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# Citrix Access Suite 4.0: Design

## 614 Exam

Enablement Guide

Citrix Education



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**This exam enablement guide was designed to provide information to exam-takers on the types and format of items that may be asked during the subject Citrix certification exam. Please be aware that the content of this guide in no way ensures a passing score on such certification exam.**

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The team would also like to acknowledge *Jo Harder*, a Senior Architect at Citrix, for her undivided commitment to this project. She is largely responsible for its success. In fact, not only did she write most of the items for this exam, she assisted in many subsequent activities to help validate it. Her knowledge and experience implementing Citrix Access Suite products as well as understanding of core design principles was exactly what our team needed to ensure the creation of the resulting highly complex and rigorous exam. This was, by no means, an easy task and our team thanks Jo whole-heartedly for bringing this project to completion.

Lastly, the team would like to thank *Daniel Feller*, a Senior Architect at Citrix, for his essential role in the authorship of the reference documents upon which this exam is based. These documents have been validated subsequently by numerous subject matter experts. Without these documents, we would not be able to deliver this exam.

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# 1 Purpose

This document outlines the design competencies and format of the Citrix Access Suite 4.0: Design (614) exam. When envisioning this exam, subject matter experts (SMEs) were called upon to confirm a list of competencies necessary for making design decisions for a Citrix Access Suite 4.0 implementation. The resulting test objectives, included in this guide, represent the topics covered in this exam. Section Five—Exam Objectives and Resources for the Exam—references resources that are available to help exam-takers when preparing for this exam.

The purpose of this document is to outline, in detail, the design competencies that are covered in the 614 exam and the process for completing the exam. Because the format of this exam is different from Citrix’s standard multiple-choice exams, this document will familiarize exam-takers with the “look and feel” of the 614 exam. Therefore, exam-takers should read this document carefully in preparation for the exam.

## 2 The Exam

This guide pertains to the Citrix Access Suite 4.0: Design (614) exam. There are two parts to this exam and 23 design decisions to be made. Part One consists of four design decisions, each represented by a single multiple-choice question. Part Two consists of 19 design decisions, each represented by a set of three multiple-choice questions. Therefore, exam-takers who complete the entire exam (without skipping a design decision) will answer 61 questions in total  $((19 \times 3) + 4)$ .

The passing score for this exam is 53%. Please note that due to the complex scoring rules associated with this exam, exam-takers should not interpret the passing score to mean that only 53% of the items must be answered correctly to pass. Please refer to Section Eight—Scoring Design Decisions—for more details.

Citrix allows native English speakers 200 minutes to complete the exam. Exam-takers may find that they will not require the entire allotted time to complete it. Non-native English speakers who take the 614 exam in English have 230 minutes to complete it. Exam-takers will be required to read and comprehend a complex reference document and make sound decisions based upon the content contained within it. As such, non-native English speakers are strongly encouraged to contact Prometric by phone and request a time extension for this exam.

This exam is a requirement for the Citrix Certified Integration Architect 4 (CCIA) certification, and is therefore a rigorous examination based on the role of an architect as defined by SMEs. The 614 exam consists of design exercises that simulate the role of an architect. Exam-takers are required to demonstrate proficiency in analyzing environments and designing solutions to meet the requirements specified in an Access Strategy Assessment (ASA) document that is provided. The goal of the exam is to assess exam-takers’ ability to integrate Citrix technologies into an existing IT infrastructure.

The exam is administered through Prometric. For details on the rules and procedures associated with registering for and taking the exam, please refer to the registration information web site at: <http://citrix.com/English/SS/education/feature.asp?contentID=23891>. At the testing center, exam-takers should request notepads and pencils or dry erase markers and film sheets so that they may take notes as they move from one design decision to the next.

## 3 Preparatory Recommendations for the Exam

It is recommended that exam-takers have the knowledge and experience necessary to design a Citrix Access Suite 4.0 implementation as well as an understanding of core design principles prior to taking this exam.

### 3.1 Recommended Knowledge

Knowledge of the following products is recommended:

- Citrix Presentation Server 4.0 (including but not limited to the following components):
  - Web Interface
  - Secure Gateway
  - Installation Manager
  - Resource Manager
  - Load Manager
- Citrix Access Gateway 4.2 Advanced Edition
- Citrix Password Manager 4.1
- Microsoft Internet Information Services Web Server
- Microsoft Management Console
- Microsoft Active Directory Services
- Microsoft Windows Server 2003 or Advanced Server Administration
- Terminal Services
- Microsoft SQL Server

In addition to the product knowledge listed above, exam-takers should have knowledge of:

- Network operating systems including security, implementation and administration
- Citrix methodology and best practices for design
- Core design principles

It is also recommended that exam-takers attend the CTX-6114AI Citrix Access Suite 4.0: Design course and/or self-study the CTX-6114AI course book.

### 3.2 Recommended Experience

It is recommended that exam-takers have at least two years of experience:

- Analyzing Citrix Access Suite 4.0 implementations, including the ability to:
  - Assess Citrix solutions in an existing network infrastructure
  - Assess Microsoft Active Directory Services
  - Assess Microsoft Terminal Services
  - Use Citrix Consulting Methodology
  - Assess an Access Strategy Assessment for a Citrix Access Suite 4.0 implementation
- Designing Citrix solution implementations, including the ability to make design decisions for enterprise environments that include the entire Citrix Access Suite 4.0.

### 3.3 Recommended Certification Program Paths

This exam is included in the Citrix Certified Integration Architect 4 (CCIA) certification. As the skills tested in the exam assess knowledge that may be acquired from the courses and materials available within this certification, it is highly recommended that exam-takers complete all of the courses and other exams in this track prior to attempting this exam.

The following represents the recommended path, which includes both the required and recommended steps, a person takes to achieve CCIA 4 certification.

- Obtain two years of experience in the design and integration of Citrix solutions for enterprise environments with at least six months of hands-on experience building implementations of Citrix Access Suite 4.0. (recommended)
- Take the CTX-1455AW eLearning course and pass the related assessment (required)
- Attend and/or self-study the CTX-1256BI course (recommended)\*
- Pass the 256 exam (required)\*
- Attend and/or self-study the CTX-1306AI course (recommended)\*
- Pass the 306 exam (required)\*
- Attend and/or self-study the CTX-1326AI course (recommended)\*
- Pass the 326 exam (required)\*
- Attend and/or self-study the CTX-1456AI course (recommended)
- Pass the 456 exam (required)
- Attend and/or self-study the CTX-6113AI course (recommended)
- Pass the 613 exam (required)
- Attend and/or self-study the CTX-6114AI course (recommended)
- **Pass the 614 exam (required)**
- *Obtain the CCIA 4 credential*

\*The associated training materials and exams may be taken in any order. Citrix recommends that they be completed prior to attempting the 456, 613, and 614 exams.

## 4 Exam Components

### 4.1 Parts of the Exam

The Citrix Access Suite 4.0: Design exam (614) is divided into two (2) parts. The decisions made in Part One influence the decisions made in Part Two and cannot be skipped. The two parts are:

Part	Format	Decisions
Part One	Each design decision is represented by one (1) multiple-choice question.	4
Part Two	Each design decision is represented by a set of three (3) multiple-choice questions.	19

## 4.2 Sections and Weights of the Exam

SMEs determined the importance and frequency of the identified competencies in the daily work environment of an architect. After the SMEs evaluated each section, each section was then weighted based on the importance and frequency of the competencies. This weighting helped determine the amount of time that would be devoted to testing competencies included in each section as well as the number of items to be tested. The following is list of the weights for each exam section. The total weighting of all sections is 100%.

<b>Section</b>	<b>Weight</b>
Design Presentation Server Implementation	15%
Document and Design Access and Personalization	22%
Document and Design Network Infrastructure	9%
Recommend Server Configurations	7%
Document and Design Security Infrastructure	8%
Integrate Access Suite with Existing Directory Service Type, Version and Structure	8%
Design Profile and Policy Management System	10%
Design Application Infrastructure and Environment	9%
Design Additional Access Suite Products	12%

## 5 Exam Objectives and Resources for the Exam

The items, which map to the exam objectives, test the knowledge, skills and abilities related to each section of the exam. Most of the exam objectives will correspond to field experience. Exam-takers are expected to have at least two years of experience working with Citrix products; a minimum of six months of that experience should include designing Citrix Access Suite 4.0 implementations in order to increase their chances of passing this exam.

For optimal performance on this exam, Citrix recommends that exam-takers complete all of the preparatory recommendations for this exam and obtain field experience. In addition, it is strongly advised that exam-takers follow the recommended certification paths outlined in Section 3.3—Recommended Certification Program Paths—of this guide.

### 5.1 Exam Resources

The following resources were used to develop this exam:

- *Citrix Access Suite 4.0: Design* CTX-6114AI
- *Citrix Presentation Server 4.0 Migration Guide* CTX106832

Citrix courses are available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit our training center locator web site at: <http://citrix.com/English/SS/education/feature.asp?contentID=24019>. **Note: This site is subject to change.**

## 5.2 Exam Objectives

The following table includes the exam sections and their corresponding objectives.

Section	Objectives
Design Presentation Server Implementation	<p>Given an ASA document that includes network diagrams and an enterprise layout:</p> <ul style="list-style-type: none"> <li>▪ Make design decisions for zone configuration</li> <li>▪ Make recommendations for data store redundancy</li> <li>▪ Make design decisions for farm layout which includes a Presentation Server and Access Suite license server implementation</li> <li>▪ Make design decisions for policies in Presentation Server, including zone preference and failover, printing and printer management</li> <li>▪ Make design decisions for Resource Manager and farm configuration for Presentation Server</li> </ul> <p>in accordance with best and acceptable practices.</p>
Document and Design Access and Personalization	<p>Given an ASA document of a global enterprise company with diverse clients and access scenarios:</p> <ul style="list-style-type: none"> <li>▪ Make design decisions for client operating system and Citrix client deployment</li> <li>▪ Make design decisions for client access method and access infrastructure</li> </ul> <p>in accordance with best and acceptable practices to meet specified requirements.</p>
Document and Design Network Infrastructure	<p>Given an ASA document that includes network diagrams:</p> <ul style="list-style-type: none"> <li>▪ Make suggestions for server placement and TCP port designations for the Access Suite</li> <li>▪ Make suggestions for back-end server resource placement and recommendations for application location</li> <li>▪ Make placement recommendations for hardware, logical components, and firewall/DMZ implementation (including servers and appliances)</li> </ul> <p>in accordance with best and acceptable practices.</p>
Recommend Server Configurations	<p>Given an ASA document that assesses the change management and server build practices of an enterprise:</p> <ul style="list-style-type: none"> <li>▪ Recommend patch management methodology</li> <li>▪ Recommend change control process</li> </ul> <p>in accordance with best and acceptable practices.</p>

Document and Design Security Infrastructure	<p>Given an ASA document of a global enterprise company that outlines security and access requirements:</p> <ul style="list-style-type: none"> <li>▪ Make recommendations for limiting administrator access</li> <li>▪ Integrate Active Directory Organizational Units with Access Suite components</li> </ul> <p>in accordance with best and acceptable practices to meet specified requirements.</p>
Integrate Access Suite with Existing Directory Service Type, Version and Structure	<p>Given an ASA document that outlines the security and policy needs of an environment:</p> <ul style="list-style-type: none"> <li>▪ Make recommendations for integrating Access Suite products with Terminal Services license servers</li> <li>▪ Make design decisions for group policy objects that meet the requirements and do not pose a risk for the environment.</li> </ul>
Design Profile and Policy Management System	<p>Given an ASA document that includes an enterprise layout and describes the user population:</p> <ul style="list-style-type: none"> <li>▪ Make design decisions for the location of the home folder and profile servers</li> <li>▪ Make design decisions regarding Terminal Services profile configuration</li> </ul> <p>in accordance with best and acceptable practices.</p>
Design Application Infrastructure and Environment	<p>Given an ASA document that outlines application requirements and dependencies for an enterprise:</p> <ul style="list-style-type: none"> <li>▪ Make recommendations for application isolation environments for an implementation of Presentation Server 4.0</li> <li>▪ Make design decisions and recommendations for application deployment</li> </ul> <p>that meet stated requirements and do not pose a risk for the environment.</p>
Design Additional Access Suite Products	<p>Given an ASA document of a global enterprise company with diverse clients, access scenarios and security requirements:</p> <ul style="list-style-type: none"> <li>▪ Make design decisions for a Password Manager implementation</li> <li>▪ Make design decisions for Access Gateway Advanced Edition</li> <li>▪ Make design decisions for logon points and filters for an Access Gateway Advanced Edition implementation</li> <li>▪ Make design decisions for implementing endpoint analysis scans for Access Gateway Advanced Edition</li> <li>▪ Make design decisions for configuring Web Interface with Access Gateway or Secure Gateway</li> </ul> <p>that meet the requirements and do not pose a risk for the environment.</p>

## 6 Conditional Exam Structure

In Part Two of the exam, exam-takers are required to respond to three questions to make one decision using a proprietary item-type called a conditional item. The purpose of this item type is to provide exam-takers making design decisions the ability to make diverse decisions, recommendations and justifications. Whether or not exam-takers choose a best, acceptable, or poor practice, they will be delivered follow-up questions that allow them to detail what they would recommend, how they recommend implementing it, and a justification for their decision. Conditional items contain three multiple-choice questions, which allow exam-takers to recommend a technical design, implementation method, and justification.

SMEs and stakeholders for this exam acknowledged that the design of technical solutions allows for various decisions which are based on the individual architect's or consultant's assessment and understanding of the client's needs and requirements. As such, Citrix Education felt it was critical that whenever possible this flexibility of choice be allowed in this exam. The conditional items in Part Two of this exam enable this flexibility of choice by customizing follow-up questions in a decision based upon exam-takers' initial responses to questions for that decision. When answering the three questions that comprise a design decision, a response to the first question determines which follow-up questions exam-takers' receive next for that decision. ***Exam-takers are encouraged to take notes on their decisions so that subsequent decisions they make support previous choices and do not contradict them, just as they would be expected to do in the real world.***

Design decisions in Part One of the exam are considered foundational by the SMEs for the design decisions to be made in Part Two of the exam. ***As a result, exam-takers must submit an answer to all of the design decisions in Part One of the exam.*** In Part Two of the exam, exam-takers can skip a decision at any time. ***Please note that if exam-takers choose to skip a decision, they cannot come back later to complete it.***

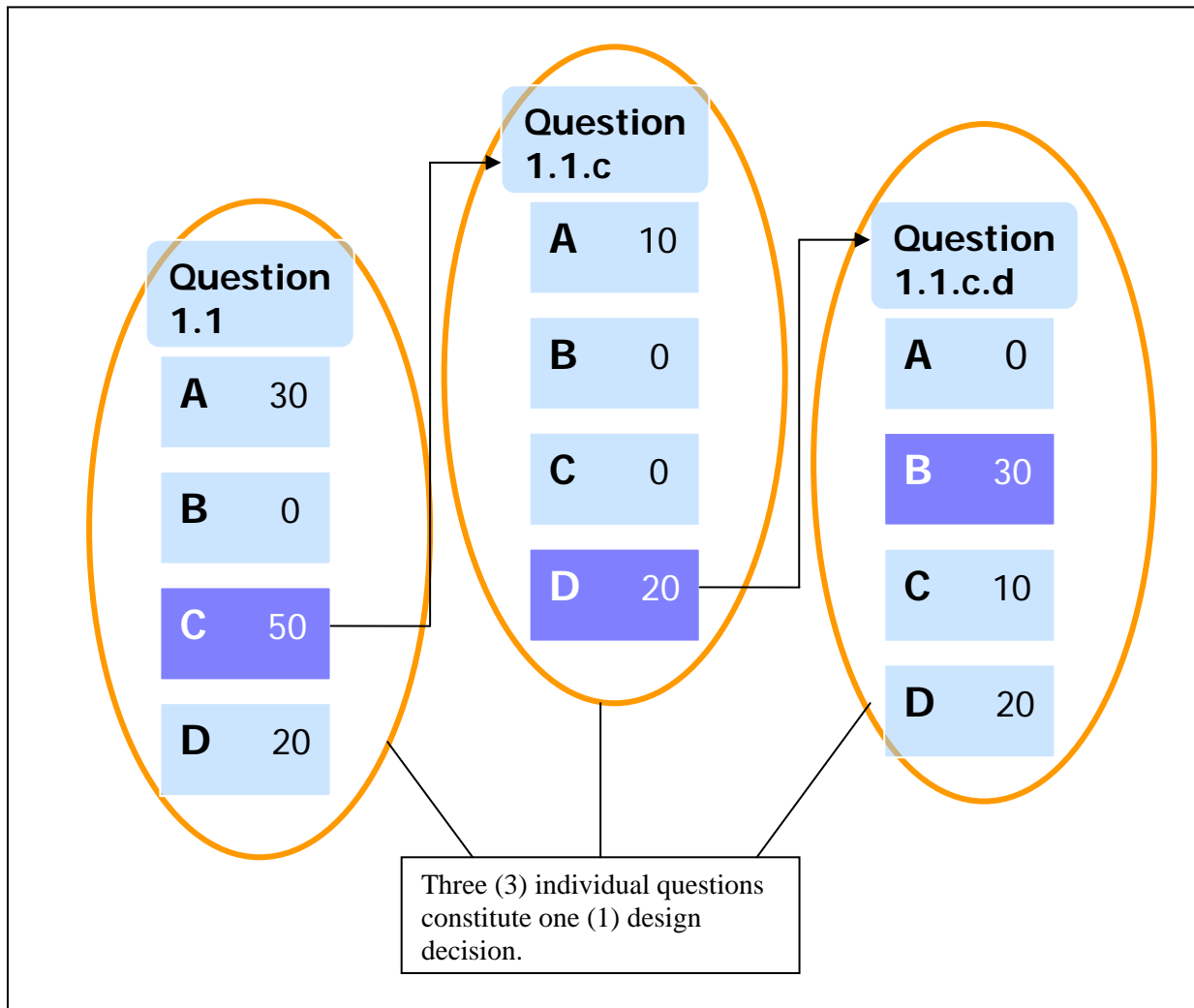
In the real world, architects should make design decisions in a specific order when implementing Citrix solutions. Furthermore, they are expected to make well thought-out decisions, as there is no room for changing their minds once a design decision has been submitted to a customer. ***Therefore, SMEs agreed that the design decisions for this exam should be delivered in a logical order, and that exam-takers should not be allowed to change an answer once they submit it.***

## 6.1 Individual Questions within a Decision

This section focuses on the decisions included in Part Two of the exam; this part of the exam contains the conditional items which consist of unique features. An item in this section of the exam consists of a group of three questions related to one design decision; each of the questions in the item is predicated upon a specific answer to a previous question.

Therefore, in Part Two of this exam: 1 design decision= 3 related multiple-choice questions.

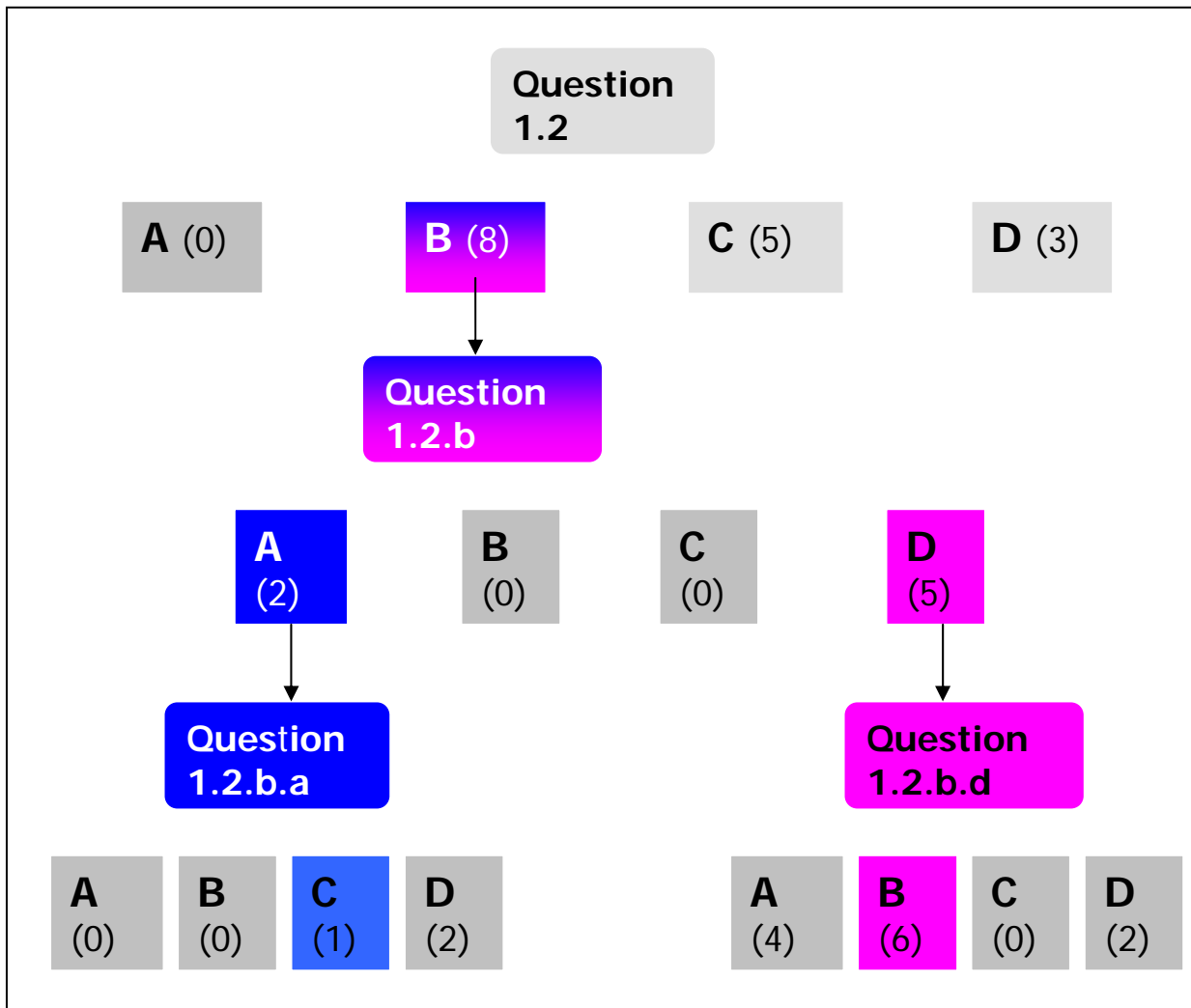
For a graphical depiction of this concept, please refer to *Figure 6.1.a*:



**Figure 6.1.a: Decisions in Part Two**

In *Figure 6.1.a*, an exam-taker selected option "C" as his or her answer to question 1.1 and, as a result, received question 1.1.c. The exam-taker chose option "D" as his or her answer to question 1.1.c; therefore, question 1.1.c.d was delivered.

Given that exam-takers can respond in any one of four ways to the first question in a decision, there are a number of possible follow-up questions they may receive. Exam-takers will not see all possible follow-up questions. *Figure 6.1.b* on the next page represents a graphical depiction of this concept.

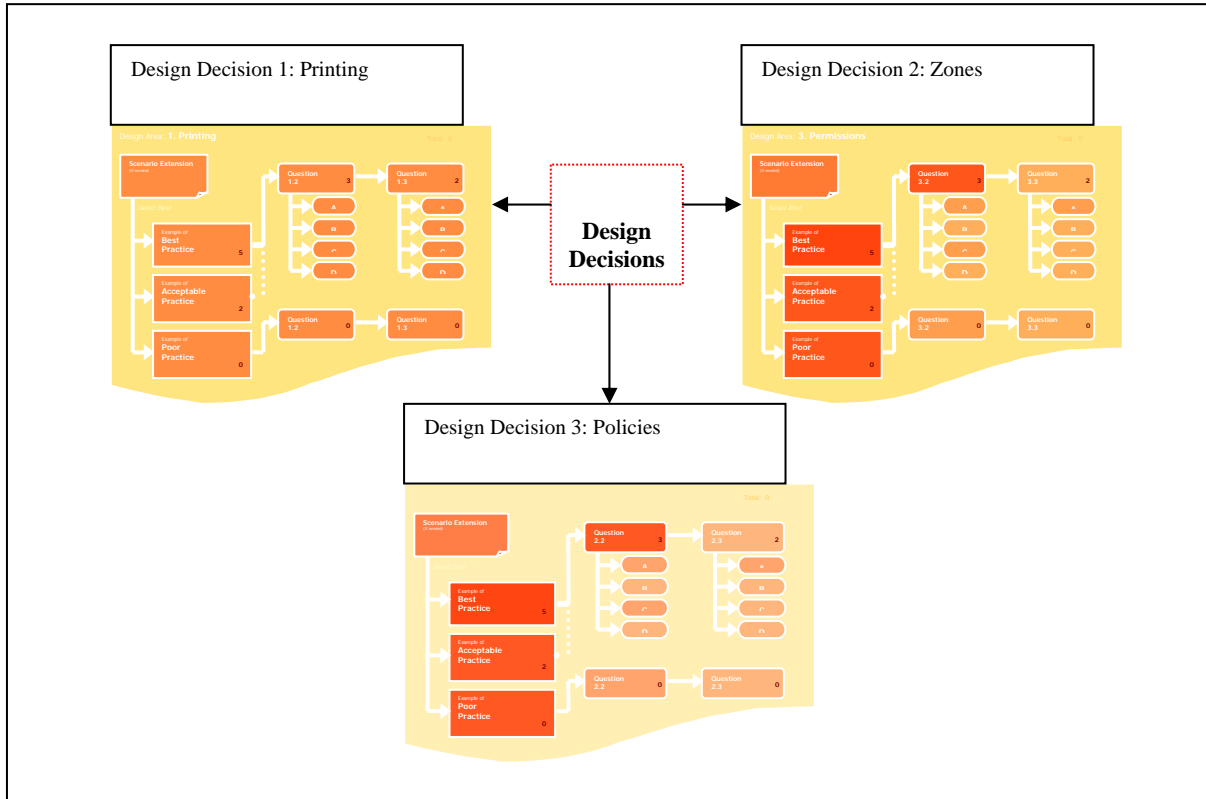


**Figure 6.1.b: Possible follow-up questions**

Depending on the answer submitted to the first question in a decision, 1.2 in this example, the exam-taker receives a particular second question, 1.2.b in this example, and depending on his or her answer to the second question, he or she receives a particular third question.

## 6.2 Individual Design Decisions

Each of the 19 design decisions in Part Two of the exam are self-contained and represent a particular design area. Most design areas will have between two and three design decisions in this exam. *Note that decisions made in Part Two of the exam will not affect one another and are scored independently.*



**Figure 6.2: Self-Contained Design Decisions**

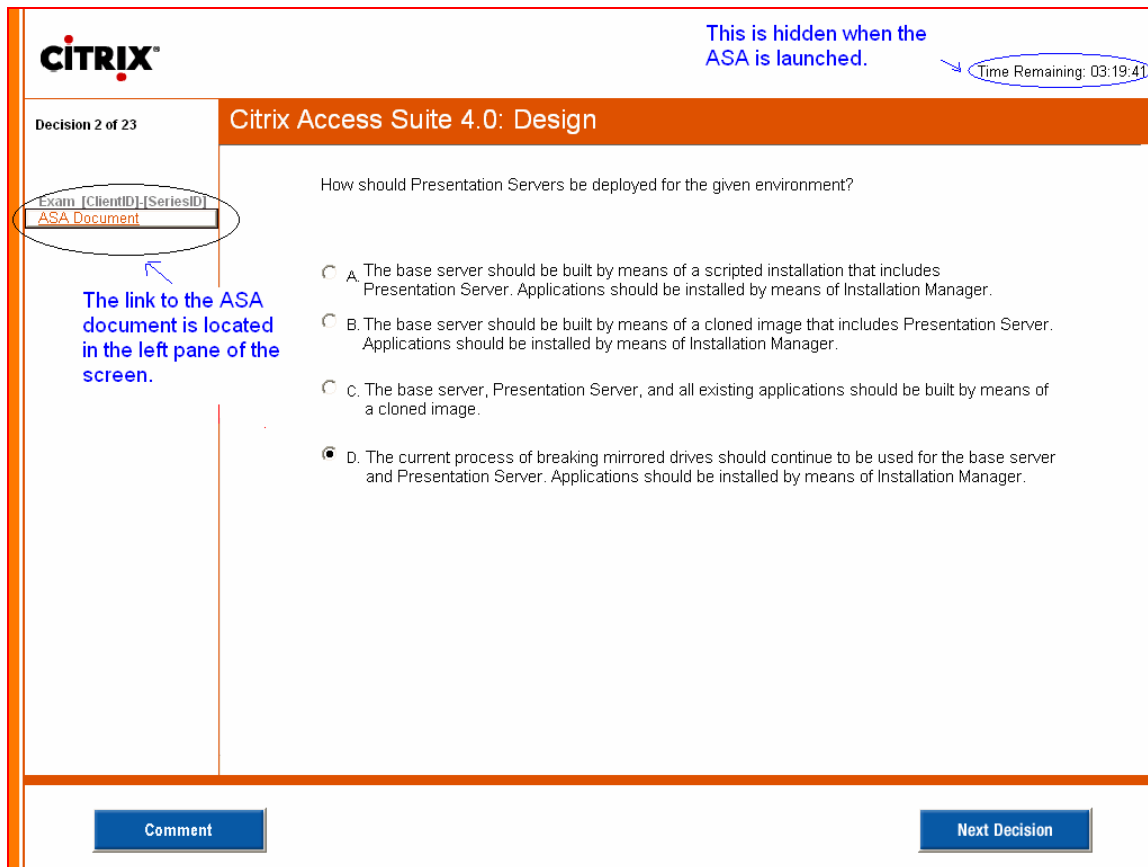
In *Figure 6.2*, there are three distinct design decisions—printing, zones, and policies. If exam-takers skip or otherwise submit an incorrect response to design decision 1, printing in this example, they will still be presented with design decision 2, zones in this example. Exam-takers are delivered a predetermined set of decisions.

## 7 “Look and Feel” of the Exam

The user interface of this exam is customized to meet the unique conditional items included. This section of the document will highlight the unique features of this exam.

### PART ONE OF THE EXAM

Below is an example of how a design decision window appears to exam-takers for Part One of the exam:



**Figure 7.a: Design Decision Window from Part One of the Exam**

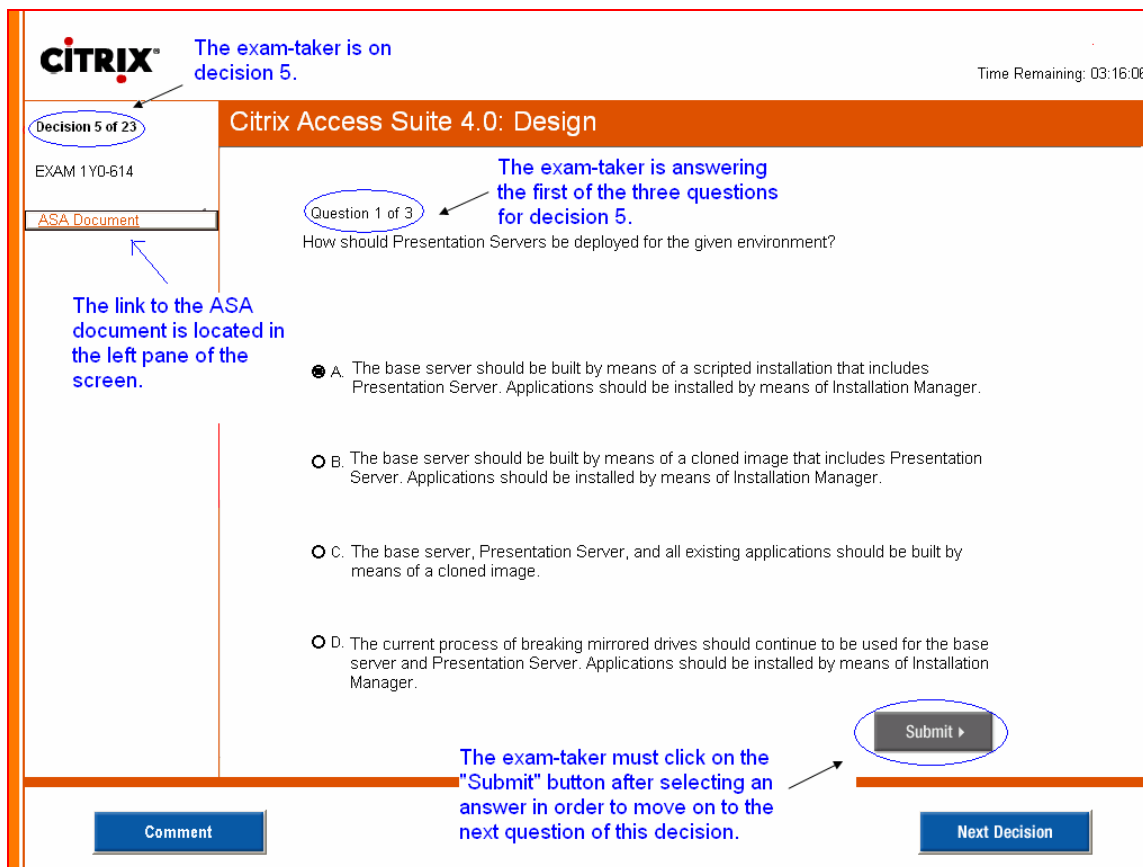
Figure 7.a shows a design decision window from Part One of the exam. The decisions for this part of the exam consist of one multiple-choice question. Exam-takers can navigate to the next decision or question in this part of the exam using the “Next Decision” button. Noticeably absent from this screen is a button to allow backwards navigation. Previous buttons, marking functions, and other reviewing functionalities are disabled for this exam. **Exam-takers are NOT allowed to go back in this exam and as such should take care that they have selected the best answer prior to clicking the “Next Decision” button.**

The ASA document is also available in this part of the exam. The link to it is located in the left margin of the screen, labeled “ASA Document.”

## **PART TWO OF THE EXAM**

Below are examples of how questions within a design decision window appear to exam-takers in Part Two of the exam.

Figure 7.b below shows the design decision window for question one of design decision five.



**Figure 7.b: Question 1 of 3 for a Design Decision in Part Two of the Exam**

When presented with question one of a decision, exam-takers must click the “Submit” button once they have selected a response. By clicking the “Submit” button, exam-takers will receive the next question of the same decision (question 2 of 3). In total, exam-takers are required to submit three responses for each decision in Part Two.

Exam-takers should refrain from clicking the “Next Decision” button after selecting their first response in question one, as this action results in the decision being marked as incomplete and will impact the overall score.

Figures 7.c and 7.d on the next page show how subsequent questions are presented for a decision.

Figure 7.c shows the question window for question two of design decision five.

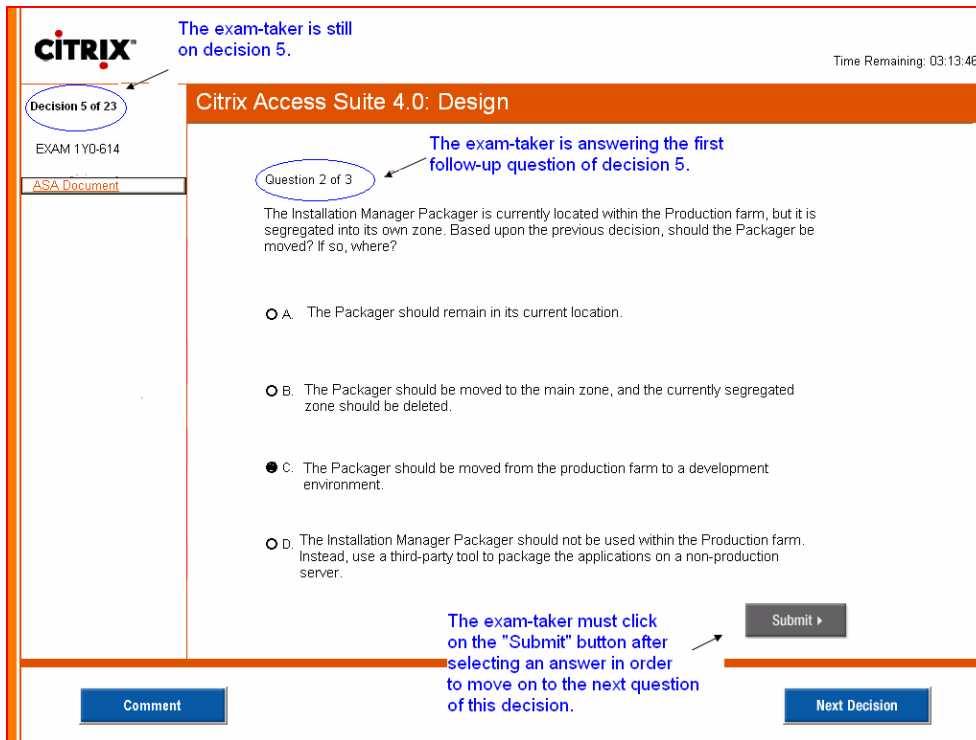


Figure 7.c: Question 2 of 3 for a Design Decision in Part Two of the Exam

Figure 7.d shows the question window for question three of design decision five.

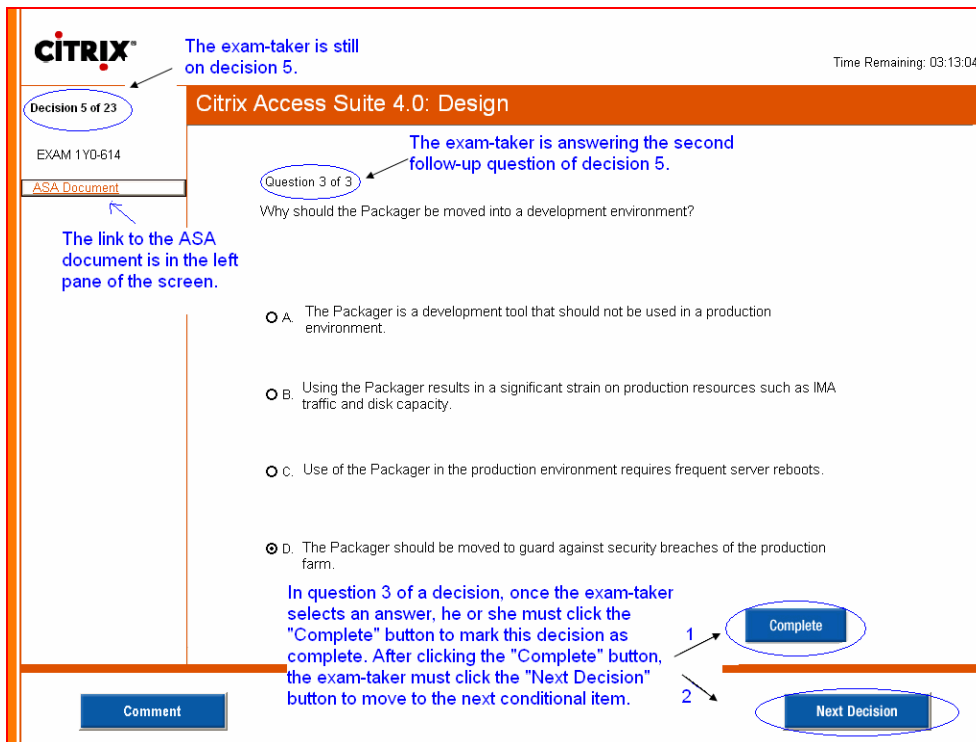


Figure 7.d: Question 3 of 3 for a Design Decision in Part Two of the Exam

## 7.1 The Reference Document

Essential to the 614 exam is the Access Strategy Assessment (ASA) document that provides details about the strengths and weaknesses of a fictitious enterprise customer's environment. The ASA document is available to exam-takers throughout the exam and can be launched by clicking a link marked "ASA Document" in the left margin of the test screen. ***Exam-takers will need to refer to this document throughout the exam and are encouraged to take notes on their choices, as design decisions must be made to meet the needs of the given enterprise environment.***

The search functionality is not supported within this document. Within a decision from Part Two of the exam, when the ASA document is closed, the program saves the location at which the exam-taker last worked. Therefore, if the document is re-opened while an exam-taker is working within the same design decision, he or she will begin at the place last touched in the document. However, when exam-takers move from one design decision to another, the first page of the ASA document launches regardless of the last page that was accessed.

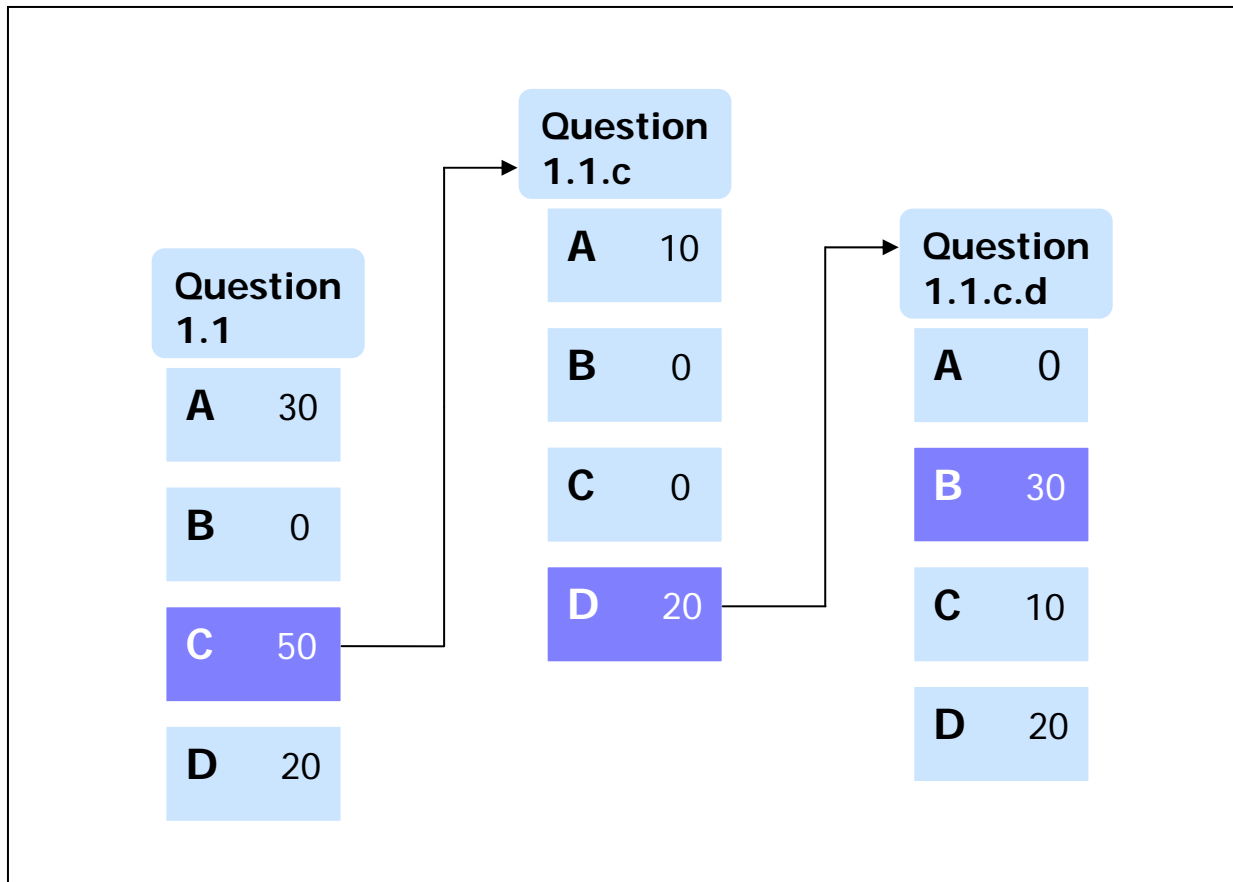
When the ASA document is launched, it opens over the design decision window covering all of the information contained in that window, including the time counter. However, exam-takers can check the time counter while reading the ASA document at any point by either minimizing or moving the ASA document window around and making the design decision window visible again.

## 8 Scoring Design Decisions

In Part Two of the 614 exam, each decision has at least one best, one poor, and, in some cases, one or more acceptable option(s). Depending on the decision, there may be multiple acceptable decisions available with varying point values assigned. Depending on their selections, exam-takers can earn maximum, partial, or no credit for any given question within a decision.

Exam-takers can earn the maximum score when they select the best option for each question in a decision. If exam-takers submit the best answer for the first question, and then submit the best answer for the first follow-up question related to that decision, and finally the best answer for the second follow-up question, then they will obtain the maximum score for that decision.

In *Figure 8.1.a*, shown on the next page, an exam-taker obtains the maximum score.



**Figure 8.1.a: Maximum Points**

In this example, the exam-taker earned a maximum score of 100 points by choosing the best answer for the first question (worth 50 points); the best answer for the first follow-up question (worth 20 points); and the best option for the second follow-up question (worth 30 points) in the group. *Note: These numbers were chosen at random and do not in any way represent the real values associated with the different levels of questions within a decision. They are meant to serve as examples only.*

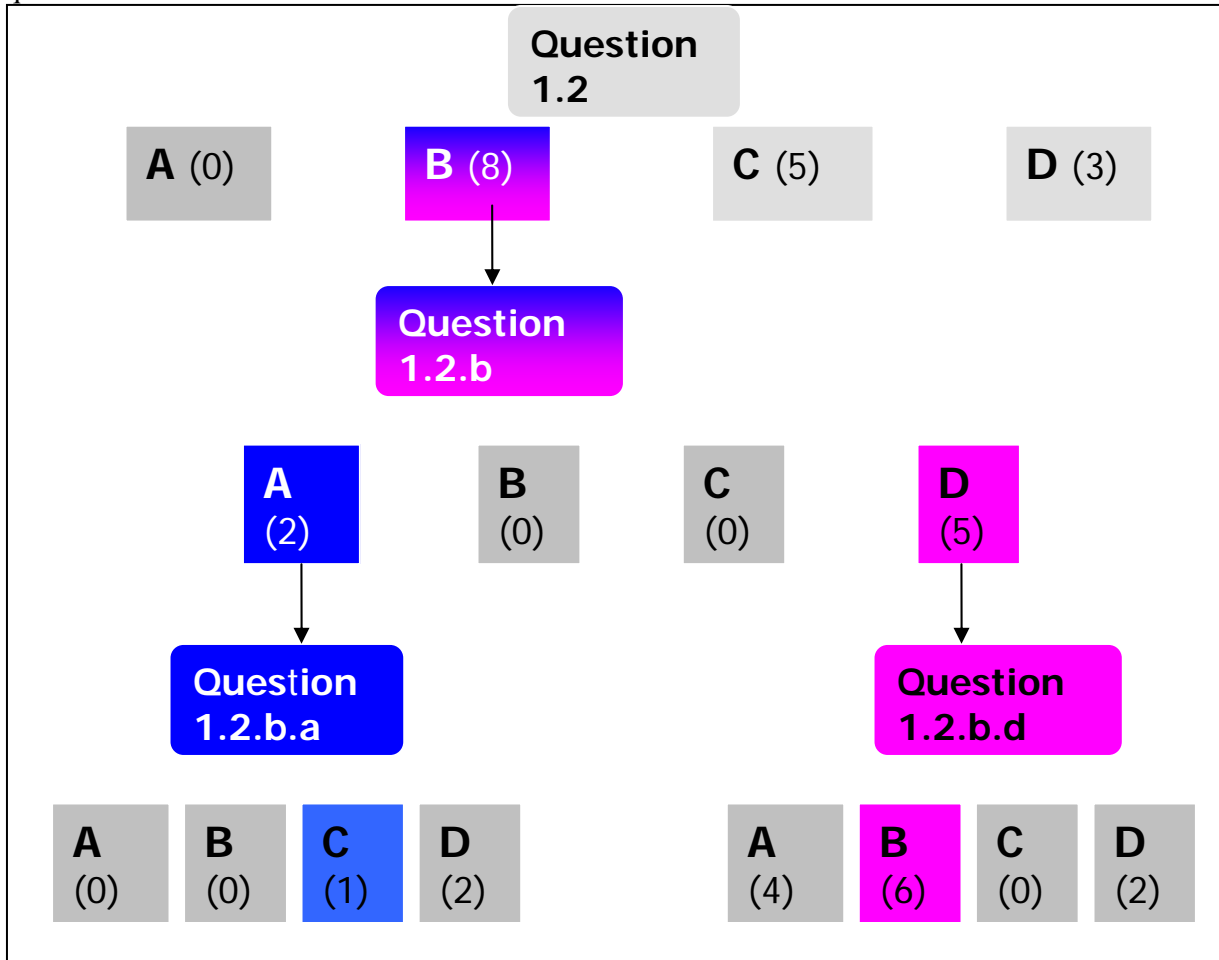
Depending on choices made within a decision, scores will vary. See *Figure 7.1.b* for an example.

In *Figure 8.1.b*:

(1) *Exam-taker 1* submits the best answer for question 1.2, then later submits an acceptable answer for the corresponding follow-up question, 1.2.b., and, finally, an acceptable answer for the corresponding follow-up question, 1.2.b.a., and earns a total of eleven (11) points for this decision. *Option “B” for question 1.2 is worth 8 points; option “A” for question 1.2.b is worth 2 points; and option “C” for question 1.2.b.a is worth 1 point.*

(2) *Exam-taker 2* submits the best answer for question 1.2, then also chooses the best answer for the corresponding follow-up question, 1.2.b., and a best answer for the final corresponding follow-up question, 1.2.b.d, and obtains the maximum— 19 points—for this decision. *Option “B” for question 1.2 is worth 8 points; option “D,” which is the best answer for question 1.2.b, is worth 5 points; and option “B,” which is the best answer for question 1.2.b.d, is worth 6 points.*

While both exam-takers started on the same path by selecting the same answer for the first question, they are awarded different points based on their subsequent responses to the follow-up questions.



**Figure 8.1.b: Paths of Different Exam-takers**

If exam-takers do not select the best answer for the first question, maximum points can no longer be earned for that particular decision. For example, once an exam-taker submits an acceptable answer for the first question, he or she will no longer be able to obtain the maximum points for that particular decision. Even if the exam-taker responds correctly (the best answers) to the second and third questions, he or she will only obtain partial credit for that decision.

On the same decision depicted in *Figure 8.1.b* on the previous page, if *exam-taker 3* submits an acceptable answer for question 1.2 (in this case either option “C” worth 5 points OR option “D” worth 3 points), *exam-taker 3* will receive only partial points for question 1.2 and, consequently, for the corresponding follow-up questions within that decision.

On the same decision depicted in *Figure 8.1.b* on the previous page, if *exam-taker 4* submits a poor answer for question 1.2 (in this case option “A” worth 0 points), *exam-taker 4* earns no points for question 1.2 and, consequently, for the corresponding follow-up questions within that decision. ***If exam-takers select a poor answer (worth 0 points) for the first question, no points can be earned for that particular decision.***

## 9 Exam Navigation

To navigate from one design decision to another in either Part One or Part Two of the exam, exam-takers must click on the “Next Decision” button.

Once exam-takers complete a decision and/or click the “Next Decision” button, they will not be allowed to revisit or change their response. ***Backwards navigation is disabled for this exam and as such, there is no marking or review functionality supported in any part of this exam.*** Exam-takers should carefully read each item, as all answers are considered final.

### **Part One of the Exam**

In Part One of the exam, one multiple-choice question constitutes one design decision; once exam-takers select an answer to the multiple-choice question, they must click on the “Next Decision” button in order to move to the next design decision.

In Part One of the exam, exam-takers must submit an answer to each design decision. If they click the “Next Decision” button and try to skip the decision, they will receive a warning message stating that they must select an answer to move to the next design decision.

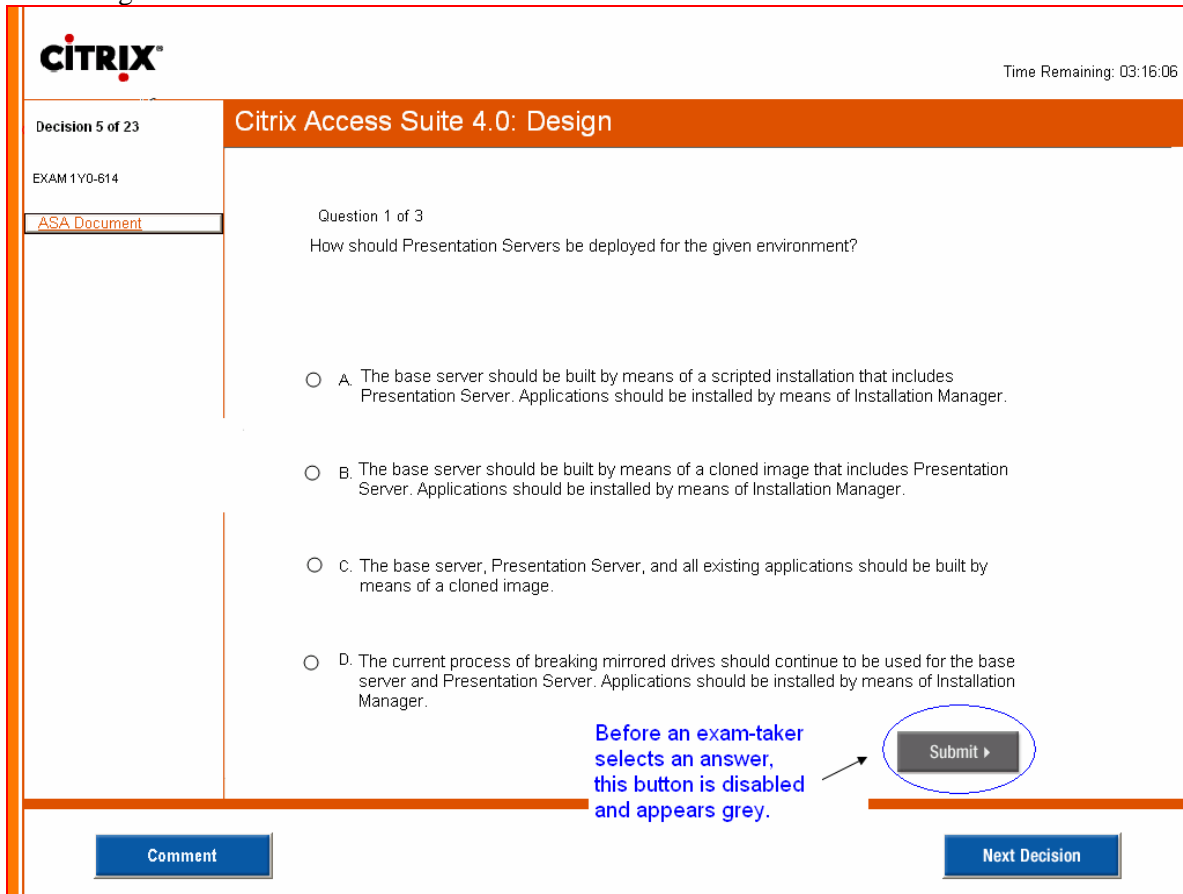
### **Part Two of the Exam**

In Part Two of the exam, where there are three navigation buttons, three multiple-choice questions constitute one design decision. Exam-takers will need to click on the “Submit” or “Complete” button (depending on the question they are answering within a decision) to complete a decision.

In Part Two of the exam, the “Submit” button appears above the “Next Decision” button in the design decision window for questions one and two of the group of three.

At first, the “Submit” button is disabled and appears grey to the exam-taker. It is enabled only after an exam-taker selects an answer from the options given. Once enabled, it changes to a blue color to indicate the availability of the option. Once an exam-taker selects an answer for questions one or two within a decision, he or she must click the "Submit" button to move to the next question in the decision. **Please Note: The “Submit” button behaves differently than a normal Windows button in that it is instantly triggered upon first clicking on it and does not allow for moving away and cancelling a submit selection.**

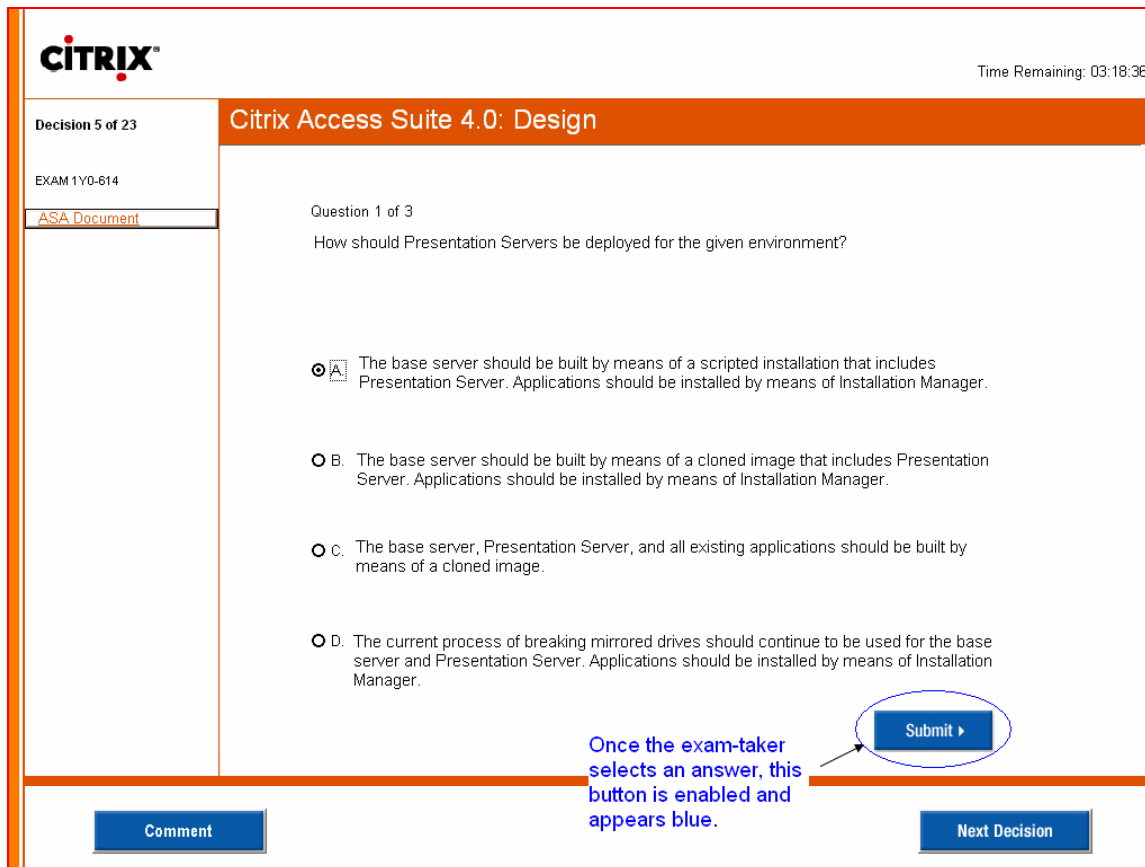
Figure 9.1.a below is an example of a design decision window from Part Two of the exam illustrating the “Submit” button when it is disabled.



**Figure 9.1.a: Submit Button Disabled**

In this example, the exam-taker’s “Submit” button will remain disabled until he or she selects an answer for question one from the given options.

Figure 9.1.b below is an example of a design decision window from Part Two of the exam illustrating the “Submit” button when it is enabled.



**Figure 9.1.b: Submit Button Enabled**

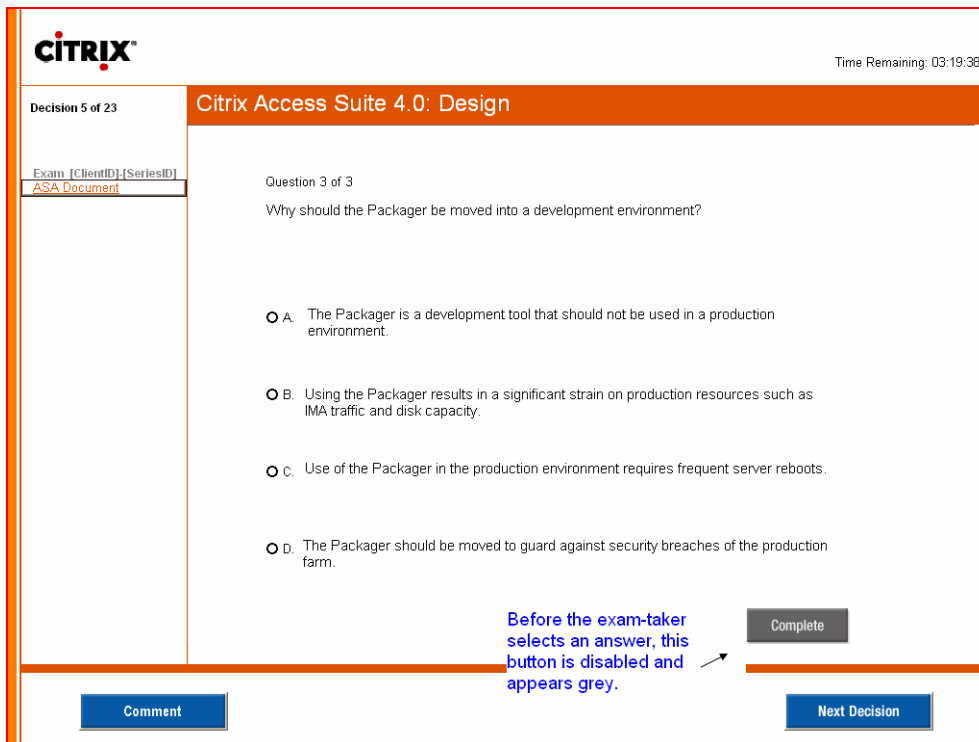
In this example, the “Submit” button is now enabled because the exam-taker has selected an answer for question one from the given options.

In Part Two of the exam, a “Complete” button is *only* available in question three of a decision. This button replaces the “Submit” button present in questions one and two within a design decision. **Please Note: The “Complete” button behaves differently than a normal Windows button in that it is instantly triggered upon first clicking on it and does not allow for moving away and cancelling a complete selection.**

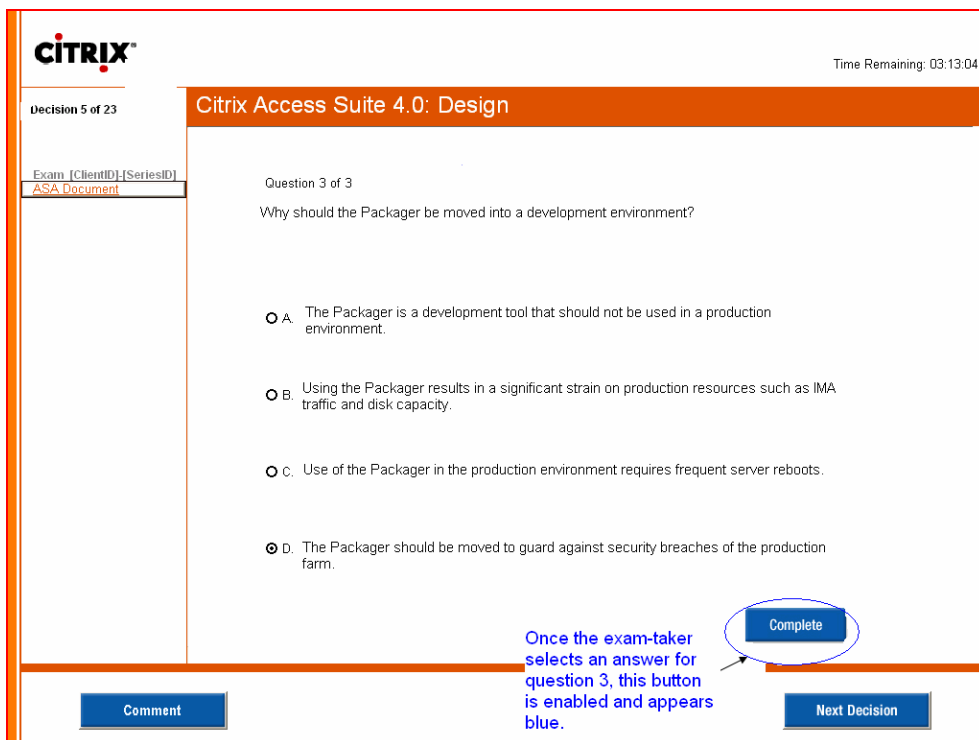
At first, the “Complete” button is disabled and appears grey to the exam-taker. It is enabled only after exam-takers select an answer for question three of three. Once enabled, it changes to a blue color. After exam-takers select an answer for question three within a decision, they must click the “Complete” button to confirm that the decision is complete.

Then, the exam-taker must click the “Next Decision” button to move forward. **A decision in Part Two is not considered complete unless an answer has been submitted for all three questions and the “Complete” button has been clicked.**

Figures 9.1.c and 9.1.d on the next page show the “Complete” button disabled and enabled.

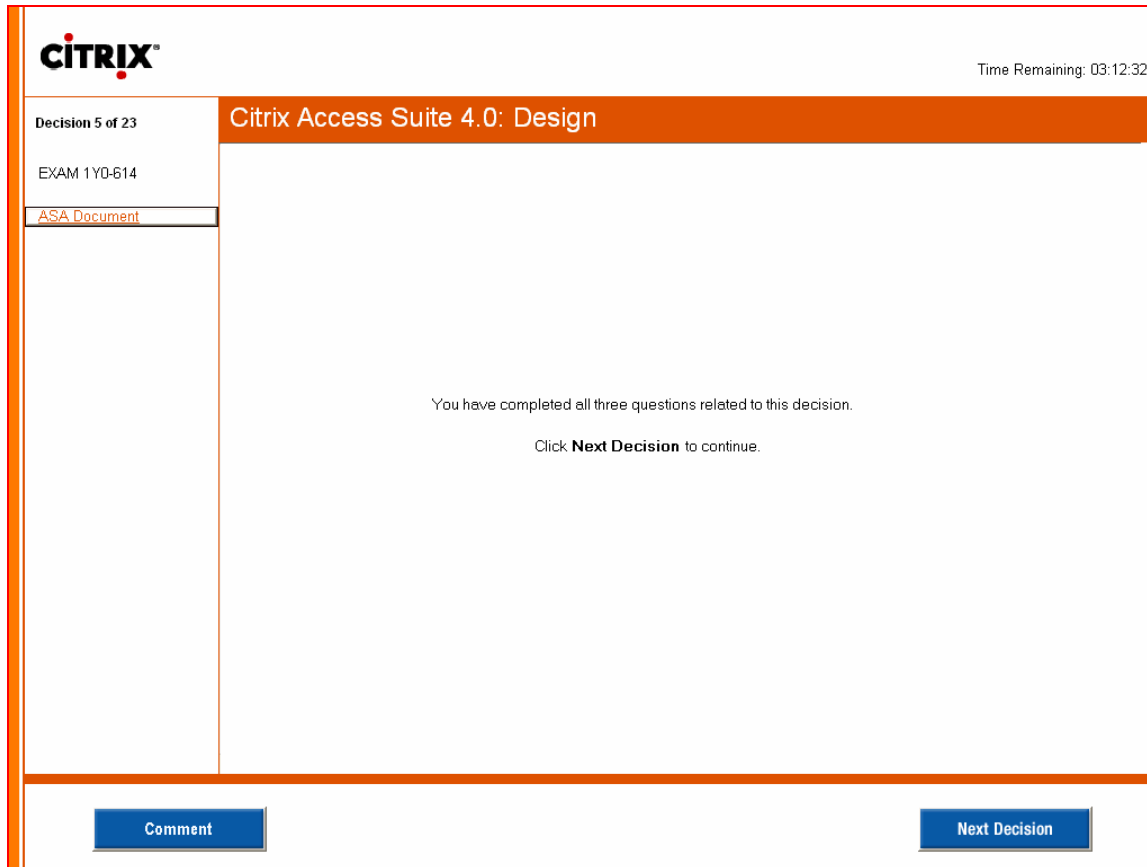


**Figure 9.1.c: Complete Button Disabled**



**Figure 9.1.d: Complete Button Enabled**

In Part Two of the exam, as exam-takers transition between decisions by clicking the “Next Decision” button, they are presented with a confirmation window similar to the one shown in *Figure 9.1.e* below:



**Figure 9.1.e: Confirmation Screen between Decisions**

In Part Two of the exam, exam-takers can skip a decision at any time by clicking the “Next Decision” button without first submitting an answer.

If exam-takers mistakenly click the “Next Decision” button, they should click the “Return” button in the warning pop-up window to answer the remaining questions related to that decision. If exam-takers purposely choose to skip a decision, they must confirm this by clicking the “Skip” button in the warning pop-up window. **Note: If exam-takers choose to skip a decision, they cannot come back to complete it at a later time.**

Below is an example of the warning message exam-takers will receive if they attempt to skip a decision in Part Two of the exam:

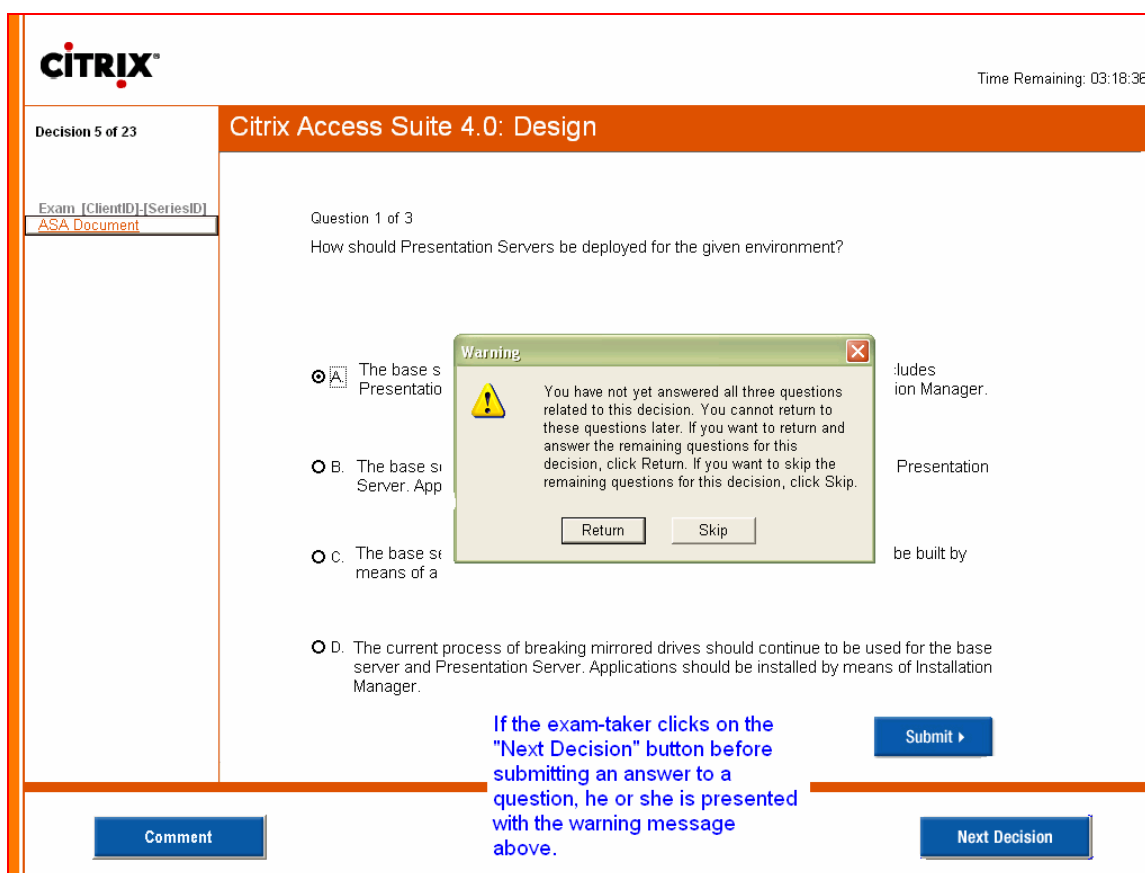


Figure 9.1.f: Skipping a Decision

## 10 Further Information

This guide was created to help exam-takers familiarize themselves with the features and required information for this exam including the conditional items. For answers to questions not addressed in this guide, please feel free to contact Citrix Education at [training@citrix.com](mailto:training@citrix.com).

