

CHALLENGING A VMWARE EXAM ITEM

VMware takes pride in the effort made to produce quality exams. Each exam is developed according to industry-standard processes, using Subject Matter Experts (SME) from VMware and the field worldwide. Each exam is reviewed to be accurate and contain current products and technologies at the time of its release. During an exam's lifetime, it is regularly reviewed and updated to remove poor performing items and introduce more effective ones as needed. This is a standard process used by every major IT certification program.

If you believe a specific item you were presented on a VMware certification or badge exam was invalid, you may request an evaluation of the item by following the guidelines below. All requests must be submitted within three calendar days of taking the exam.

Guidelines for challenging exam items:

Send an email to certification@vmware.com. Be sure to include the following information that is included on your exam score report in order to ensure the Certification Support representative has all of the required information to move forward with your case.

- 1) Full Name:
- 2) VMW ID #:
- 3) Registration Number:
- 4) Exam Number:
- 5) Detailed description of exam issue encountered:

VMware values and takes all feedback from candidates very seriously as we strive to make our exams the best they can be.