

What is the Accredited Compaq Technician (ACT) Program?

**Compaq Computer Corporation
Compaq Services
North America Division**







The Accredited Compaq Technician (ACT) Program

Introduction

The Accredited Compaq Technician (ACT) Program is a Compaq Services, North America Channel Services, certification program recognizing expertise in Compaq product knowledge, configuration, installation, problem identification and resolution or repair.

Ideal candidates include Compaq-authorized service provider technicians responsible for problem resolution and repair of Compaq solutions. *Due to the privileged nature of the partnership between Compaq ACTs and Compaq, ACTs may not be employed by a competitor of Compaq.*

The ACT Program allows candidates to take advantage of the program's education and benefits, as well as recognizes their progress in the ACT Program. ACT candidates complete training and demonstrate Compaq product knowledge and problem resolution proficiency.

All training requirements must be met, the appropriate tests taken, and all maintenance requirements, as defined by Compaq, must be met. In return for this professional designation, Compaq provides ACTs with an appropriate suite of tools necessary to ensure the optimum problem resolution and support of Compaq products.

The Benefits of Becoming an ACT

By earning Compaq ACT status, the ACT becomes a partner with Compaq. Upon accreditation, an ACT automatically begins receiving essential tools and support. Additionally, as a reward for the hard work and efforts of becoming a Compaq ACT, Compaq provides many benefits to these individuals such as incentives for training, other service, etc. Benefits provided as part of the Compaq ACT Program are geared towards helping both the ACT and the employer such as:

- Upon certification, ACTs receive a Congratulations Welcome Kit to help them understand the program and fully-utilize the Compaq resources available
- A certificate, identification badge, and lapel pin acknowledging ACT certification.
- Specialty marketing materials, including the ACT logo for stationery and business cards which immediately identifies the ACT as a member of a trained team.
- Access to Product Announcement Kits.
- Access to the *ACT Connection* on the Internet 24-hours a day, 7 days a week, free of charge, which provides access to news and important links such as white papers, SoftPaqs, technical documents, etc. (*In Development*)
- Priority registration, and other incentives for attending periodic training sessions.
- The professional designation as a Compaq ACT affords you a competitive advantage as customers recognize your value as a single point of contact for problem resolution and repair, and fast access to information, drivers, and tools.



- Direct benefits to the technician/engineer are also a benefit to the service location. As an example, the ACT designation is a requirement for service authorization of service locations.
- Not only is ACT a professional designation for which you can be proud, it also provides the opportunity for service providers to increase revenues and profitability and to ensure customer satisfaction. As an example, increased training should increase customer satisfaction. Service providers are rewarded a bonus through the Pay for Performance (PFP) program by achieving good customer satisfaction ratings.

Overview of the Compaq ACT Accreditation

An ACT completes curriculum that provides extensive training on Compaq products, with particular emphasis on problem identification and resolution. To demonstrate his/her abilities as a Compaq ACT, the candidate must pass a Compaq test that measures his/her proficiency.

Maintaining ACT Accreditation

To ensure that Compaq ACTs have the knowledge and expertise to perform at their best with Compaq platforms, periodic maintenance training is required by Compaq. The amount of maintenance training required depends solely on Compaq product and solution announcements, and whether Compaq determines that the new product training requires additional product or technical training. ACTs are required to complete all these requirements to maintain their ACT accreditation.

Additional Information

For more information about the Compaq ACT Program, refer to the ACT web site: www.compaq.com/services. The ACT Web site provides an overview of program requirements, important phone numbers and Compaq PaqFax document numbers.

If you're interested in becoming an ACT, an important document to review is "*Requirements for Becoming a Accredited Compaq Technician (ACT)*." This document is located on the ACT web site and is also available via PaqFax.

Important Internet Addresses and Phone Numbers

Internet:	www.compaq.com/services
E-mail:	service.channeloperations@compaq.com
Fax:	(281) 927-2829
Training:	www.compaq.com/training
Training Registration:	1-800-732-5741
PaqFax:	1-800-345-1518
Sylvan Test Registration:	1-800-366-3926



Important PaqFax Documents

- #2170 What is the Accredited Compaq Technician Program?
- #2171 Requirements for Becoming a Accredited Compaq Technician (ACT)
- #2172 Compaq ACT Application
- #2173 Compaq ACT Change of Address Form
- #2007 Compaq Training Overview and Registration Procedures
- #2027 Compaq Training Schedules
- #2023 Sylvan Prometric Testing Information

You may also write the ACT Program at:

Mailing address: Compaq Computer Corporation
 Service Channel Operations
 Attention: ACT Program Manager
 20555 SH 249, Mailstop 530108
 Houston, Texas 77070-2698

ACT Fax Number: (281) 927-2829

This document is available on the Internet at www.compaq.com/services.



Frequently Asked Questions & Answers

Q1. Does the Compaq ACT Program apply to anyone?

A1. The ACT certifications are targeted to technicians and engineers who are involved with the configuration, installation, problem identification and resolution or repair of Compaq products. Ideal candidates include Compaq Service Providers responsible for Compaq products, etc. Due to the privileged nature of the partnership between Compaq ACTs and Compaq, ACTs may not be employed by a competitor of Compaq.

Q2. What is the shortest and longest amount of training time it would take to become a Compaq ACT?

A2. If an ACT candidate could pass all tests without taking the courses, the shortest amount of time would be the estimated length of time to complete the required test. It is **STRONGLY** recommended that ACT candidates take the course in preparation for the test. Statistics show candidates who take the course have a much better chance of passing the test.

The "Servicing Compaq Products" course is currently a three-day course.

Q3. How much does it cost to complete the Compaq requirements for becoming an ACT?

A3. The costs vary depending on whether you choose to complete the Compaq course prior to taking the required Sylvan Prometric exam. The fee for each ACT exam is \$100 to \$150 U.S. regardless of whether or not you take ACT course. If an ACT candidate chooses to complete the instructor-led course, there is also a tuition fee associated with the course. The fee can range from \$300 to \$400 U.S. per day. For a listing of course tuition fees, please visit Compaq's training web site at: www.compaq.com/training

Q4. When and where can I take training to prepare for the tests?

A4. Compaq publishes course descriptions and training schedules on the Internet at www.compaq.com/training and via PaqFax. Call 1-800-345-1518 and select the fax option. Course schedules are published in PaqFax Document 2027.

Q5. Does attendance at Compaq training meet the ACT completion requirements?

A5. No. All ACT candidates must complete a test to demonstrate Compaq product knowledge and configuration, installation, problem identification and resolution or repair proficiency. Compaq does, however, **STRONGLY** recommend that a candidate take the course to prepare for the tests.

Q6. Do the courses have tests within them?

A6. No. Generally, all testing is done through Sylvan Prometric (formerly Drake). The course is offered to help you gain knowledge that helps you prepare for the test. The course alone **DOES NOT** meet ACT completion requirements.



Q7. Does attendance at Compaq training, and successfully completing the test, meet the ACT completion requirements?

A7. No. All ACT candidates must also submit an application for ACT certification.

Q8. If I don't pass the test, do I have to take the course before testing again?

A8. No. You may retake the test without having to attend training.

Q9. If I fail the test and decide to take the course, how much time will I be given to take the course and retake the test?

A9. There is no time limit between failing a test and retaking a course. However, please note that Compaq only certifies that the test published at Sylvan will match the course topics for a minimum of four weeks following the class so it is important to take the test within four weeks of taking the course.

Q10. If I take the course and fail the test, do I pay full tuition to retake the course?

A10. Yes. You will also have to pay the testing fee each time you take the test. There is no limit to the number of times you can retake the course and test.

Q11. Is there any limit to the amount of time between my first test and the time I must finish any re-tests and apply for accreditation?

A11. No. As an ACT candidate, you should complete all testing within a six month period. This ensures that your knowledge is current when you apply for accreditation.

Q12. How long after ACT candidate takes the test are the results recorded at Compaq?

A12. It takes five working days for test results to appear at Compaq. Students should not apply for ACT accreditation within five days of completing their tests. In addition, ACT candidates should send a photocopy of their score report with their accreditation application.

Q13. What happens to an ACT who does not meet the maintenance requirements?



A13. An ACT who does not meet the maintenance requirements will first be sent a warning letter. If the requirements are not met within the specified period of time, a deactivation letter will be issued, at which point the ACT is no longer considered in good standing and loses all benefits related to the ACT Program. To regain ACT status, the candidate must meet all necessary requirements and submit a new ACT Application. Please also keep in mind some ACTs are designated by the service location as the individual(s) designated to meet service authorization requirements. If you are that individual, it will be important for you to maintain the certification.

Q14. How will ACTs find out about ACT Maintenance Requirements?

A14. ACTs will receive a mailing each time ACT Maintenance Requirements are required. Compaq will allow adequate time for ACTs to prepare and complete all Maintenance requirements.

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