

# RULES FOR ZABBIX TRAINING COURSES AND EXAMS

## 1 Definitions.

1.1 "Attendance Certificate" means an attendance certificate for attending the Training course. The Attendance Certificate does not certify a Participant's skills or knowledge in operating the Software, only attendance, and there are no exam requirements necessary to earn the Attendance Certificate. Only Participants attending at least 80 (eighty) percent of the Training course will receive the Attendance Certificate.

1.2 "Core course" means one of the following four core and two upgrade courses:

Name of the course	Link to the course program description
Zabbix Certified User (ZCU)	<a href="https://www.zabbix.com/training_user">https://www.zabbix.com/training_user</a>
Zabbix Certified Specialist (ZCS)	<a href="https://www.zabbix.com/training_specialist">https://www.zabbix.com/training_specialist</a>
Zabbix Certified Professional (ZCP)	<a href="https://www.zabbix.com/training_professional">https://www.zabbix.com/training_professional</a>
Zabbix Certified Expert (ZCE)	<a href="https://www.zabbix.com/training_expert">https://www.zabbix.com/training_expert</a>
Zabbix Certified Specialist Upgrade	<a href="https://www.zabbix.com/training_specialist_upgrade">https://www.zabbix.com/training_specialist_upgrade</a>
Zabbix Certified Professional Upgrade	<a href="https://www.zabbix.com/training_professional_upgrade">https://www.zabbix.com/training_professional_upgrade</a>

1.3 "Course Certificate" means a certificate of completion of the Course attesting the level of Participant's skills and knowledge in operating the Software. Participants successfully passing the Exam will receive the Course Certificate.

1.4 "Customer" means either (i) a legal entity which uses the Software, and intends to purchase Training Services for its personnel, or (ii) an individual, which intends to purchase Training Services only for its business purposes and does not qualify as a "consumer".

1.5 "Exam" means an exam forming an integral part of certain Training courses to test the Participants' skills and knowledge in operating the Software acquired during the Training course.

1.6 "Extra course" means one of the following extra courses:

Name of the course	Link to the course program description
Automation and Integration with Zabbix API	<a href="https://www.zabbix.com/training_x01_api">https://www.zabbix.com/training_x01_api</a>
Advanced Zabbix Data Pre-Processing	<a href="https://www.zabbix.com/training_x02_preprocessing">https://www.zabbix.com/training_x02_preprocessing</a>
Advanced Zabbix Security Administration	<a href="https://www.zabbix.com/training_x03_security">https://www.zabbix.com/training_x03_security</a>
Advanced Problem and Anomaly Detection with Zabbix	<a href="https://www.zabbix.com/training_x04_problem_detection">https://www.zabbix.com/training_x04_problem_detection</a>
Advanced Zabbix SNMP monitoring	<a href="https://www.zabbix.com/training_x05_snmp">https://www.zabbix.com/training_x05_snmp</a>

1.7 "LTS" means the latest major version of the Software (with the Long Term Support) with a two-digit number where the second digit is zero.

1.8 "Participant" or "Participants" means either (i) Customer's personnel using Training Services, or (ii) Customer using Training Services as an individual.

1.9 "Personal Data" means information provided by the Participant and Customer that may include the Participant's name, job title, employer/company, email address, phone number, and physical address.

1.10 "Rules" means these Rules for Zabbix Training Courses and Exams that set out mandatory requirements for the Participants.

1.11 "Software" means Zabbix Monitoring Solution software developed by Zabbix SIA. Software is released under the terms of the open source software license applicable to the relevant version of the Software. More detailed information about the open source software licenses applicable to relevant Software's versions is available at <https://www.zabbix.com/license>.

1.12 "Trainer" means Zabbix's certified trainer performing the Training course.

1.13 "Training course" means Core course, or Extra course.

- 1.14 "Training Materials" means Training course's materials, which include the text, graphics, information, data, verbal/audio/video presentations and files, comments, drawings, Exam questions and Exam answers, and other training content, lab manuals and practical tasks, and Training courses themselves.
- 1.15 "Training Services" means training sessions provided by Zabbix to the Customer in a form of Training courses and Exams online or on-site to enhance and confirm the Participant's knowledge and skills in operating the Software.
- 1.16 "Zabbix" means either (i) Zabbix SIA, a limited liability company registered in the Register of Enterprises of the Republic of Latvia with registration number 40003738045, or (ii) the affiliate of Zabbix SIA in the United States of America, Zabbix LLC with registered address at 211 E 43RD STREET, SUITE 628, NEW YORK, NY, United States, 10017. The relevant Zabbix entity must be specifically identified in the document issued by Zabbix to Customer or executed between Zabbix and Customer.

## **2 Types of certificates and criteria for obtaining them.**

2.1 The Attendance Certificate does not certify a Participant's skills or knowledge in operating the Software, only attendance, and there are no exam requirements necessary to earn the Attendance Certificate. Only Participants attending at least 80 (eighty) percent of the Training course will receive the Attendance Certificate.

2.2 Participants successfully passing the Exam, that forms an integral part of certain Training courses, together with the Attendance Certificate, will receive the Course Certificate attesting the level of Participant's skills and knowledge in operating the Software.

2.3 Zabbix makes no warranty as to the Participant's results to be attained by attending the Training course or use of Zabbix's technical education materials.

## **3 The Core course and Certification are linked to LTS.**

3.1 The Core courses are based on the latest LTS available at the time the Participant attends the course; and, therefore, the Certification for either User, Specialist, Professional, or Expert is also linked to the latest available LTS at that time.

3.2 If prior to release of the next LTS (for example, Zabbix 7.0 LTS) the Participant does not pass the Exam, which is based on the previous LTS (for example, Zabbix 6.0 LTS) that was the latest LTS available at the time the Participant attended the course, then the Participant will not be allowed to retake the Exam. And if the Participant still intends to obtain the Certification for that Core course, the Participant must register for a new Core course based on the latest LTS (for example, Zabbix 7.0 LTS) to take the Exam and receive the Course Certificate subject to fees set out on the Zabbix website.

## **4 Code of Conduct for Participation in the Training course and Exam.**

4.1 The Participant must observe these Rules notwithstanding the form of the training, namely, whether the Training course is conducted online or on-site.

4.2 The Participant must act decently during the Training course and the Exam, observe the basic professional etiquette, follow the Trainer's instructions, and act respectfully towards the Trainer and other Participants of Training course or the Exam.

4.3 The Participant must not interfere with conducting of the Training course and the Exam, and the Participant must refrain from interfering with other Participants or creating noise or other obstacles that prevent Trainer from the normal conduct of the Training course or the Exam.

4.4 The Trainer has the right to require the Participant to comply with common ethical conduct, if the Participant behaves below common ethical standards (for example, shows obscene gestures, swears with obscene words, makes personal remarks) or interferes with the training process.

If the Participant ignores the Trainer's requirements, then the Trainer may take the necessary measures, including ordering the Participant to leave the premises where the Training course or Exam is being conducted (or denying further access to the training platform if the Training course or Exam is conducted online).

4.5 Zabbix uses a live video and audio to ensure integrity and to verify that no assistance is given to the Participant during the Training course or the Exam. No recording of the live video and audio is being made by Zabbix during the Training course or the Exam.

The Trainer has the right to require the Participant to comply with the requirements of Section 5.1.2 of these Rules, namely, to turn on the webcam and audio during the Training course and the Exam.

If the Participant ignores this requirement, then the Trainer may take the necessary measures, including denying further access to the training platform.

4.6 Trainer is the final authority that determines in its sole discretion whether any score the Participant receives is satisfactory. Initial receipt of a satisfactory score does not waive Trainer's right and discretion to deem a score non-satisfactory in the event Trainer determines there were Exam taking irregularities or that the score may have been obtained by way of unfair advantage (e.g., evidence of cheating).

4.7 The Participant has the right to approach the Trainer and ask questions regarding the organizational aspects of the Training course or Exam and request comprehensive feedback after the Exam about the Participant's demonstrated knowledge, skills, and abilities during the Exam, and about the assessment criteria. However, the Trainer provides no information about the specific Participant's correct and incorrect answers.

4.8 It is strictly prohibited to make video and/or audio recordings during the whole period of the Training course, including during the Exam, due to considerations of protection of Zabbix copyright (please see further Section 8 "Copyright Notice").

4.9 All Exam materials are the copyright of Zabbix and may not be published, shared, reproduced or otherwise distributed without the express written consent of Zabbix. The Participant must maintain confidentiality of, and not distribute, share or disclose any Exam materials. The Participant agrees not to discuss the content of the Exam with anyone, and that the Participant will not record, copy, or disclose any Exam question or answers, in whole or in part, directly or indirectly, in any form or by any means whatsoever. Additionally, the Participant represents that the Participant has not received Exam questions or answers from others.

## **5 Technical requirements for Participation in the Training course and Exam.**

5.1 Technical requirements for Training course of Exam conducted online:

5.1.1 To participate in Training course or Exam online, the Participant must have a computer, stable access to internet, webcam, and microphone.

5.1.2 Webcam and audio must be turned on during the Training course and the Exam.

5.1.3 The Training course and the Exam are provided via Zoom platform; therefore, the Participant must have a Zoom account to attend the Training course or to take the Exam online.

5.1.4 As part of the registration for the Training course and the Exam, the Participant must activate a Zoom link within 24 hours from receiving the link. The Zoom link will be sent to the Participant via e-mail.

5.1.5 The Participant must have a SSH client program (that often is already built in the operating systems of the computer) in order to complete practical tasks of one of the following Training courses: (i) Zabbix Certified Specialist, (ii) Zabbix Certified Professional or (iii) Zabbix Certified Expert. Otherwise, the Participant can use any other SSH client program, for example, PuTTY.

5.1.6 The Participant must ensure that the firewall or corporate policy of Participant's Company's computer or Participant's computer, that is intended to be used to participate in Training course and Exam, allows the following: 1) to access web page using an HTTP protocol on the port 80 on any public IP, 2) to establish an SSH connection to the TCP port 22 on any public IP address, and 3) to access the Zabbix examination website <http://exam.zabbix.com>.

5.1.7 To avoid delays and to begin the Training Course or the Exam in a timely manner, the Participants must connect via Zoom platform 10-15 minutes prior to the scheduled start of the Training course or the Exam.

5.1.8 Before joining the Training course or the Exam, the Participant must provide Participant's full name to validate the attendance.

5.1.9 If the Participant detects an issue with Zoom platform that prevents the Participant from joining or fully participating in the Training course or Exam, the Participant must report the issue to Zabbix via e-mail address [training@zabbix.com](mailto:training@zabbix.com) and attach some evidence, for example, a screenshot, that supports the described issue.

5.1.10 The Participant will be granted an opportunity to participate in the same Training course or Exam again, if Zabbix concludes that the issue reported by Participant has negatively affected the Participant's ability to participate in the Training course or Exam or even has prevented the Participant from joining the Training course or Exam.

5.2 Technical requirements for Training course of Exam conducted on-site:

5.2.1 Technical Requirements that are set out in Section 5.1.1, 5.1.5, 5.1.6, 5.1.8 of these Rules also apply for Training course and Exam provided on-site.

## **6 Providing feedback regarding the Training course.**

6.1 The Participant's satisfaction with the quality of the Training Services provided by Zabbix is very important to Zabbix. Thus, after participating in the Training course, as a prerequisite to be eligible for taking the Exam, each Participant will be asked to submit an evaluation of the Training course that the Participant has attended through an online form giving the Participant's opinion on organization of the training, quality of materials and skills of the Trainer. The Participants are also asked to provide feedback after attending Extra courses, although none of Extra courses includes an Exam.

6.2 The Participant's feedback will be used to measure and to improve the quality of Training Services. Zabbix at its own discretion may share this information in an anonymized and aggregated form with the Trainers (including those who lead Training courses provided by Partners).

## **7 Examination.**

7.1 After full attendance of any of the Core courses, the Participant will be eligible to take a corresponding Exam to obtain Course Certificate.

7.2 As a rule, Zabbix organizes the Exam on the last day of the Training course. The Participant may also take the Exam within the next 15 (fifteen) business days after completion of the Training course.

7.3 Please note that none of Extra courses includes an Exam; therefore, the Participant can obtain an Attendance Certificate for attending the Extra course, provided that the Participant's attendance rate is at least 80 (eighty) percent of the Extra course.

7.4 The Participant can take the Exam to obtain Zabbix Certified User Certificate, Zabbix Certified Specialist Certificate, or Zabbix Certified Professional Certificate without participating in the relevant Training course, if the Participant reasonably believes that the Participant has sufficient knowledge in operating the Software.

7.5 The Exam can be taken either online or on-site. The Exam must be taken in the same format the Training course was conducted if the Participant takes the Exam right after attending the Training course.

7.6 If the Participant chooses to take the Exam within the timeframe set out in Section 7.2. of these Rules, the Exam can only be taken in an online format, even if the relevant Training course was conducted in an on-site format.

7.7 The Exam questions are prepared by Zabbix and Exams are held on a platform <https://exam.zabbix.com/> operated by Zabbix.

7.8 All Exams, except for Zabbix Certified Expert Exam, are conducted in a form of the test. Depending on the course, the Participant is required to answer 20, 50, or 70 questions by choosing the correct answer from the multiple-choice list. And Zabbix Certified Expert Exam is being conducted differently, since this Exam tests the Participant's knowledge through practical tasks.

7.9 The Participant must have a computer, stable access to the internet, a webcam, and a microphone to participate in the Exam. Both webcam and audio must be turned on during the online Exam.

7.10 The Participant must earn a score of 80% or above to pass the Exam.

7.11 The result of the Exam is calculated by the system automatically and is available right after the Exam, except for Zabbix Certified Expert Exam. The results of the Zabbix Certified Expert Exam are assessed personally by the Trainer.

7.12 The Participant will receive the Course Certificate in an electronic format immediately after successfully passing the Exam.

7.13 The Participant will receive the Attendance Certificate in an electronic format regardless of whether the Participant passes the Exam or not.

If requested by the Participant, the relevant certificate in paper format (except for ZCU Training course for which this provision does not apply) will be sent out to the Participant within 1 (one) week upon receipt of the Participant's request, and no sooner than within one week from the Exam date.

7.14 The Participant must apply for a new Exam's attempt by submitting an Exam application on the Zabbix website or by contacting Zabbix Sales department via email at [sales@zabbix.com](mailto:sales@zabbix.com) if the Participant intends to retake the previously failed or missed Exam.

7.15 The Participant can retake previously failed or missed Exam for an additional fee indicated on the Zabbix website no sooner than 24 (twenty-four) hours after the previous Exam attempt. The second Exam attempt for Zabbix Certified Expert (ZCE) course's Exam must be undertaken no later than within 6 (six) months after the first Exam attempt. The Participant will not be able to pass the Exam for the previous LTS if the new LTS is released before the end of the 6-months term for the second ZCE Exam attempt, or if attendance of the related Training course is a mandatory prerequisite for taking the first Exam for the new LTS.

7.16 Zabbix at its sole discretion may change Exam requirements, questions, Exam passing thresholds, number of questions, and time given for every Exam.

7.17 There are no scheduled breaks during the Exam. Participants must have the permission of the Trainer to leave the room. No questions concerning the content of the Exam may be asked during the Exam. It is the responsibility of each Participant to read the directions given on the computer and listen carefully to the instructions given by the Trainer.

The Trainer reserves the right to dismiss a Participant from the Exam if a Participant gives or receives help, or otherwise cheats on the Exam.

## **8 Copyright Notice.**

8.1 All Training Materials are the copyright of Zabbix and may not be published, shared, reproduced, or otherwise distributed or disseminated without the express written consent of Zabbix.

8.2 The Participant must maintain the confidentiality of, and not distribute, share, or disclose any Training Materials.

8.3 The Training course is intended only for the officially enrolled Participant. The Participant is not allowed to share Participant's credentials for attending the Training course, to allow others to join and take part, or otherwise make use of Training Materials.

8.4 All Training Materials made available to the Participant during the Training course may be used solely by the Participant enrolled in the relevant Training course for personal and educational purposes only; and, therefore, the Training Materials cannot be shared with anyone even for educational purposes, including co-workers of the Participant. Training Materials provided to the Participant should be treated as confidential information shared with the Participant only for the purpose of participation in the Training course.

8.5 The unauthorized use of the Training Materials is prohibited and constitutes a copyright infringement. Transfer of Training Materials to third parties (including in a corrected form), publication, any distribution of Training Materials in print, electronic or any other form, without the prior express written consent of Zabbix, is strictly prohibited.

8.6 No part of the Training Materials may be reproduced, transmitted, or published in any form or by any means, electronic or mechanical, including photocopying, audio/video recordings, and other ways of capturing (e.g., print screen) and storing by any information storage and retrieval system, without express written permission from Zabbix.

8.7 The unauthorized disclosure of the Training Materials by Customer or Participant may result in a lawsuit that may result in Customer paying monetary damages or in Customer being subject to criminal penalties, and revocation of Participant's certifications.

8.8 The Training Materials are protected by watermarks and copyright statements. It is prohibited to remove any of the watermarks and copyright statements, or in any other way to amend or change the content or appearance of the Training Materials.

## **9 Personal Data Processing.**

9.1 Zabbix is committed to protecting the privacy of Personal Data of the Participants under the EU General Data Protection Regulation 2016/679 (GDPR). For the purposes of GDPR, Zabbix will be the controller of Personal Data of the Participants.

9.2 Zabbix collects Personal Data that the Participant provides to Zabbix when the Participant completes registration forms.

9.3 Zabbix will use Personal Data:

9.3.1 for the purpose of general administration and arrangement of Training courses and Exams:

- Zabbix may use the contact details of the Participant for planning and logistics, and general administration of the attendance at Training courses and/or Exams.
- The legal basis for such Personal Data processing is to fulfil the contractual obligations of Zabbix.

9.3.2 to issue invoices and process payments:

- Zabbix will use the Participant's Personal Data to provide an opportunity to register for the Training courses and Exams, issue an invoice for the Training course or Exam, and to process the payment.
- The legal basis for such Personal Data processing is to fulfil the contractual obligations of Zabbix.

9.3.3 to issue Attendance Certificates and Course Certificates.

- Zabbix will use the Participant's Personal Data to assess the Participant's attendance and Participant's Exam's performance and to issue an Attendance Certificate and Course Certificate.
- The legal basis for such Personal Data processing is to fulfil the contractual obligations of Zabbix.

9.3.4 for the purpose of direct marketing activities, that is, for providing with Zabbix marketing communications (including newsletters) and information about Zabbix services (training courses, technical support services), products (release of new Zabbix Monitoring Solution software versions), Zabbix events (annual Zabbix Summit, Zabbix Conferences, Zabbix Meetups Online), and latest offers in the context of a customer relationship.

- The legal basis for such Personal Data processing is Zabbix's legitimate interest under point (f) of Article 6 (1) of GDPR. The Participant has the right to object at any time to such processing of Personal Data under Article 21 (2) of GDPR.

9.4 The Participant at Participant's own volition can complete a form and set out additional personal data, such as telephone number, physical address for sending the Training course participation gifts (Zabbix's branded merchandise) and/or Attendance Certificate/ Course Certificate in paper format. Zabbix will use this additional data solely for sending parcels to the Participant.