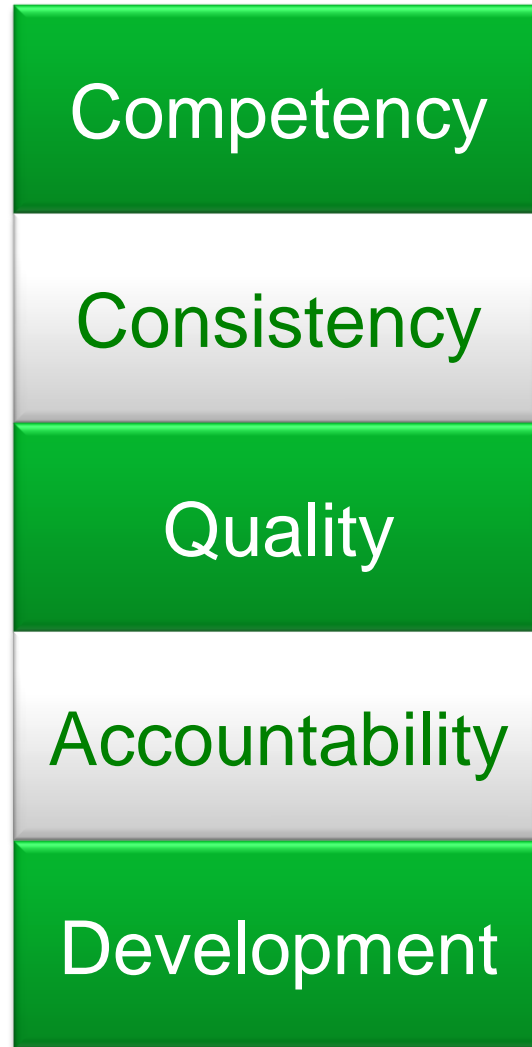


StruxureWare Certification

Schneider Electric – Buildings
Americas Technical Training Services

Why Certification?



Executive Summary: StruxureWare Certification

Overview

- 4 Internal + 2 End user levels
- B/U must maintain cert to sell & purchase product
- Individual must maintain cert to receive PSS support
- Future Advanced Certification coming
- Consistent Global Certification requirement (tasks for cert level)
- Unique local required courses, testing, and implications/enforcement

Compliance

- TTS to generate monthly report (individual, branch, partner cert status)
- Reports sent to PSS, RSM, Branch VPs, Cust Care & Purchasing
- Regional VPs to “own” certification adherence
- Loss of certification consequences (VP discretion)

Benefits

- Promote competency
- Promote and plan employee development
- Encourage & recognize achievements
- Identify competency levels for product support

StruxureWare Certification

Minimum Requirements

HVAC Certification

- In order to sell and implement basic* StruxureWare HVAC projects, each Branch and Partner must have:
 - 1 person with Technical Sales certification
 - 1 person with Engineering certification
- Americas only - Hardware and Software available for purchase via iPortal based upon certification status

**Basic = StruxureWare HVAC project involving a network of Automation Servers and fieldbus devices (either BACnet OR LON) and a system with fully configured single or multiple Workstation front-ends.*

StruxureWare Certification

Service Certification

- Service Certification

- Required by Service Specialists to receive product support
- Provides mechanism for measuring employee competence
- Product availability will not be based upon Service Certification
- Coming in 2011

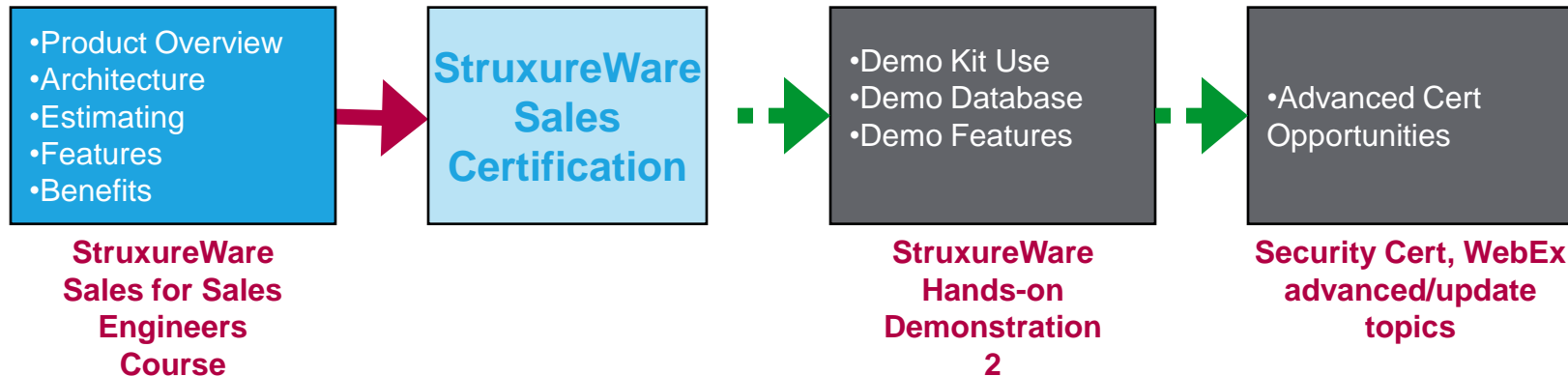
Certification Levels

	Certification Levels	Description
2010	Technical Sales	Familiar with all Buildings hardware and software and Schneider product offerings. Understands typically recommended architecture and StruxureWare project estimating considerations.
2010	Engineering (B/L)	Design an StruxureWare HVAC system from start to finish, engineer web-delivery/web services and incorporating a BACnet OR LON fieldbus. Creating" type tasks are prevalent in this certification
2011	Servicing Level 1	Edit pre-designed and existing systems (modify existing time scheds, graphics, etc). Focused on "editing, configuring, and tuning" type tasks - replacing a controller
2012	Servicing Level 2	All Service Level 1 tasks + manage/troubleshoot licensing, editing an application, make functional system changes, manage client/server communication, etc.
2011	End User / Customer Administration	Perform daily managerial tasks on the pre-designed and existing system, including creation of end-users/groups, etc.
2012	End User / Customer Operations	Perform daily operations from graphics, built-in tools, and pre-defined points lists. Virtually no "creating" type tasks.

Engineering & Tech Training Services

StruxureWare Certification Roadmap

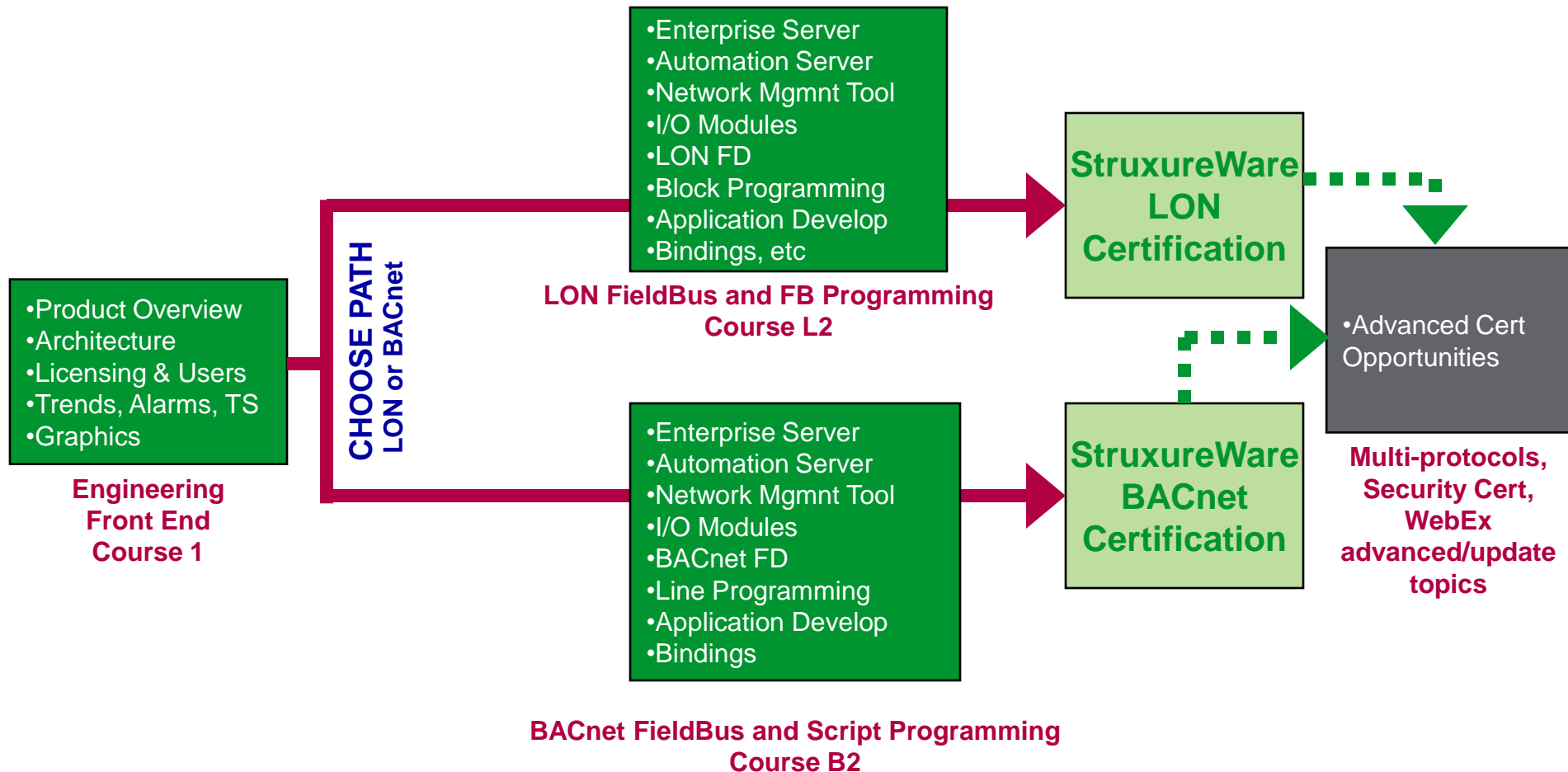
StruxureWare Sales Track



Engineering & Tech Training Services

StruxureWare Certification Roadmap

StruxureWare QuickStart Engineering Track - Experienced

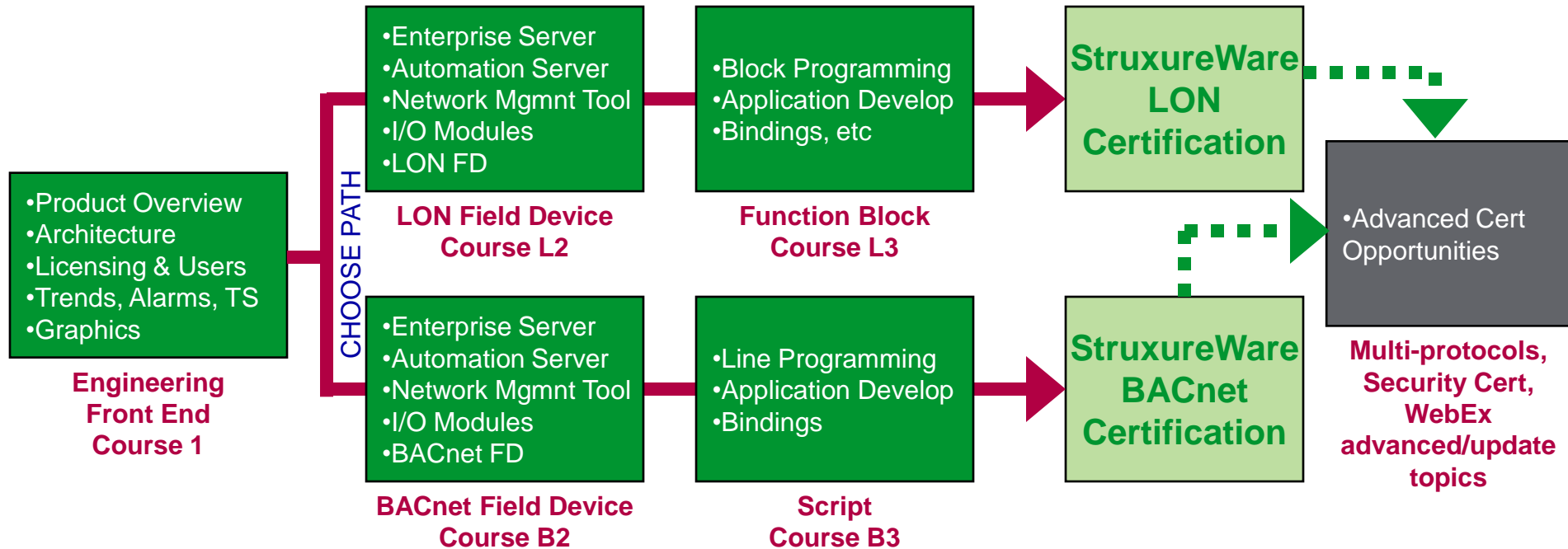


Engineering & Tech Training Services

StruxureWare Certification Roadmap

StruxureWare Engineering Track – Inexperienced

Planned for Availability in April 2011



Example: StruxureWare Engineering, BACnet QuickStart Path

Americas

Course 7001:
StruxureWare Engineering -
Workstation System and Design

End of Course
Test (Practical)

Course 7010:
StruxureWare Engineering BACnet
Systems *QuickStart*

End of Course
Test (Practical)

Circuit Complete

Arrangement of courses is not Globally
standardized – Content is standardized

Globally Standardized
Online – Multiple Choice

Take and Pass
Certification Test

Individual is
Engineering B
Certified

Continuing Education
and
Advanced Certification Opportunities

Global Certification Testing

- Timed, open book and computers allowed
- Manager “sign off” that the test was taken without aid from others
- Certification Test is Online, Multiple Choice
 - Bank of questions and randomization automatically
- There is a fee for taking the certification tests
- Retakes are only allowed with manager and TTS approval

Managing Certification - *Americas*

Monthly Reports from TTS for Review

BRANCH FOCUSED - Sent to Branch VPs

Will include notification of certified persons that are no longer employees
Will identify branches that no longer meet certification requirements

PARTNER FOCUSED - Sent to RSMs

Will not include employment status of those certified
Partner certification status will need to be managed by the RSM

ALL INDIVIDUALS - Sent to PSS

Will identify INDIVIDUALS currently certified
PSS will manually update PSS database with certification info (TBD)

BRANCH & PARTNER FOCUSED - Sent to Ctrl Purch & Cust Care

For limiting iPortal purchases to only those with current certification

VPs/RSMs to manage validity of certification

Loss of Certification - Americas

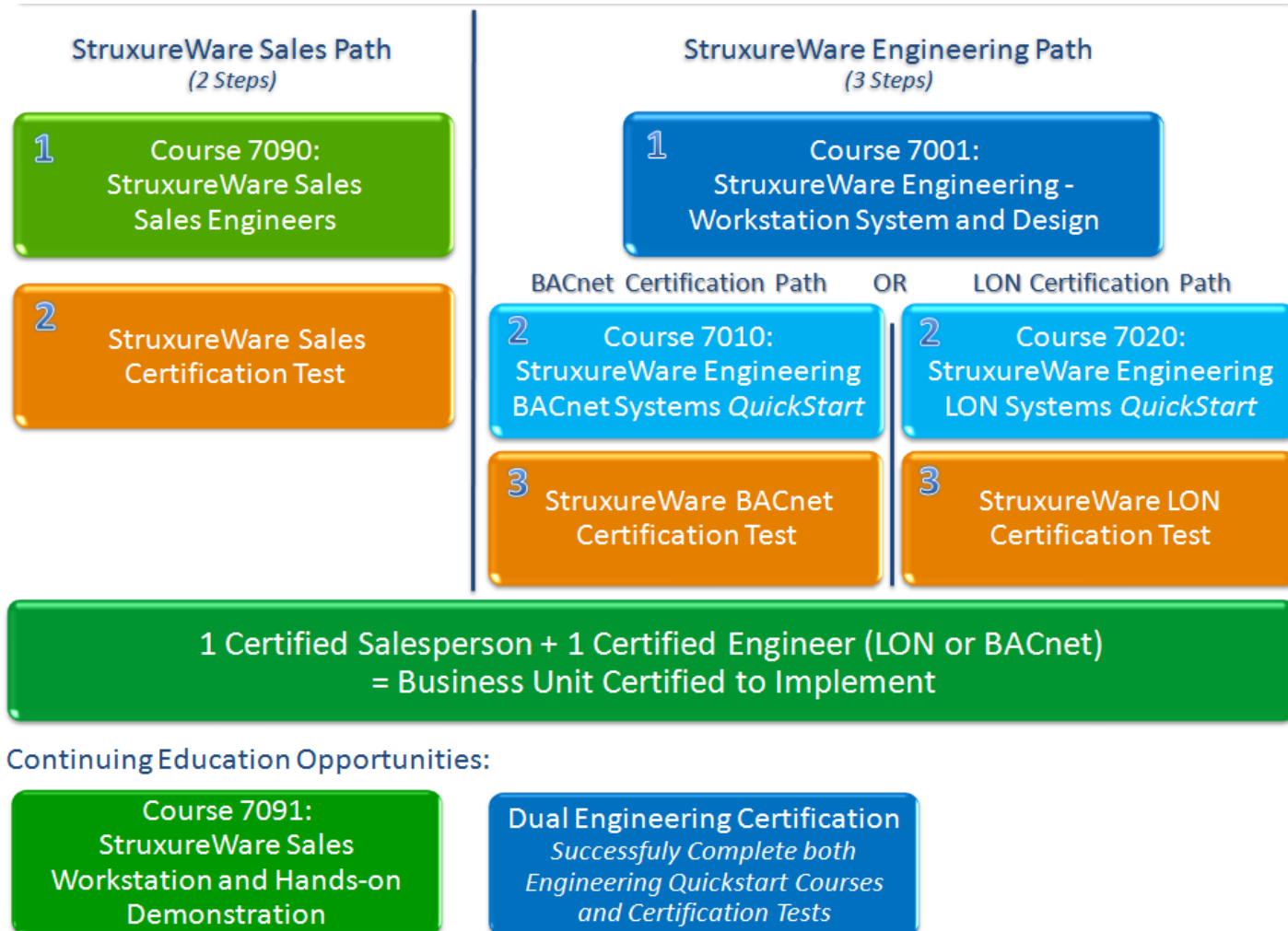
- B/U unable to sell or implement future projects until re-certified
- No one from that Partner/Branch is qualified to receive PSS support
- Americas - Hardware and Software not available for purchase via iPortal
 - Formally restricting access to purchase product in EMEA will be unlikely, as multiple systems are used and purchasing processes are varied by country/partner/branch/etc.

VP Override Possible

Loss of Certification

- **Customer impact should be NONE!**
- VP override is possible on all ramifications
 - Override valid for 30 days for B/U to achieve re-certification
 - Override entails setting up B/U recovery plan
 - iPortal administrator (VP/Director level) for ordering sw/hw
 - PSS substitute for support
 - Substitute for job fulfillment

Americas Sales and Engineering Course Paths



QuickStart classes are intended for those engineers with Andover Continuum/b3 experience or TAC Vista/Xenta experience. Those who enroll in a QuickStart course must pass a pre-test (no fee) in order to attend.

There is a fee for taking the certification tests and retakes are only allowed with manager and TTS approval.

Training and certification for new engineers that do not have BACnet or LON experience is planned to be available in April 2011.