



# Certification Data Sheet

HP CERTIFIED PROFESSIONAL PROGRAM

**Certification:** APS – HP Desktops, Workstations and Notebooks [2010]

**Availability:** 1 April 2010

## Overview:

This certification is a hardware support certification designed for field repair engineers who need to perform basic troubleshooting, repair, installation, configuration, and/or verification of operation of HP desktops, workstations and notebooks. The training for this certification provides familiarization with all HP client products, with an emphasis on break-fix troubleshooting.

## Target Audience:

This certification is aimed at Service technicians who work for HP or HP channel partners

## Summary of Requirements:

The candidate for this certification is required to pass one core exam.

## Prerequisite:

None.

## Core Requirement 1:

Exam HP2-H08: Servicing HP Desktops, Workstations, and Notebooks

## Recommended Training :

Course 00140793: Servicing HP Commercial Desktops, Workstations & Notebooks

Delivery Format: Instructor-led training (ILT) or Web-based training (WBT)

Typical Duration: 40 hours (ILT)

## Optional Introductory Training:

The optional introductory training in this curriculum provides a foundation for the topics covered by the certification. This training is strongly recommended for candidates with little background in the topics being covered. Candidates with stronger backgrounds may benefit from the review.

Course 00071062: Desktops - HP Business PCs and Personal Workstations Fundamentals

Delivery Format: Web-based training (WBT)

Typical Duration: 9 hours

**-or-**

Course 00071061: HP Commercial Notebook Fundamentals

Delivery Format: Web-based training (WBT)

Typical Duration: 11 hours

**-or-**

Course 00074012: HP Thin Client Fundamentals

Delivery Format: Web-based training (WBT)

Typical Duration: 8 hours

## Superseded Certification and Upgrade Path:

APS – HP Desktops, Workstations and Notebooks [2010] supersedes the previous certification APS – HP Commercial Desktops, Workstations and Notebooks, which can no longer be attained after 1 July 2010. A candidate who holds the older version of the certification can take web-based training to get up to date on the new technologies and products, and take the exam HP3-X01 to earn the [2010] certification.

Select your region to view the upgrade path requirements:

North America: [APS - HP Desktops, Workstations and Notebooks \[2010\] - Upgrade from Previous Version - NA](#)

Latin America: [APS - HP Desktops, Workstations and Notebooks \[2010\] - Upgrade from Previous Version - LA](#)

EMEA: [APS - HP Desktops, Workstations and Notebooks \[2010\] - Upgrade from Previous Version - EMEA](#)

Asia/Pacific: [APS - HP Desktops, Workstations and Notebooks \[2010\] - Upgrade from Previous Version - AP](#)

Note: Access to The Learning Center is required to view these links.

## Why earn this certification?

The training for this certification prepares the service technician to perform remedial maintenance necessary to restore commercial hardware to operational levels. The certification validates that the individual is qualified to perform this work.

HP is the world's top selling brand of desktop, workstation and notebook computers. This high demand for HP client products creates an opportunity for HP channel partners to provide hardware support services to customers. The person who holds this APS certification is qualified to perform maintenance activities on the latest generation of HP products

## Next Level:

None.

## Notes:

This data sheet was last updated 1 June 2010. The information presented here is for planning purposes only. For the most accurate and complete information about prerequisites and core requirements, consult The Learning Center.

For information on how this certification may be used to support partner authorization, consult your regional partner program.

For information on how to prepare for this exam, consult the Exam Preparation Guide available from The Learning Center.