HCLSoftware Certified IT Administrator – Unica 12.1
Certification Exam Guide

Introduction

This **intermediate level** exam certifies that the successful candidate is familiar with HCL Unica Campaign v12.1 installed on HCL Unica Platform v12.1. The successful candidate must demonstrate knowledge of HCL Unica Campaign architecture and configuration. They must know how to utilize the Unica Platform and Unica Campaign utilities, and perform the required administrative tasks including deployment, troubleshooting, reporting, and monitoring of the environment.

The administrator is self-sufficient and is able to perform most of the tasks involved in this role with a limited amount of assistance from peers and vendor support services. The administrator efficiently uses product documentation.

Recommended Skills

- Unica Campaign Architecture
- Unica Campaign Database
- Unica Cloud Native Architecture
- Performance and Tuning
- Security and User Administration
- Unica Utilities

Exam Format

- Multiple choice – one correct response out of four choices
- Multiple Response – two or more correct responses out of four choices
- Number of questions: 60, divided in 36 simple questions with 1 point per correct answer, 18 medium questions with 2 points per correct answer and 6 difficult questions with 3 points per correct answer.
- This results in a possible maximum score of 90 points
- Passing score: 70% (63/90 points)
- Exam duration: 90 minutes

Unanswered questions are scored as incorrect; there is no penalty for guessing.

Exam Prerequisites

This intermediate certification exam requires that you have successfully obtained the Unica Campaign Designer certificate.

Exam Results

The HCL Unica Campaign v12.1 IT Administrator (HCL-UNC-IAD-121) certification exam is a pass or fail exam. The exam is scored against a minimum standard established by HCLSoftware subject matter experts who follow certification industry best practices and guidelines.

The exam is scored based on a Sum of Scores which is then converted into a percentage to determine pass or fail. The sum of scores is achieved by weight assigned to each individual question based on level of complexity. The minimum score required to pass the exam is 63 out of a total 90, which is 70%.

Your score report could contain a table of exam competencies that illustrate your performance for each of the areas that were tested. This information is intended to provide general feedback about your exam performance and help you determine the areas where further study might be required. You do not need to achieve a passing score for each competency area. You only need to pass the overall exam.

Exam Content

This exam guide includes competency areas and weightings for the exam as seen below.
This exam covers content specifically for HCL Unica Campaign IT Administrator.

Competency Area	% of Examination
Unica Architecture	50%
Campaign Database	7%
Cloud Native Architecture	7%
Performance and Tuning	7%
Security and User Administration	8%
Unica Utilities	15%
IT Admin Use Case	6%
TOTAL	**100%**

Competency Area 1: Unica Architecture
- 1.1   Installation & Configuration
- 1.2   Monitoring & Administration
- 1.3   Unica Clustered Environment

Competency Area 2: Campaign Database
- 2.1 Unica Database Configuration
- 2.2 Database Tables

Competency Area 3: Cloud Native Architecture
- 3.1 Cloud Native Architecture
- 3.2 Database Tables in cloud environment

Competency Area 4: Performance and Tuning

    4.1 Performance Tuning & Optimization

Competency Area 5: Security and User Administration

    5.1 Unica Security and Access

Competency Area 6: Unica Utilities

    6.1 Utilities Functionality

Exam Preparation Resources

It is recommended to utilize the following resources for the HCL Certified Business Administrator – Unica Campaign 12.1 exam. These resources and additional training are not required before taking the exam but are highly recommended opportunities to learn from experts and expand on your knowledge.

- Virtual Training Courses
  From HCL Software U, particularly relevant is the self-paced, or instructor-led HCL Unica Campaign IT Administration course.
- Product Documentation
  Of all Unica documentation, the Unica Campaign Administrator Guide is most relevant.

Exam Registration

Registration for this exam is available on the HCLSoftware U page that is located on the Pearson Vue website.