should be used for receive responses.

Kind Regards,

Learning & Knowledge India

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**Notification 2 :**

Dear \${manager.name},

\${learner.name}, your Direct Reportee has submitted a nomination request in Learning Request Tool (LRT) as below.

Request id : \${request.id}

Request Title : \${request.title}

Review the above certification and in case you are not in agreement, kindly have a discussion with your DR and slack us at [#lnkindia-certification-queries](#) for cancelling the request on LRT.

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**Notification 3 :**

Dear \${learner.name},

Your certification nomination for \${learner.name} - Request id - \${request.id} has been rejected/cancelled.

Please access LRT- \${viewRequest.url} and check the comment section for the above request to know the reason for rejection/cancellation.

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days. Please note that one on one chats are not monitored for any queries and the above slack channel should be used for receive responses.

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#### Notification 4 :

Dear \${learner.name},

Congratulations! You've progressed in your Certification approval journey for your \${request.title}. You will be guided on the process of taking the certification within next 2 working days and your record will move to "Confirmed" from "Approved - Pending Admin Action" state.

Check your nomination details at \${viewRequest.url}

For more clarity on each of the steps as well as the timelines kindly refer to this page:

<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/lk-india-certification-nomination-process>

In case the 10 working days approval timeline is not met and you do not receive an update on the delay, please reach to the spoc's mentioned in the below escalation matrix:

<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/certificationescalationmatrix>

**Important Note:** For training-based certification like SAFe, PSM1, ITIL, PSPO, Mulesoft the above mentioned SLA does not hold good. Please await further communication.

**Disclaimer :** Please do not make any upfront payment using your IBM Corporate AMEX / Personal card for your certification unless instructed. In case you have already incurred any cost towards your certification, please note that this will not be reimbursed by L&K India. Wait for the payment guidelines from us.

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days. Please note that one on one chats are not monitored for any queries and the above slack channel should be used for receive responses.

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**Notification 5 :** (This needs to be reviewed and confirmed since below notification calls out only PSM1 schedule)

Dear \${learner.name}

Your certification \${request.title} bearing request id \${request.id} has moved to **“Confirmed”** state.

As a next step you have to undergo a mandatory training.

Please check the schedule of PSM1 training and enroll as appropriate :

<https://ibm.biz/PSM1TrainingSchedule>

\*Kindly note that, in case you do not find any training slotted, ~~note that~~ it will be planned soon.

In case the said timelines are not met and you do not receive an update on the delay, please reach to the spoc's mentioned in the below escalation matrix:

<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/certificationescalationmatrix>

Once you complete the training you will be notified on how ~~you can~~ to take your examination.

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 5pm IST on working days.

Kind Regards,

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**Notification 6 :**

Dear \${learner.name}

Your certification \${request.title} bearing request id \${request.id} has moved to Confirmed state.

In line with the IBM expense policy you can now use your IBM AMEX corporate card to take your certification, in case you do not hold an IBM AMEX card then drop a mail to your People Manger to secure exception approval to use your personal card.

For more guidance please refer to IBM expense policy

: [https://w3.ibm.com/hr/web/travel/policies/expenses\\_reimbursement\\_policy/](https://w3.ibm.com/hr/web/travel/policies/expenses_reimbursement_policy/)

In case the said timelines are not met and you do not receive an update on the delay, please reach to the spoc's mentioned in the below escalation matrix:

<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/certificationescalationmatrix>

**Important Note : All certification exams should mandatorily be taken ~~by~~ using your IBM Intranet ID only.**

Usage of **personal e-mail IDs** is not allowed and if used, will make the reimbursement claim **ineligible**. This will also be an audit exposure that will be treated as non-compliance and will require you to provide an explanation.

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between ~~12pm to 1pm~~ and 4pm to 5pm IST on working days.

Kind Regards,

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#### Notification 7 :

Dear \${learner.name}

Your certification \${request.title} bearing request id \${request.id} has moved to **“Confirmed”** state.

We will be issuing voucher for your certification within next 5 working days. Please lookout for an e-mail from Learning and Knowledge India mail id.

**Important Note : All certification exams should mandatorily be taken ~~by~~ using your IBM Intranet ID only.**

Usage of **personal e-mail IDs** is not allowed . This will also be an audit exposure that will be treated as non-compliance and will require you to provide an explanation.

Refer L&K India Team Certification Escalation matrix :

<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/certificationescalationmatrix>

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days.

Kind Regards,

Learning & Knowledge India

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**Notification 8 :**

Dear \${learner.name},

This is to remind you that you have a upcoming certification \${request.title} exam due in next 7 days. Wishing you all the very best.

Once you have completed your certification follow the below steps to avoid reminders and copy to PeM:

- Mark the LRT record completed - \${viewRequest.url}
- Upload your certificate in MyCertification portal:  
<https://mycertifications.v6fusion.com/>

In the landing page click on "Login in with SSO" button. Key in your IBM Internet id and password in the following screen

- Link to Access Complete Information about MyCertification with FAQs:  
<https://ibm.ent.box.com/folder/138119331071?s=s66jmdggmfovemj09viyr8fts7cwegek>
- Link on “How to Upload Certification” in MyCertification Portal:  
<https://www.youtube.com/watch?v=fzaI8XTk3UQ>

The next reminder is set 3 days prior to your planned exam date and your PeM will be copied.

**Important Note :** All certification exams should mandatorily be taken only using your IBM Intranet ID.

Usage of **personal e-mail IDs** is not allowed . This will also be an audit exposure that will be treated as non-compliance and will require you to provide an explanation.

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days.

Regards,

Learning & Knowledge India

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**Notification 9 :**

Dear \${learner.name},

This is to remind you that you have a upcoming certification \${request.title} exam due in next 3 days. Wishing you all the very best.

Once you have completed your certification follow the below steps to avoid reminders and copy to PeM:

- Mark the LRT record completed - \${viewRequest.url}
- Upload your certificate in MyCertification portal:  
<https://mycertifications.v6fusion.com/>

In the landing page click on "Login in with SSO" button. Key in your IBM Internet id and password in the following screen

- Link to Access Complete Information about MyCertification with FAQs:  
<https://ibm.ent.box.com/folder/138119331071?s=s66jmdggmfovemj09viyr8fts7cwegek>
- Link on “How to Upload Certification” in MyCertification Portal:  
<https://www.youtube.com/watch?v=fzaI8XTk3UQ>

**Important Note :** All certification exams should mandatorily be taken only using your IBM Intranet ID.

Usage of **personal e-mail IDs** is not allowed . This will also be an audit exposure that will be treated as non-compliance and will require you to provide an explanation.

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days.

Regards,

Learning & Knowledge India

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#### Notification 10 :

Dear \${learner.name},

This is to remind you that you have a upcoming certification \${request.title} exam due tomorrow. Wishing you all the very best.

Once you have completed your certification follow the below steps to avoid reminders and copy to PeM:

- Mark the LRT record completed - \${viewRequest.url}
- Upload your certificate in MyCertification portal:  
<https://mycertifications.v6fusion.com/>

In the landing page click on "Login in with SSO" button. Key in your IBM Internet id and password in the following screen

- Link to Access Complete Information about MyCertification with FAQs:  
<https://ibm.ent.box.com/folder/138119331071?s=s66jmdggmfovemj09viyr8fts7cwegek>
- Link on “How to Upload Certification” in MyCertification Portal:  
<https://www.youtube.com/watch?v=fzaI8XTk3UQ>

**Important Note :** All certification exams should mandatorily be taken only using your IBM Intranet ID.

Usage of **personal e-mail IDs** is not allowed . This will also be an audit exposure that will be treated as non-compliance and will require you to provide an explanation.

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days.

Regards,

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#### Notification 11 :

Dear \${learner.name},

According to our record, you should have completed the certification. However, your LRT record is still in open status.

Unless you mark your completion, the system will continue to send out auto-reminders to you copying your Manager\Uplines. Hence kindly ensure to mark the completion status in your LRT record to avoid reminders and being listed in the “Defaulters list”.

To not show up in the defaulters list please take the following actions::

- Mark the LRT record completed - \${viewRequest.url}
- Upload your certificate in MyCertification portal:  
<https://mycertifications.v6fusion.com/>

In the landing page click on "Login in with SSO" button. Key in your IBM Internet id and password in the following screen

- Link to Access Complete Information about MyCertification with FAQs:  
<https://ibm.ent.box.com/folder/138119331071?s=s66jmdggmfovemj09viyr8fts7cwegek>
- Link on “How to Upload Certification” in MyCertification Portal:  
<https://www.youtube.com/watch?v=fzaI8XTk3UQ>

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days. **Please do not reach out to individual L&K SPOCs.**

Regards,

Learning & Knowledge India

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#### Notification 13 :

Dear \${learner.name},

Congratulations on completing your certification \${request.title} successfully. As a next step go ahead and reimburse your amount spend on certification using code given below.

Please use the code INT6654 for reimbursing the certification cost. Ensure that the actual cost is less than or equal to approved amount and DO NOT use Default Accounting code.

You must go ahead and upload your certificate \${request.title} in MyCertification portal - <https://mycertifications.v6fusion.com/>

**NOTE : In concur use the Report Name should be "<<LRT Number>>\_<<Name of the Certification as in LRT>>". DO NOT share this mail or the accounting code with anyone since this is confidential information and will be treated as BCG violation. adherence will be reported to HR and Compliance team for appropriate action**

Guide for reimbursement: <https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/reimbursement>

**If personal email id's are used, it is not reimbursable and is treated as non compliance.**

Reference guide on MyCertification given below:

- [How to upload Certifications in MyCertification Portal](#)
- [Complete information about MyCertification with FAQs](#)

Please ignore this notification if you have already reimbursed.

To view your certification request refer this - `${viewRequest.url}`

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days.

Regards

Learning and Knowledge India Team

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#### Notification 14 :

Dear `${learner.name}`,

Congratulations on completing your certification `${request.title}` successfully.

As a next step upload your certificate in MyCertification portal -  
<https://mycertifications.v6fusion.com/>

We trust you have taken your exam using your IBM email id, in case you have not followed the guidelines given in earlier email's, kindly follow the below guidelines to rectify it:

1. Ensure to **map** your **personal email id** which you have used to take the exam with your IBM Internet id in **MyCertification portal** using the following link -  
<http://mycertifications.v6fusion.com/>
2. Once you have mapped upload the MyCertification screenshot showing the mapping and upload it here : <https://ibm.biz/UploadEvidence>

L&K India Certification team will verify your records in MyCertification portal in next 15 days, in case they do not find your record then it will be reported to HR for their necessary action.

Refer the Certification policy guideline page :

<https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/certificate-guidelines>

Reference guide on MyCertification given below:

- [How to upload Certifications in MyCertification Portal](#)
- [Complete information about MyCertification with FAQs](#)

In case of any queries slack us at [#lnkindia-certification-queries](#).. Live Chat support will be available between 4pm to 5pm IST on working days.

Regards,

Learning and Knowledge India Team

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**Notification 15 :**

Dear \${manager.name},

Your DR \${learner.name} has successfully completed certification \${request.title}.

\${learner.name} has also closed the Learning Request Tool (LRT) record and received the L&K India reimbursement code to claim.

Once \${learner.name} submit the claim in Travel and Expenses tool you will receive a mail from TRAVELatIBM\_Manager\_Reports@us.ibm.com mail id.

Do review the following once claim is submitted:

1. Certification Title
2. Certification Cost
3. Do ensure that the Certification approved cost on LRT is less than equal to the requested reimbursement amount.

In case of any queries slack us at [#lnkindia-certification-queries](#). Live Chat support will be available between 4pm to 5pm IST on working days.

Regards

Learning and Knowledge India Team

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**Notification 16:**

Dear \${manager.name},

This notification is to inform you that your DR \${learner.name} had enrolled, approved and confirmed for the below certification. However, he\she has not attended nor informed the L&K team in advance of non-attendance. This has resulted in loss of voucher\investment made. Details of the certification opted by \${learner.name} is given below :

Request ID: \${request.id}

Learner name:: \${learner.name}

Learner email id : \${learner.name}

Title: \${request.title}

Vendor: \${vendor.name}

Planned Exam date : \${request.endDate}

As a result, in accordance with the no show policy included in the L&K Spaces website - <https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/certificate-guidelines>,

This case will be reported to Compliance and HR Team in the next reporting cycle.

**Please do not reach out to individual L&K SPOC** instead for any queries, slack us at [#lnkindia-certification-queries](#)

Kind Regards,

CAP Core Team??

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#### Notification 17:

Dear \${learner.name}

You are receiving this mail as you have not yet mark your LRT record number \${request.id} Completed / Not Completed. System ~~has reminded you 6th day back~~ had trigged an auto reminder 6 days ago.

In case you have completed your certification then action ~~on~~ the following ~~points~~:

- Mark the LRT record completed - \${viewRequest.url}
- On successful completion upload your certificate in MyCertification portal

Link to Upload Your Certification: <https://mycertifications.v6fusion.com/>

\*In the landing page click on "Login in with SSO" button. Key in your IBM Internet id and password in the following screen

- Link to Access Complete Information about MyCertification with FAQs: <https://ibm.ent.box.com/folder/138119331071?s=s66jmdggmfovemj09viyr8fts7cwegek>
- Link to How to Upload Certification in MyCertification Portal: <https://www.youtube.com/watch?v=fzaI8XTk3UQ>

**Please do not reach out to individual L&K SPOC** instead for any queries slack us at [#lnkindia-certification-queries](#)

Regards,

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**Notification 18:**

Hi <<Practitioner Name>>,

As you are aware, your certification investment is borne by IBM. Also all email notifications pertaining to certification emphasizes the mandatory use of IBM ids. However, we see that you have chosen to use your personal id.

Please justify why you have used your personal email id <<Personal email ID>> for taking “<<Certification Name>> certification bearing LRT record number <<LRT request ID>> instead of your IBM email id?

Please refer to the policy document here

: <https://w3.ibm.com/services/lighthouse/spaces/view/learning-knowledge-cic-india/certificate-guidelines>

In future request you to stick to using IBM official id ONLY. Any repeats and audit exposures will be viewed seriously & appropriate action will be taken.

For the above case, ensure you map your personal email id <<Personal email ID>> with your IBM Intranet id in MyCertification portal - <http://mycertifications.v6fusion.com/> and confirm back.

Additionally upload the evidence of your having mapped your IBM email ID in MyCertification portal here <https://ibm.biz/UploadEvidence>

**Please do not reach out to individual L&K SPOC** instead for any queries, slack us at [#lnkindia-certification-queries](#)

Regards,

Learning & Knowledge India

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## **Roles & Responsibility of certification team members**

### **1. Certification Program Manager**

| <b>Sl.No.</b> | <b>Responsibilities</b>                                                                                                                   |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 1             | Connect with Stakeholders (Leaders/SPOCs/LCs) for all Practice/SL to understand the certification requirement                             |
| 2             | Draft communications to PeMs/practitioners for any certification related communication                                                    |
| 3             | Analyze certification data and report back to the stakeholder for their action                                                            |
| 4             | Resolve any certification related queries                                                                                                 |
| 5             | Connect with Procurement to procure certification vouchers                                                                                |
| 6             | Closely work with team to ensure voucher allocation is done in timely manner                                                              |
| 7             | Must develop risk mitigation plan to reduce voucher leakage                                                                               |
| 8             | Followups for certificate completion via business leaders                                                                                 |
| 9             | Ensure Trainer evaluation for certifications with mandated trainings                                                                      |
| 10            | Constantly work towards enhancement of Learning Request Tool functionalities that will reduce manual effort and make process lean further |
| 11            | Analyze T2G (Transform to Grow) reports and share reports with stakeholders                                                               |
| 12            | Work with global team with respect to MyCertifications tool enhancement and improvement areas.                                            |
| 13            | Voucher allocation & Tracking for certs in the voucher route                                                                              |
| 14            | Align/update the certification catalogue with the requirement on a quarterly basis                                                        |
| 15            | Ensure L&K certification space page is upto date                                                                                          |
| 16            | Update/Change the certification Process Document                                                                                          |
| 17            | Update/Change the Certification page (Spaces)                                                                                             |
| 18            | Respond to IO help if deployment Program Deployment Specialist is unable to respond                                                       |
| 19            | For any certification which is vendor provided(empaneled vendor) connect and understand the process/validity of certification units , etc |
| 20            | Connect with Global/GIC reporting SPOC for any global/GIC certification completion details                                                |
| 21            | Connect with HR on separated list for nomination validation /voucher allocation/checkpoint details for SAP nominations                    |
| 22            | Collaborate with Certification Deployment Analyst for nomination, report requirement                                                      |
| 23            | Give the LRT Damo for new approver's                                                                                                      |

### **2. Certification Deployment Analyst**

| <b>Sl.No.</b> | <b>Responsibilities</b>                                                                        |
|---------------|------------------------------------------------------------------------------------------------|
| 1             | Manage LRT by adding necessary certification along with other details.                         |
| 2             | Collect nominations of candidates through their People managers for the funded certifications. |
| 3             | Validate eligibility of candidates based on defined criteria set                               |
| 4             | Inform candidates about the acceptance / rejection of candidates through email / LRT tool.     |

|    |                                                                                                                                                     |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| 5  | Provide voucher to the eligible candidates along with details of how to use them. Update the same on LRT.                                           |
| 6  | Trackback the completion of the certification within the quarter.                                                                                   |
| 7  | Track expiry of vouchers and ensure there is no loss.                                                                                               |
| 8  | Resolve issues with voucher usage whenever there are queries from candidates on slack / email.                                                      |
| 9  | Provide suggestions on enhancements in process and in LRT.                                                                                          |
| 10 | Prepare reports on voucher utilization, expiry, requirement, metrics on pass percent, fail percent.                                                 |
| 11 | Interlock with training partners to procure voucher and resolve issue if any                                                                        |
| 12 | Ensure that candidates close the LRT requests appropriately before the quarter ends.                                                                |
| 13 | Ensure that candidates who have passed the certification exam update My Certification portal on time.                                               |
| 14 | Track completions account wise / sector wise as required and prepare reports on the same.                                                           |
| 15 | L&K Certification Space page maintenance and regular updates                                                                                        |
| 16 | Validate cancellations of vouchers                                                                                                                  |
| 17 | Revoke unused and cancelled vouchers. Reallocate them in order to put the vouchers to best use and thereby avoid a loss.                            |
| 20 | Send out emails and notifications to candidates whenever required.                                                                                  |
| 21 | Provide voucher allocation and utilization details to your lead regularly.                                                                          |
| 22 | Keep data intact in order to make the audit hassle free.                                                                                            |
| 23 | Share the documents in box folder with team members and leads.                                                                                      |
| 24 | Extract dumps from My Certification portal to identify the list of completions and integrate it with the dashboards to see the pending completions. |
| 25 | Work with vendor LMS (SAFe, etc)                                                                                                                    |
| 26 | Connect with vendor on practitioner list & reports (attendance/completions), track usage of certification units                                     |
| 27 | Connect with SME SPOC for SAFe on calendar & send out invitees, track completion                                                                    |
| 28 | Respond to IOHelp queries                                                                                                                           |
| 29 | SAP – request for Vouchers allocation to the Global team                                                                                            |
| 30 | Ensure right approver rules are set before Certification SPOC start the approval process on LRT                                                     |
| 31 | Share LRT dumps to L&K Opearation & Finance for metrics.                                                                                            |

### 3. Certification Spoc

| Sl.No. | Responsibilities                                                                                                               |
|--------|--------------------------------------------------------------------------------------------------------------------------------|
| 1      | Upload catalogue in Box folder and given access to all CIC India practitioners                                                 |
| 2      | Reject custom request on LRT and sent notification from LRT daily basis (when LRT is open for nominations and as and required) |
| 3      | Export the dump from LRT and work with Certification Deployment Analyst                                                        |
| 4      | Validate nominations with latest Separated list (Practitioners who have resigned/ serving notice period)                       |
| 5      | Cancelled nomination (who resigned/ serving notice period) on the tool and send notification from LRT.                         |
| 6      | Set the right approver                                                                                                         |

|    |                                                                                                                                                  |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 7  | Start the approver process on LRT with guidance from Certification Deployment Analyst                                                            |
| 8  | Sent mail to all approver to approve his respect area request on LRT with given timeline.                                                        |
| 9  | Set payment method information and mark confirm for all approved record.                                                                         |
| 10 | Post voucher allocation, set the payment mode as "Voucher Issued"                                                                                |
| 11 | Update the catalogue with new cert with guidance from Deployment Analyst and Certification Program Manager                                       |
| 12 | If any certification cost change update in catalogue.                                                                                            |
| 13 | Share the documents in box folder with team members and leads.                                                                                   |
| 14 | Create backend nomination (transition of practitioners from GTS to GBS) and any other like GCDL on LRT                                           |
| 15 | Send notification to practitioners. - "Confirmed", "Reminder"                                                                                    |
| 16 | SAFe Certification – Export the data for all SAFe certification and send to SPOCs                                                                |
| 17 | Schedule call with all SAFe SMEs                                                                                                                 |
| 18 | Share the training calendar with learners specific to SAFe, PSM                                                                                  |
| 19 | Setup the Webex link for SAFe training session                                                                                                   |
| 20 | Share the SAFe certification training details to Education manager for create the Brief and class.                                               |
| 21 | Send reminder mail to practitioners before start the training                                                                                    |
| 22 | Create the class on SAFe community Platform                                                                                                      |
| 23 | Upload roster on SAFe Community Platform.                                                                                                        |
| 24 | If practitioner not attended 4 days mandate training then drop an email to scaled Agile for revoke the license.                                  |
| 25 | Keep track how much license remaining on SAFe Community.                                                                                         |
| 26 | If any SAFe certification renewals need to upload learner details on SAFe Community platform                                                     |
| 27 | Send reminder mail to practitioner to complete his/her certification.                                                                            |
| 28 | Send Pmailer to practitioner cc PeM if practitioner not complete his certification within 30 Days.                                               |
| 29 | Share course material to SMEs as per certification training.                                                                                     |
| 30 | Create a box folder for practitioners as per SAFe certification training.                                                                        |
| 31 | Collect attendance sheet from SMEs and share to education manager with all required details                                                      |
| 32 | Send mail to Education manager for share ILC to trainers and Practitioners                                                                       |
| 33 | Raise the cart for certification and share with Sudipta for get the approve with L&K leaders                                                     |
| 34 | Once cart approved share with Procurement for release the PO                                                                                     |
| 35 | Once PO release share the soft copy of PO with vendor                                                                                            |
| 36 | Upload all cart and PO in Box folder along with other details with team members and leads.                                                       |
| 37 | Trackback the completion of the certification within the quarter.                                                                                |
| 38 | Ensure that candidates close the LRT requests appropriately before the quarter ends.                                                             |
| 39 | Join the call every Tuesday & Thursday for Certification related queries with certification program manager and resolve the queries in the call. |
| 40 | Resolve any certification related queries over slack and phone                                                                                   |
| 41 | Resolve the ticket on IOHelp for certification related queries. If required join with practitioner on Webex for resolve the issue.               |
| 42 | PSM1 certification voucher based so connect with vendor and share the practitioner batch details                                                 |
| 43 | Send mail to practitioner for PSM1 certification training date along with other details                                                          |
| 44 | Keep track attendance and batches                                                                                                                |
| 45 | Help for Boot camp PSM1 – participants list share with vendor                                                                                    |
| 46 | Update certification details in L&K space page                                                                                                   |

