



Candidate Handbook - v. 10.31.2018



SPLUNK CERTIFICATION

Candidate Handbook

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PROGRAM INTRODUCTION

Hello and welcome to Splunk Certifications! This handbook is designed as a comprehensive resource for candidates looking to learn more about the program, to gain understanding about our policies and procedures, and to select the certification track of their choice.

Why should I get Splunk Certified?

We're glad you asked. Here at Splunk, we are on a mission to make machine data accessible, usable, and valuable to everyone. Splunk® Enterprise and Splunk Cloud™ deliver massive scale and speed to give our customers the real-time insights needed to boost productivity, security, profitability, and competitiveness... *but not everyone knows how to use it.*

From novice to expert, Splunk can be harnessed by anyone with the right training — and it has never been easier to get up to speed. Whether you're simply learning your way around the Splunk platform or getting certified to become a Splunk ninja, there is a [learning path](#) or [certification track](#) for you!

Our certification program is designed to train candidates for their current role **or for the role they seek as an industry professional** to better serve their organization or to become a highly skilled, standout applicant in today's competitive job market.

Our goal is to certify exceptional, well-trained, sought-after professionals that our industry peers recognize as experts in their field.

[Are you sold on Splunk Certifications? Keep reading to learn more about our current offerings...](#)



SPLUNK CERTIFICATION OFFERINGS

Here are our 2018 certification offerings, in order from entry-level to highly technical:

[**SPLUNK CORE CERTIFIED USER**](#)

A Splunk Core Certified User is able to search, use fields, create alerts, use look-ups, and create basic statistical reports and dashboards in either the Splunk Enterprise or Splunk Cloud platforms. This foundational, entry-level certification demonstrates an individual's basic ability to navigate and use Splunk software.

[**SPLUNK CORE CERTIFIED POWER USER**](#)

A Splunk Core Certified Power User has a basic understanding of SPL searching and reporting commands and can create knowledge objects, use field aliases and calculated fields, create tags and event types, use macros, create workflow actions and data models, and normalize data with the Common Information Model in either the Splunk Enterprise or Splunk Cloud platforms. This foundational, entry-level certification demonstrates an individual's foundational competence of Splunk's core software.

[**SPLUNK ENTERPRISE CERTIFIED ADMIN**](#)

A Splunk Enterprise Certified Admin manages various components of Splunk Enterprise on a daily basis, including license management, indexers and search heads, configuration, monitoring, and getting data into Splunk. This foundational, moderate-level certification, designed for Enterprise administrators, demonstrates an individual's ability to support the day-to-day administration and health of a Splunk Enterprise environment.

[**SPLUNK ENTERPRISE CERTIFIED ARCHITECT**](#)

A Splunk Enterprise Certified Architect has a thorough understanding of Splunk Deployment Methodology and best-practices for planning, data collection, and sizing for a distributed deployment and is able to manage and troubleshoot a standard distributed deployment with indexer and search head clustering. This highly technical certification, designed for Enterprise architects, demonstrates an individual's ability to deploy, manage, and troubleshoot complex Splunk Enterprise environments.

[**SPLUNK CERTIFIED DEVELOPER**](#)

A Splunk Certified Developer builds apps using the Splunk Web Framework. This certification, introduced in Fall 2018 and specifically designed for developers on the Splunk platform, demonstrates an individual's expertise in drilldowns, advanced behaviors and visualizations, planning, creating, and packaging apps, and REST endpoints.



SPLUNK ENTERPRISE SECURITY CERTIFIED ADMIN

A Splunk Certified Enterprise Security Admin manages a Splunk Enterprise Security environment, including ES event processing and normalization, deployment requirements, technology add-ons, settings, risk analysis settings, threat intelligence and protocol intelligence configuration, and customizations. This app-specific certification, introduced in Fall 2018 and designed for Splunk Enterprise Security administrators, demonstrates an individual's ability to install, configure, and manage a Splunk Enterprise Security deployment.

SPLUNK IT SERVICE INTELLIGENCE CERTIFIED ADMIN

A Splunk IT Service Intelligence Certified Admin installs and configures Splunk's app for IT Service Intelligence (ITSI), including ITSI architecture, deployment planning, service design and implementation, notable events, and developing glass tables and deep dives. This app-specific certification, introduced in Fall 2018 and designed for Splunk IT Service Intelligence administrators, demonstrates an individual's ability to deploy, manage, and utilize Splunk ITSI to monitor mission-critical services.

Each of the above certification tracks includes prerequisite coursework, ranging from self-paced eLearning (for our entry-level certifications) to instructor-led classroom environments. In order to complete the course(s), candidates must complete each module, lab, and any included quizzes or knowledge checks. Candidates who do not complete (or fail) the courses will not be eligible for the exams.

Please visit [Appendix A](#) for the full requirements of each certification path listed above, including links to download the test blueprints and certification track flowcharts. This information, and test blueprints which detail the topics covered by each exam, are also readily available via [Splunk.com/Education](https://splunk.com/education).



CERTIFICATION CANDIDATE REQUIREMENTS

As part of our program's partnership with PearsonVUE, all exam registrants must adhere to a few universal guidelines (no exceptions):

- Must have a Splunk.com account/username, linked to a valid, current email address.
- Must create an account with PearsonVUE: www.pearsonvue.com/splunk. **Note: the name used for exam registration must match the full name on candidate's photo ID.**
- Must be at least 18 years of age. Candidates age 13-17 who wish to participate must provide a **signed parental acknowledgement form** (available as Exhibit 1, attached to the Splunk Certification Agreement, included on page 12)
- Must pay registration fee of \$125 per exam (or \$500 for 5 exam registrations).
- Must provide valid photo ID **and** a second form of identification showing legal name (e.g. credit card, military ID, student ID, etc.) at the time of exam.
- Must agree to Splunk Certification Agreement (see page 12, also found [here](#)).
- Online proctoring candidates must meet the PearsonVUE system requirements (available at www.pearsonvue.com/splunk/op).



EXAM REGISTRATION

When you're ready to take a Splunk Certification exam, please see our [Exam Registration Tutorial](#) for registration assistance.

As a reminder, each exam registration (including retakes) costs \$125. Bulk registration vouchers can be purchased at a discounted price of five registrations for \$500.

There are three ways to purchase a PearsonVUE registration voucher:

- 1) Directly from PearsonVUE.

This is the most streamlined approach. Follow the steps for account creation and exam registration provided at www.pearsonvue.com/splunk. Payment will be collected at the time of registration. You can also visit the Pearson VUE [voucher store](#) for direct purchase.

- 2) From Splunk (as an individual)

Log into your existing account at Splunk.com/Education to purchase a registration code. Payment can be made via credit card or existing Splunk Education credits. Splunk will email you a unique registration code, which can be used for registration at www.pearsonvue.com/splunk.

- 3) From Splunk (as an account).

Your Splunk Sales Rep can add certification exams to any deal. Once the number of vouchers has been requested, Splunk will email your unique registration codes, which can be used for registration at www.pearsonvue.com/splunk.

All scheduled exams are subject to a minimum 24-hour cancellation and/or rescheduling policy. Failure to cancel or reschedule an exam within this timeframe results in forfeiture of registration fee.

Please refer to the PearsonVUE [FAQ page](#) for more information.



TAKING THE EXAM

There are two options for taking an exam through PearsonVue.

- 1) In-person at a Pearson Test Center.
- 2) At home via online proctoring*.

**Please note - candidates who opt for online proctoring must complete (and pass) a SYSTEM TEST from the same computer and location which will be used for the exam prior to exam day. Administrative rights on the computer are required to download the software. The system test is available via: <http://www.pearsonvue.com/splunk/op/>. If your system does not meet the requirements, please register to take the exam at a testing center. If your computer is found not to meet requirements and you have missed the 24-hour cancellation window, you are unlikely to receive a refund. We strongly encourage candidates to read [this overview](#) prior to scheduling an exam via online proctoring.*

Splunk Certification exams are **not** open-note. This means that any reference material (notes, course documentation, access to Splunk Docs or Splunk Answers, etc.) is strictly prohibited. Both on-site and online proctors are trained to identify unauthorized materials or behavior. ***Any perceived violation of the closed-book policy will result in automatic failure and forfeiture of registration fees.***

All exams will be timed for a total duration of 57* minutes, with the exception of the Splunk Enterprise Architect exam (87* minutes). This means candidates must submit their answers for scoring prior to the 57-minute (or 87-minute) mark. ***Exams launched in their beta phase (Splunk Certified Developer, Splunk Enterprise Security Certified Admin, Splunk IT Service Intelligence Certified Admin) will be 87* minutes. This is subject to change once the exam forms are finalized (projected early 2019).*** Both onsite and online exams will provide candidates with a running clock for time management purposes. Candidates are responsible for managing their time appropriately. For more information regarding exam length and seat time, click [here](#).

During the exam, candidates **will** be able to mark questions “Flag for Review”, go back to previously answered questions, and will have a final opportunity to review all answers prior to submitting the exam for scoring. Once submitted, all scores are considered final.

**Total exam time is 60 (or 90) minutes with three minutes allotted to reviewing/accepting the exam agreement. Total exposure to exam content (i.e. exam questions) is, therefore, 57 (or 87) minutes.*



EXAM RESULTS/SCORE REPORTING

Immediately after submitting the exam, the candidate's results (pass or fail) will be displayed. For candidates testing onsite, a printout of these results will be provided by the on-site proctor. Candidates testing via online proctoring will not receive a hard copy of their results, but will have the option to print a score report via their Pearson online account.

Candidates (both onsite and online) who pass the exam will not receive any additional feedback regarding exam performance.

Unsuccessful candidates (both onsite and online) can access additional information (including section feedback) via their Pearson online account. **A question-by-question analysis will not be provided.**

Please note - the following exams are being launched in their beta phase:

- **Splunk Certified Developer**
- **Splunk Enterprise Security Certified Admin**
- **Splunk IT Service Intelligence Certified Admin**

This means that that candidates who complete the exam will not immediately receive pass/fail results. The targeted date for announcing results to individuals who complete this exam is January 2019, but this is dependent on getting a sufficient number of exam registrants to analyze performance data.

DIGITAL BADGING

Candidates who pass the exam will also receive, via email, a **digital badge** for use in an email signature, on networking/social media sites (e.g. LinkedIn), or for professional qualification verification purposes (e.g. HireRight or other recruiting agencies). Digital badges are unique to the candidates who earn them and cannot be altered, edited, or shared.

For more information on digital badges, please visit <https://www.youracclaim.com/>.



RETAKE POLICY

Candidates who do not pass an exam on their first attempt must wait 7 days to retake the exam. Wait time begins the day *after* the exam. Please refer to the table below:

First Attempt	Second Attempt (the following week)
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Saturday
Saturday	Sunday
Sunday	Monday

Candidates who do not pass an exam on their second attempt must wait 14 days to retake the exam. Wait time begins the day *after* the attempt.

Subsequent retakes are as follows:

- Third attempt 4 weeks or 28 days
- Fourth attempt 8 weeks or 56 days
- Fifth attempt 8 weeks or 56 days

Retakes beyond the 5th attempt will be considered on a case-by-case basis. Splunk reserves the right to deny a retake beyond the 5th attempt.

RETAKING PREVIOUSLY PASSED EXAMS

Candidates will not be permitted to retake any exam they have previously passed, unless directly related to a recertification requirement approved by Splunk.

This information is also readily available via [Splunk.com/education](https://splunk.com/education).



TESTING ACCOMMODATIONS POLICY

Splunk's special accommodations testing policies are intended to meet the needs of candidates who have documented disabilities and require an accommodation within the normal testing process to take a Splunk certification exam. Granting special accommodations allows us to administer exams in a way that is fair for all exam candidates.

Please note - all accommodations requests must include diagnostic, detailed documentation provided by an evaluator such as a psychologist, doctor, or other medical professional who has or will administer a series of psychological, educational, or medical tests.

There are **four major categories** that are subject to special accommodations under our guidelines:

- **LCD** (LEARNING AND OTHER COGNITIVE DISORDERS)
- **ADD/ADHD** (ATTENTION-DEFICIT/HYPERACTIVITY DISORDER)
- **EPP** (PSYCHOLOGICAL AND PSYCHIATRIC DISORDERS)
- **PCH** (PHYSICAL DISABILITIES & CHRONIC HEALTH CONDITIONS)
 - hearing
 - wheelchair access
 - physical impairments

As with all of our exam administrations, the testing accommodations are administered through Pearson VUE, our exam delivery partner. There is no single type of testing accommodation that is appropriate for all individuals with disabilities, thus the actual accommodations are individualized and considered on a case-by-case basis. Through our testing partner, we are able to provide several different types of accommodations including, but not limited to:

- Text magnifiers such as Zoom Text
- Text readers such as Job Access With Speech
- A separate testing room
- Additional testing time
- A reader or scribe

REQUESTING ACCOMMODATIONS

For more information, or to request special accommodations, please contact certification@splunk.com. As a best practice, accommodations requests should be submitted **at least three months prior to registration** so the need for accommodations can be verified and the specific accommodations requested can be met.



CANDIDATE SUPPORT/FAQ

Below are some of the most frequently asked questions our Certification Team fields. Please also refer to [INSERT URL](#) for the most up-to-date FAQ and information.

Q: What version are the new certifications? How often will I need to recertify in the future?

A: As part of the Fall 2018 relaunch, we're also updating the way we version our certifications. Our goal is to minimize confusion and simplify the recertification process in the years to come. The following life-cycles will apply to recertifications moving forward, beginning with the date the digital badge was received:

- Splunk Core Certified User - 2 years
- Splunk Core Certified Power User - 2 years
- Splunk Enterprise Certified Admin - 2 years
- Splunk Enterprise Certified Architect - 3 years
- Splunk Certified Developer - 3 years
- Splunk Enterprise Security Certified Admin - 3 years
- Splunk IT Service Intelligence Certified Admin - 3 years

Q: I am a Splunk Partner (or Splunk Employee). Can you help me with my Accreditation path(s)?

A: As of February 2018, all Sales, SME, and PS paths have been designated Splunk Accreditations and are no longer under the jurisdiction of the Certification Team. Splunk Partners can visit the Accreditations [FAQ page](#) for general information and as a primary resource for information. Any additional questions/concerns regarding Accreditations can be directed to accreditations@splunk.com.

Q: If I completed coursework through Splunk Education prior to Fall 2018, do I need to retake the courses?

A: No! Our program relaunch only affects the exam content and platform. The prerequisite courses have **not** changed with the relaunch, so **no courses need to be repeated as part of the recertification process.**

If you're seeking the next-level certification (e.g. you hold Power User, but are pursuing Admin during the recertification window), you do need to take the next-level courses, but you do **not** need to retake previously completed courses.



Q: What is the cost for the exams?

A: Exam registration costs \$125 each or 5 registrations for \$500. **This cost applies to each exam attempt, including retakes.** Please refer to [page 6](#) for more information regarding payment and registration.

Q: What is the net cost of recertification under the new program?

A: Generally speaking, \$125 (per certification).

To clarify, for candidates who hold V6.x certifications and wish to maintain their highest level certification, the only cost is the new exam fee: \$125.

Candidates who hold V6.x certifications that wish to "level up" (for example: Power User to Admin) will need to complete (pay for) the prerequisite coursework, followed by the exam. Even in this case, the NET cost is \$125, as the courses have always had a registration fee.

For all candidates looking for more information on recertification including downloadable sample scenarios, clearly outlined paths for existing cert-holders, and additional downloadable reference materials, please visit our [Program Guide](#).

Q: Why are the exams closed book? Will this mean I will need to memorize a bunch of unimportant details?

The exams are closed book as an industry best-practice and to give all candidates a level playing field.

For those looking to prepare ahead of time for the new exams, please refer to the exam blueprints posted on Splunk.com/Education for each certification track.

Also note - the (all-new) exam content was written and developed with this policy in mind and the exams were beta tested by candidates who also had to abide by the closed-book policy.

Their performance data helped finalize the exams which will be launching with the new program.

This means that not only were the new exams specifically designed to be taken by candidates without access to reference materials, but that they have already been taken by candidates without access to reference materials.

This policy is designed to make the exam more accessible and fair for all candidates.



Q: Are the exams suitable for non-native English speakers?

Yes! This was one of the driving forces behind revamping our exam content. The new exam questions were written under a set of guidelines specifically designed to eliminate tricky wording, double negatives, and/or fill-in-the-blank type questions. They have also been through several rounds of editing by both technical and non-technical experts and have been beta tested by a wide variety of candidates (including ESL Splunkers, customers, and Partners).

As part of the program relaunch, performance data will continue to be analyzed on a regular basis to ensure that questions are “performing” as expected. This iterative process will help us generate top-quality content to maximize accessibility for all candidates.

Q: What happens if I choose not to recertify?

As of October 1, 2019, any (V6.x and older) certification(s) will be considered out-of-date. Legacy cert-holders will not be granted a digital badge. Digital badges will only be granted to cert-holders under the new program.

This means that, moving forward, if a third party (potential employer, etc.) contacts us to verify your certifications, we would be able to verify that you hold an outdated certification.

Please note - we will never provide information regarding your certifications to a third party without your written consent.

For a comprehensive, and frequently updated, list of training and certification FAQ, please see our [Program Guide](#).



SPLUNK CERTIFICATION AGREEMENT

SPLUNK INC. SPLUNK CERTIFICATION AGREEMENT

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS THOROUGHLY.

IF YOU ACCEPT ALL OF THE TERMS CONTAINED IN THIS CERTIFICATION AGREEMENT, PLEASE INDICATE THIS BY SELECTING THE “ACCEPT” BUTTON AT THE BOTTOM OF THIS AGREEMENT. SELECT “DECLINE” IF YOU DO NOT ACCEPT ALL THE TERMS AND CONDITIONS SET OUT BELOW.

SPLUNK MAY CHANGE THE TERMS OF THE AGREEMENT FROM TIME TO TIME AT ITS SOLE DISCRETION. PLEASE REVIEW THESE TERMS CAREFULLY AS YOU ARE RESPONSIBLE FOR COMPLYING WITH THE MOST CURRENT VERSION OF THE AGREEMENT.

This Certification Agreement is made and entered into as of the date you click “ACCEPT” and is between you and Splunk Inc. (“Splunk”).

1. DEFINITIONS

- 1.1 “Certification(s)” means any in the set of professional certification programs offered by Splunk.
- 1.2 “Splunk Certified” means an individual who has successfully met the requirements for Certification as set forth in Section 3.
- 1.3 “Program(s)” means the Certification programs offered by Splunk under this Agreement.
- 1.4 “Testing Delivery Partner” means the entity engaged by Splunk to administer the applicable examination.

2. CONFIDENTIALITY AND INTELLECTUAL PROPERTY OWNERSHIP

This exam, including questions, answers, and graphics within the exam, is Splunk confidential information and is protected by intellectual property laws. All intellectual property rights are expressly reserved to Splunk.

2.1 Confidentiality. Splunk makes exams available to you only for the purpose of demonstrating your competency in the subject matter of the exam for which you seek Certification. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting any exam and any exam-related information including, without limitation, questions, answers, worksheets, computations, drawings, screenshots, diagrams, length or number of exam segments or questions, unannounced changes to an exam, or any communication, including oral communication, regarding or related to the exam (known collectively as “Confidential Information”), in whole or in part, in any form or by any means, oral or written, electronic or mechanical, for any purpose. **Confidential Information includes the contents of the exam, which may not be disclosed as set forth above, including to any Splunk employee outside of**



the Splunk Certification program. Splunk reserves the right to revoke your Certification if there has been a disclosure of Confidential Information.

2.2 Intellectual Property Ownership. Splunk retains all rights, title and interest in and to all Certifications, Programs, Confidential Information and related information, content, data, exams, materials, and all copyrights, patent rights, trademark rights and other proprietary rights therein (collectively “Splunk Proprietary Information”). All rights in Splunk Proprietary Information are expressly reserved to Splunk. Protecting Splunk Proprietary Information is very important to Splunk and therefore, Splunk may pursue all remedies available by law to the maximum extent.

3. CERTIFICATION

3.1 Certification Requirements. To become Splunk Certified, you have to meet the minimum requirements of the relevant Program, including passing scores on required exams in accordance with Splunk’s testing guidelines. If you meet these requirements you will qualify to be Splunk Certified and you will receive an email from Splunk regarding access to your digital badge. Splunk or a third party authorized by Splunk will provide you with a digital version of your Splunk Certification credentials that you will be able to share with others. Shortly thereafter, you will receive an email which will include instructions on how you can redeem and use your digital badge. Program requirements for certification and recertification are available on the Splunk website at https://www.splunk.com/en_us/training.html.

3.2 Program Changes. Splunk may, at any time in its sole discretion, make changes to the Program without notice. Splunk may add or delete available Certifications and modify certification requirements, recommended training courses, testing objectives, outlines and exams, including how and when exam scores are issued. You agree to stay current on the Program requirements, as changed, as a condition of obtaining and maintaining your Certification.

3.3 Certification Revocation. Splunk may, in its sole discretion, revoke any and all Certifications you may have earned, and permanently ban you from earning future Certifications, or apply any other action set forth under Section 4.2, for violations including, but not limited to the following circumstances:

- If you violate the Candidate Code of Conduct as set forth in Section 4.1 below;
- If you fail stay current on continuing education, updated requirements or recertification requirements;
- If you breach the terms and conditions of this Agreement or misuse your digital badge as managed by Splunk or a third party authorized by Splunk;
- If you are unable to live up to the applicable Certification requirements and fail to let Splunk know;
- If you mistreat or threaten to harm, bully or in any way harass any Splunk or Testing Delivery Partner employee or contractor in any form with repeated communications to dispute exam results that have already been reviewed and closed per the Challenge process.



- If Splunk, in its sole discretion, deems that your participation in the Splunk Certification program in any way harms or affects Splunk's or the Program's brand, reputation, goodwill or security.

3.4 Employer Notification. Some of Splunk's partner programs require that partners employ a minimum number of Splunk Certified employees. As a result, the revocation of any Certification may result in loss of partner benefits to that partner. If Splunk revokes your Certification, or, in Splunk's reasonable discretion, has a reason to revoke your Certification per this Agreement, then Splunk has the right to notify your employer and respond to any inquiry by your employer about changes in your Certification status.

3.5 Certification of Minors. Minors under the age of 13 years old, are not eligible for testing or Certification. Minors between the ages of 13 years old through 17 years old, unless otherwise allowed by the specific jurisdiction where you are entering into the agreement, may be eligible for Certification but must submit a parental consent form attached as Exhibit 1, to Splunk countersigned by a parent or legal guardian ("Parental Consent"). A parent or legal guardian must accompany and be present at the testing site during the entire exam process. Splunk reserves the right to impose additional restrictions to comply with applicable laws.

4. EXAMS

4.1 Candidate Code of Conduct. Splunk has established rules to establish a level playing field for all candidates sitting for the exam. Failure to comply with the Candidate Code of Conduct may, at any time, result in the revocation of your certification as specified in Section 4.2. You shall comply with all the following rules and shall not at any time, violate the rules for your benefit or the benefit of others.

By taking this exam, you agree that:

1. It is you and only you, as validated by a legal form of identification, taking this exam and that you are not accepting improper assistance.
2. You will not disseminate the actual exam content or answers, in whole or in part.
3. You will not copy, reproduce, publish, disclose, transmit, sell, offer to sell, post, upload, download, display, distribute in any way, or otherwise transfer, modify, make derivative works of, reverse engineer, decompile, disassemble or translate the exam in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose.
4. You will not use the exam content or answers in any manner that violates applicable law.
5. You have not sought or obtained (i) unauthorized access to the exam content, (ii) access to exam answers, or (iii) others' responses to exam questions, to prepare for this exam.
6. You will follow Testing Delivery Partners' testing policies, protocols, procedures or instruction and only bring items to the testing area that are required to take the exam. Electronic devices of any sort will not be allowed in the testing area.



7. You agree not to tamper or misuse the computers at the test center in any way that would create an unfair advantage for either your or another candidate.
8. You will not falsify or alter certificates, scores or other documents that may misrepresent your Certification status.

4.2 Violations of the Candidate Code of Conduct. Any violation of this agreement may result in a revocation of your certification and ability to seek future Splunk certifications. If Splunk, in its sole discretion, determines that you have violated the Candidate Code of Conduct set forth in Section 4.1, you will receive written notice from Splunk of your violations and any actions that Splunk may take. It will be your sole responsibility to ensure that Splunk has your current mailing address and email address. Splunk will take all actions available under this Agreement, either for violations of the Candidate Code of Conduct under Section 4.1 or Certification revocation under Section 3.3, or violations arising under Section 2 or Section 4.2 including, but not limited to, cancellation of your exam score, a temporary or permanent ban on future Splunk exams, and the cancellation of previously earned Splunk Certifications. Upon any Certification revocation under this Agreement, you must immediately stop holding yourself out as Certified as your status will be updated within Splunk's or its authorized third party's system.

4.3 Accuracy and Integrity of exam Process. When you've completed the exam and your official exam scores have been posted, you may view your official exam score at www.pearsonvue.com/authenticate. Barring any signs of possible misconduct, your test score will stand, otherwise, Splunk may invalidate your score and consider any suspicious actions as a violation of Section 4.1 (Candidate Code of Conduct).

4.4 Exam Challenge. If you think you've noticed an error on an exam or believe that a specific question you saw on a Splunk Certification exam is invalid, you may use the Splunk Certification Exam Challenge form to request an evaluation of your claim https://www.splunk.com/en_us/training/program-guide.html. You must submit your claim within three (3) days of taking the exam for it to be considered. Splunk will generally respond to your submission within fifteen (15) business days.

5. TERM AND TERMINATION

5.1 Term. The Agreement commences when you first accept this Agreement and shall remain in effect until terminated as set forth below.

5.2 Termination for Convenience. Either you or Splunk may terminate this Agreement at any time, with or without cause, upon thirty (30) days written notice to the other.

5.3 Termination By Splunk. Splunk may, in its sole discretion, terminate this Agreement at any time if you breach any of the material terms of this Agreement, or if you violate or fail to meet any Program requirements.

5.4 Notice of termination. All notices of termination must be made in accordance with the notice requirements set forth in Section 9.6 below. Splunk will provide you written notice of termination at



your last known address. Termination notices sent by Splunk are effective as of the date set forth in the notice. Written notices of termination directed to Splunk are effective upon receipt by Splunk. Splunk, without waiving its right to immediately terminate this Agreement, may provide you with thirty (30) days notice to correct any default if this Agreement is terminated for breach under Section 5.3. If Splunk permits such a cure period, your failure to cure any default within the cure period shall automatically cause the termination of this Agreement without further notice.

5.5 Effect of Termination. Upon the termination of this Agreement or Splunk's revocation of your Certification, you shall immediately cease to represent yourself as Splunk Certified.

6. LIMITATION OF LIABILITY

IN NO EVENT SHALL SPLUNK BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE, EVEN IF SPLUNK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS LIMITATION WILL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY PROVIDED HEREIN. SPLUNK'S MAXIMUM LIABILITY UNDER THIS AGREEMENT SHALL NOT EXCEED THE EXAM FEE YOU PAID TO SPLUNK FOR YOUR MOST RECENT EXAM.

7. PRIVACY AND DELIVERY OF CERTIFICATION INFORMATION TO THIRD PARTIES

Except as otherwise provided in this Agreement, how we collect, use, and disclose information you provide to us or which we otherwise collect when you engage with us is governed by our Privacy Policy available at: https://www.splunk.com/en_us/legal/privacy/privacy-policy.html

- Verification of Certification. Splunk may engage with a third party so that you can field requests from third parties, particularly employers, to verify your Certification status directly.
- Limited Disclosure. In addition to the permitted disclosures stated herein, Splunk may share your information in the following ways: (a) to comply with the law or legal process (such as responding to subpoenas or court orders), (b) to exercise our legal rights or defend against legal claims related to this Agreement, (c) to investigate, prevent, or take action regarding illegal activities, suspected or potential fraud, and brand protection matters (such as use of Splunk's trademark without a license), and (d) situations involving potential threats to the physical safety of any person. At Splunk's sole discretion, or as required by applicable law, Splunk will notify you as to what information has been provided to the legal authorities.

8. MISCELLANEOUS

8.1 Failure by either of us to enforce any provision of this Agreement will not be deemed a waiver of future enforcement of that or any other provision. Any waiver, amendment or other modification of any provision of this Agreement will be effective only if in writing and signed by both you and Splunk.



- 8.2 Severability. If a court of competent jurisdiction finds any provision of this Agreement to be unenforceable, that provision of the Agreement will be enforced to the maximum extent permissible so as to affect the intent of the provision, and the remainder of this Agreement will continue in full force and effect.
- 8.3 Survival. Sections 2 (Confidentiality and Intellectual Property Ownership), 3.3 (Certification Revocation), 3.4 (Employer Notification), 4.2 (Violations of the Candidate Code of Conduct), 5.5 (Effect of Termination), 6 (Limitation of Liability), 7 (Privacy and Delivery of Certification Information to Third Parties), and 8 (Miscellaneous) will survive termination of this Agreement.
- 8.4 Controlling Law and Jurisdiction. This Agreement and any action related thereto shall be governed, controlled, interpreted and defined by and under the laws of the State of California. Unless otherwise waived by Splunk at its sole discretion, the exclusive jurisdiction and venue of any action arising out of or relating to this Agreement shall be in the federal or state courts of San Francisco, California. Both you and Splunk submit to the exclusive jurisdiction and venue of such courts for the purpose of any such action and specifically disclaim the United Nations Convention on Contracts for the International Sale of Goods.
- 8.6 Notices. All notices sent or required to be sent shall be in writing or by e-mail to the other party at the addresses on record as provided in writing or via e-mail to the other. It shall be your sole responsibility to ensure that Splunk has a current address/email address for you. Splunk may notify you of changes to Certification rules, exam policies, testing policies, and other policies and procedures by posting at https://www.splunk.com/en_us/training.html.
- 8.7 If you do not agree to the terms set forth in this Agreement, select “Decline”, in which case Splunk shall have the right to decline to administer or have administered the requested certification test. You shall forfeit your entire exam fee if you select “Decline.”**
-



Exhibit 1

Splunk Certification Agreement

Parental Consent Form

My name is _____, parent or legal guardian of the minor child (ages 13 through 17) named _____, who will be taking the Splunk Certification Exam.

By signing, scanning and emailing this Parental Consent Form back to Splunk, you declare the following:

- You are truly the parent or legal guardian of the minor child named above;
- You give consent for the child's participation in the Splunk Certification Program;
- You have read and agree that you are bound by the terms and conditions of the entire Agreement and will ensure that the minor child is aware of and complies with such terms and conditions;
- In the event your child is required to sit for the exam at a test center, you will accompany the child to the test center on the day of the exam and remain on site until the child has completed the exam.

Parent/Legal Guardian Signature: _____ on behalf of minor child,

_____.

Date: _____

Please Print Clearly, Scan, and Email back to Certification@Splunk.com

APPENDIX A

SPLUNK CORE CERTIFIED USER

Prerequisite Certification:

- None

Prerequisite Course:

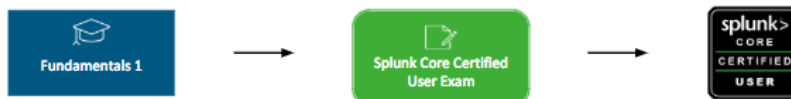
- [Fundamentals 1](#)

Test Blueprint ([download pdf](#))

Certification Track Flowchart ([download pdf](#))

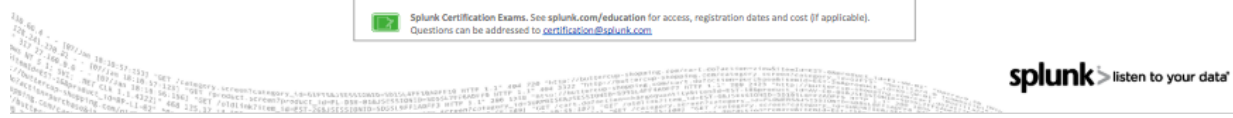


SPLUNK CORE CERTIFIED USER CERTIFICATION TRACK



Splunk Education Content. See splunk.com/education for access, registration dates and cost (if applicable). Questions can be addressed to education_amer@splunk.com

Splunk Certification Exams. See splunk.com/education for access, registration dates and cost (if applicable). Questions can be addressed to certification@splunk.com





SPLUNK ENTERPRISE CERTIFIED ADMIN

Prerequisite Certification:

- Splunk Core Certified Power User

Prerequisite Courses:

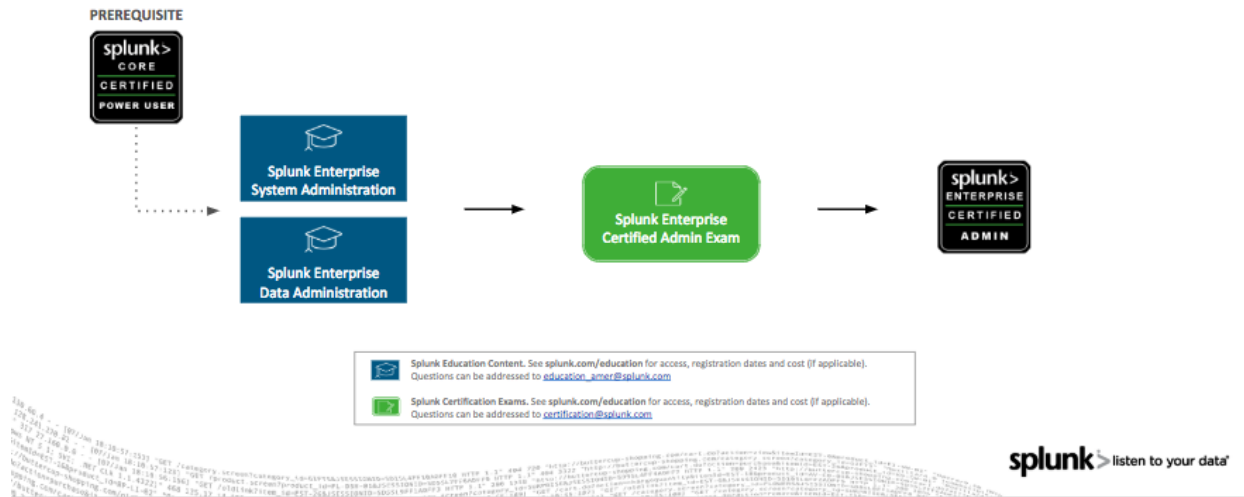
- [Splunk Enterprise System Administration](#)
- [Splunk Enterprise Data Administration](#)

Test Blueprint ([download pdf](#))

Certification Track Flowchart ([download pdf](#))



SPLUNK ENTERPRISE CERTIFIED ADMIN CERTIFICATION TRACK





SPLUNK ENTERPRISE CERTIFIED ARCHITECT

Prerequisite Certification:

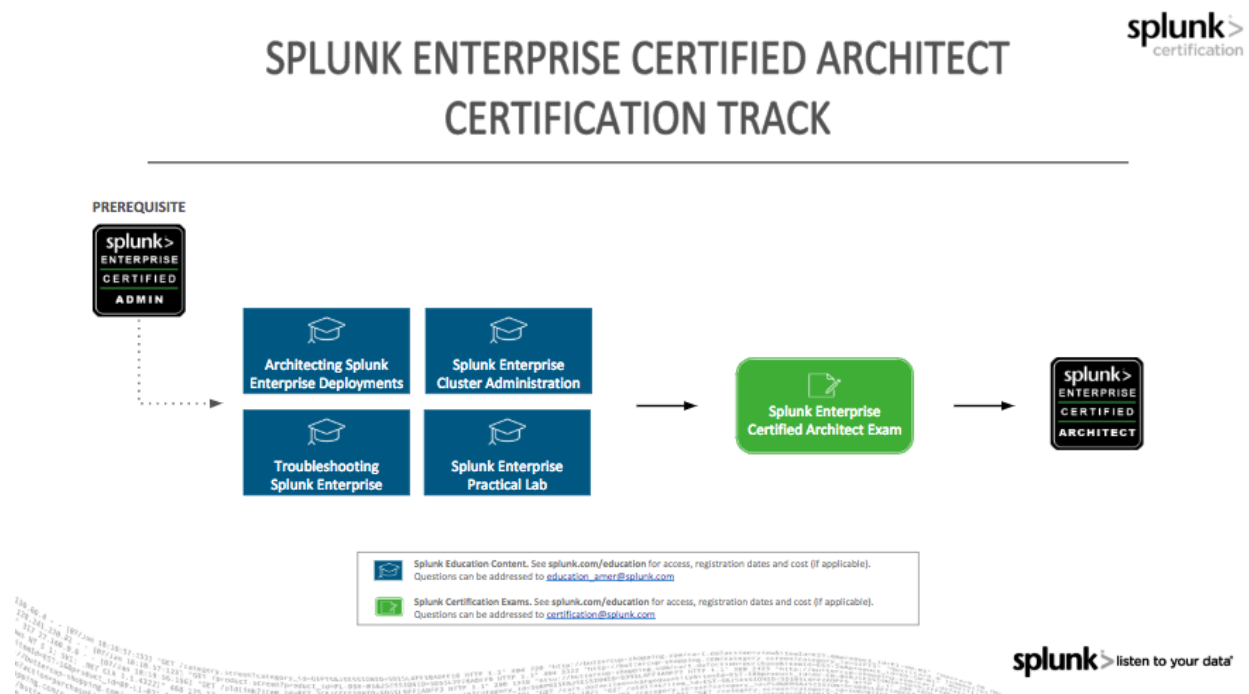
- Splunk Enterprise Certified Admin

Prerequisite Courses:

- [Architecting Splunk Enterprise Deployments](#)
- [Troubleshooting Splunk Enterprise](#)
- [Splunk Enterprise Cluster Administration](#)
- [Splunk Enterprise Practical Lab](#)

Test Blueprint ([download pdf](#))

Certification Track Flowchart ([download pdf](#))



SPLUNK CERTIFIED DEVELOPER

Prerequisite Certification:

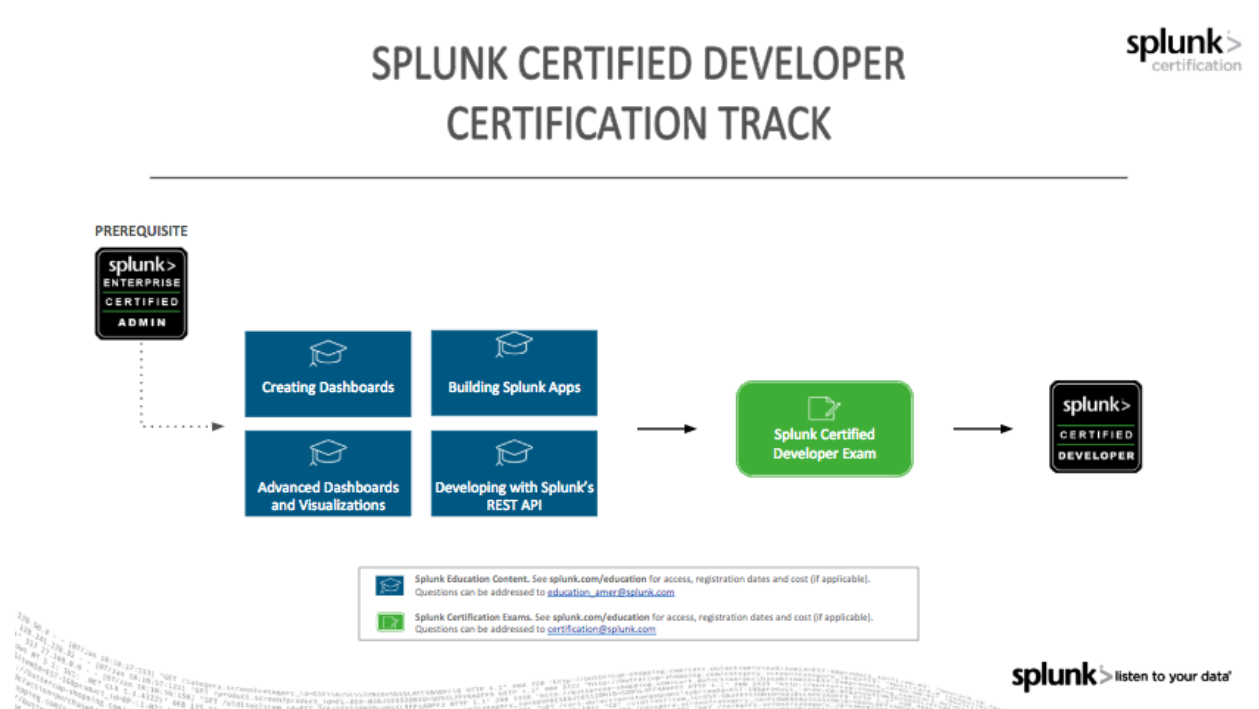
- Splunk Enterprise Certified Admin

Prerequisite Courses:

- [Creating Dashboards](#)
- [Advanced Dashboards & Visualizations](#)
- [Building Splunk Apps](#)
- [Developing with Splunk's REST API](#)

Test Blueprint ([download pdf](#))

Certification Track Flowchart ([download pdf](#))





SPLUNK ENTERPRISE SECURITY CERTIFIED ADMIN

Prerequisite Certification:

- None

Prerequisite Courses:

EITHER

- [Splunk Enterprise System Administration](#)
- [Splunk Enterprise Data Administration](#)

OR

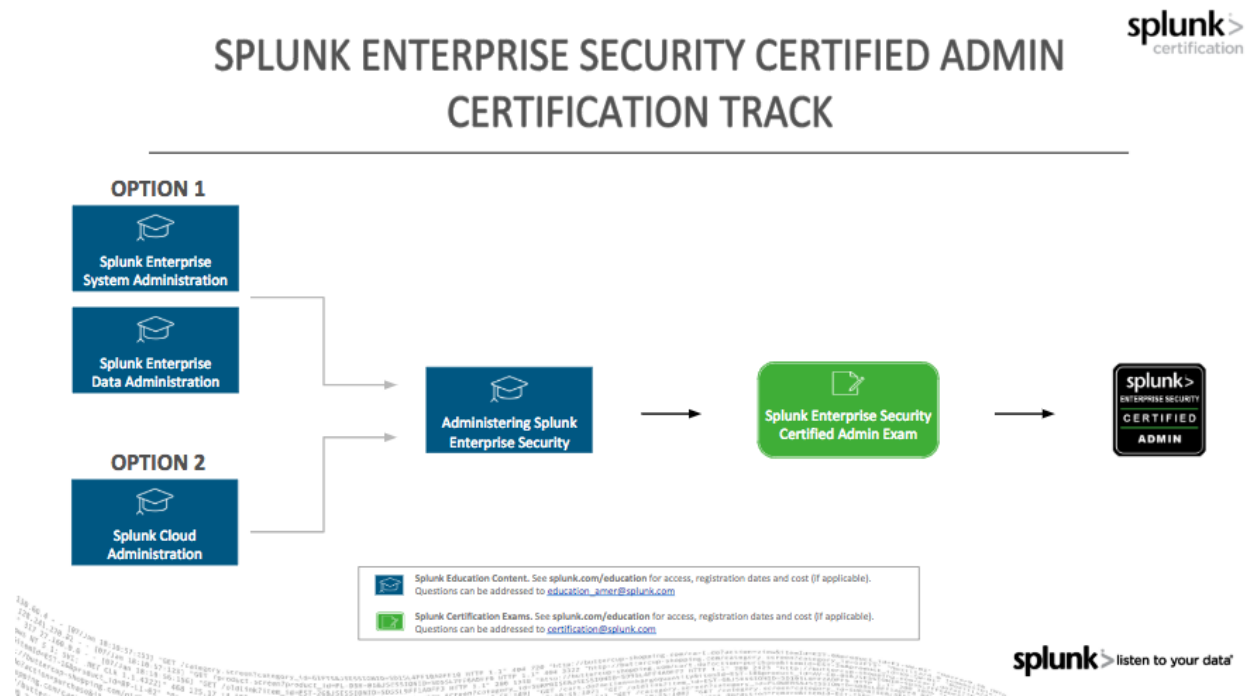
- [Splunk Cloud Administration](#)

AND

- [Administering Splunk Enterprise Security](#)

Test Blueprint ([download pdf](#))

Certification Track Flowchart ([download pdf](#))





SPLUNK IT SERVICE INTELLIGENCE CERTIFIED ADMIN

Prerequisite Certification:

- None

Prerequisite Courses:

EITHER

- [Splunk Enterprise System Administration](#)
- [Splunk Enterprise Data Administration](#)

OR

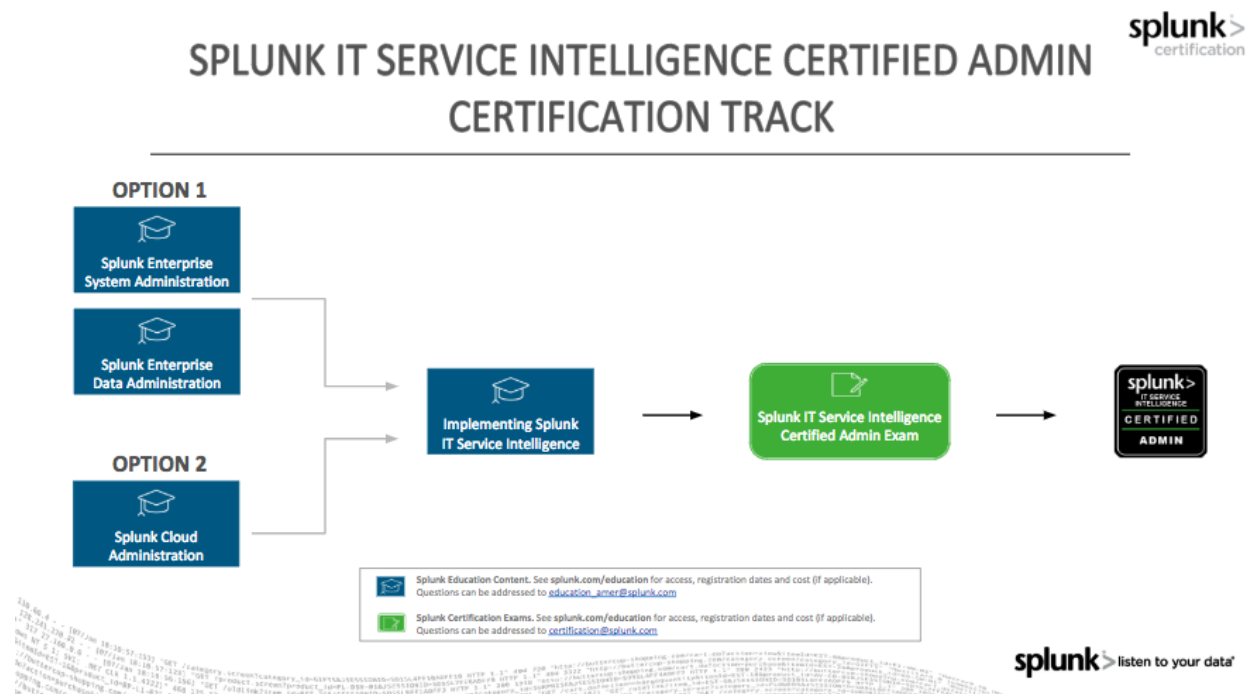
- [Splunk Cloud Administration](#)

AND

- [Implementing Splunk IT Service Intelligence](#)

Test Blueprint ([download pdf](#))

Certification Track Flowchart ([download pdf](#))





APPENDIX B

We, at Splunk, strive to implement best practices for both exam development and delivery, in accordance with the National Commission for Certifying Agencies (NCCA).

Our exams are developed with the end-user in mind (our candidates!) and, therefore, are written, reviewed, and evaluated by well-trained subject matter experts, Splunkers, in correlation with psychometric evaluation and guidance.

Our exams are regularly evaluated for performance as more candidates sit the exam, resulting in additional valuable data that we use for program maintenance and improvement.

In short, we want our exams to live out our Splunk mission by being accessible, usable, and valuable to all!

Looking for even more information regarding our rigorous exam development process? Review all nine steps in full detail [here](#).



APPENDIX C

[Splunk Privacy Policy](#)

[Splunk Terms of Use](#)

The above policies are not included in full in the Certification Handbook as they are subject to change and are best referenced via our website to ensure the most current, accurate information is available to Certification candidates.