Transact Operations

Avoka Certified Exam Guide and Preparation

Exam name: *Transact 18.x Operations*
Exam number: *PR000007*

Becoming Certified with Avoka

The Avoka certification program is a professional accreditation that Avoka offers to its employees, partners, and clients who demonstrate proficiency in basic and advanced topics relating to maintaining and troubleshooting the Avoka Transact Platform. The Transact Operations certification is a recognized standard proving that Operations and Support staff have the knowledge and skills required to keep the Avoka platform running smoothly.

Becoming a qualified and certified resource is the first step towards engaging in Avoka client projects and ensuring exceptional customer experiences.

This guide will help you prepare for the Transact 18.x Operations certification exam. It describes the knowledge and skills that are required to achieve a passing grade

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Exam Details

- Number of questions: 76
- The Exam Time Limit: 90 minutes
- Passing Score: 70%
- Questions types are:
    - Multiple Choice
    - True or False
    - Multiple Selection

You are allowed a total of three attempts over a period of one year to pass the exam. If you require a second attempt, you will need to wait at least three days before attempting the exam again. If you require a third attempt, you will need to wait at least fourteen days before attempting the exam again.

Avoka's certification exams are delivered by Kryterion Global Testing Solutions. The exam is an on- line proctored format. For best results, be certain to review the Test Taker Guide, On Line Proctoring Series, provided by Kryterion in advance of the exam. Key considerations for an optimal On-Line Proctor test environment include:

- The room is well lit, quiet, and free from distractions.
- Headphones are not allowed during testing.
- Cell phones must be removed from the area.
- The testing surface is clean and clutter-free.
- Reading the exam aloud is not permitted.
- Interaction with another individual is not allowed during testing.
- You must remain in clear view of the camera during testing.
- Engage your On-Line Proctor as needed for any additional questions during the exam.

Registering for the Exam

Avoka's certification exams are delivered by Kryterion Global Testing Solutions. The *Transact 18.x Operations* exam is a proctored exam and is only delivered online. You will need to register with Kryterion to take the exam.

To book an exam, go to https://www.webassessor.com/avoka/index.html and login or create an account. Once you are logged in, you will be able to schedule an exam.

The Avoka Certification FAQ.pdf provides step-by-step instructions for registering for the exam. You can find the FAQ guide on our partner portal at this location: https://community.avoka.com/training/f/certification.

Exam details:

- Exam Name: Transact 18.x Operations
- Exam Number: PR000007
- Exam Cost: 175.00 USD

Exam Topics

The exam measures several competencies related to designing, developing and deploying a applications built on the Transact Platform. There are seven main topic areas:

1. Transact Manager Environments
2. Monitoring Transact Manager
3. User Provisioning in Transact Manager
4. Best Practice and Maintenance for Transact Manager
5. Upgrading and Updates for Transact Manager
6. Troubleshooting Transact Manager
7. Most Common Transact Manager Issues

Within each topic, there are specific subtopics that describe typical tasks that a platform developer would need to perform:

Topics	Subtopics and Tasks
Transact Manager Environments	You should be able to: • Locate and identify Transact Manager screens • Locate Transact Manager and related setup properties • Describe Transact Manager's function and purpose
Monitoring Transact Manager	You should be able to: • Identify Transact Manager performance issues • Identify Transact Manager connectivity issues • View Transact Manager user activity and load
User Provisioning in Transact Manager	You should be able to: • Identify and describe standard User Roles • Understand the relationship between Roles, Groups, and Organizations • Describe user export and import
Best Practice and Maintenance for Transact Manager	You should be able to: • Describe security best practice • Describe recommended data retention values • Describe PII best practice
Upgrading and Updates for Transact Manager	You should be able to: • Deploy a Portal • Manage Transact Manager properties • Transact Manager asset migration
Troubleshooting Transact Manager	You should be able to: • Explain Transact Manager asset versioning • Understand the purpose to the various Transact Manager logging features • Know how to find Transact Manager records

Topics	Subtopics and Tasks
Most Common Transact Manager Issues	You should be able to: • Describe or define PII • Describe the Transact Manager modules

Distribution Weight of Exam Topics

Each exam question carries the same weight, and there is no partial credit given for any question – all questions have the same value. The questions for the exam are distributed as follows:

Topics	Percentage Range of Exam
Transact Manager Environments	20 - 30%
Monitoring Transact Manager	10 - 20%
User Provisioning in Transact Manager	20 - 30%
Best Practice and Maintenance for Transact Manager	15 - 25%
Upgrading and Updates for Transact Manager	10 - 15%
Troubleshooting Transact Manager	10 - 20%
Most Common Transact Manager Issues	5 - 10%

Description of the Transact Manager Operations Role

This exam is designed for individuals who an operations and system administration background and are expanding their skill set to include managing the Transact Manager platform, or for individuals that have experience performing the tasks and functions normally associated with a Transact Manager Operations role.

You are expected to have a minimum level of knowledge, skills, and abilities commonly associated with the operations role before attempting the exam.

Transact Manager Operations is a technical role focussed on the maintenance of the Avoka Transact Platform. This includes monitoring system health, receiving and responding to alerts, troubleshooting by reading logs and answering technical questions about the platform, and the application(s) built on the platform. In addition to answering questions, the Support Team will need to diagnose hardware and software faults and solve technical and application problems, either over the phone or in person. They will also need to liaison with other experts on the platform or application to resolve or flag issues. The support role may also include producing procedural documentation and relevant reports

As a Transact Manager Operations team member, you should be able to perform the following tasks:

- Attend to any support issues arising from regular monitoring or as reported by the business
- Ensure implementation teams are kept up to date on any new releases or patches that need to be applied to the test and development environments
- Provide support to implementation teams when required

Typically, a candidate attempting this exam would have the following skillset and work experience in addition to having worked with the Avoka Transact platform.

- The ability to think logically and possess a good memory of how the platform and application work
- Effective listening and questioning skills combined with the ability to interact confidently with clients to establish what the problem is and explain or document the solution
- The ability to work well in a team
- Strong problem-solving skills and customer/client focus
- Depending on the technical aspect of their role (i.e. will they be supporting the platform and business users of the application or only the business users) a background in computer science, information technology, or experience working with software and hardware, web-based applications

Preparing for the Exam

Avoka Training

Avoka offers Transact Manager for developers training onsite or virtually. Training is not mandatory for certification but highly recommended. Keep in mind that training, on its own, will not provide you with the knowledge and skills needed to pass the exam successfully. It is only one step in the journey to certification. Self-study and successful hands-on experience are needed to gain the knowledge and experience needed to pass the exam.

Additional Resource

In addition to training, the Avoka Community website is an excellent resource. Make sure you sign-up to get the most out of the Avoka Community. Don't have an account? You can always sign-up on the landing page. There you will find the:

- Transact Manager Documentation
- Transact Administrator Documentation
- Transact Services Guide
- Transact Exchange Catalog

Self-Assessment Quiz

Use the following table to review the exam topics and assess your readiness to take the exam.

Topics and Subtopics	Yes	No
Transact Manager Environments		
I know the topology of the Transact Manager platform and the typical deployment for Transact Manager		
I understand the concept of SaaS and PaaS		
I can read JSON and XML data and configuration files		
Monitoring Transact Manager		
I can navigate Transact Insights		
I can check Transact Manager memory and disk usage		
I can explain the difference between Transact Manager reports and Transact Insights reporting		
I can determine if, and when, Transact Manager Services have run		
User Provisioning in Transact Manager		
I can describe the types of Security Managers supported by Transact Manager		
I can describe the relationships between Users, Roles, Groups, Forms, and Organizations		
I understand the difference between local users, LDAP users, and SSO users		
Best Practice and Maintenance for Transact Manager		
I can describe the recommendation for strict authentication		
I can describe the impact of incorrect data retention settings		
I can define PII and the best ways to handle PII		
Upgrading and Updates for Transact Manager		
I can describe process for migrating Forms, Space, Orgs		
I can describe the Transact Manager upgrade process		

Troubleshooting Transact Manager		
I know the uses of the Transact Manager logs (Audit, Error, Groovy, etc.)		
I can follow the life cycle of a transaction using the Transaction Manager Tracking Code		
Most Common Transact Manager Issues		
I can investigate browser related issues encountered by Transact Forms		
I can gather and interpret Transact Manager performance information		

Sample Test Questions

Below are some examples of the types of questions you will find on the exam.

Questions

Question 1:
Which screen in Transact Manager shows the total number of forms deployed, not just Active or Inactive?
- Forms Screen
- Form Rendering Metrics Screen
- About Screen
- Reports Screen
- Home Dashboard Screen

Question 2:
True or False: Maestro and Composer forms are imported into Transact Manager using the same Import button.
- TRUE
- FALSE

Question 3:
What information is displayed on the Home Dashboard?
- Recent Services
- Latest Transactions
- Recent Transactions
- Completed Transactions By Form
- Recent Jobs

Question 4:
Which of the below is deprecated from the Forms menu bar in latest versions of Transact Manager?
- Metadata Tag Definitions
- Composer Package Imports
- Form Version Promotions
- Property Types

Question 5:
Which category of logging should be used most, as it can be toggled on/off as needed?
- Error
- Info
- Debug
- Warn

Answers to the above Sample Questions:

Question 1:
Which screen in Transact Manager shows the total number of forms deployed, not just Active or Inactive?

- Correct Answer: (c) About Screen

Question 2:
True or False: Maestro and Composer forms are imported into Transact Manager using the same Import button.

- Correct Answer: (b) FALSE

Question 3:
What information is displayed on the Home Dashboard?

- Correct Answer: (a) Recent Services, (b) Latest Transactions, (d) Completed Transactions By Form

Question 4:
Which of the below is deprecated from the Forms menu bar in latest versions of Transact Manager?

- Correct Answer: (a) Metadata Tag Definitions

Question 5:
Which category of logging should be used most, as it can be toggled on/off as needed?

- Correct Answer: (c) Debug