Infor Certification Program Guide
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About this guide</td>
<td>3</td>
</tr>
<tr>
<td>What is the Infor Certification Program?</td>
<td>4</td>
</tr>
<tr>
<td>Preparing for an exam</td>
<td>5</td>
</tr>
<tr>
<td>Attempting an exam</td>
<td>6</td>
</tr>
<tr>
<td>Reattempting Failed Exams</td>
<td>7</td>
</tr>
<tr>
<td>Beta exams</td>
<td>8</td>
</tr>
<tr>
<td>Retired and expired exams</td>
<td>9</td>
</tr>
<tr>
<td>Tracking Progress</td>
<td>10</td>
</tr>
<tr>
<td>Maintaining Certification Status</td>
<td>12</td>
</tr>
<tr>
<td>Exam development process</td>
<td>13</td>
</tr>
<tr>
<td>Exam fees and payments</td>
<td>15</td>
</tr>
<tr>
<td>APPENDIX A: Glossary</td>
<td>16</td>
</tr>
<tr>
<td>APPENDIX B: Candidate Agreement</td>
<td>17</td>
</tr>
</tbody>
</table>
About this guide

This guide contains the information candidates need to participate in the Infor® Certification Program.

Please check www.infor.com/certification/pg.pdf for the most recent version of this guide.
What is the Infor Certification Program?

The Infor Certification Program is an industry standard in excellence that will help validate your level of skill and knowledge of specific Infor products and services. Infor certification will help to set you apart in the competitive world of mobile devices and applications.

The Infor Certification Program is designed to enhance your professional credibility by providing quantifiable proof of skills and knowledge.

The Infor Certification Program exams are role-based and focus on the practical application of knowledge of Infor solutions required by specific roles. These roles align with the stages in the deployment of Infor solutions. For an up-to-date list of all exams currently available, please visit the Infor Certification Program web site: www.infor.com/certification.

What does Infor certification mean to me?

A candidate who has passed an Infor certification exam for one or more roles in the Infor Certification Program has demonstrated proficiency with one or more Infor products or solutions. To receive accreditation in the Infor Certification Program, you must pass one or more product-related, task-oriented proficiency exams.

Infor certification provides the following benefits:

- Immediate and quantifiable proof of skills and knowledge in implementing and supporting Infor solutions
- Increased productivity and efficiency
- Advancement of skills and knowledge for those in the field

In addition, Infor certification can be used as part of a supplementary performance and/or promotional program.
Preparing for an exam

In addition to reviewing all the information in this Infor Certification Program Guide, you should also review the corresponding Exam Guide. The exam guide includes specific details, such as topics covered, number of questions, time allowed, and any relevant training currently available. All Exam Guides available for current exams can be found on the certification web site: www.infor.com/certification.

Training is not required to be certified. If you wish to review training options and register for any instructor-led, instructor-led virtual, e-learning, or self-directed courses please visit: www.infor.com/education.
Attempting an exam

To maintain the integrity of certification exams, Infor must ensure the security of each exam attempt. At the same time, Infor strives to make the certification process convenient and accessible to all candidates.

All Infor Certification Program exams are delivered through Webassessor. This testing platform strives to provide the security of a physical testing center, while offering anytime/anywhere access to Infor Certification Program exams.

Although Webassessor allows for convenient, online access to exams, it is still your responsibility to ensure you are attempting the exam in a secluded, quiet area.

The remote proctor may suspend your exam attempt if:
- Anyone other than you is detected on the webcam.
  - Plan to be in a private room at the office or at home for the entire duration of the exam.
- You or anyone else is heard speaking.
- You leave the view of the webcam.
- You use another computer, tablet, phone, or other unapproved device,
- You use notes, books, or other unapproved resources.

Register/schedule an exam

Prior to registering for an exam, please follow the steps below at least 5 days prior to your preferred exam date/time:
1. Test your Internet connection. Run the test twice: once with the default server and then to a server in Arizona (e.g. Phoenix, AZ; Tempe AZ, Tucson, AZ; etc.) Results to an Arizona server must meet these minimum requirements:
   - Ping times must be less than 200ms
   - Jitter must be less than 50ms
   - Download and upload must be greater than 1Mbps
2. Ensure your computer meets other requirements outlined in this guide. Some of the requirements are:
   - A webcam is required - built in webcams are permitted
   - A microphone is required - headsets are NOT permitted
   - Sentinel Secure software must be installed (MS Windows and MAC supported)
3. If you encounter any problems contact Kryterion Support:
   - Voice: 866-227-7116 (U.S.) or +001-602-714-8235 (International)
   - Live Chat: www.kryteriononline.com/Support, then click on “LIVE HELP”
   - Email: OLPsupport@KryterionOnline.com
4. If required, create a new account by clicking here
5. If you already have an account, login to Webassessor.
6. Click on Register for an Exam.
7. Find the exam you wish to attempt and click Register.
8. Select your preferred date and time to attempt the exam and click Select.
9. If the exam details are correct, click Checkout.
10. Choose your payment type (you may use voucher, coupon code, or credit card) and click Submit.
11. Once the payment has been confirmed, click Done.
12. A confirmation will be mailed to you.
Reattempting failed exams

If you pass, you may not attempt the same exam again.

**If you fail an exam, you may reattempt the same exam within these guidelines:**

- If you fail your first attempt, you must wait 5 days to attempt an exam a second time
- If you fail your second attempt, you must wait 10 days to attempt an exam a third time
- If you fail your third attempt, you must wait 30 days for each subsequent attempt.

Infor reserves the right to disallow any reattempts of the same exam at any time.
Beta exams

As part of a new exam development process, Infor must gather data on the exam to determine how well it is performing. This is accomplished by first releasing a beta version of the exam. The process of attempting a beta exam is slightly different from attempting live, production exams.

Beta exam codes all start with ‘B.’ e.g. B-ICP-10-100.

Please note some key differences of beta exams:

• You will not receive a score report immediately after taking your beta test.
  • Beta exams do not yet have a passing score set.
  • The passing score is set after the results of all the beta exams are analyzed.
  • You will receive your score results 2 to 4 weeks after completing your test.
• Beta exams tend to have more questions, approximately 100 to 120.
• You are allowed more time to complete beta exams, up to 120 minutes.
• Some exam questions may be discarded. Discarded questions do not count toward your final score.

• You may attempt a beta exam only once. If you do not pass, you will be able to attempt the production version of the exam.
• A comment box is available for you to provide feedback on errors, inconsistencies, or other issues you notice on the beta exam.
Retired and expired exams

Although the goal of the Infor Certification Program is to maintain exams for 12 months, they must be regularly updated and replaced. As part of this process, exams may be retired or expired.

Retired exams may no longer be attempted. You will no longer see these exams to register/schedule in Webassessor. However, these exams are still valid and will allow you to maintain your certification status. You will normally be notified 3 months in advance if exams are to be retired. Exams will normally be retired for 3 months before being expired.

Once exams have been retired for 3 months, they will be permanently expired. Expired exams are no longer valid and unless you have successfully passed the equivalent replacement exam, you will lose your certification status.
Tracking progress

CertMetrics is the certification management system that allows you to track and manage your certification status. Once you have earned your certification you can also use CertMetrics to share your status using digital badges that can be posted on popular social media sites. After completing your exams your results will be available in CertMetrics.

Using CertMetrics

Your CertMetrics account will be automatically created for you 24 hours after completing your first Infor Certification Program exam.

Go to: www.certmetrics.com/infor and click on ‘Never logged in before?’.

You can then either use your Webassessor email address that you used to take an Infor Certification Program exam or use the information on one of your Webassessor score reports. You will receive an email with a link and instructions on how to create a password and login to CertMetrics.
Share your certification

When you get certified, you will want to share the news! CertMetrics provides you 3 ways to share your certification status:

1. Transcript
2. Email signature
3. Digital badge

Click on Transcripts to create a transcript of exams and certifications that you can share via email or publish on popular social networking sites. You can choose a subset of exams or certifications you’ve earned to display on the transcript. You can also choose how long the transcript can be viewed by recipients to help protect your privacy.

Click on Badges, then Email Signature to create an email signature. You can have the signature emailed to you and then can easily copy/paste it into your email program.

Click on Badges to enable and publish badges to popular social network sites.
Maintaining certification status

To maintain your current certification status, you must have passed all required exams. You will be notified via email if/when any of the exams you have attempted will be suspended. You must ensure you register, pay for, and pass the replacement/equivalent exam before the suspended exam is discontinued. If an exam is discontinued and you do not pass the replacement/equivalent exam, you will lose your certification status.

Infor does not allow “grandfathering” candidates’ certification status. The only way to achieve your certification status is by passing the required certification. The only way to maintain your certification status is to pass the replacement/equivalent exam(s), when required.
Exam development process

The Infor certification exam development process takes approximately 3 to 4 months. The following information provides a breakdown of the process for creating a new Infor certification exam.

Job task analysis

The first step in the exam development process is to complete a detailed job task analysis. The analysis is a breakdown of all the tasks that make up a specific job function. This analysis includes identifying the knowledge of Infor solutions, skills, and abilities that relate specifically to the performance area being analyzed.

Exam definition document

The results of the job task analysis provide the framework used to develop the exam objectives. The development of exam objectives involves translating the job tasks into a comprehensive set of more specific and measurable knowledge, skills, and abilities. The resulting list of exam objectives forms the basis for the development of both the certification exams and the training materials.

Exam blueprint

The list of proposed objectives are compiled into a survey and given to a group of subject matter experts. The survey participants are asked to rate the level of expertise, frequency, criticality, and importance of each of the identified objectives.

An exam blueprint is created from the survey results. The exam blueprint breaks down the topics covered on the exam, establishes what percentage of the final score each will represent, and the approximate number of questions for each topic.

Item writing workshop

A pool of items is developed based on the results of the exam blueprint. During this phase, items are reviewed and revised to ensure that they are:

- Technically accurate
- Properly worded, clear, and relevant
- Not biased toward any population, subgroup, or culture
- Not misleading or tricky
- Testing practical knowledge rather than obscure or trivial facts

Items that meet these criteria are included in the initial item pool and are used for the beta exam.

Beta exam

The reviewed and edited items are collected into a beta exam pool. During the beta exam, each participant has the opportunity to respond to all the items in the pool. Each participant will be given the same exam items, but they will be provided in random order.
Beta analysis

The results of the beta exam are analyzed to determine which items should be included in the final certification exam. This analysis is based on many factors, including item difficulty and relevance. Generally, the desired items are those that can be answered correctly by 25% to 90% of the beta exam candidates.

During this phase, the minimum passing score for the exam is determined. The minimum passing score differs from exam to exam because it is based on an item-by-item determination of the percentage of candidates who have answered the item correctly and would be expected to answer the item correctly.

Live/Production exam

The final version of the exam is created and sent to an independent test service provider that has been authorized by Infor to administer Infor certification exams.
Exam fees and payments

The cost of most Infor Certification Program exams is $250 US. Most Beta Exams are available for a limited time at a 50% discount—$125 US.

Vouchers and coupons

If you have received either a voucher or coupon code for the exam, please take care not to lose or share it. Replacements will not be provided for one-time use codes once they have been used to register for an exam.
APPENDIX A: Glossary

Credential
An overarching term encompassing a certificate, certification, or accreditation.

Certificate or Curriculum-based Certificate
Program policies, procedures, and tests that measure the effectiveness of training programs.

Certification
Program policies, procedures, and high stakes exams that measure the skills, abilities, and knowledge of individuals/job roles.

Accreditation
Program policies and procedures (and occasionally, tests) that grant companies/organizations certain privileges.

High Stakes
Tests or exams whose outcomes determine or influence judgements about individuals and/or allow individuals certain privileges.

Psychometrics
The science and technology of mental measurement, including psychology, behavioral science, education, statistics, and information technology.

Item or Exam Item
A general term referring to problems and/or questions that appear on an exam and to which candidates must respond.

Grandfathering
The process by which individuals are granted certification without being required to meet a formal examination requirement.

Some of these definitions are from:
Institute for Credentialing Excellence
Basic Guide to Credentialing Terminology
Joan Knapp, Larry Fabrey, Mickie Rops,
Nancy McCurry
October 2006
APPENDIX B:
Candidate Agreement

You will be presented and must agree to the Infor Certification Program Candidate agreement for every exam in Webassessor. For your reference, a copy of the Infor Certification Program is included here:

Infor Certification Program Candidate Agreement

Please read these terms and conditions of use carefully. Your exam process to begin your candidacy of receiving an Infor Certification Designation cannot be completed until you provide your consent to the terms and conditions of this Agreement by clicking “I Agree” below. Otherwise, click “I disagree” below to cancel your exam attempt if you do not wish to be bound by the terms and conditions of this Agreement. This Agreement shall only be binding upon you in relation to the specific Certification Designation you choose when you consent to the terms and conditions of this Agreement. You shall be required to enter into a new agreement with INFOR for each Certification Designation you apply to attain. If you determine that you do not agree with the terms and conditions of this Agreement, you will not be able to re-schedule the dates of any Certification Exams you request to attend and no refunds or any other form of compensation (including any form of credit) will be available to you for any Certification Exams that you request to re-schedule or cancel.

The terms and conditions of this Agreement form a binding legal agreement between you and Infor (US), Inc. on behalf of itself and its affiliated companies (“INFOR”).

Purpose

INFOR understands that its various infrastructure and software (collectively “INFOR Products”) are extremely complex and require a certain level of expertise to ensure that a professional is proficient in helping others when they are installing, deploying, using, selling or training others to use these INFOR Products. At the same time, INFOR must ensure that professionals who are working on such INFOR Products have this expertise. By complying with this Agreement and successfully completing a Certification Exam together with any other Certification Requirements, INFOR will grant you the right to describe yourself as an Infor Certified Professional in addition to any other rights granted to you by this Agreement. The Certification Requirements for each Certification Designation will be determined by INFOR and, depending on which Certification Designation you have chosen and qualified for, you will be able to use a designated title that is related to your Certification Designation.
Definitions

“Agreement” shall mean this Infor Certification Program Candidate Agreement and all other documents incorporated by reference in this Agreement. Unless the context requires otherwise, the defined terms when used, and where the context so admits, the singular shall include the plural and vice versa.

“Certification Designation” shall mean the specific Certification Program certification designation granted to you upon successful completion of and compliance with the Certification Requirements for the applicable product line, service or technology as specified on the Certification Program Website.

“Certification Exam” shall mean the applicable certification test for the particular Certification Designation, for which you have registered.

“Certification Materials” shall mean any materials supplied by INFOR in relation to a Certification Designation. All such Certification Materials shall be considered to be a part of this Agreement.

“Certification Program” shall mean the specific rules and procedures as mandated and updated by INFOR for acquiring, maintaining any Certification Designations. All such rules and procedures are on the Certification Program Website, and are subject to change as detailed in this Agreement.

“Certification Program Website” shall mean the web site located on the world wide web at www.infor.com/certification or any other web site designated by INFOR from time to time. All information available on the Certification Program Website shall be considered to be a part of this Agreement.

“Certification Requirements” shall mean those requirements specified or referenced in this Agreement that you must meet in order to acquire, use and maintain the Certification Designation and use of the Logos in accordance with the terms of this Agreement.

“Infor Certified Professional” shall mean both (i) an individual who has successfully completed the Certification Requirements for at least one Certification Designation, has received and continues to abide by all applicable Guidelines and Post Certification Materials, and continues to maintain such Certification Designations in good standing in accordance with the Certification Requirements; and (ii) the designation by which an individual who has complied with (i) may refer to herself/himself in accordance with the Post Certification Materials.

“Course Materials” shall mean any materials supplied by INFOR and made available to participants either directly by INFOR or by authorized third party suppliers and which are provided to you for and during your participation in a training event related to the Certification Program.

“Guidelines” shall mean the guidelines provided by INFOR regarding the use of the Logos.

“Logos” shall mean the specific Certification Program’s Trademarks designated for the Certification Program generally and for any of the Infor Certified Professional Certification Designations. The use of Logos shall be subject to the requirements as detailed in the Guidelines.

“Personal Data” shall mean any information supplied by you to INFOR or to one of its designated third party providers, at either INFOR’s or the designated provider’s request or which you freely provide, that is information capable of
identifying you or which is considered to be private information as defined by any relevant privacy legislation that binds INFOR or its designated provider.

“Post Certification Materials” shall mean those materials that you receive and/or have made available to you upon your successful completion of the Certification Requirements in relation to each Certification Designation you receive and which shall include the Guidelines. All such Post Certification Materials shall be considered to be a part of this Agreement. INFOR shall determine, at its sole discretion, in which manner you are able to receive the Post Certification Materials.

“INFOR Trademarks” shall mean all Trademarks, excluding Logos.

“Third Party Provider Website” shall mean any website that is expressly referenced on the Certification Program Website but only to the extent that such websites are specifically referenced as being directly related to the Certification Program.

“Trademarks” shall mean all registered or unregistered trademarks, trade names, service marks or logos of INFOR or its affiliates.

**Term and Termination**

This Agreement shall come into force upon your execution of this Agreement. Certification for all of the Certification Designations for which you have met and continue to meet the Certification Requirements and for which you have passed the Certification Exam as more fully described in this Agreement shall remain in effect and this Agreement shall specifically relate to the Certification Designation that you indicated upon your execution of this Agreement. Such Certification Designation, once granted, shall remain in effect and in good standing until this Agreement is terminated. Either you or INFOR may terminate this Agreement, with or without cause, on one month’s written notice. However, if you repudiate this Agreement, materially breach any of its terms or make any material misrepresentation to INFOR, INFOR may terminate this Agreement at any time without notice to you. INFOR’s only obligation is to provide the notice called for in this Agreement, when necessary, and in addition to any other limitation of liability defined in this Agreement, INFOR IS NOT LIABLE FOR ANY CLAIMS OR LOSSES WHERE INFOR HAS ELECTED TO PURSUE ITS RIGHTS UNDER THIS SECTION.

This Agreement shall automatically terminate on the day that you have failed to meet the Certification Requirements for maintaining any of your Certification Designations.

Failure by you to adhere to the terms and conditions as outlined in the Business Conduct section of this Agreement shall permit INFOR to terminate this Agreement immediately with notice to you. Upon termination of this Agreement, you shall no longer have any of the rights or privileges granted to you by this Agreement, including the right to identify yourself as an Infor Certified Professional and to use any Logo.

Should you fail to comply with the Rights Granted section in relation to your use of the Logos and fail to cure such non-compliance after written notice by INFOR, in addition to any other remedies that INFOR may have, INFOR may terminate your license to use the Logos with immediate effect.

Additionally, you agree to promptly return to INFOR all Certification Materials and Post Certification Materials, along with any modifications thereto that are provided to you by INFOR or its designated provider.
third party providers, or provide INFOR with written confirmation that all such Materials, including all copies and modifications thereof, have been destroyed and/or permanently deleted.

This Agreement shall be considered to void ab initio if you have not complied with the eligibility requirements as described below in the Eligibility section of this Agreement.

**Certification**

In order to obtain a Certification Designation, you must successfully complete the initial Certification Exam together with any other Certification Requirements for that Certification Designation (this may include successfully completing more than the initial Certification Exam). Any other certification requirements that are required for you to complete your Certification Requirements shall be detailed on the Certification Program Website or in any relevant Certification Materials.

**Maintaining Certification**

In order to maintain your Certification Designation, you must successfully complete any ongoing Certification Requirements as mandated by INFOR. These Certification Requirements shall be detailed on the Certification Program Website. You are solely responsible for keeping yourself informed of the continuing Certification Requirements and for maintaining your Certification Designation. If you do not complete the continuing Certification Requirements within the time frame specified by INFOR on the Certification Program Website, your Certification Designation will be revoked without further notice to you and the termination provisions shall apply to you in respect of that Certification Designation.

**Certification Courses**

INFOR may offer, at its sole discretion, Certification Courses that relate to specific Certification Designations. Such courses shall only be required where the Certification Requirements specifically reference the course but shall otherwise be optional. INFOR or its designated course delivery provider may administer and offer such courses. You may be provided with Course Materials for any such course.

**Fees**

INFOR or any of its designated course delivery providers may require the payment of a fee for the enrolment in a Certification Course, the attainment of Certification Materials, for anything that you are required to complete or provide to INFOR or any of its designated third party providers in order to satisfy a Certification Requirement or to enroll in, attend, write and receive your results for the Certification Exam. You cannot attain your Certification Designation until all such fees have been paid in full, with proof of such payments, if necessary.

**Rights Granted**

Upon your payment of any fees, the proper execution by you of any further required agreements and your satisfaction of any Certification Requirements, INFOR grants to you a personal, non-exclusive, revocable and non-transferable license to use the Logos, Certification Materials, Course Materials and Post Certification Materials, as applicable, and the right to describe yourself as a Infor Certified Professional having the credentials related to your Certification Designation, where both such aforementioned rights shall be subject to the terms and conditions.
contained in this Agreement and the Guidelines, as modified from time-to-time by INFOR and made available to you, for the purposes of performing your obligations and rights pursuant to this Agreement and the Certification Program.

You acknowledge that your use of the Logos is limited to the use licensed in this Agreement and that you have not acquired, and will not acquire, any ownership rights therein. You agree not to use the Logos in a manner likely to cause confusion with, dilute or damage the goodwill, reputation or image of INFOR Products. You agree not to use the Logos as a feature or design element of another logo or trademark. Upon request by INFOR, you shall supply INFOR with: (i) specimens of your use of any Logo and execute or obtain execution of, and (ii) the instruments that may be appropriate to register, maintain or renew the registration of any Logo in the market. The use of any Logo by you does not transfer to you any further right, title, or interest in or to the Logo and all such use and associated goodwill will inure to the benefit of INFOR. You shall not register, attempt to register or lay a common law claim to any Logo or any mark confusingly similar with a Logo. You do hereby acknowledge that the maintenance of the reputation and quality associated with the Logos requires the highest quality and utmost uniformity with respect to INFOR Products and services associated with the INFOR Trademarks and Logos. INFOR reserves the right to inspect your use or display of the Logos from time-to-time to ensure that such use or display is in accordance with the terms of this Agreement. You shall permit INFOR or its authorized agent to inspect and monitor your goods and/or services, at INFOR’s cost, to determine and verify that the Logos are being used in accordance with the terms of this Agreement.

Conditions of Rights Granted to You

In consideration of granting you the above rights in relation to a Certification Program, you agree to: (a) provide true, accurate, current and complete Personal Data; and (b) maintain and promptly update the Personal Data to keep it true, accurate, current and complete. If you provide any information that is untrue, inaccurate, not current or incomplete, or INFOR has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, INFOR has the right to suspend or terminate this Agreement. INFOR’s use of such Personal Data for which use you do hereby grant your consent is subject to the Privacy Policy section of this Agreement.

Privacy Policy

INFOR’s Privacy Policy can be found at the following web site: http://www.infor.com/company/privacy/. Where you intend to write a Certification Exam in order to become an Infor Certified Professional, you may be requested to provide Personal Data to INFOR and/or to any of INFOR’s third party providers. Once you have provided your Personal Data to either INFOR or INFOR’s designated third party provider, your Personal Data may be accessed by other third parties who have entered into agreements with INFOR to provide services necessary to administer the Certification Program as contemplated under this Agreement. You agree to provide such Personal Data and acknowledge that your Personal Data shall be used in a manner consistent with the information provided to you in this Agreement, the policies as provided to you upon your registration with INFOR, registration with such designated third party providers or as the designated third party providers
may otherwise advise you. All such Personal Data shall also be subject to the privacy policies provided to you at such time.

In order to have access to Course Materials, Certification Materials or Post Certification Materials on the Certification Program Website, you will be required to create your own user account to which access will be restricted via a password. Additionally, to properly register for a Certification Exam or Certification Course, you may be required to create your own user account with either INFOR or the designated third party provider, as applicable. You are responsible for all activities that occur under your accounts or passwords related to the Certification Program Website and the Third Party Provider Websites and agree to keep your passwords confidential. You will immediately notify INFOR of any unauthorized use of your accounts or passwords or any other breach of security. You will not disrupt the functioning of the Certification Program Website or any Third Party Provider Websites, solicit another user’s password or otherwise act in a manner that interferes with the use of the Certification Program Website or Third Party Provider Websites including by other users. You may not use the Certification Program Website or Third Party Provider Websites in any manner which could damage, disable, overburden or impair the Certification Program Website, the Third Party Provider Websites and/or any INFOR services (or the networks connected to any such site or services) or interfere with any other party’s use and enjoyment of the Certification Program Website, Third Party Provider Websites and/or any INFOR services (or the network connected to any such site or services). You may not attempt to gain unauthorized access to the Certification Program Website, Third Party Provider Websites and/or any INFOR service, other accounts, computer systems or networks connected to INFOR’s systems, through hacking, password mining or any other means. You may not access, use or attempt to access or use any materials or information that you are not authorized by this Agreement to access or use.

Your access to the Certification Program Website will be governed by the applicable terms of use agreement as provided on the Certification Program Website. Additionally, your access to Third Party Provider Websites shall be governed by the applicable terms of use agreements provided for on each of the respective Third Party Provider Websites you access.

You acknowledge and agree to grant INFOR and any of INFOR’s designated third party providers the right to collect, store, process, use, transmit, communicate, disclose and manage your Personal Data whether such data is received from you via the Certification Program Website, a Third Party Provider Website or when you provide such Personal Data directly to INFOR or the designated third party provider. Your Personal Data shall be collected, stored, processed, used and managed in order to administer the Certification Exam to you, process and validate your answers, provide you with any Certification Materials, Course Materials and Post Certification Materials together with any relevant correspondence, and to contact you with any certification inquiries you might address to INFOR or a designated third party provider, or for INFOR to otherwise comply with any notice provisions in this Agreement or as found on the Certification Program Website and Third Party Provider Websites. Depending on where you live, INFOR may be required to transmit your Personal Data to other countries or your Personal Data may be collected, stored, processed, used or managed in another country and you hereby give INFOR and any of INFOR’s designated third party providers
your permission to do so.

**Business Conduct**

You agree to conduct your business in a way that does not adversely affect INFOR’s reputation or goodwill. INFOR may, at its sole discretion, determine whether your services meet INFOR’s standards.

You agree to not use any misleading or unethical tactics.

You agree to not make any representations, warranties or guarantees either on behalf of INFOR or about any INFOR Product, your Certification Designation, the process by which you attained your Certification Designation or how anyone else can obtain a Certification Designation.

**INFOR’s Liability**

IN NO EVENT SHALL INFOR OR ITS AFFILIATES BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY DAMAGES OF ANY KIND RELATING TO THIS AGREEMENT, INCLUDING COURSES, CERTIFICATION MATERIALS, POST CERTIFICATION MATERIALS OR COURSE MATERIALS. IN NO EVENT SHALL INFOR OR ITS AFFILIATES BE LIABLE TO YOU FOR, AND YOU HEREBY WAIVE YOUR RIGHT TO, ANY INDIRECT, ECONOMIC, SPECIAL, COMMERCIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, LOSS OF BUSINESS REVENUE OR EARNINGS, LOSS OF EMPLOYMENT, LOST DATA, DAMAGES CAUSED BY DELAYS, OR A FAILURE TO REALIZE EXPECTED SAVINGS) DIRECTLY OR INDIRECTLY ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, WHETHER OR NOT SUCH DAMAGES COULD REASONABLY BE FORESEEN OR THEIR LIKELIHOOD HAS BEEN DISCLOSED TO INFOR THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SET OUT IN THIS AGREEMENT SHALL APPLY: (A) WHETHER AN ACTION, CLAIM OR DEMAND ARISES FROM A BREACH OF WARRANTY OR CONDITION, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR ANY OTHER KIND OF CIVIL OR STATUTORY LIABILITY CONNECTED WITH OR ARISING OUT OF THIS AGREEMENT; (B) TO INFOR AND ITS AFFILIATES, AS WELL AS TO INFOR’S OR ITS AFFILIATES’ DIRECTORS, OFFICERS, EMPLOYEES, AND INDEPENDENT CONTRACTORS. SOME JURISDICTIONS DO NOT ALLOW LIMITATION OR EXCLUSIONS OF CERTAIN TYPES OF DAMAGES AND/OR OF IMPLIED CONDITIONS OR WARRANTIES. THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS SET FORTH IN THIS AGREEMENT SHALL NOT APPLY ONLY IF AND TO THE EXTENT THAT THE LAWS OF A COMPETENT JURISDICTION REQUIRES LIABILITIES BEYOND AND DESPITE THESE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS.

**Your Liability**

In addition to damages for which you are liable under law and the terms of this Agreement, you will indemnify, defend and hold INFOR harmless for claims and expenses (including attorneys’ fees and court costs) by others made against INFOR (particularly regarding statements, representations, or warranties not authorized by INFOR) arising out of your conduct under this Agreement however arising, in whole or in part, which may be brought or made against INFOR, or its affiliates, officers, employees or assigns, in connection with: (i) any personal injury, property damage or other claims which are caused, directly or indirectly, by any
negligent act, omission, illegal or willful misconduct by you; (ii) your use of misuse of a Certification Designation and/or the Logos; (iii) your use or misuse of Confidential Information (as defined below); (iv) your relations with anyone else that are related to the Certification Program; and/or (v) your breach of any obligations or warranties under this Agreement.

**INFOR’s Representations and Warranties**

INFOR assumes no responsibility for any typographical, technical, substantive or other inaccuracies in the Course Materials, Certification Materials or Post Certification Materials or any modifications thereto or to any webpage located on the Certification Program Website. INFOR reserves the right to periodically change information that is contained in Course Materials, Certification Materials, Post Certification Materials or in a course; however, INFOR makes no commitment to provide any such changes, updates, enhancements or other additions to you in a timely manner or at all. INFOR provides to you all Course Materials, Certification Materials and Post Certifications Materials “AS IS” and without any warranty or representation, whether implied or express, of any kind.

**Your Representations and Warranties**

In addition to any other representations or warranties that you provide in this Agreement, you represent and warrant that (i) you will refrain from any conduct that could reflect unfavorably on or may harm the goodwill and reputation of INFOR or its products and (ii) you shall not make any representation, warranty or promise on behalf of or binding upon INFOR.

**Agreement Modifications**

In order to maintain flexibility in the Certification Program INFOR reserves the right, except to the extent that INFOR is expressly precluded by applicable law, to make changes to this Agreement either to reflect changes in business practices, or to reflect changes in or required by law, by posting notice of the change at http://www.infor.com/certification

**General Provisions**

Each of us agrees that:

1. Any terms of this Agreement, which by their nature extend beyond the date this Agreement ends, remain in effect until fulfilled.

2. This Agreement will be governed by and construed under the laws of the State of New York, as applicable to agreements executed and wholly performed therein, but without regard to any conflict of laws provisions thereof.

3. Both parties will submit to the exclusive jurisdiction of the courts located in the State of New York. Both parties irrevocably waive any objection on the grounds of venue, forum non-conveniens or any similar grounds and irrevocably consent to service of process by mail or in any other manner permitted by applicable law. Both parties further hereby waive any right to a trial by jury with respect to any lawsuit or judicial proceeding arising or relating to this Agreement.
4. If any one or more of the provisions of this Agreement shall for any reason be held to be invalid, illegal, or unenforceable in any respect, any such provision shall be severable from this Agreement, in which event this Agreement shall be construed as if such provision had never been contained herein.

5. Either INFOR or one of its affiliates and you may provide any document and sign any document in an electronic version, and that the acceptance of such a document shall be binding upon that party as if such document were in writing. Both parties agree that this clause meets the Requirements of any applicable laws within their jurisdiction that may apply to the use of and/or acceptance of electronic documents.

You agree:

1. That certification does not ensure that you will qualify for any particular employment.

2. That your rights under this Agreement are not property rights and, therefore, you cannot transfer them to anyone else or encumber them in any way.

3. Not to assign, or otherwise transfer, this Agreement or your rights or obligations under this Agreement, without INFOR's prior written consent. Any attempt to do so is void.

4. That any failure by INFOR to insist on strict performance or to exercise a right when entitled, does not prevent INFOR from doing so at a later time, either in relation to that default or any subsequent one.

5. That any acceptance or other communications of any kind from you that contain any additional terms with respect to this Agreement, such additional terms shall be null and void ab initio and of no force and effect.

6. That INFOR retains all rights, title and interest in and to all information, content and data contained in the Certification Exams, Certification Materials, Post Certification Materials and, unless the contrary is indicated in the Course Materials, in the Course Materials and all copyrights, patent rights, trademark rights and other proprietary rights thereto provided under this Agreement.

7. No waiver by INFOR of a breach or omission by you under this Agreement shall be binding on INFOR unless it is expressly made in writing and signed by a signatory of INFOR. Any waiver by INFOR of a particular breach or omission by you shall not affect or impair the rights of INFOR in respect of any subsequent breach or omission of the same or different kind.

8. This Agreement is the complete agreement between us regarding this transaction, and replaces all prior oral and written agreements relating to the transaction and shall include (and you agree that you are responsible for viewing and abiding by) the terms of use that governs your use of this site.

Confidentiality

The Certification Exam (including without limitation, questions, answers, worksheets, computations, drawings, diagrams, length and number of exam segments and/or questions, or any communication related to the Certification Exam), Certification Materials, Post Certification Materials and Course Materials are the confidential property of INFOR (“Confidential Information”) and are made available to you solely for the purpose of testing your knowledge in the technical area referenced in the
title of the applicable Certification Exam in order to
grant you a Certification Designation and to further
describe the rights of your Certification
Designation.

You agree to hold such Confidential Information in
strict confidence and to take all reasonable
precautions to protect it; not to use Confidential
Information at any time during the term or after the
termination of this Agreement in any way not
expressly authorized by this Agreement and that,
except as otherwise provided for in this
Agreement; you will not communicate, disclose,
publish, reproduce or transmit any Confidential
Information to any third party in any form.

The Course Materials, Certification Materials,
Certification Exams or Post Certification Materials
will at all times remain the exclusive property of
INFOR or its affiliates. You do not acquire any
intellectual property rights in or to the Course
Materials, Certification Materials, Certification
Exams or Post Certification Materials or to any
modifications, improvements or enhancements
thereto, howsoever developed, including patents,
designs, Logos, INFOR Trademarks, copyright or
trade-secrets under this Agreement, except the
limited rights granted under this Agreement. Any
unauthorized copying or distribution of the Course
Materials, Certification Materials, Certification
Exams or Post Certification Materials without the
express written consent of INFOR is strictly
prohibited.

Eligibility

At the time you register for a Certification Exam you
must be of the age of majority in all of the
jurisdictions in which you will be an Infor Certified
Professional in order to be eligible for the
Certification Program. Those who are not of the
age of majority as described in this section are not
eligible to complete any Certification Exams under
the Certification Program and Certification Exams
completed by such individuals are void and invalid.
About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in 194 countries improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.