RED HAT ONLINE PARTNER ENABLEMENT NETWORK (OPEN)

FREQUENTLY ASKED QUESTIONS

RED HAT HELPS PARTNERS INCREASE SALES

In a rapidly changing landscape, Red Hat® partners play a key role in developing customer relationships, understanding customer needs, and implementing innovative, cost-effective solutions that respond to business needs and deliver real value.

As customers use Red Hat technologies to help solve increasingly complex business issues, Red Hat recognizes the need to provide reliable guidance and technical information to assist your customers in making sound technology decisions. As part of the overall partner program, Red Hat Online Partner Enablement Network (OPEN) provides the knowledge and skills necessary to successfully sell and deliver Red Hat solutions.

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RED HAT OPEN PROGRAM

QUESTION: What is Red Hat OPEN?

ANSWER: Red Hat Online Partner Enablement Network (OPEN) gives Red Hat partners the tools they need to build skills that can generate more product and services sales while enhancing customer satisfaction. This program has three main components:

- Red Hat OPEN training that results in accreditations
- Online technical library
- Red Hat Partner Demo System

QUESTION: Who can participate in Red Hat OPEN?

ANSWER: All active Red Hat partners have access to Red Hat OPEN. All types of partners can access e-learning courses and the technical library. Advanced and premier partners, as well as Red Hat alliance partners, have additional access to e-learning and online lab courses, virtual training courses, and the Red Hat Partner Demo System.

QUESTION: How does Red Hat OPEN benefit Red Hat partners?

ANSWER: Red Hat OPEN helps partners better understand customer needs, which leads to more effective customer service and increased sales. Benefits include:

- Access to up-to-date product and solution information to help customers make sound technology decisions.
- Practice for employees who need to become proficient with product demonstrations, which can improve overall customer confidence and satisfaction.

Red Hat partner accreditation inspires greater customer confidence while qualifying the partner for increased margins and other benefits.

QUESTION: What is unique about Red Hat OPEN training courses?

ANSWER: Red Hat OPEN offers in-depth training that can be accessed any time, for partners worldwide. Training is role-based with specific capability outcomes for sales, sales engineer, and delivery roles. The goal is to ensure a skills-based outcome that sets up partners for success. In addition, these prescriptive specialization tracks lead to both partner-level accreditation and partner employee accreditation.

QUESTION: Is there an incremental cost for Red Hat OPEN training?

ANSWER: Red Hat OPEN courses are one of the benefits offered to Red Hat partners within the partner program. Depending on the partner's region, additional business and technical requirements may still be required as part of the partner program. Contact your partner account managers for more information.

QUESTION: What types of Red Hat OPEN training courses are available?

ANSWER: There are three types of Red Hat OPEN training courses offered online.

- E-learning training (ELT): Self-paced courses with no personal instruction from Red Hat.
- E-learning + labs (ELAB): Hands-on labs and forums, assisted and assessed by instructors with set schedules to accommodate hands-on labs.
- Virtual training (VT): Similar to webinars, VT sessions are taught by Red Hat subject matter experts, and have set times and dates. These courses require partners to be online simultaneously with the subject matter expert.

QUESTION: What is the difference between a specialization and a skill?

ANSWER: A specialization refers to a partner-level accreditation. A skill refers to an individual-level accreditation. See Red Hat Partner Accreditation.

QUESTION: What is Red Hat Online technical library?

ANSWER: Red Hat OPEN offers a robust online technical library to help partners find useful information independently and quickly. Managed by Red Hat solution architects, the library provides partners access to the same content that Red Hat experts have, from product basics to advanced technologies and solutions. This technical library features an extensive database of presentations, collateral, reference architectures, use cases, whitepapers, and more.

QUESTION: What is the Red Hat Partner Demo System?

ANSWER: With Red Hat Partner Demo System, partners can observe online product demonstrations and practice how to perform the demos to become more proficient presenting Red Hat technology to customers. These valuable demo sessions are created by Red Hat solution architects, and partners can use the demos as standalone learning exercises, or in conjunction with Red Hat OPEN training courses.

QUESTION: What is the course assessment policy?

ANSWER: Students are given an online, multiple-choice assessment for all Red Hat OPEN training courses. The number of questions vary depending on the length and depth of the course material. Completion of the course requires passing the assessment. Students have three attempts to pass the assessment before a course retake is required.

RED HAT PARTNER ACCREDITATION

QUESTION: What types of Red Hat accreditations are available from Red Hat OPEN?

ANSWER: There are two types of accreditations: partner-level accreditation and role-based accreditation.

PARTNER-LEVEL ACCREDITATION

There are three specializations for this type of accreditation:

- Red Hat Accredited Middleware Solutions Partner
- Red Hat Accredited Datacenter Infrastructure Partner
- Red Hat Accredited Cloud Infrastructure Partner

These accreditations are available to all Red Hat partners. There are additional requirements for achievement, one of which is having a certain number of employees that have completed the respective skills accreditations. Contact your local account manager for more details.

ROLE-BASED ACCREDITATION

There are three specializations for this type of accreditation:

- Red Hat Accredited Sales Specialist
- Red Hat Accredited Sales Engineer Specialist
- Red Hat Accredited Delivery Specialist

These are for partner employees who complete the prescribed skills track curriculum, including online assessments.

QUESTION: Where can I learn what is required for each Red Hat accreditation, or where can I see a comprehensive view of all classes currently offered?

ANSWER: To view the entire course catalog in PDF format—including a complete list of what you will need for each accreditation—search for **catalog** in the Content tab in Red Hat Connect for Business Partners.

QUESTION: What are the Red Hat OPEN skills tracks?

ANSWER: The Red Hat OPEN skills tracks are for partner employees in sales, sales engineer, and delivery roles.

The Middleware Solutions specialization with skills tracks in:

- Middleware application development*
- Middleware integration
- Middleware migration
- Middleware business process automation
- Middleware Platform-as-a-Service (PaaS) development

The Datacenter Infrastructure specialization with skills tracks in:

- Platform*
- Platform migration
- Virtualization
- Storage

The Cloud Infrastructure specialization with skills tracks in:

- Cloud management*
- Infrastructure-as-a-Service (IaaS)*
- Platform-as-a-Service (PaaS)*

*Base tracks for Advanced Business Partner tier. Completing any one of the skills tracks for the Cloud Infrastructure specialization qualifies as the base track.

QUESTION: How do I become a Red Hat accredited specialist?

ANSWER: You must be an employee of a Red Hat partner with active membership in Red Hat's Partner Program. Successful completion of a Red Hat OPEN skills track and assessment will grant you recognition as a Red Hat accredited specialist. We encourage partner employees to earn accreditations in multiple tracks.

QUESTION: How long are Red Hat skills accreditations valid?

ANSWER: Red Hat skills accreditations are valid for two years from attainment. Partners are invited to take updated courses ahead of time, but it is not required.

QUESTION: How does Red Hat OPEN training and accreditation differ from Red Hat Training and certification?

ANSWER: Red Hat OPEN training and accreditation is offered only to active Red Hat partners. Companies can earn Red Hat partner accreditations by maintaining a designated number of accredited partner specialists. Individual employees can become accredited Red Hat partner specialists with the successful completion of any role-based curriculum track.

Red Hat training and certification is fee-based instruction and exams offered to the general public. A Red Hat certification is earned when an individual passes a hands-on, performance based exam.

QUESTION: If I have an active Red Hat certification, can I"test out" of the partner accreditation track?

ANSWER: In some cases, your Red Hat certification will grant you completion for certain Red Hat OPEN training courses and assessments. Partner employees are required to update their Red Hat certifications in Red Hat Connect for Business Partners and notify OPEN-Program@redhat.com.

To log an instance of Red Hat certification:

1. Log in to Red Hat Connect for Business Partners.
2. Select **Manage Technical Accreditations** from within the Partner Toolbox.
3. Select **Add New Accreditation** to register a new or updated accomplishment or **Delete** to remove any expired certifications.

Send the Red Hat certification number and the Red Hat OPEN track you are interested in to OPEN-Program@redhat.com. Once your Red Hat certification is validated as current, the Red Hat OPEN team will confirm your waiver.

QUESTION: Does Red Hat OPEN offer a physical logo or proof that I've completed an accreditation?

ANSWER: Once the requirements for accreditation are met, a partner employee will receive a certificate of achievement. In addition, they will be able to access the corresponding accreditation logo that can be used on a business card, website, etc. This allows partner employees and partners to promote their skills, depth of knowledge, and expertise.

QUESTION: After completing a course, can I print a diploma?

ANSWER: Diplomas are only issued once the requirements for accreditation are met. Individual course completion diplomas are not provided.

QUESTION: How do I view and print my accreditations?

ANSWER: To view and print your accreditations at any time:

1. Log in to partner.redhat.com and use the **Training tab** to go to Red Hat OPEN.
2. From the Red Hat OPEN home page, choose **My Transcript**.
3. From the Training Transcript page, select an accreditation.
4. Choose **Attempt History**.
5. Select the **icon** to view your accreditation.
6. To print the accreditation, choose **Print**.
7. To share your accreditation, choose **Export to PDF**.

ACCESSING CONTENT

QUESTION: How do I access Red Hat OPEN?

ANSWER: All Red Hat OPEN content is available in Red Hat Connect for Business Partners. Log in at partner.redhat.com.

QUESTION: How do I register for and start Red Hat OPEN training courses?

ANSWER: Registration for Red Hat OPEN training is available via Red Hat Connect. For detailed instructions on registration and how to begin courses once you have registered, please download the Red Hat OPEN training Learning Reference Guide by following the steps below:

- Log in to partner.redhat.com
- Navigate to the following document located within the technical library using the link provided: How to access and register for Red Hat OPEN partner training

QUESTION: I registered for a course and have not received my welcome letter, what do I do?

ANSWER: Red Hat OPEN ELAB emails are occasionally filtered into a SPAM folder.If you are expecting an email but did not get it, please check this folder. If your email is still missing, please contact OPEN-program@redhat.com.

QUESTION: What is Red Hat Connect for Business Partners?

ANSWER: Red Hat Connect for Business Partners is exclusively for Red Hat partners. It provides partners with access to Red Hat OPEN resources, such as the sales and marketing library and a deal registration page.

QUESTION: How do I access Red Hat Connect for Business Partners?

ANSWER: Red Hat Connect for Business Partners is password-protected and located at partner.redhat.com.

Visit the "New to Red Hat Connect for Business Partners" section to enroll. Requests for enrollment will be responded to within two business days.

If you have questions, contact your Red Hat regional help desk:

- Asia Pacific: apac-partner-helpdesk@redhat.com
- Japan: partnercenter-jp@redhat.com
- Europe, the Middle East, and Africa: emea-partner-team@redhat.com
- Latin America: latam-partner-helpdesk@redhat.com
- North America: na-partner-helpdesk@redhat.com

QUESTION: Where can I find the Red Hat online technical library?

ANSWER: A link to the Red Hat online technical library is located on the Red Hat Connect for Business Partners homepage under the Resources tab.

QUESTION: How do I access Red Hat Partner Demo System?

ANSWER: Partners can access Red Hat Partner Demo System through Red Hat Connect for Business Partners under the Resources tab.

For detailed instructions on how to use Red Hat Partner Demo System, please download the Red Hat Partner Demo System User Guide from Red Hat Connect.

QUESTION: How will I find out about a new or updated Red Hat OPEN training course?

ANSWER: Partners will be notified about new and updated Red Hat OPEN training courses through your regions partner newsletter, your Red Hat Connect dashboard, or through email.

QUESTION: After completing a course, can I go through it again?

ANSWER: To access a course that you've already completed, follow these instructions:

ELT COURSES

1. Log in to partner.redhat.com and then click the **Training tab** to be taken to Red Hat OPEN.
2. From the Red Hat OPEN home page, select the **Learn tab** and then **Training Schedule.**
3. Select **Completed Registrations** from the **View** list.
4. Choose **Start** to access the course that you've already completed.
5. Choose **Start** again to view the course.

ELAB COURSES

To return to an ELAB course after completion, use the email sent to you before course registration. The link included in the email will still allow you to access the course after completion.

QUESTION: When I try to register for a course there is a pay button, is there a cost?

ANSWER: Red Hat OPEN training is included within the Red Hat partner program. The pay button appears due to a supported browswer issue. Please download the Red Hat OPEN Learning Management System (LMS) Supported Browsers document by following the steps below:

- Log in to partner.redhat.com
- Navigate to the following document located within the technical library using the link provided: Red Hat OPEN - Learning Management System Supported Browsers

QUESTION: I have completed an eLearning (ELT) course, why is my assessment not available?

ANSWER: The learning management system takes 10-15 minutes to update your course status from in-progress to attended. Assessments will be available once this update has occurred. If your assessment is still not available, please contact OPEN-program@redhat.com.

QUESTION: Why has my assessment status not been updated from in-progress to attended?

ANSWER: If you have completed an assessment and your status has not been updated from in-progress to attended, please follow the steps below.

- Log in to partner.redhat.com.
- Open your assessment, do not retake the assessment.
- Leave the assessment window open for 30 seconds.
- Use the power button to close the assessment.

GENERAL

QUESTION: I am getting "mixed content" alerts in Internet Explorer that require confirmation. How can I stop IE from sending these alerts?

ANSWER: There is a setting you can change in IE to stop these alerts:

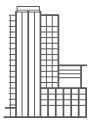
1. Go to **Internet Explorer** > **Internet Options** > **Security** > **Custom level** > **Settings**
2. Find "Display mixed content," and then select **Enable**.
3. Select **Apply/OK/Exit**.
4. Restart Internet Explorer.

QUESTION: In Red Hat OPENon Internet Explorer, my screens do not look like the screen shots in the user guide. I am getting unexpected UI interaction results. What can I do?

ANSWER: Running Internet Explorer in Compatibility View may help. Turn on Internet Explorer Compatibility View and add the base URL for your Red Hat OPEN access to your Compatibility View settings.

QUESTION: Do you conduct Red Hat OPEN on-site workshops, and if so, what are the requirements and how do I request them?

ANSWER: Red Hat partner enablement training is limited to online, self-paced delivery though Red Hat Connect for Business Partners to accommodate busy schedules. However, on-site, instructor-led workshops are available in some cases. Please contact your partner account manager with requests for in-person team training.



ABOUT RED HAT

Red Hat is the world's leading provider of open source solutions, using a community-powered approach to provide reliable and high-performing cloud, virtualization, storage, Linux, and middleware technologies. Red Hat also offers award-winning support, training, and consulting services. Red Hat is an S&P company with more than 80 offices spanning the globe, empowering its customers' businesses.

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