

My Certification Plan

Step One: Classes I've Taken

Which classes have you take at IT Service Provider University?

Log into your account at www.itspu.com and click on your name/account to browse to your personal Dashboard. One of the big things you'll see there Your Classes.

<u>Course #</u>	<u>Course</u>	<u>Course Completed</u>	<u>Notes</u>
1A	Foundations - Required	_____	
5W01	Core SOPs for IT Providers	_____	
5W04	Project Management	_____	
5W07	Financial Processes that Make	_____	
5W08	Most Important Checklists	_____	
5W09	MSIAM - Applying the Book	_____	
5W10	Managing Your Service Board	_____	
5W11	Unbreakable Rules of PSA	_____	
5W12	Making Most QuickBooks Desk	_____	
5W14	Appointment Setting	_____	
5W15	Automate Accounting QBO	_____	
5W16	Service Agreements for IT Pros	_____	
5W17	Cloud Services in a Month	_____	
5W18	Solo Powerhouse of One	_____	
5W19	Manage for Growth and Sale	_____	
5W20	Absolutely Unbreakable Rules	_____	
5W21	Business Strategy	_____	
5W22	Sales for IT Service Providers	_____	
5W23	Optimize Social Media	_____	
5W24	Facebook YouTube LinkedIn	_____	
5W25	Social Media Supercharge	_____	
5W26	Customer Service for ITSPs	_____	
5W27	Surviving Your Successful Biz	_____	
5W28	Profit First for MSPs	_____	
5W29	Leadership Mngmnt Principles	_____	
5W30	Emerging Technologies MSPs	_____	

Step Two: How Close Am I To A Specialist Cert?

To complete a Specialist Certification, you need to complete TWO Core Exams and a total of five exams within a specific pathway. Core exams can also be used for Elective Exams.

A couple notes: A core exam can only be used for ONE Specialist Cert. Elective exams can be used for up to TWO Specialist Certs. The

Use the tables below: For each pathway, note whether you plan to use the related exams for Core or Elective requirements.

Pathway: Management

<u>Course #</u>	<u>Course</u>	<u>Core or Elective</u>	<u>Notes</u>
	Possible Core Exams		
5W04	Project Management	_____	
5W10	Managing Your Service Board	_____	
5W21	Business Strategy	_____	
5W26	Customer Service for ITSPs	_____	
5W29	Leadership Mngmnt Principles	_____	
	Elective Exams		
5W01	Core SOPs for IT Providers	_____	
5W07	Financial Processes that Make	_____	
5W08	Most Important Checklists	_____	
5W09	MSIAM - Applying the Book	_____	
5W11	Unbreakable Rules of PSA	_____	
5W12	Making Most QuickBooks Desk	_____	
5W15	Automate Accounting QBO	_____	
5W16	Service Agreements for IT Pros	_____	
5W17	Cloud Services in a Month	_____	
5W18	Solo Powerhouse of One	_____	
5W19	Manage for Growth and Sale	_____	
5W20	Absolutely Unbreakable Rules	_____	
5W22	Sales for IT Service Providers	_____	
5W23	Optimize Social Media	_____	
5W27	Surviving Your Successful Biz	_____	
5W28	Profit First for MSPs	_____	
5W30	Emerging Technologies MSPs	_____	

Pathway: Technician

<u>Course #</u>	<u>Course</u>	<u>Core or Elective</u>	<u>Notes</u>
	Possible Core Exams		
5W01	Core SOPs for IT Providers	_____	
5W09	MSIAM - Applying the Book	_____	
5W10	Managing Your Service Board	_____	
5W26	Customer Service for ITSPs	_____	
	Elective Exams		
5W04	Project Management	_____	
5W08	Most Important Checklists	_____	
5W11	Unbreakable Rules of PSA	_____	
5W17	Cloud Services in a Month	_____	
5W20	Absolutely Unbreakable Rules	_____	

Pathway: Sales and Marketing

<u>Course #</u>	<u>Course</u>	<u>Core or Elective</u>	<u>Notes</u>
	Possible Core Exams		
5W22	Sales for IT Service Providers	_____	
5W23	Optimize Social Media	_____	
5W26	Customer Service for ITSPs	_____	
	Elective Exams		
5W09	MSIAM - Applying the Book	_____	
5W14	Appointment Setting	_____	
5W17	Cloud Services in a Month	_____	
5W18	Solo Powerhouse of One	_____	
5W20	Absolutely Unbreakable Rules	_____	
5W24	Facebook YouTube LinkedIn	_____	
5W25	Social Media Supercharge	_____	

Pathway: Service Management

<u>Course #</u>	<u>Course</u>	<u>Core or Elective</u>	<u>Notes</u>
	Possible Core Exams		
5W11	Unbreakable Rules of PSA	_____	
5W20	Absolutely Unbreakable Rules	_____	
5W26	Customer Service for ITSPs	_____	
5W29	Leadership Mngmnt Principles	_____	
	Elective Exams		
5W01	Core SOPs for IT Providers	_____	
5W04	Project Management	_____	
5W08	Most Important Checklists	_____	
5W09	MSIAM - Applying the Book	_____	
5W10	Managing Your Service Board	_____	
5W16	Service Agreements for IT Pros	_____	
5W17	Cloud Services in a Month	_____	
5W18	Solo Powerhouse of One	_____	
5W21	Business Strategy	_____	
5W27	Surviving Your Successful Biz	_____	

Pathway: Front Office / Admin

<u>Course #</u>	<u>Course</u>	<u>Core or Elective</u>	<u>Notes</u>
	Possible Core Exams		
5W07	Financial Processes that Make	_____	
5W12	Making Most QuickBooks Desk	_____	
5W15	Automate Accounting QBO	_____	
5W26	Customer Service for ITSPs	_____	
	Elective Exams		
5W09	MSIAM - Applying the Book	_____	
5W11	Unbreakable Rules of PSA	_____	
5W16	Service Agreements for IT Pros	_____	
5W18	Solo Powerhouse of One	_____	
5W19	Manage for Growth and Sale	_____	
5W20	Absolutely Unbreakable Rules	_____	