

**The Open Group® Professional  
Certification Program**

**Configuration Document for the  
Technical Specialist Profession  
(Open CTS)**

Version 1.0  
March 2020

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**The Open Group<sup>®</sup> Professional Certification Program:  
Configuration Document for the Technical Specialist Profession (Open CTS)**

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# Contents

- 1. Overview .....4
  - 1.1 Key Documents .....4
  - 1.2 Levels of Certification .....4
  - 1.3 Migration and Change History .....5
  - 1.4 Terminology and Definitions .....5
- 2. Certification .....6
  - 2.1 Conformance Requirements .....6
  - 2.2 Technical Specialist Specialties .....6
  - 2.3 Milestones and Milestone Badges .....7
  - 2.4 Experience Application Form .....11
  - 2.5 Achieving Certification .....11
  - 2.6 Re-Certification .....14
  - 2.7 Changing Specialties .....14
- 3. Additional Topics .....15
  - 3.1 The Specification Authority for the Profession and Program .....15
  - 3.2 Logos and Labels for Use by Certified Professionals .....15
  - 3.3 Transition .....16
    - 3.3.1 Applying for Certification During Transition .....16
    - 3.3.2 Recognition of Previous Certifications .....16
    - 3.3.3 Discontinued Specialties .....16

# 1. Overview

The Open Group Professional Certification Program (the Program) is designed to validate the existence of those qualities and skills in a professional that enable the effective development, implementation, and operation of Business or IT-related specializations. The Program is skills and experience-based and goes beyond validating the mastery of any specific knowledge base.

The Program covers multiple Professions. This document is for the Technical Specialist Profession, which leads to certification as an Open Certified Technical Specialist (Open CTS).

The Open Group supports two different routes to certification:

- The first route is Direct Certification by The Open Group
- The second route is Indirect Certification through third-party programs accredited by The Open Group

The Conformance Requirements for each of the Professions in the Program apply equally to Direct and Indirect Certification.

**This document is intended for individuals who wish to pursue Direct Certification in the Technical Specialist Profession as Open Certified Technical Specialists, and for organizations that wish to run Accredited Certification Programs internally.**

## 1.1 Key Documents

The Technical Specialist Profession is based upon three key documents:

- The Open Group Professional Certification Program Certification Policy, which sets out the policies and processes by which a Technical Specialist may achieve certification
- The Open Group Professional Certification Program Conformance Requirements for the Technical Specialist Profession (Open CTS), in which are documented the skills and experience that a Technical Specialist must possess to achieve certification
- The Open Group Professional Certification Program Configuration Document for the Technical Specialist Profession (Open CTS) (this document), which outlines the specific certification policies and processes for the Technical Specialist Profession

Practical information about the certification process is available through the Open CTS FAQ and other Open CTS documentation on the Certification Authority's website.

## 1.2 Levels of Certification

The Program recognizes three levels of certification:

Level 1: A professional who is able to perform with assistance/supervision with a wide range of appropriate skills as a contributing professional.

Level 2: A professional who is able to perform independently and take responsibility for delivery of solutions as lead professional.

Level 3: A professional who has significant breadth and depth of impact on the business through the application of their Profession.

### 1.3 Migration and Change History

Version No.	Date	Change
1.0	March 2020	This is the first version of this document. See Section 3.3 for information about transition from previous versions of the Open CTS Certification Program.

### 1.4 Terminology and Definitions

Please see Section 1.5 (Terminology and Definitions) of The Open Group Professional Certification Program Certification Policy for the definition of terms.

## **2. Certification**

### **2.1 Conformance Requirements**

The Conformance Requirements for the Technical Specialist Profession for this version of the Configuration Document are defined in The Open Group Professional Certification Program Conformance Requirements for the Technical Specialist Profession (Open CTS), Version 3.0, published by The Open Group, March 2020, Document No. X204.

### **2.2 Technical Specialist Specialties**

The Open CTS Program currently includes the following 12 Specialties:

- Application Development – Technical Specialists in this Specialty have expertise in translating IT requirements in the design, development, and assembly of components to create custom information systems
- Application Integration – Technical Specialists in this Specialty have expertise in one or more application and integration middleware-based software product areas
- Business Analysis – Technical Specialists in this Specialty have expertise in analysis and description of business processes, and their translation into functional and non-functional IT requirements
- Data Engineering – Technical Specialists in this Specialty have expertise in making available, integrating, and optimizing structured and/or unstructured data using data integration products, enterprise search and visualization technologies, and methods
- Data Platform – Technical Specialists in this Specialty have expertise in making available, integrating, and optimizing structured and/or unstructured data using database products, technologies, and methods
- Network Systems – Technical Specialists in this Specialty have expertise in one or more networking system technology areas
- Package Application Implementation – Technical Specialists in this Specialty have expertise in implementing, integrating, and customizing commercial Independent Software Vendor (ISV) packages such as Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), Finance, Accounting, or vertical industry-specific packages
- Product Support – Technical Specialists in this Specialty are responsible for providing support on hardware and software products
- Security – Technical Specialists in this Specialty have expertise in planning, implementing, and managing security systems
- Server Systems – Technical Specialists in this Specialty have expertise in one or more mainstream server technologies
- Storage Systems – Technical Specialists in this Specialty have expertise in one or more storage system technology areas

- Testing – Technical Specialists in this Specialty have expertise in the planning, design, management, execution, and reporting of tests using appropriate testing tools, techniques, and standards, to ensure that new and amended systems, together with any interfaces, perform as specified

Throughout this document the term <Specialty-specific> is intended to be substituted by one of the Specialties listed above.

Evidence of compliance with the Conformance Requirements will need to be provided in a Specialty-specific context when required and as indicated in the Milestone and Experience Application Forms.

### 2.3 Milestones and Milestone Badges

The Technical Specialist Profession includes three types of Milestone Badge as part of the certification process. These are:

- The Open CTS Professional Communication Milestone Badge, which covers Core Basic skills relating to communication
- The Open CTS Professional Development Milestone Badge, which includes the Professional Development and Community Contribution requirements
- The Open CTS Experience Profile Milestone Badge, which includes the remaining Core Basic skills, the Specialty skills, and the Experience Profile attributes; there are different Experience Profile Milestone Badges for each of the Specialties

Candidates may apply for Milestone Badges at any time and in any order. Each level of certification has its own set of Milestone Application Forms.

Milestone	Conformance Requirements <sup>1</sup>	Evaluation By <sup>2</sup>	Lifetime after which the Badge Ceases to be Valid	Milestone Badge ID
Professional Communication (Level 1 and Level 2)	CBS01, CBS02	Certification Authority	Eight (8) years from the first experience cited	Open CTS PC L1 Open CTS PC L2
Professional Communication (Level 3)	No separate Milestone as Executive Communication is covered by DTS04 and is evaluated in each of the Level 3 Experience Milestone Applications.			
Professional Development (Level 1 and Level 2)	PD01, PD02, PD03, PD04, CC01	Certification Authority	Three (3) years from the last experience cited	Open CTS PD L1 Open CTS PD L2
Professional Development (Level 3)	DPD01, DPD02, DPD03, DPD04, DCC01, DCC02	Certification Authority	Three (3) years from the last experience cited	Open CTS PD L3

<sup>1</sup> As defined in The Open Group Professional Certification Program Conformance Requirements for the Technical Specialist Profession (Open CTS).

<sup>2</sup> As defined by The Open Group Professional Certification Program Certification Policy.

<b>Milestone</b>	<b>Conformance Requirements<sup>1</sup></b>	<b>Evaluation By<sup>2</sup></b>	<b>Lifetime after which the Badge Ceases to be Valid</b>	<b>Milestone Badge ID</b>
Experience Profile at Level 1 and Level 2 in the Application Development Specialty	CBS03, CBS04, CBS05, CBS06, CBS07 TSAD01, TSAD02, TSAD03, TSAD04, TSAD05, TSAD06, TSAD07, TSAD08, TSAD09, TSAD10	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP AD L1 Open CTS EXP AD L2
Experience Profile at Level 1 and Level 2 in the Application Integration Specialty	CBS03, CBS04, CBS05, CBS06, CBS07 TSAI01, TSAI02, TSAI03, TSAI04, TSAI05, TSAI06, TSAI07, TSAI08, TSAI09, TSAI10	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP AI L1 Open CTS EXP AI L2
Experience Profile at Level 1 and Level 2 in the Business Analysis Specialty	CBS03, CBS04, CBS05, CBS06, CBS07 TSBA01, TSBA02, TSBA03, TSBA04, TSBA05, TSBA06, TSBA07, TSBA08	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP BA L1 Open CTS EXP BA L2
Experience Profile at Level 1 and Level 2 in the Data Engineering Specialty	CBS03, CBS04, CBS05, CBS06, CBS07 TSDE01, TDE02, TSDE03, TSDE04, TSDE05, TSDE06, TSDE07	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP DE L1 Open CTS EXP DE L2
Experience Profile at Level 1 and Level 2 in the Data Platform Specialty	CBS03, CBS04, CBS05, CBS06, CBS07 TSDP01, TSDP02, TSDP03, TSDP04, TSDP05, TSDP06, TSDP07	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP DP L1 Open CTS EXP DP L2
Experience Profile at Level 1 and Level 2 in the Network Systems Specialty	CBS03, CBS04, CBS05, CBS06, CBS07 TSNS01, TSNS02, TSNS03, TSNS04, TSNS05, TSNS06, TSNS07	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP NS L1 Open CTS EXP NS L2



<b>Milestone</b>	<b>Conformance Requirements<sup>1</sup></b>	<b>Evaluation By<sup>2</sup></b>	<b>Lifetime after which the Badge Ceases to be Valid</b>	<b>Milestone Badge ID</b>
Experience Profile at Level 1 and Level 2 in the Package Application Implementation Specialty	CBS03, CBS04, CBS05, CBS06, CBS07 TSPA01, TSPA02, TSPA03, TSPA04, TSPA05, TSPA06, TSPA07, TSPA08	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP PA L1 Open CTS EXP PA L2
Experience Profile at Level 1 and Level 2 in the Product Support Specialty	CBS03, CBS04, CBS05, CBS06, CBS07 TSPS01, TSPS02, TSPS03, TSPS04, TSPS05, TSPS06	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP PS L1 Open CTS EXP PS L2
Experience Profile at Level 1 in the Security Specialty	CBS03, CBS04, CBS05, CBS06, CBS07 TSSC01, TSSC02, TSSC03, TSSC04, TSSC05, TSSC06, TSSC07, TSSC08, TSSC09, TSSC10, TSSC11 Each of the requirements TSSC01 to TSSC11 above is worth two (2) points at Applied and five (5) points at a Deep level Recognized third-party security certifications are worth two (2) points	Peer Review Board Member Review Eight (8) points required Only one third-party certification may be cited and it must be current at the time of application for the Milestone Badge	Eight (8) years from the end date of the project cited	Open CTS EXP SC L1

<b>Milestone</b>	<b>Conformance Requirements<sup>1</sup></b>	<b>Evaluation By<sup>2</sup></b>	<b>Lifetime after which the Badge Ceases to be Valid</b>	<b>Milestone Badge ID</b>
Experience Profile at Level 2 in the Security Specialty	<p>CBS03, CBS04, CBS05, CBS06, CBS07</p> <p>TSSC01, TSSC02, TSSC03, TSSC04, TSSC05, TSSC06, TSSC07, TSSC08, TSSC09, TSSC10, TSSC11</p> <p>Each of the requirements TSSC01 to TSSC11 above is worth two (2) points at Applied and five (5) points at a Deep level</p> <p>Recognized third-party security certifications are worth two (2) points</p>	<p>Peer Review Board Member Review</p> <p>14 points required</p> <p>Only one third-party certification may be cited and it must be current at the time of application for the Milestone Badge</p>	Eight (8) years from the end date of the project cited	Open CTS EXP SC L2
Experience Profile at Level 1 and Level 2 in the Server Systems Specialty	<p>CBS03, CBS04, CBS05, CBS06, CBS07</p> <p>TSSV01, TSSV02, TSSV03, TSSV04, TSSV05, TSSV06</p>	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP SS L1 Open CTS EXP SS L2
Experience Profile at Level 1 and Level 2 in the Storage Systems Specialty	<p>CBS03, CBS04, CBS05, CBS06, CBS07</p> <p>TSSS01 TSSS02, TSSS03, TSSS04, TSSS05, TSSS06, TSSS07</p>	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP SV L1 Open CTS EXP SV L2
Experience Profile at Level 1 and Level 2 in the Testing Specialty	<p>CBS03, CBS04, CBS05, CBS06, CBS07</p> <p>TSSTE01, TSSTE02, TSSTE03, TSSTE04, TSSTE05, TSSTE06, TSSTE07, TSSTE08, TSSTE09</p>	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP TE L1 Open CTS EXP TE L2

Milestone	Conformance Requirements <sup>1</sup>	Evaluation By <sup>2</sup>	Lifetime after which the Badge Ceases to be Valid	Milestone Badge ID
Experience Profile (Level 3)	DCFS01, DCSF02, DCSF03, DCSF04, DSCF05, DCSF06, DSCF07, DCSF08, DCSF09, DCSF10, DCSF11, DCSF12, DCSF13, DEXP01, DEXP02, DEXP03	Peer Review Board Member Review	Eight (8) years from the end date of the project cited	Open CTS EXP L3

## 2.4 Experience Application Form

After achieving the necessary Milestone Badges, as defined in Section 2.3, a Candidate must complete an Experience Application Form, which enables a Candidate to show that the Experience Profiles presented for their Experience Profile Milestone Badges meet a set of criteria called the Experience Requirements.

Certification Level	Experience Requirements	Evaluation By
Level 1 or Level 2	EC01, EC02, EC03, EC04	Peer Review Board
Level 3	DEC01, DEC02, DEC03	Peer Review Board

## 2.5 Achieving Certification

After achieving the necessary Milestone Badges, a Candidate may apply for certification by completing and submitting an Experience Application Form to the Certification Authority.

At the time of applying for certification, all of the constituent Milestone Badges must be valid and at least one (1) Experience Profile Milestone Badge must have a start date less than three (3) years before the submission of the Experience Application Form.

Candidates applying for Level 1 or Level 2 certification are not required to have been certified in the Profession previously. Candidates applying for Level 3 certification must previously have been certified at Level 2 in the Profession – such certification need not be current, may be to a previous version of the Program, and may be in any Specialty.

Certification is valid for three (3) years.

<b>Certification Level</b>	<b>Milestone Professional Communication</b>	<b>Milestone Professional Development</b>	<b>Milestone Experience Profile</b>	<b>Evaluation Process<sup>3</sup></b>
Level 1	A valid Open CTS PC L1 or Open CTS PC L2 Milestone Badge is required.	A valid Open CTS PD L1 or Open CTS PD L2 Milestone Badge is required.	Two (2) valid Open CTS EXP L1 or Open CTS EXP L2 Experience Profile Milestone Badges are required. <sup>4</sup>  At least one (1) Experience Profile Milestone Badge must have a start date less than three (3) years before the submission of the Experience Application Form to the Certification Authority.  At least one (1) of the Experience Profile Milestone Badges must be in the Specialty chosen for certification.	Single Board Member Review  Additional Board Member(s) assigned if declined.
Level 2	A valid Open CTS PC L2 Milestone Badge is required.	A valid Open CTS PD L2 Milestone Badge is required.	Three (3) valid Open CTS EXP L2 Experience Profile Milestone Badges are required.  At least one (1) Experience Profile Milestone Badge must have a start date less than three (3) years before the submission of the Experience Application Form to the Certification Authority.  At least two (2) of the Experience Profile Milestone Badges must be in the Specialty chosen for certification.	Peer Review Board Review

<sup>3</sup> See Section 6 (Evaluation) of The Open Group Professional Certification Program Certification Policy for further information.

<sup>4</sup> For Level 1 certification, a Candidate may use Level 1 or Level 2 Experience Profile Milestone Badges or any combination thereof. Note that Level 3 Experience Milestones are qualitatively different from Level 1 and 2 and therefore cannot be used to support an application for Certification at Level 1 or 2.

<b>Certification Level</b>	<b>Milestone Professional Communication</b>	<b>Milestone Professional Development</b>	<b>Milestone Experience Profile</b>	<b>Evaluation Process<sup>3</sup></b>
Level 3	Not required.	A valid Open CTS PD L3 Milestone Badge is required.	Three (3) valid Open CTS EXP L3 Experience Profile Milestone Badges are required.  At least one (1) Experience Profile Milestone Badge must have a start date less than three (3) years before the submission of the Experience Application Form to the Certification Authority.	Peer Review Board Review

The following table identifies the Badges that are awarded at each level of certification.

<b>Level</b>	<b>Specialty</b>	<b>Certification Badge ID</b>
1	Application Development Technical Specialist Application Integration Technical Specialist Business Analysis Technical Specialist Data Engineering Technical Specialist Data Platform Technical Specialist Network Systems Technical Specialist Package Application Integration Technical Specialist Product Support Technical Specialist Security Technical Specialist Server Systems Technical Specialist Storage Systems Technical Specialist Testing Technical Specialist	Open CTS EXP AD L1 Open CTS EXP AI L1 Open CTS EXP BA L1 Open CTS EXP DE L1 Open CTS EXP DP L1 Open CTS EXP NS L1 Open CTS EXP PA L1 Open CTS EXP PS L1 Open CTS EXP SC L1 Open CTS EXP SS L1 Open CTS EXP ST L1 Open CTS EXP TT L1
2	Application Development Technical Specialist Application Integration Technical Specialist Business Analysis Technical Specialist Data Engineering Technical Specialist Data Platform Technical Specialist Network Systems Technical Specialist Package Application Integration Technical Specialist Product Support Technical Specialist Security Technical Specialist Server Systems Technical Specialist Storage Systems Technical Specialist Testing Technical Specialist	Open CTS EXP AD L2 Open CTS EXP AI L2 Open CTS EXP BA L2 Open CTS EXP DE L2 Open CTS EXP DP L2 Open CTS EXP NS L2 Open CTS EXP PA L2 Open CTS EXP PS L2 Open CTS EXP SC L2 Open CTS EXP SS L2 Open CTS EXP ST L2 Open CTS EXP TT L2
3	N/A	Open CTS L3

## 2.6 Re-Certification

Re-certification is required to maintain currency as an Open Certified Technical Specialist. Refer to Section 9 (Re-Certification) of The Open Group Professional Certification Program Certification Policy.

Certification Level	Milestone Professional Communication	Milestone Professional Development	Milestone Experience Profile	Evaluation Process <sup>5</sup>
Re-certification	Not required	Must hold a current Milestone Badge for Professional Development at the same (or higher) level: <ul style="list-style-type: none"> <li>• Open CTS PD L1</li> <li>• Open CTS PD L2</li> <li>• Open CTS PD L3</li> </ul>	Must hold at least one (1) Experience Profile Milestone Badge with a start date after the previous certification or re-certification.  The Experience Profile Milestone Badge must be at the same level or higher level.  For Level 1 and Level 2, the Experience Profile Milestone Badge does not need to be in the Specialty of the certification but may be in any Specialty.	If the required Milestone Badge is held at the re-certification date, then re-certification is automatic.
		Or, for re-certifications due up until December 31, 2020:  May complete and submit a Re-Certification Application Form to the Certification Authority.	Single Board Member Review  Additional Board Member(s) assigned if declined.	

## 2.7 Changing Specialties

As a Technical Specialist's career advances, the subject of their work may change, and they may wish to change their Specialty in the Profession.

A Level 1 or Level 2 Certified Technical Specialist in good standing may change Specialty at the same level or lower by obtaining the required number of new Experience Profile Milestone Badges in the desired Specialty – see the table below. They must also hold a valid Professional Development Milestone Badge at the intended level. A valid Professional Communication Milestone Badge is not required.

<sup>5</sup> See Section 6 (Evaluation) of The Open Group Professional Certification Program Certification Policy for further information.

<b>Certification Level</b>	<b>Milestone Professional Communication</b>	<b>Milestone Professional Development</b>	<b>Milestone Experience Profile</b>	<b>Evaluation Process<sup>6</sup></b>
Level 1	Not Required	A valid Open CTS PD L1 or Open CTS PD L2 Milestone Badge is required.	One (1) valid Open CTS EXP L1 Experience Profile Milestone Badge in the new Specialty with a start date after the previous certification or re-certification is required. <sup>7</sup>	No evaluation beyond that required for the constituent Badges. If the required Badges are held, the offer to change Specialty will be made automatically by the Certification Authority.
Level 2	Not Required	A valid Open CTS PD L2 Milestone Badge is required.	Two (2) valid Open CTS EXP L2 Experience Profile Milestone Badges in the new Specialty with a start date after the previous certification or re-certification are required.	No evaluation beyond that required for the constituent Badges. If the required Badges are held, the offer to change Specialty will be made automatically by the Certification Authority.

### **3. Additional Topics**

#### **3.1 The Specification Authority for the Profession and Program**

The Open Group Open Professions Work Group is the Specification Authority for the Technical Specialist Profession.

The Open Group Open Professions Work Group is the Specification Authority for the Program.

#### **3.2 Logos and Labels for Use by Certified Professionals**

The Open Group Professional Certification Program Trademark License Agreement for the Technical Specialist Profession defines the Certification Logo that may be used, along with the following labels that identify the level of certification achieved:

- Level 1: Certified Technical Specialist
- Level 2: Master Certified Technical Specialist
- Level 3: Distinguished Technical Specialist

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<sup>6</sup> See Section 6 (Evaluation) of The Open Group Professional Certification Program Certification Policy for further information.

<sup>7</sup> For Level 1 certification, a Candidate may use Level 1 or Level 2 Experience Profile Milestone Badges or any combination thereof. Note that Level 3 Experience Milestones are qualitatively different from Level 1 and 2 and therefore cannot be used to support an application for certification at Level 1 or Level 2.

## **3.3 Transition**

### **3.3.1 Applying for Certification During Transition**

The Open Group Professional Certification Program for the Technical Specialist Profession is transitioning from all previous versions of the Certification Policy to the policies specified in The Open Group Professional Program Certification Policy, Version 1.0 or later. For the transition period, all Candidates may either submit the Milestone Application Forms and Experience Application Form, or a complete Certification Package as defined for the previous version of the Program (i.e., monolithic packages).

The two approaches cannot be mixed.

Several separate Milestone Application Forms may be submitted at the same time.

At the end of the transition period, only the Milestone Badge approach will be accepted. Candidates are strongly encouraged to use the Milestone Badge approach from the outset. The monolithic approach is deprecated.

The transition period for the Technical Specialist Profession is as follows:

- The Certification Authority will accept Milestone Applications Forms beginning on the date published by the Certification Authority on its website
- For six (6) months following the published date that the Certification Authority starts accepting Milestone Application Forms, a Candidate may still submit a monolithic package

To do so, the Candidate must first formally notify the Certification Authority of their intent and complete the submission of their package within the six (6)-month period.

Certified Technical Specialists applying for re-certification may use the process defined in Section 9 (Re-Certification) of The Open Group Professional Certification Program Certification Policy from the date published on the Certification Authority's website.

### **3.3.2 Recognition of Previous Certifications**

Technical Specialists who were certified prior to Milestone Badge certification availability and are in good standing will be provided with an Open CTS Certification Badge for their Specialty and level of certification as part of the transition.

Technical Specialists certified as Open CITS Technical Specialist Level 1 or Level 2 will become an Open CTS L1 or L2 <Specialty-specific> Technical Specialist and the appropriate Certification Badge will be issued.

Technical Specialists certified as Open CITS Technical Specialist Level 3 as defined for the previous version of the Program will become Open CTS L3 Distinguished Technical Specialists.

### **3.3.3 Discontinued Specialties**

As well as the new Specialties/Streams introduced in this version of the Program there are some that have been discontinued. In addition, the current version of the Conformance Requirements no longer includes Client Focus Area requirements.



If your Specialty/Stream has been discontinued, your current certification remains valid for a transition period: if your next re-certification is due on or before December 31, 2020 you may re-certify in your existing Specialty/Stream using the existing process and Re-Certification Package.

From January 1, 2021 people certified in discontinued Specialties/Streams must choose a new Specialty and follow the Change Specialties process if they wish to remain certified.

You may choose to change Specialties before your re-certification date, using the process defined in Section 2.7.

Specialty	Status	Transition Policy
Application Development	Included	Not required
Application Development Products	Discontinued	Changing Specialties process
Application Integration (formerly Application Integration and Middleware)	Included	Not required
Business Analysis	Included	Not required
Business Information Management	Discontinued	Changing Specialties process
Content Management	Discontinued	Changing Specialties process
Cross Systems	Discontinued	Changing Specialties process
Data Engineering	New	Not applicable
Data Integration	Discontinued	Changing Specialties process
Data Platform (formerly Data Management)	Included	Not required
Infrastructure and Application Management	Discontinued	Changing Specialties process
Infrastructure Design	Discontinued	Changing Specialties process
Network Systems	Included	Not required
Package Application Implementation	Included	Not required
Portal and Collaboration	Discontinued	Changing Specialties process
Product Support	New	Not applicable
Server Systems	Included	Not required
Storage Systems	Included	Not required
Security	Included	Not required
Service Management Consulting	Discontinued	Changing Specialties process
Service Management Delivery	Discontinued	Changing Specialties process

<b>Specialty</b>	<b>Status</b>	<b>Transition Policy</b>
Service Management Operations	Discontinued	Changing Specialties process
Testing	Included	Not required