Shared Infrastructure Programme

Service Bureau Specialists
Connectivity exam

December 2021

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Preface

Purpose of the document

This document explains the framework of the SWIFT Service Bureau Specialists Connectivity exam in the scope of Shared Infrastructure Programme.

Audience

This document is designed for Service Bureaux that need to certify one or several connectivity specialists.

Related documentation

SWIFT SIP - Terms and Conditions

1   Introduction

As part of the Service Bureau certification under the Shared Infrastructure Programme, Service Bureau representatives must demonstrate detailed knowledge of SWIFT on-boarding processes and SWIFT technical connectivity components.

Each Service Bureau needs at least two service bureau on-boarding specialists, and two service bureau connectivity specialists. (They may, if preferred, be the same individuals).

This document will focus on the **Connectivity** exam.

2   Certification Process

2.1   Exam Process: generic

Introduction

The SB Specialist, connectivity exam is a theoretical exam that candidates can take at:
 * At a Prometric exam centre nearby their own location or,
 * By using the Prometric pro proctor option.
Prometric is an external exam center provider.
The exams are composed of closed questions which cover knowledge of SWIFT connectivity software and functionality.
The candidate must achieve a passing mark to successfully complete the exam. Please note that the exams are open books exams and the candidate will be able to search the information during the exams.

Eligibility key

The candidate is required to register for an exam date on the Prometric website. To do so, the candidate needs an **eligibility key**, an alphanumeric code that Prometric uses to provide a test appointment to the candidate. Upon formal request of the Service Bureau via an email to SB.Certification.Office or via the SIP application form, SWIFT generates a unique eligibility key for each candidate and sends it to Prometric and to the candidate.

Prometric requires a few days to upload the new eligibility keys in the systems accessed by Prometric.

Upon receipt of the eligibility key and if the eligibility has already been uploaded by Prometric, the candidate can access the Prometric website to select an exam date and to choose either an exam center or make an appointment with the Proctor. The eligibility key is valid for 6 months. The eligibility key is unique to the individual who receives it.

Registration

To register online, the candidate must follow the following procedure:

- With an internet browser open www.prometric.com.

- Select **Schedule My Exam** option.

- Select **SWIFT Partner Programme** from the directory

- Select Schedule in the Actions.

- Continue through the registration process, using your name and eligibility key.

- Select the SWIFTNet Connectivity (SNC) exam.

To register by phone, a toll-free number (for most countries) is available at www.prometric.com > Contact Us. Candidates must have an eligibility key to register.

Results

When the candidate has completed all the questions, the Prometric system displays the results.

The results are sent to SWIFT on a weekly basis which may cause some lead time between the exam date and the date SWIFT receives the results. The SB certification office will review the results and send out email communication to the candidate with the definitive Pass/Fail grade on that exam attempt. Processing the results may take one week.
Prometric issues the invoices directly. For any enquiries concerning exam registrations, exam date changes or exam cancellations, please contact the Prometric Support desk at https://www.prometric.com/contact-us.

2.2 SB Specialist, connectivity exam

The SB Specialist connectivity exam covers the release 7.6 of SWIFTNet Link, Alliance Gateway, Alliance Web Platform, Hardware Security Module.
The SWIFTNet Connectivity theoretical exam comprises four modules. A minimum score of 60% correct answers for the exam overall and for each separate module is required to pass the examination.

Section	Number of questions asked
SWIFTNet Link (SNL)	25
Hardware Security Module (HSM) and Security Awareness	25
Alliance Gateway (SAG)	25
Alliance Web Platform (AWP)	25
Total number of questions	100
	Duration: 4 hours

3   Training

The candidate can prepare the SB Specialist exam by following SWIFT Smart courses, participate to tailored trainings, and read the relevant documentation.

3.1 SB Specialist, connectivity

3.1.1 Courses

SWIFTSmart overview

SWIFTSmart is an interactive, cloud-based training service that offers a large variety of courses for different levels of knowledge. The courses contain exercises and quizzes and are available in multiple languages. The SWIFTSmart catalogue provides a list of courses that are organised into these learning tracks:

- New to SWIFT
- Work with messages
- Secure your operations
- Administer your system

In the SWIFTSmart catalogue you will find the full list of e-trainings currently available on our platform and accessible from the desktop or from a mobile device.
Tailored training request can be made through your account manager or to SWIFTSmart.Administrator@swift.com.

3.1.2 Self-study: relevant documents

You can refer to the documentation on the online User Handbook to prepare your exam:

- **Alliance Gateway 7.6**
    - o Release Letter
    - o Administration and Operations Guide
    - o Installation Guide (AIX)
    - o Installation Guide (Linux)
    - o Installation Guide (Windows)
    - o MQ Host Adapter Configuration Guide
    - o Remote API Operations Guide
    - o Remote API Installation Guide (AIX)
    - o Remote API Installation Guide (Linux)
    - o Remote API Installation Guide (Windows)
    - o High Level Guidelines for Cluster Configuration
    - o High Level Guidelines for Remote Cluster Configurations - UNIX
    - o Security Guide

- **SWIFTNet Link 7.6**
    - o [Release Letter](#)
    - o [Operations Guide](#)
    - o [Installation Guide (AIX)](#)
    - o [Installation Guide (Linux)](#)
    - o [Installation Guide (Windows)](#)
    - o [Error codes](#)
- **Hardware Security Module (HSM) and Security Awareness**

    - o [HSM Box Operations Guide](#)
    - o [HSM Token Operations Guide](#)
    - o [HSM Box Troubleshooting Guide](#)
    - o [HSM Box Software Upgrade Guide](#)
    - o [HSM Box Hardware Guide](#)
    - o [Security Guidance](#)
    - o [Info for Hardening supported Operating Systems](#)

- **Alliance Web Platform Server-Embedded 7.6**
    - o [Security Guide](#)
    - o [Release Letter](#)
    - o [Administration and Operations Guide](#)
    - o [Installation Guide (AIX)](#)
    - o [Installation Guide (Linux)](#)
    - o [Installation Guide (Windows)](#)

4   Exam Fees

Prometric charges USD 200 for each exam registration. A candidate that has failed the exam will receive a new eligibility key to register again for passing the same exam. There is no restriction on the number of iterations to do this. All fees are subject to change.