



SWIFT Certified Specialist

SWIFTNet Infrastructure Technical Track Criteria

This document explains the framework of the SWIFT Certified Specialist - SWIFTNet infrastructure programme. The document is aimed at technical professionals.

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Preface

Purpose of the document

This document explains the framework of the SWIFT Certified Specialist - SWIFTNet infrastructure programme. It supplements the [SWIFT Certified Specialist Programme Overview](#), which contains important terms and conditions pertaining to the Certified Specialist Programme, including the SWIFTNet infrastructure programme.

Audience

This programme is designed for individuals who have a strong knowledge and understanding of the SWIFT Alliance software suite and experience in operating these products.

Certified Specialists deliver on-site services in following areas:

- SWIFT software implementation
- SWIFTNet connectivity implementation
- maintenance, upgrades, and migrations of SWIFT software and connectivity

Significant changes

The following tables list all significant changes to the content of the SWIFT Certified Specialist - SWIFTNet Infrastructure Technical Track Criteria since the February 2016 release. The tables do not include changes that SWIFT makes to improve the usability and comprehension of the document.

New information	Location
Information about SWIFTSmart and recommended training modules	Training on page 8

Updated information	Location
Theoretical examination and industry qualification	Theoretical Examination on page 9 Industry Qualification on page 15

Related documentation

- [SWIFT Partner Programme - Terms and Conditions](#)
- [SWIFT Certified Specialist Programme Overview](#)

1 Introduction

Scope of the SWIFT Certified Specialist - SWIFTNet Infrastructure

This programme aims to define a framework that enables technical specialists to certify their SWIFT-related knowledge and ability to perform service actions on SWIFT Alliance software.

Candidates must demonstrate the following:

- their knowledge and understanding of SWIFTNet infrastructure, including the SWIFT Alliance software suite and SWIFT messaging services
- their proficiency to perform technical services directed at supporting the SWIFT user community

Benefits for the SWIFT Certified Specialist

- the right to use the SWIFT Certified Specialist - SWIFTNet Infrastructure label. The label is valid for the calendar year of certification
- the inclusion in the list of SWIFT Certified Specialists on www.swift.com
- the recognition of basic skills required to perform initial implementations of Alliance and SWIFTNet products.
- SWIFT certification as a specific point of reference for local assistance for migration projects
- business opportunities that include software and connectivity implementations and upgrades, migration assistance

2 Certification Process

2.1 Introduction

Classification

SWIFT classifies technical certification on its Alliance software product suite under the SWIFTNet infrastructure certification track.

Required knowledge and expertise

SWIFT Certified Specialists in the SWIFTNet Infrastructure track must effectively demonstrate detailed knowledge of SWIFT technical elements and SWIFT service and product offerings alongside the ability to provide services with respect to such services and products. Certified Specialists must also demonstrate a broad fundamental understanding of SWIFT and its messaging services.

SWIFTNet infrastructure certification track

The SWIFTNet Infrastructure certification track comprises the following certification subjects:

- Alliance Access
- Alliance Gateway
- SWIFTNet Link
- Hardware Security Module
- Alliance Web Platform

2.2 Examination Process

Overview

The SWIFT Certified Specialist - SWIFTNet Infrastructure certification is built on the following examination structure:

- **Theoretical examination**

A set of exams composed of hypothetical questions which cover knowledge of SWIFT software and functionality

- **Practical examination**

A face-to-face style interview assessment of the candidate's familiarity and expertise with SWIFT services and products

- **Industry qualification**

An external certificate on a SWIFT-supported industry platform

Limitation

Both for theoretical and practical tests, the candidate is allowed a maximum of three attempts. Failing on the third attempt removes the eligibility of the expert unless sufficient training has been performed to a level satisfactory to SWIFT and determined in SWIFT's sole discretion.

2.2.1 Theoretical Examination

A theoretical examination consists of one or more modules that have a fixed number of questions and a time limit. Theoretical exams consist of multiple-choice questions, true-or-false questions, and selection questions. The candidate must achieve a passing mark in each individual module to successfully complete the exam.

2.2.1.1 Examination at Prometric

Introduction

Candidates attempting the SWIFTNet Infrastructure certification take theoretical examinations at Prometric, an external provider that owns professional facilities in testing centres worldwide.

Eligibility key

The candidate is required to register for a test date at a Prometric Test Centre. To do so, the candidate needs an **eligibility key**, an alphanumeric code that Prometric uses to provide a test appointment to the candidate. SWIFT provides the eligibility key specific to the examination request upon request. The eligibility key is valid for 6 months. The eligibility key is unique to the individual who receives it.

Online registration

To register online, the candidate must follow the following procedure:

- Log on to the Internet and browse www.prometric.com.
- Select **Schedule My Test** option.
- Select **SWIFT Partner Programme** from the directory and continue through the registration process.

Registration by phone

To register by phone, a toll-free number (for most countries) is available at www.prometric.com > Contact Us. Candidates must have an eligibility key to register.

Results

When the candidate has completed all the questions, the Prometric system displays the results.

The results are later sent to SWIFT, which will inform the candidate directly of the definitive Pass/Fail grade on that exam attempt. This communication is sent by e-mail to the candidate.

2.2.2 Practical Examination

Prerequisite

For the SWIFTNet Infrastructure track, practical examination is available to candidates that have successfully completed all theoretical examination requirements.

Overview

A practical examination is an in-person assessment performed in a question-and-answer interview style. The SWIFT administrator asks the candidate a series of questions, both hypothetical and

practical, and assesses his ability to respond. For the SWIFTNet Infrastructure certification track, the candidate is also required to perform a series of implementation and configuration activities, which are instructed by the administrator.

SWIFT uses the practical examination to verify the ability of the candidate to perform on-site activities such as installing or servicing SWIFT services or products. Candidates can take the practical examination at one of the regional SWIFT Operating Centres (NL, HK, US), or on their own premises through a SWIFT Consulting engagement.

Examination appointment

SWIFT sends a Support technician to the registered provider location to certify the candidates locally through a consultancy engagement. To use the on-site practical certification facility, registered providers must meet specific requirements in terms of the necessary software, hardware, and connectivity configurations. For more information about these requirements, contact your local SWIFT partner co-ordinator.

Alternatively, the practical examination can take place at a SWIFT Customer Support Centre

When planning the practical examination, the candidate should inquire of SWIFT well in advance for potential dates of availability. The examination will take place at a date mutually convenient for both parties. The SWIFT representative selected by SWIFT to administer the examination will contact the candidate beforehand to confirm that the candidate appears to be prepared for the practical examination. Should such representative determine that the candidate does not appear to be sufficiently prepared, SWIFT may refuse to admit the candidate to the exam.

For the practical test, the registration e-mail address depends on the region:

- EMEA
Send an e-mail to CSC.Certification.NL.Generic@swift.com
- Americas
Send an e-mail to SWIFNet.CBT.QUALIFICATION@swift.com
- Asia Pacific
Send an e-mail to Magdalene.GOH@swift.com

Results

Once the candidate has completed the examination, SWIFT issues a formal certification report that contains notes from the administrator on the candidate's performance and the definitive Pass/Fail result. Feedback may include proposals for further training or other actions.

2.2.3 Industry Platform Qualification

Overview

Before obtaining full accreditation on a technical certification track, a candidate must have an industry certificate for at least one of the platforms on which SWIFT products are installed (MS Windows, AIX, Solaris, or Linux).

SWIFT asks candidates to provide evidence of their certification for the relative operating system. This certification is mandatory to achieve SWIFT Certified Specialist status and be recognised on www.swift.com.

2.2.4 Training

SWIFTSmart overview

SWIFTSmart is an interactive, cloud-based training service that offers a large variety of courses for different levels of knowledge. The courses contain exercises and quizzes and are available in multiple languages. The SWIFTSmart catalogue provides a list of courses that are organised into the following learning tracks:

- New to SWIFT
- Work with messages
- Secure your operations
- Administer your system

SWIFTSmart is accessible from the desktop or from a mobile device. No installation is required.

It is available to all connected SWIFT users and registered providers

Recommended training modules

To prepare for the certification, SWIFT highly recommends that the candidate completes the applicable courses offered on the SWIFTSmart under:

- Deploy and Manage Solutions
- Security and Audit

Private training courses for advanced levels are also available.

Related information

For the up-to-date list of SWIFT Training courses, see the [SWIFTSmart catalogue](#).

3 Examination Requirements

The candidate must successfully complete the prerequisite theoretical and practical examinations, as well as provide evidence of Industry qualification in order to be accredited as a SWIFT Certified Specialist. Each candidate must complete the requirements that SWIFT defines.

3.1 Theoretical Examination

3.1.1 SWIFTNet Messaging Theoretical Examination

Overview

The examination covers Alliance Access release 7.2 and Alliance RMA.

Content

The SWIFTNet messaging theoretical examination comprises five modules. A minimum score of 60% correct answers in each module is required to pass the examination.

Section	Number of questions asked
Understanding and Administrating	25
Installing and Configuring	25
Operating and Message Management	25
RMA and Security Awareness	15
Troubleshooting	10
Total number of questions	100
	<i>Duration: 4 hours</i>

Required skills and knowledge

Required skills and knowledge of the Certified Specialist include:

- Alliance Access 7.2 base functionality: main message flow, daily procedures, routing, correspondent application, and security set-up
- installation and configuration
- base-office integration possibilities through Message Partners
- knowledge of MQ Host Adapter
- migration tools
- Alliance RMA
- pre-implementation check tools
- troubleshooting

3.1.2 SWIFTNet Connectivity Theoretical Examination

Overview

The examination covers SWIFTNet Link, Alliance Gateway, Alliance Web Platform, and Hardware Security Module.

Content

The SWIFTNet Connectivity theoretical examination comprises four modules. A minimum score of 60% correct answers in each module is required to pass the examination.

Section	Number of questions asked
SWIFTNet Link	25
Alliance Gateway	25
Hardware Security Module	25
Alliance Web Platform	25
Total number of questions	100
	<i>Duration: 4 hours</i>

Required skills and knowledge

Required skills and knowledge of the Certified Specialist include:

- Alliance Gateway 7.2 base functionality: main message flow, daily procedures, routing, correspondent application, and security set-up
- installation and configuration
- host adapters (for example, Remote API Host Adapter)
- connectivity packs and aspects (firewalls, IP addressing, Domain Name Service (DNS), and Network Address Translation (NAT))
- administration and support tools
- Web Services Host Adapter (WHSa)
- Online Operations Manager
- troubleshooting and disaster back-up solutions
- pre-implementation check tools
- SWIFTNet portfolio (SWIFTNet Link, InterAct, FileAct), and related architecture, operational interfaces, and communication channels
- SWIFTNet Link installation and upgrade
- SWIFTNet commands
- configuration (back-up, active, or standby)
- Role-Based Access Control

- resilience and maintenance
- Public Key Infrastructure and the functions of security officers (for example, certificate handling)
- troubleshooting
- Hardware Security Module
- Alliance Web Platform

Question examples

The following table provides examples of questions from the SWIFTNet connectivity and SWIFTNet messaging exams. Both exams are multiple-choice examinations.

SWIFTNet connectivity (SNC)

Module	Question 1	Answer 1	Answer 2	Answer 3
Alliance Gateway	The mq_test_connect tool tests the connectivity between:	Alliance Gateway and multiple queue managers	<u>Alliance Gateway and one local queue manager</u>	Local queue managers
Hardware Security Module	Select the correct statement about Hardware Security Module tokens:	<u>New Hardware Security Module tokens are blank and uninitialised</u>	Can be unlocked using the SwHSMMmanagePartitions command	Can be unlocked without having to recover the profile
SWIFTNet Link	If the private signing key of a certificate is expired, then:	<u>User cannot log on or sign</u>	Receiver cannot verify	Not applicable. Key never expires
Web Platform	How do you stop the embedded database?	Using the command <SWP_INSTALL_PATH>/swp_bootstrap -stop	<u>Using the command <SWP_INSTALL_PATH>/bin/stop_database</u>	All of the above

SWIFTNet messaging (SNM)

Module	Question	Answer 1	Answer 2	Answer 3
Understanding and Adminstrating	In case of the failure of Alliance Access in the Hosted database model, which tool can you use to handle any out-of-synch messages after the database recovery is completed?	saa_dbrestore	saa_system	<u>saa_msgrepair</u>

Module	Question	Answer 1	Answer 2	Answer 3
Installing and Configuring	By default, is cold start activated or deactivated in Alliance Access?	It is deactivated by default	<u>It is activated by default</u>	It is activated by default, but only if you have licence option 84: Cold Start
Operating and Message Management	saa_query can be used to extract operators, messages, and events.	<u>TRUE</u>	FALSE	
RMA and Security Awareness	Are the Left and Right Security Officers visible in Alliance Configuration GUI?	<u>YES</u>	NO	
Troubleshooting	When saa_supportinfo is run with the option -hc, it will not collect events related to message flows.	<u>TRUE</u>	FALSE	

3.2 Practical Examination

Overview

Important The information contained in this section still relates to release 7.0. Information related to release 7.2 will be added at a later stage. Candidates will be informed before the examination about the relevant release.

The SWIFTNet Infrastructure release 7.0 practical examination covers the implementation, the configuration, and functionalities of Alliance Access, Alliance Gateway, SWIFTNet Link, Hardware Security Modules, Alliance Web Platform, and Alliance Connect. The practical examination generally takes between 2.5 and 3 days.

Content

Task	Task description
	installation/configuration/message flow/system management for SWIFTNet 7.0 messaging

Task	Task description
Alliance 7.0 installation and latest mandatory upgrades	SWIFTNet Link pre-installation if applicable (connectivity)
	SWIFTNet Link installation and upgrade (if applicable)
	Alliance Gateway pre-installation or upgrade steps
	Alliance Gateway installation and upgrade (if applicable)
	Alliance Access pre-installation or upgrade steps
	Alliance Access and Alliance Entry installation or upgrade
	Alliance Access and Alliance Entry upgrade installation (if applicable)
	release letters post-installation steps (all products), known issues awareness
	Alliance Web Platform Server-Embedded installation
	Alliance Access and Alliance Gateway packages deployment under Alliance Web Platform
	configuration of Alliance Access and Alliance Gateway instances in Alliance Web Platform, testing connectivity
	Alliance Workstation versus Alliance Web Platform functionality
	Alliance WebStation versus Alliance Web Platform functionality
	configuration of the Hardware Security Module token or box (optional, if token used)
	SWIFTNet Link pre-installation if applicable (connectivity)
	SWIFTNet Link installation and upgrade (if applicable)
	Alliance Gateway pre-installation or upgrade steps
	Alliance Gateway installation and upgrade (if applicable)
	Alliance Access pre-installation or upgrade steps
	Alliance Access and Alliance Entry installation or upgrade

Task	Task description
Alliance post-installation steps	Online Operations Manager and PKI certificates management
	configuration of Alliance Gateway for FIN and SWIFTNet Link messaging
	configuration of Alliance Access for FIN and RMA
	configuration of Alliance Access for FileAct and Interact (optional)
	Online Operations Manager and PKI certificates management
	configuration of Alliance Gateway for FIN and SWIFTNet Link messaging
SWIFTNet message flow	RMA messaging and test
	FIN messaging and test
	FileAct real-time and store-and-forward messaging and tests (XML, Direct FileAct, FT (File Transfer)-GUI)
	Logical terminal (LT) failover test to a secondary Gateway
	routing scenario
	Explanation of operational tasks: <ul style="list-style-type: none"> • manual message preparation and flow (input/output) • application Interface: batch input/output, MQHA and SOAP-HA (last two are optional) • message file and message search • monitoring and dashboard • event journal and events distribution • RMA operations • SWIFT interface: daily operations • SWIFTNet interface: daily operations • FileAct and InterAct SWIFTNet services • routing explanation: routing points, exit points, keywords

Task	Task description
Explanation of system management tools and housekeeping tasks	housekeeping tasks
	scheduling and calendar
	event journal and message file archiving
	back-up and restore
	fallback connectivity procedure
	Test and Training mode and integration testbed
	troubleshooting and system tools (saa_system, etc.) SWIFT Customer Support Centre contacts and saa_supportinfo
	system parameters
	Alliance Gateway Admin GUI: <ul style="list-style-type: none"> • system management • configuration parameters and event distribution profiles • SWIFTNet users and certificates • message partners and endpoint definition (routing for FIN and SWIFTNet Link- InterAct and FileAct traffic) • event journal • certify and recover a SWIFTNet user certificate and adopt a SWIFTNet user certificate

3.3 Industry Qualification

- **IBM AIX: IBM/AIX System Administrator**
[AIX Administration V1 \(test C9010-022\)](#)
[AIX 7 Administration \(Test C4040-221\)](#)
- **Oracle Solaris: Oracle Solaris System Administrator**
[Solaris 11: System Administration Professional Examination \(Examination 1Z0-821\)](#)
- **Microsoft Windows: Microsoft Windows Server Administrator**
[Installation storage and compute with Windows Server 2016 –70-740](#)
[Upgrading Your Skills to MCSA: Windows Server 2016 - 70-743](#)
- **Red Hat Linux: Red Hat Certified System Administrator**
[Red Hat Certified System Administration Examination \(Examination EX200\)](#)

Note *If a candidate has passed any other related Operating System examination, SWIFT will evaluate all requests to satisfy the industry certificate requirement on a case-by-case basis.*

4 Re-Certification

As part of the revised SWIFT Certified Specialists programme, SWIFT requires that all candidates complete the full examination requirements for each major SWIFT release. Accordingly, the Certified Specialist must successfully complete the theoretical, practical, and industry requirements as updated within the track criteria document.

The requirements for the SWIFTNet Infrastructure certification includes:

- Two theoretical examinations
 - SWIFTNet Connectivity
 - SWIFTNet Messaging
- One practical examination
 - Covering the full SWIFTNet Infrastructure product suite
- One industry qualification
 - At minimum one certificate from an industry platform (multiple certificates are accepted and will be recorded accordingly)

Note *The SWIFT Certified Specialists track criteria will be reviewed on a yearly basis. It is within SWIFT's sole discretion to determine the content of the re-certification.*

5 Examination Fees

Theoretical examination

Each attempt for a theoretical examination at Prometric requires a registration fee.

Examination	Prometric test fee (USD)
SWIFTNet Connectivity (SNC)	200
SWIFTNet Messaging (SNM)	200

All fees are subject to change.

Practical examination

Each practical examination engagement is charged at the standard SWIFT daily consultancy fee.

Note *For practical examinations administered at SWIFT premises, travel costs to the regional Operating Centre and related expenses are the responsibility of the candidate and his or her employer.*

Industry certification

The industry certification examination is individually administered by each platform, which may charge its own registration fee.

This cost is determined and charged directly by the relevant organisation.

6 Test Infrastructure

System test

SWIFT mandates that the employer of a SWIFT Certified Specialist sets up a test system to train on a real SWIFT environment. One test system can satisfy this requirement for multiple specialists working in the same company.

Related information

For more information on the Alliance pack, the Connectivity Packs, and the messaging services and solutions on the integration testbed (and related pricing), see www.swift.com > Ordering & Support > Developer Resource Centre > [Develop](#).

7 Other Terms

Always refer to the [SWIFT Certified Specialist Programme Overview](#) and the [SWIFT Partner Programme Terms and Conditions](#) for important additional terms relating to, among other things, liability limitations and exclusions that apply.

Legal Notices

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