

Notes Domino 7 Certification

- **Notes Domino 7 Certification Paths: At-A-Glance**
- **Notes Domino 7 Certification Exam Competencies**

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About This Exam Guide

About This Exam Guide

This exam guide covers the Notes/Domino 7 certification exams which qualify you for Notes/Domino 7 certification titles. The following is intended for individuals who are seeking to certify on **Lotus Domino and Notes® 7**.

Please note that the most up to date exam guides can be found at www.lotus.com/certification. For a listing of learning resources please go to www.lotus.com/certification and refer to the individual exam preparation pages for each exam. You can find these pages by using the Select an Exam drop down menu to select the exam you plan to take and review available resources.

Lotus Notes Domino 7 Certification Paths

Notes Domino 7 System Administration Certification Path

Certification Designations	Successfully pass the following exam(s)
IBM Certified Associate System Administrator - Lotus Notes and Domino 7	Exam 720: IBM Lotus Notes Domino 7 System Administration Operating Fundamentals
IBM Certified System Administrator - Lotus Notes and Domino 7	Successfully pass the following THREE exams: <ul style="list-style-type: none"> ○ Exam 720: IBM Lotus Notes Domino 7 System Administration Operating Fundamentals ○ Exam 721: IBM Lotus Notes Domino 7 Building the Infrastructure ○ Exam 722: IBM Lotus Notes Domino 7 Managing Servers and Users
IBM Certified Advanced System Administrator - Lotus Notes and Domino 7	Exam information not yet available.

Notes Domino 7 Application Development Certification Path

Certification Designations	Successfully pass the following exam(s)
IBM Certified Associate Developer - Lotus Notes and Domino 7	Exam 710: IBM Lotus Notes Domino 7 Application Development Foundation Skills
IBM Certified Application Developer - Lotus Notes and Domino 7	Successfully pass the following THREE exams: <ul style="list-style-type: none"> ○ Exam 710: IBM Lotus Notes Domino 7 Application Development Foundation Skills ○ Exam 711: IBM Lotus Notes Domino 7 Application Development Intermediate Skills ○ Exam 712: IBM Lotus Notes Domino 7 Developing Web Applications
IBM Certified Advanced Application Developer - Lotus Notes and Domino 7	Exam information not yet available.

IBM Lotus Notes Domino 7 System Administration Operating Fundamentals Exam Competencies

Exam Number/Type: 720 - Multiple Choice

Description: Covers topics as they relate to these competency areas:

- ❖ **Install and Configure**
- ❖ **Mail**
- ❖ **Manage and Maintain**
- ❖ **Platform and Support**
- ❖ **Security**

- **Install and Configure**

- Configuring Directory Services
- Configuring Directory Services\LDAP services
- Configuring Domino services
- Configuring Domino Web Access
- Configuring Ports
- Configuring User ID Recovery
- Creating Internet Site Documents
- Creating Policies
- Identify the architecture and key components of the Lotus Notes and Lotus Domino environments
- Registration\Certifiers
- Registration\Domains
- Registration\Groups
- Registration\Organizational Units
- Registration\Organizations
- Registration\Servers
- Registration\Users
- Understanding Installation Package Options
- Understanding Server Installation Order (platform independent)
- Understanding the Certification Log

- **Mail**
 - Creating Domino (Notes) Named Networks
 - Creating Mail Topologies
 - Defining Mail Routing Protocols
 - Defining supported message formats
 - Implementing Mail Services\Domino Web Access (DWA)
 - Implementing Mail Services\IMAP
 - Implementing Mail Services\POP3
 - Issuing server commands
 - Planning Mail Topologies
- **Manage and Maintain**
 - Define directory terminology
 - Examine Lotus Domino server functionality
 - Manage files and disk space
 - Monitor server status
 - Performing Basic Administrative Tasks
 - Setting administrative preferences
 - Start Lotus Domino Administrator
 - Understand Support for new LDAP Attributes
 - Understanding the Administration Process
 - Using the Room and Resource Manager
 - Understanding the Domino Administrator UI
 - Utilizing the Domino Administrator client
 - View mail routing status
 - Viewing Person documents and groups
 - Viewing replication events and topology
 - Viewing server configuration documents
- **Platform Support**
 - Defining Domino attributes
 - Defining Domino attributes\Certifier Documents
 - Defining Domino attributes\Configuration Documents
 - Defining Domino attributes\Connection Documents
 - Defining Domino attributes\Group Documents
 - Defining Domino attributes\Messaging
 - Defining Domino attributes\Person Documents
 - Defining Domino attributes\Program Documents
 - Defining Domino attributes\Replication
 - Defining Domino attributes\Server Documents
 - Defining Domino attributes\Server Tasks
 - Identify Lotus Domino databases

- **Security**
 - Configuring Administrator Access rights
 - Configuring the Access Control List (ACL)
 - Configuring the Access Control List (ACL)\Enforce a Consistent Access Control List
 - Configuring the Access Control List (ACL)\Maximum Internet name-and-password
 - Defining Security Fields
 - Managing encryption key lengths
 - Restricting Server Access
 - Understanding password protection for Notes and Domino id files
 - Understanding public and private keys
 - Understanding the Access Control List (ACL)
 - Utilizing the Access Control List (ACL) log

IBM Lotus Notes Domino 7 Building the Infrastructure Exam Competencies

Exam Number/Type: 721 - Multiple Choice

Description: Covers topics as they relate to these competency areas:

- ❖ **Install and Configure**
- ❖ **Mail**
- ❖ **Manage and Maintain**
- ❖ **Replication**
- ❖ **Security**

- **Install and Configure**

- Binding ports and Internet Services
- Configuring Automatic Diagnostic Collection
- Configuring Directory Links
- Configuring Directory Services\Directory Catalogs
- Configuring Directory Services\LDAP services
- Configuring Domain Searching
- Configuring Domino Clustering
- Configuring Domino Domain Monitoring (DDM)
- Configuring Domino Domain Monitoring (DDM) collection hierarchy
- Configuring Domino Domain Monitoring (DDM) probes
- Configuring Domino Web Servers
- Configuring Event Handler Notifications
- Configuring Network Compression
- Configuring the Domino Console and Binder
- Configuring the Room and Resource Manager
- Understand Domino Domain Monitoring (DDM) event classes
- Understand Domino Domain Monitoring (DDM) probe types
- Understand the Server Health Monitor
- Utilizing Response Files for Server Installations

- **Mail**

- Configuring DNS whitelists on the Domino server
- Configuring private blacklists on the Domino server
- Configuring private whitelists on the Domino server
- Configuring public blacklists on the Domino server
- Configuring public whitelists on the Domino server
- Configuring Mail Journaling
- Configuring Mail Tracking
- Enabling/Disabling message disclaimers from Domino server
- Expanding Mail Topologies

- Setting up message disclaimers
- **Manage and Maintain**
 - Analyzing server crash files
 - Configuring Domino Domain Monitoring (DDM) probe schedules
 - Configuring the Domino Console
 - Configuring the Server Controller
 - Configuring transaction logging
 - Interpreting results from Domino Domain Monitoring (DDM) probes
 - Troubleshooting message disclaimers from Domino server
 - Understanding Advanced Domino Server Tasks
 - Understanding Directory Services\Directory Assistance
 - Understanding Directory Services\Extended Directory Catalogs
 - Understanding Directory Services\Search Orders
 - Using Domino Domain Monitoring (DDM)
 - Utilizing Server Console Commands
 - Utilizing stronger encryption capabilities
- **Replication**
 - Building Replication Topologies
 - Viewing Replication Topologies
- **Security**
 - Certificate Authority\Configuring
 - Certificate Authority\Creating the Database
 - Certificate Authority\Maintaining
 - Controlling Server Access
 - Encrypting network traffic

IBM Lotus Notes Domino 7 Managing Servers and Users Exam Competencies

Exam Number/Type: 722 - Multiple Choice

Description: Covers topics as they relate to these competency areas:

- ❖ **Install and Configure**
- ❖ **Mail**
- ❖ **Manage and Maintain**
- ❖ **Security**

- **Install and Configure**

- Configuring Automatic Diagnostic Collection
- Configuring Automatic Diagnostic Collection for clients
- Configuring Automatic Diagnostic Collection for servers
- Configuring AutoSave features
- Configuring Directory Services\Condensed Directory Catalogs
- Configuring roaming users
- Configuring Smart Upgrade\kits
- Configuring Smart Upgrade\server failover
- Configuring Smart Upgrade\Smart Upgrade Governor
- Configuring Smart Upgrade\Tracking Reports
- Configuring the Fault Analyzer
- Configuring the Server Health Monitor
- Configuring Transaction Logging
- Creating a desktop locking policy
- Installing Notes clients
- Installing Notes clients\multi-user clients

- **Mail**

- Configure mail policies settings
- Configure private whitelists on the Notes client
- Configuring Calendar Cleanup in the Notes client
- Configuring Domino Web Access (DWA)
- Creating policies\archiving
- Enable/Disable message disclaimers from Notes client
- Stopping the processing of mail rules

- **Manage and Maintain**

- Activity Trends\Analyzing
- Activity Trends\Defining
- Activity Trends\Implementing
- Changing Port Configurations

- Configuring policies
- Configuring policies\apply policy document during new user registration
- Configuring policies\archive policy
- Configuring policies\custom password
- Configuring policies\defining
- Configuring policies\desktop locking
- Configuring policies\desktop policy
- Configuring policies\policy synopsis
- Configuring policies\security policy
- Deploying policies
- Managing Groups
- Recognizing changes to Adminp name reversion requests
- Troubleshooting AutoSave functionality
- Using messaging and calendaring enhancements
- Using new server console commands
- Using Notes client interface enhancements
- Using the Room and Resource Manager
- Utilizing Adminp Requests
- Utilizing Automated Client Version Reporting
- Utilizing custom password policies
- Utilizing new File menu options
- Utilizing Notes Dynamic Client Configuration
- Utilizing Save Window State
- Utilizing Smart Upgrade Tracking Reports
- **Security**
 - Configuring cross certification
 - Configuring Id file encryption
 - Configuring ID Recovery
 - Configuring key rollover
 - Configuring password verification for users
 - Configuring SSL on a server
 - Configuring the Certificate Authority (CA)
 - Configuring the Execution Control List (ECL)
 - Understanding the Execution Control List (ECL)
 - Utilizing Adminp Requests
 - Utilizing ID Recovery
 - Utilizing the Certificate Authority (CA)
 - Utilizing the Certificate Authority (CA)\Certificate Revocation List (CRL)
 - Utilizing the Certificate Authority (CA)\Issued Certificate Lists (ICL)

IBM Lotus Notes Domino 7 Application Development Foundation Skills Exam Competencies

Exam Number/Type: 710 - Multiple Choice

Description: Covers topics as they relate to these competency areas:

- ❖ **Application Architecture**
- ❖ **Database Management**
- ❖ **Design Elements**
- ❖ **Programming**
- ❖ **Security**

- **Application Architecture**
 - Creating, Modifying, Troubleshooting for Notes Clients
 - Domino Application Architecture
 - Executing requests from the Notes Client
 - Using images in applications
 - Using links to make application elements available to users
 - Using tables to manage page layout
 - Using the Designer Bookmarks to organize projects
 - What is a replica database
 - Working with local applications
- **Database Management**
 - Controlling what gets replicated
 - Copy a Database
 - Create a blank database
 - Create a database from a template
 - Create & Modify Groups in the Domino Directory
 - Creating a Design Template
 - Creating database help documents
 - Creating database icon
 - Monitor/Maintain Replication
 - Preventing Design inheritance
 - Printing from the designer
 - Setting Database Properties
 - Setting up Design inheritance
 - Setting up Document Locking
 - Troubleshooting Database Access
 - Using Design Synopsis to analyze application elements
 - Using Design Templates to Refresh an application design
 - What is a Notes database

- **Design Elements**
 - Creating field help and hints
 - Creating shared image resources
 - Creating sorted and categorized views
 - Creating, Modifying & Troubleshooting Embedded Elements: Navigator
 - Creating, Modifying & Troubleshooting Embedded Elements: Views
 - Creating, Modifying, Troubleshooting Actions
 - Creating, Modifying, Troubleshooting Agents
 - Creating, Modifying, Troubleshooting Columns
 - Creating, Modifying, Troubleshooting Fields
 - Creating, Modifying, Troubleshooting Folders
 - Creating, Modifying, Troubleshooting for Dual Clients
 - Creating, Modifying, Troubleshooting Forms
 - Creating, Modifying, Troubleshooting Hotspots
 - Creating, Modifying, Troubleshooting Layers
 - Creating, Modifying, Troubleshooting Links
 - Creating, Modifying, Troubleshooting Navigators
 - Creating, Modifying, Troubleshooting Pages
 - Creating, Modifying, Troubleshooting Sections
 - Creating, Modifying, Troubleshooting Views
 - Displaying document hierarchy in views
 - Displaying icons in columns
 - Displaying numbers in columns
 - Hiding Agents
 - Scheduled Agents
 - Setting Agent Properties
 - Working with Autosave
 - Working with Data Types: Color
 - Working with Data Types: Formula
 - Working with Data Types: Keywords
 - Working with Data Types: Names
 - Working with Data Types: Number
 - Working with Data Types: Password
 - Working with Data Types: Rich Text Lite
 - Working with Data Types: Rich Text
 - Working with Data Types: Text
 - Working with Data Types: Time Zone
 - Working with Data Types: Time/Date
 - Working with Shared Resources

- **Programming**
 - Create field validation and translation formulas
 - Creating formulas with @Commands
 - Creating formulas with @Functions
 - Creating Right-Click Action menus
 - Display or hide information on forms using hide/when options
 - Domino Designer application and design environment
 - Make preferred tools readily available to the IDE
 - Programming window titles
 - Set default field values
 - Setting programmer pane properties
 - Using Designer Reference Panel
 - Using Programmer's Pane Auto-Complete
 - Using the Designer objects pane
 - Working with Basic Formula Language
- **Security**
 - Adding security to an application
 - Defining security levels for application users
 - Determine Databases Group Access
 - Secure applications: Authors fields
 - Secure applications: Readers fields
 - Set Database Access: Default Access
 - Setting and Reading ACLs

IBM Lotus Notes Domino 7 Application Development Intermediate Skills Exam Competencies

Exam Number/Type: 711 - Multiple Choice

Description: Covers topics as they relate to these competency areas:

- ❖ **Application Architecture**
- ❖ **Database Management**
- ❖ **Design Elements**
- ❖ **Programming**
- ❖ **Security**
- ❖ **Workflow**

- **Application Architecture**
 - Creating Navigation
 - Defining connections to external data sources
 - Designing applications based on Summary/Non-Summary data storage
 - Designing applications incorporating OLE objects
 - Incorporating full text indexing
 - Planning a Notes Application
 - Preventing replication or save conflicts
 - Setting styles for a calendar view
 - Setting styles for a standard view or folder
 - Working with reserved fields
- **Database Management**
 - Creating context sensitive database help
 - Managing data and design replication
 - Managing design changes with the Design task
 - Managing design locking
 - Managing display options for views
 - Managing document locking
 - Managing multiple design elements
 - Securing database design
 - Server document settings affecting agents
 - Setting Database launch properties
 - Setting Database Properties to improve database performance
 - Signing databases and design elements
 - Troubleshooting database performance
 - View and transaction logging
- **Design Elements**
 - Creating and enabling a Data Connection resources
 - Creating, Modifying, Troubleshooting Forms

- Creating, Modifying, Troubleshooting Views
- Creating, Modifying and Troubleshooting Columns
- Creating, Modifying, Troubleshooting Framesets
- Creating, modifying, troubleshooting Pages
- Creating, Modifying, Troubleshooting Layers
- Creating, Modifying, Troubleshooting Outlines
- Creating, Modifying, Troubleshooting Profile Documents
- Creating, Modifying and Troubleshooting Subforms
- Creating, modifying, troubleshooting Embedded Elements
- Customizing twisties
- Sharing, locking, and editing design elements
- Setting Agent Properties
- Using Calendar views in applications
- Working with Shared Resources
- **Programming**
 - Allowing users to edit or create documents from a view
 - Customizing the Designer Tools menu
 - Creating programmable tables
 - Enabling and using agent profiling
 - Programming with the formula language
 - Referencing design elements IDs: UNID & NOTEID
 - Using electronic signatures in Notes applications
 - Using Advanced options for columns
 - Using formula language in programmable design elements
 - Using hidden columns to sort view data
 - Using iterative statements in formula language
 - Working with dialog boxes: Layout regions, tables, and forms
 - Working with hide-when formulas
- **Security**
 - Managing field access with input enablement formulas
 - Managing replication with ACLs
 - Managing security with Roles
 - Restrict Form Access
 - Restrict Section Access
 - Restrict View Access
 - Setting and troubleshooting agent security
 - Setting workstation level Security (ECL)
 - Setting database ACL advanced properties
 - Troubleshooting Effective Access
 - Understanding Database encryption

- Using Document encryption
- Using Field-level encryption
- Using Mail encryption
- Using Reader and Author Fields
- **Workflow**
 - Creating mail-enabled forms
 - Creating mail-in databases
 - Troubleshooting workflow routing issues

IBM Lotus Notes Domino 7 Developing Web Applications Exam Competencies

Exam Number/Type: 712 - Multiple Choice

Description: Covers topics as they relate to these competency areas:

- ❖ **Application Architecture**
- ❖ **Design Elements**
- ❖ **Programming**
- ❖ **Security**

- **Application Architecture**

- Creating Web Site Rule documents
- Defining global Web site settings using the Administrator client
- Designing applications that work on Web clients
- Designing Web applications that read non-Domino data
- Exploring page layout and navigation
- Planning applications that work in both Notes and Web clients
- Setting database properties for Web access
- Setting up Web site rules
- Understanding server tasks for Web browsing
- Understanding the types of global Web site settings you can define on the server
- Using server documents to manage Internet access to the server

- **Design Elements**

- Controlling document target frames
- Creating, Troubleshooting, Modifying Framesets
- Creating, Troubleshooting, Modifying Outlines for Web clients
- Creating, Troubleshooting, Modifying Pages for Web clients
- Creating, Modifying and Troubleshooting images for Web clients
- Creating, Modifying and Troubleshooting Java Libraries
- Creating, Modifying, Troubleshooting JavaScript for Notes & Web clients
- Creating, Modifying and Troubleshooting images for Web clients
- Creating, Modifying and Troubleshooting Java Libraries
- Creating, Modifying and Troubleshooting JavaScript Libraries
- Creating, Modifying, Troubleshooting Links for Web clients
- Creating, Modifying and Troubleshooting LotusScript Libraries
- Creating, Modifying and Troubleshooting Style Sheets
- Creating, Troubleshooting, Modifying File Resources
- Creating, Troubleshooting, Modifying Views for Web clients
- Creating, Modifying, Troubleshooting Web Agents
- Creating, Modifying, Troubleshooting Web Services

- Creating Public access forms
- Deploying, utilizing LotusScript for Web clients
- Employing Java Applets
- Implementing Java Servlets
- Personalizing Web site experience using Profile Documents
- Understanding Web Services
- Using JavaScript events in applications
- **Programming**
 - Adding horizontal rules to forms & pages
 - Creating HTML fields on pages using computed text
 - Deploying a simple Java applet on a Web page
 - Deploying, utilizing LotusScript agents
 - Making preferred tools readily available to the IDE
 - Modifying simple JavaScript
 - Passing data from a Web form to a Web agent
 - Personalizing Web site experience using cookies
 - Rendering DHTML in applications
 - Rendering HTML in applications
 - Testing JavaScript
 - Using Domino URL Syntax
 - Understanding the Domino tag libraries for JavaServer pages
 - Understanding the JavaScript Document Object Model (DOM)
 - Understanding an HTML page and its format
 - Understanding XSLT
 - Understanding URL commands for servers and databases
 - Using @Commands in Web applications
 - Using @Functions in Web applications
 - Using CGI variables
 - Using CSS for adding style
 - Using the HTML Editor
 - Using HTML for Notes and Web access
 - Using HTML in Views
 - Using HTML Tables
 - Using JavaScript in applications
 - Using XML in applications
 - Using JavaScript to access field contents
 - Using JavaScript to create a redirect page
 - Validating user entered data using JavaScript
 - Working with Common JavaScript
 - Working with Cookies in your applications

- Working with DXL Tools
- Working with HTML attributes on fields
- Working with \$\$Return fields
- Writing formulas to support different clients
- **Security**
 - Controlling CGI Directory access
 - Determining Secure Sockets Layer security
 - Planning application security based on Web authentication
 - Planning Single Sign-on
 - Setting Database Access: Controlling Web Authentication
 - Setting Database Access: Using Anonymous Access
 - Setting Database Access: Using Maximum Internet name and password
 - Setting Database Access: Using Roles
 - Setting Field Access: Using Encryption
 - Understanding security differences between Web access vs. Notes client access

Registering for Exams

Registering for the Examination

Lotus certification exams are administered by two independent testing vendors. For your convenience, you can choose the testing vendor who best meets your testing needs:

- Prometric Testing Centers, located worldwide. Candidates in North America may schedule online at <http://www.2test.com> or by telephone at 800-74-LOTUS (800-745-6887) Outside North America, locate a Prometric Regional Service Center at www.prometric.com.
- Pearson VUE Authorized Centers offer testing worldwide. Consult their Web site at <http://www.pearsonvue.com/ibm> for information on registration.

To register for an exam you will need the following information:

- Name
- Personal Identification number (You may choose to use your social security number or have a testing number assigned to you.)
- Mailing address and phone number
- Company name
- Name and code number of exam you wish to take
- Date you wish to take the exam
- Method of payment to Testing Vendor (credit card, money order, or check)

The testing vendor will provide you with instructions concerning the cancellation policy and testing requirements. Testing vendors will provide confirmation, test time, test location, directions to the testing center, and exam procedures. Plan on arriving 15 minutes before the exam in order to sign in. Two forms of identification are required at check-in.

Exam Content

All exams are closed book and you may not have any printed material, computers, or calculators with you during the exam.

Exam Scoring

You must answer a set percentage of the questions correctly to pass the exam. For final exams, the percentage required to pass will be provided at the start of each exam and you will be given an instant, on-screen report and printout showing your overall pass/fail as well as section results as soon as you complete the exam. For Beta exams, the percentage required to pass will not be provided to you. When taking a Beta exam, you will receive your score report four to six weeks after taking the exam and you will not receive feedback on how you did on specific sections as you would when taking a final exam. If you do not pass the exam, you must re-register for the exam and pay the exam fee again. Your exam results will be automatically forwarded to Lotus Education within 5 business days after you have taken the exam. You do not need to forward your results to Lotus Education, although you should keep a copy of all exam verification results for your records.

Cheating Policy

Lotus recognizes the seriousness of cheating. As such, Lotus will utilize effective and equitable measures for preventing the occurrence of cheating during examinations. Guidelines and regulations for appropriate test-taking are listed in exam guides and should be outlined by the examination proctor and understood by the candidate prior to taking the exam.

Examples of violations include, but are not limited to:

- Bringing unauthorized materials into the testing area (purses and notebooks must be stored out of reach during closed-book tests).
- Talking to other candidates or referring to their computer screens, testing materials, or written notes during an examination.
- Using written notes, published materials, or other testing aids except those allowed by your testing program (laptop computers, palmtop computers, and programmable calculators are not allowed).
- Copying questions and/or answers, attempting to take them out of the testing area, or sharing them with other candidates.

If a score is obtained through questionable means, the examination proctor will submit an incident report to Lotus. Lotus will then conduct, in conjunction with Lotus' contracted testing vendor, an investigation of the incident, preserving every effort to resolve the matter objectively. If the investigation confirms that the candidate has violated standard conduct and regulations, the candidate's exam will be invalidated, and the candidate will not be eligible to take a Lotus Certification exam for six months, effective the day the candidate is notified. The candidate has within 30 days of notification to appeal the decision in writing to the proper contact at Lotus Education. During the appeal process, the candidate is not authorized to take a Lotus Certification exam. Lotus reserves the right to modify this policy without notice.

Certification Completion

If you earned a certification as a result of passing an exam, Lotus Education will send you a certificate six weeks after the date you passed the last required exam.

Professional Obligations

Certification

Your certification as an IBM Certified Professional is based on completion of the required exams. You acknowledge that Lotus has the right to change the requirements for earning certification or maintaining certification at any time. You are responsible for maintaining your certification.

Leaving an Organization

You retain your Lotus certification if you move to a new organization; however, you are responsible for informing Lotus of your address changes at all times.

Grant and Consideration

Once you have earned a certification, Lotus will grant you a non-exclusive and non-transferable license to use the name IBM Certified Professional and any collective marks solely in connection with providing any pre- and post-sales service and support of Lotus products. You may use the name IBM Certified Associate or IBM Certified Professional and any collective marks for promotional display and advertising materials as may, in your judgment, promote your services. You may not use the name IBM Certified Professional and any collective marks for any purposes that are not directly related to the provision of your services in support of IBM's Lotus software products.

Conduct of Business

You agree to conduct business in a manner which reflects favorably at all times on the products, goodwill, and reputation of Lotus; avoid deceptive, misleading or unethical practices which are or might be detrimental to Lotus or its products; and refrain from making any representations, warranties, or guarantees to customers that are inconsistent with the policies established by Lotus.

Quality of Service

You agree that it is of fundamental importance to Lotus that provision of any pre and post-sales service and support of Lotus products be of the highest quality and integrity. Accordingly, you agree that Lotus will have the right to determine in discretion whether your services meet Lotus' high standards of merchantability.

For More Information

For more information about the Lotus certification program, go to www.lotus.com/certification. For more information about our education services and programs, go to www.lotus.com/education.

Keep up to date on the latest Lotus certification news by subscribing to Clippings. Go to www.lotus.com/certification and use the Clippings subscription link.