

ISACA[®]



Continuous Testing
June 2019

ISACA Certification Exam Candidate Guide



Exam Prep
by ISACA[®]



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Candidate Guide Overview

Review this guide thoroughly, it contains important details ISACA Exam Candidates need to know before exam day administration including [scheduling information](#), [exam eligibility](#) and [exam day rules](#).

This guide provides candidates with everything required to prepare for and take an ISACA certification exam and is separated into four (4) major sections outlined below.

- Certified Information Systems Auditor (CISA)
- Certified in Risk and Information Systems Control (CRISC)
- Certified Information Security Manager (CISM)
- Certified in Governance of Enterprise IT (CGEIT)



Introduction

- ISACA Overview
- Code of Ethics
- Certification Programs Summary



Registration and Exam Scheduling

- Overview
- Before You Register
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Exam Preparation

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Section I: Introduction

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1.1 - ISACA Overview and Code of Ethics

Now in its 50th year, ISACA is a pace-setting, global association helping individuals and enterprises achieve the positive potential of technology.

ISACA equips professionals with the knowledge, credentials, education and community to advance their careers and transform their organizations.

ISACA leverages the expertise of its 460,000 engaged professionals in information and cybersecurity, governance, assurance, risk and innovation, as well as its enterprise performance subsidiary, [CMMI[®] Institute](#), to help advance innovation through technology.

ISACA has a presence in 188 countries, including more than 220 chapters worldwide and offices in both the United States and China.

ISACA Products and Services

[Membership:](#)

Being an ISACA member gives you access to [exclusive member benefits](#) including savings on ISACA products like Certification Exams, Conferences and Exam Prep materials.

[Knowledge & Insights:](#)

Explore the latest research, guidance and expert thinking on standards, best practices and emerging trends.

[Training:](#)

ISACA's globally respected training and certification programs inspire confidence that enables innovation in the workplace and career progression.

[Cybersecurity Nexus[™] \(CSX\)](#)

Enhance your expertise. Advance your career. Quickly find the ISACA training solutions that are right for your needs, goals, study preferences and availability.

[COBIT 2019[®]](#)

ISACA's legacy framework for customizing and right-sizing enterprise governance of information and technology.



Certificate Programs

- [COBIT 2019 Foundations](#)
- [COBIT 2019 Design and Implementation](#)
- [Cybersecurity Audit](#)
- [CSX Technical Foundations](#)
- [Cybersecurity Fundamentals](#)

Certification Programs



[CISA](#)® - more than **150,000** certified since 1978.



[CISM](#)® - more than **43,000** certified since 2003.



[CRISC](#)® - more than **25,000** certified since 2010.



[CGEIT](#)® - more than **8,000** certified since 2007.



[CSX Practitioner](#) - An intermediate level certification for professionals who want to demonstrate technical skills and abilities in cybersecurity.





Code of Ethics

ISACA sets forth a [Code of Professional Ethics](#) to guide the professional and personal conduct of its members and/or certification holders.

- Members and those certified are required to abide by ISACA's Code of Professional Ethics.
- Failure to comply can result in an investigation and, ultimately, disciplinary measures.

1.2 - ISACA Certification Program Summary

The information below provides a summary of the four ISACA certifications addressed in this guide.

Description	 Certified Information Systems Auditor [®] <small>An ISACA® Certification</small>	 Certified in Risk and Information Systems Control [®] <small>An ISACA® Certification</small>	 Certified Information Security Manager [®] <small>An ISACA® Certification</small>	 Certified in the Governance of Enterprise IT [®] <small>An ISACA® Certification</small>
Eligibility Requirements	Designed for IT/IS auditors, control, assurance and information security professionals. Five (5) or more years of experience in IS/IT audit, control, assurance, or security. Experience waivers are available for a maximum of three (3) years.	Designed for those experienced in the management of IT risk and the design, implementation, monitoring and maintenance of IS controls. Three (3) or more years of experience in IT risk management and IS control. No experience waivers or substitutions	Designed for those who manage, design, oversee and assess an enterprise's information security function. Five (5) or more years of experience in information security management. Experience waivers are available for a maximum of two (2) years.	CGEIT recognizes a wide range of professionals for their knowledge and application of enterprise IT governance principles and practices. Five (5) or more years of experience in an advisory or oversight role supporting the governance of the IT-related contribution to an enterprise. No experience waivers or substitutions
Domain (%)	Domain 1 - Information System Auditing Process (21%) Domain 2 - Governance and Management of IT (17%) Domain 3 - Information Systems Acquisition, Development and implementation (12%) Domain 4 - Information Systems Operations and Business Resilience (23%) Domain 5 - Protection of Information Assets (27%)	Domain 1 – IT Risk Identification (27%) Domain 2 – IT Risk Assessment (28%) Domain 3 – Risk Response and Mitigation (23%) Domain 4 - Risk and Control Monitoring and Reporting (22%)	Domain 1 – Information Security Governance (24%) Domain 2 – Information Risk Management (30%) Domain 3 – Information Security Program Development and Management (27%) Domain 4 – Information Security Incident Management (19%)	Domain 1 – Framework for the Governance of Enterprise IT (25%) Domain 2 – Strategic Management (20%) Domain 3 – Benefits Realization (16%) Domain 4 – Risk Optimization (24%) Domain 5 – Resource Optimization (15%)
Exam Languages	Chinese Traditional Chinese Simplified English German French Japanese Italian Spanish Korean Turkish	Chinese Simplified English Spanish	Chinese Simplified English Japanese Spanish	Chinese Simplified English

Exam Questions

All certification exams consist of 150 multiple choice questions that cover the respective job practice areas created from the most recent job practice analysis.

Candidates have up to 4 hours (240 minutes) to complete the exam.

Exam Fees

Exam registration fees are based on membership status at the time of exam registration.

- ISACA Member: US \$575
- ISACA Nonmember: US \$760

Exam registration fees are non-refundable and non-transferrable.

Resources

Below are some useful links and resources to help exam candidates learn more about ISACA Certification exams.

CISA Certification

- [CISA Certification Overview](#)
- [CISA Requirements](#)
- [CISA Job Practice](#)

CRISC Certification

- [CRISC Certification Overview](#)
- [CRISC Requirements](#)
- [CRISC Job Practice](#)

CISM Certification

- [CISM Certification Overview](#)
- [CISM Requirements](#)
- [CISM Job Practice](#)

CGEIT Certification

- [CGEIT Certification Overview](#)
- [CGEIT Requirements](#)
- [CGEIT Job Practice](#)

Section II: Exam Registration and Scheduling

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2.1 - Before You Register

ISACA certification exams are computer-based and administered at authorized PSI testing centers globally. Exam registration is continuous, meaning, candidates can register any time, no restrictions. Candidates can schedule a testing appointment as early as 48 hours after payment of exam registration fees.

Upon registration, exam candidates have a twelve (12) month eligibility period to take their exam. This means that from the date you register, you have 12 months (365 days) to take your exam. It is important to note that the exam registration fee must be paid in full before an exam candidate can schedule and take an exam.



Please be aware that the exam eligibility and registration fees will be forfeited in the event the candidate does not take the exam during the 12-month eligibility period, if the testing appointment is missed or if the candidate is more than 15 minutes late for a testing appointment.

2.2 - Registering for the Exam

Exam registration must be completed online by following the steps below:

Step	Action
1.	Go to Exam Registration .
2.	Select your certification.
3.	Log in or create an account. Note: If you are creating an account, please ensure your name is the same as what appears on your government-issued identification that you will present on exam day. See the Exam Day Rules section in this document for acceptable forms of ID. Before you register for the exam, it is important to verify there is a PSI test site near you .

Please note, during the exam registration process you will be required to accept ISACA's exam candidate terms and conditions ([Appendix A](#)), including the conditions set forth in this Candidate Guide covering exam administration, certification rules, and the release of test results.

For step-by-step instructions on completing your online registration, please refer to the [How to Register Guide](#).



Candidates cannot schedule a testing appointment until exam registration fees are paid in full. Exam fees are **non-refundable** and **non-transferrable**.

Registration Acknowledgement

You will receive a **Notification to Schedule** email within one (1) business day following registration and payment of the exam.

The Notification to Schedule email provides information on scheduling your [exam appointment](#).

Registering for the Exam with Special Accommodations

Special testing accommodations must be requested during the registration process and approved by ISACA before scheduling the exam.

To request special testing accommodations please follow the steps below:

Step	Action
1.	During the exam registration process, make sure to <i>mark</i> the special accommodation requirement field.
2.	Print the Special Accommodation Request Form .
3.	Complete the ISACA Special Accommodation Request Form. Note: Form must be completed by you and your health care professional.
4.	Submit form to ISACA via email at specialaccom@isaca.org .



Special accommodation requests will not be considered until exam registration fees are paid in full. All requests must be submitted to ISACA *no later than 4 weeks* prior to your preferred exam date and are only valid for that one exam administration.

Registration Changes

There are three common registration changes that candidates request. Refer to the table below.

Type of Change	Steps
Name	<ol style="list-style-type: none"> 1. Log in to https://www.isaca.org. 2. Click the MyISACA tab. 3. Click the myProfile>Account-Address-Demographic Info tab. 4. Click the Edit button at the bottom of the profile to make your changes. 5. Click Save.
Exam Language	<ol style="list-style-type: none"> 1. Login at https://www.isaca.org/myisaca. 2. Click myCertifications. 3. Click the “Re-Schedule or Cancel Exam” URL in the Pre-Certification Summary section to proceed to PSI’s scheduling page 4. Follow the on-screen instructions to schedule your testing. appointment. The How to Schedule Guide is available to help you schedule and reschedule. <p>Note: If you need to change your exam language, you also must reschedule the testing appointment. See Rescheduling an Exam for details.</p>
Exam Type	Contact ISACA Support immediately at support.isaca.org or by phone at 1-847-660-5505.



All change requests must be completed a minimum of 48 hours prior to your scheduled testing appointment.

Security Agreement

You are required to agree to ISACA’s Candidate Security Agreement by signing an agreement statement online prior to your exam launch at the testing center. The Candidate Security Agreement is located on the last page of this guide ([APPENDIX B](#)) for your advance review prior to exam day.

2.3 - Scheduling the Exam Appointment

Eligibility

Exam eligibility is required to schedule and take an exam. Eligibility is established at the time of exam registration and is good for twelve (12) months (365 days).

Exam registration and payment are required before you can schedule and take an exam.

Exam fees are non-refundable and non-transferable.



You will forfeit your fees if you do not schedule and take the exam during your twelve-month eligibility period. **No eligibility deferrals or extensions are allowed.**

Exam Scheduling

There are 5 key steps to schedule an exam appointment. Please note that payment is required before you can schedule an exam.

Step	Action
1.	Sign into your myISACA account
2.	Click myCertification and select Schedule Exam .
3.	Click Access Exam Dashboard , you will be taken to the PSI site to schedule your exam.
4.	Click Schedule Exam .
5.	Once on PSI scheduling site follow the instructions: <ul style="list-style-type: none"> • Select an exam language. • Enter you Country and Time Zone. • Select an available date and time on the Calendar. • Click Continue. • Confirm the Schedule Details and click Continue.

You will receive a confirmation email from no-reply@psiexams.com confirming your exam appointment. Please view the [How-to-Schedule Guide](#) for additional scheduling assistance.

Rescheduling an Exam

You can reschedule your exam anytime, without penalty, during your eligibility period if done a minimum of 48 hours prior to your scheduled testing appointment.



If you are within 48 hours of your scheduled testing appointment, you must take the exam or forfeit the registration fee. To reschedule an appointment: Log in into your [MyISACA Account](#) and click **MyCertification**.

Emergency Closing

Severe weather or an emergency could require canceling scheduled exams. If this occurs, PSI will attempt to contact you by phone or email; however, ISACA suggests that you check for test center closures by referencing www.psiexams.com. If the site is closed, the exam will be rescheduled without a rescheduling fee.

Section III - Exam Preparation

The Exam Preparation section covers the processes to get ready for the exam, the exam day rules and how the exam is administered.

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3.1 - Getting Ready for the Exam

Exam Preparation

ISACA offers a variety of [exam preparation](#) resources including group training, self-paced training and [study resources](#) in various languages to help you prepare for your certification exam.

Exam Questions

Exam questions are developed with the intent of measuring and testing practical knowledge and the application of general concepts and standards. All questions are designed with one best answer.

- Every question has a stem (question) and four options (answer choices).
- Choose the correct or best answer from the options.
- The stem may be in the form of a question or incomplete statement.

In some instances, a scenario may also be included. These questions normally include a description of a situation and require you to answer two or more questions based on the information provided.

To learn more about the types of exam questions and how they are developed, go to [Item Writing Guide](#).

Exam Tips

- Read each question carefully. An exam question may require you to choose the appropriate answer based on a qualifier, such as MOST likely or BEST.
- Read the question carefully, eliminate known incorrect answers and then make the best choice possible.
- A tutorial of the exam taking experience will be provided after logging onto the testing station and prior to the start of the exam. Pay close attention to the tutorial so as not to miss important information.
- All questions should be answered.
- There are no penalties for incorrect answers. Grades are based solely on the total number of questions answered correctly, so do not leave any questions blank.
- Budget your time. The exam is four hours in length. Pace yourself to complete the entire exam.

Before You Arrive at the Exam

Make sure you are prepared before the day of the exam by doing the following:

- Locate the test center address and confirm the start time.
- Map out your route to the testing center.
- Plan to arrive at least 15 minutes prior to the exam start time.
- Plan to store your personal belongings.

*See the [Exam Day Rules](#) for more information.

Identification Requirements

To enter the testing center, you must present an acceptable form of identification (ID).

An acceptable form of ID must be a current and original government-issued ID that contains:

- Candidate's name (as it appears on the Notification to Schedule email from ISACA)
- Candidate's signature
- Candidate's photograph

All information must be demonstrated by a single form of ID (cannot be a copy or handwritten).



Any candidate who does not provide an acceptable form of ID will not be allowed to sit for the exam and will forfeit his/her registration fee.

Acceptable Forms of Identification

Acceptable forms of identification include:

- Driver's license
- State identity card (non-driver's license)
- Passport
- Passport card
- Military ID
- Green card
- Alien registration
- Permanent resident card
- National identification card



The testing center reserves the right to ask for additional forms of identification for verification purposes. If there is any doubt surrounding your identity, you will be turned away from the test and ISACA will be notified. This will be considered a no-show and you forfeit your exam fees. To take the test in the future, you will be required to re-register and pay the exam fee again.

3.2 - Exam Day Rules

The exam rules provide guidelines of what's acceptable during the exam. The exam rules apply to tests administered at the PSI Test Centers and PSI Testing Kiosk locations.

Please visit <http://www.isaca.org/certification/pages/taking-the-exam.aspx> for more information on exam day guidelines.

Prohibited Items

You are prohibited from bringing the following into the test center:

- Reference materials, paper, notepads, or language dictionaries
- Calculators
- Any type of communication, surveillance or recording devices such as:
 - Mobile phones
 - Tablets
 - Smart watches or glasses
 - Mobile devices
- Baggage of any kind including handbags, purses, or briefcases
- Weapons
- Tobacco products
- Food or beverages
- Visitors



If exam candidates are viewed with any such communication, surveillance or recording devices during the exam administration, their exam will be voided, and they will be asked to immediately leave the exam site.

Storing Personal Items

Plan to store your personal items brought to the testing center in a locker or other designated area. You will not be able to access personal items until the exam is complete and submitted.

Unacceptable behavior

Activities that would invalidate your test score. Unacceptable behavior is also identified in the Candidate Security Agreement ([Appendix B](#)).

- Creating a disturbance.
- Giving or receiving help; using notes, papers, or other aids.
- Attempting to take the exam for someone else or having someone else take the exam for you.
- Possession of communication, surveillance or recording device, including but not limited to cell phones, tablets, smart glasses, smart watches, mobile devices, etc., during the exam administration.
- Attempting to share test questions or answers or other information contained in the exam (as such are the confidential information of ISACA); including sharing test questions subsequent to the exam.
- Leaving the testing area without authorization. (These individuals will not be allowed to return to the testing room).
- Accessing items stored in the personal belongings area before the completion of the exam.

Personal Hardship Guidelines

If you fail to arrive for a testing appointment due to a personal hardship you may be able to reschedule without forfeiting your exam registration fee.

Step	Action
1.	Contact PSI* no later than 72 hours following the scheduled appointment.
2.	Provide documentation to PSI to confirm the reason for absence.

*PSI Contact Info:

Country	Phone Number
US Toll-Free	+1-855-768-1150
US Non-Toll-Free	+1 888-847-6180 ext. 6779
UK Toll-Free	0-808-189-3101
China National	400-120-0377
India Toll-Free	000-800-100-4052
Japan Toll-Free	0800-888-3037

Personal Hardship Examples	Documentation Required
Personal Illness	Doctor's note, emergency room admittance, etc. <ul style="list-style-type: none"> • Must be signed by a licensed doctor and include the date of medical visit. • Must include contact information for the licensed doctor. • Does not need to give details of the illness or emergency, but the doctor should indicate that the candidate should not test.
Death of an immediate family member including: <ul style="list-style-type: none"> • Spouse • Child/dependent • Parent • Grandparent • Sibling 	Must include the date of death and deceased name and relationship to the deceased.
Traffic Accidents	Police report, receipt from the mechanic or towing company which must include the date and contact information.



If the request is denied, you are required to register again and pay the full exam registration fee.

Leaving the Testing Center

You must gain authorization from the test proctor to leave the testing center.

Reason for leaving:	Directions:
An emergency	<ul style="list-style-type: none"> The exam will be paused temporarily. Once it is confirmed as an emergency, the test will end.
To use the facilities	<ul style="list-style-type: none"> You will be required to check out and check back in. The exam time will not stop, and no extra time will be permitted.

Consequences

If you violate the Exam Day Rules or engage in any kind of misconduct you may be subject to the following:

- Dismissal or disqualification
- Voiding of exam
- Revocation of ISACA membership and any certifications currently held
- Banned from taking any ISACA exam
- Legal ramifications

3.3 - Exam Administration

The PSI testing location is either a testing center or a testing kiosk.

PSI Testing Center



PSI Testing Kiosk*



Proctors in PSI testing kiosks use 3 digital cameras, an on-screen chat and microphone to communicate with you. Proctors can pause the exam whenever unauthorized persons or activity are detected on any of the video or audio.

You are expected to protect the security of the exam and maintain the validity of the scores as stated in the Candidate Security Agreement ([APPENDIX B](#)).

You can compare experiences. Visit: [Compare Exam Experiences](#).

There are also YouTube videos to watch to get familiar with each exam experience:

- Visit: [PSI Testing Center Location Experience Video](#)

Your exam may be administered in a room with other test takers. Please note that some noise should be expected and is considered normal.

Section IV - After the Exam

The After the Exam section covers the exam scoring and applying for certification.

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4.1 - Exam Scoring

Receiving Your Score

You will be able to view your preliminary exam results on screen immediately following the completion of your exam. Your official score will be emailed and available online within 10 working days. If you are successful you will receive details on how to apply for certification.

1. Email notification: sent to the email address listed on your profile.
2. Online results: available on MyISACA > MyCertifications page of the ISACA website.
3. Exam scores won't be provided by telephone or fax.
4. **Question-level results cannot be provided.**

Scoring Criteria

Candidate scores are reported as a scaled score. A scaled score is a conversion of a candidate's raw score on an exam to a common scale. The purpose of a scaled score is to ensure that a standard way of reporting outcomes is used across disparate versions of the exam so that different versions are comparable and fair. ISACA uses and reports scores on a common scale from 200 to 800. You must receive a score of **450 or higher to pass** the exam which represents the minimum standard of knowledge.

- Exam outcome is based on total score only. Sub-domain scores are reported only to provide a relative performance in each area. Dividing the reported scores by the number of domains for an average does not accurately reflect the total score. It is possible to achieve low scores in multiple domains and still pass and high scores in certain sub-domains but still fail.
- A score of 800 represents a perfect score with all questions answered correctly.
- A score of 200 represents the lowest score possible and signifies only a small number of questions were answered correctly.
- A candidate receiving a passing score can then apply for certification if all other requirements are met (see section [How to become Certified](#) for more details).

Requests for Rescoring

While we are confident in the integrity and validity of our scoring procedures, you may request a rescore if you do not pass the exam. Rescores are performed by PSI.

You must submit a rescore request in writing through our [support page](#) within 30 days following the release of the exam results.

- Requests for a rescore after 30 days will not be processed.
- All requests must include a candidate's name, ISACA identification number and mailing address
- A fee of US \$75 must accompany each request

4.2 - Retake Policy

To protect the integrity of ISACA's certification exams, ISACA has implemented the following retake policy:

1. Individuals have 4 attempts within a rolling twelve-month period to pass the exam. Those that do not pass on their first attempt are allowed to retake the exam a total of 3 more times within 12 months from the date of the first attempt.

To illustrate:

After taking and not passing the exam (attempt 1):

- Retake 1 (attempt 2): Customers must wait 30 days from the date of the first attempt
 - Retake 2 (attempt 3): Customers must wait 90 days after the date of the second attempt
 - Retake 3 (attempt 4): Customers must wait 90 days after the date of the third attempt
2. Individuals who pass the exam are restricted from taking the same exam within the application time period of 5 years.
 3. Certification holders are restricted from taking the same certification exam while they are certified.

4.3 - Post Exam Feedback

You will have the opportunity to provide feedback after completing the exam via a post-exam survey. Your feedback is used to improve the testing experience and the quality of the exam questions.

Concerns about Exam Administration

You can provide comments and concerns about the examination administration, including exam day issues, site conditions or the content of the exam by contacting ISACA at support.isaca.org within 48 hours of the conclusion of the test.

Step	Action
1.	Contact ISACA support .
2.	Provide the following information in your comments: <ul style="list-style-type: none"> • ISACA ID number • Resting center location • Date and time tested • Any relevant details on the specific issue
3.	ISACA will review comments regarding exam day issues and site concerns prior to the release of the official score report.



ISACA does not reissue scores based on question updates. Our subject matter experts use these comments to improve future examinations.

4.4 - Certification

How to become Certified

Taking and passing an ISACA certification exam is just the first step in becoming certified. To become certified, an individual must first meet the following requirements:

Step	Action
1.	Successfully pass the Certification Exam.
2.	Submit an application to demonstrate the experience requirements.
3.	Adhere to the Code of Professional Ethics.
4.	Adhere to the Continuing Professional Education Program.

Candidates have (5) five years from passing the exam to apply for certification.

Additional resources are included below for more information about becoming certified.

CISA

1. [Successful completion of the CISA examination](#)
2. [Submit the Application for CISA Certification](#)
3. [Adherence to the Code of Professional Ethics](#)
4. [Adherence to the Continuing Professional Education Program](#)
5. [Compliance with the Information Systems Auditing Standards](#)

CRISC

1. [Successful completion of the CRISC examination](#)
2. [Submit the Application for CRISC Certification](#)
3. [Adherence to the Code of Professional Ethics](#)
4. [Adherence to the Continuing Professional Education \(CPE\) Policy](#)

CISM

1. [Successfully pass the CISM exam](#)
2. [Submit the Application for CISM Certification](#)
3. [Adhere to ISACA's Code of Professional Ethics](#)
4. [Agree to comply with the Continuing Education Policy](#)

CGEIT

1. [Successfully pass the CGEIT Exam](#)
2. [Submit the Application for CGEIT Certification](#)
3. [Adhere to ISACA's Code of Professional Ethics](#)
4. [Adhere to the Continuing Professional Education \(CPE\) Policy](#)

Why certify?

ISACA certifications are [globally accepted and recognized](#). They combine the achievement of passing an exam with credit for your work and educational experience, giving you the credibility, you need to move ahead in your career. Certification proves to employers that you have what it takes to add value to their enterprise. In fact, many organizations and governmental agencies around the world require or recognize ISACA's certifications.

Independent studies consistently rate ISACA's designations among the highest paying IT and impactful certifications that an IT professional can earn. Earning and maintaining an ISACA certification:

- Boosts your earning potential.
- Counts in the hiring process.
- Enhances your professional credibility and recognition.
- See [special recognitions](#) for more information.

ANSI Accredited

- ISACA Certifications are ANSI accredited.
- The American National Standards Institute (ANSI) has accredited the CISA, CRISC, CISM and CGEIT certifications under ISO/IEC 17024:2012, General Requirements for Bodies Operating Certification Systems of Persons.
- Accreditation by ANSI signifies that ISACA's procedures meet ANSI's essential requirements for openness, balance, consensus, and due process.
- With this accreditation, ISACA anticipates that significant opportunities for CISAs, CRISCs, CISM and CGEITs will continue to present themselves around the world.

ANSI Accredited Program

PERSONNEL CERTIFICATION #0694

ISO/IEC 17024

CISA, CISM, CGEIT and CRISC Program Accreditation

Renewed Under ISO/IEC 17024:2012

- ANSI is a private, nonprofit organization that accredits other organizations to serve as third-party product, system, and personnel certifiers.
- ISO/IEC 17024 specifies the requirements to be followed by organizations certifying individuals against specific requirements.

ANSI describes ISO/IEC 17024 as “expected to play a prominent role in facilitating global standardization of the certification community, increasing mobility among countries, enhancing public safety and protecting consumers.”

APPENDIX A

ISACA Certification Exam Terms and Conditions

1. I have read and agree to the conditions set forth in the ISACA Certification Exam Guide, including ISACA exam management, ISACA Code of Ethics, certification rules, policies and procedures, and the release of test results.
2. I understand that if false or misleading information is provided, or if the test rules, policies or procedures are violated, the test will be disqualified, the test results will be cancelled, or ISACA will take other measures as appropriate, including but not limited to prohibiting me from taking exams or applying for ISACA certification in the future. I understand that as a participant in the certification exam, I will be solely responsible for the complaints I file and bear the relevant expenses.
3. I hereby agree and warrant that ISACA and its officers, supervisors, invigilators, members, employees, agents and ISACA's affiliates and licensors will not be liable for any complaints, claims or other losses caused by any of ISACA's acts or omissions, or any acts or omissions related to my registration for the exam.
4. I understand that ISACA will have the final and sole authority to decide whether or not I pass the ISACA exam. In addition, I understand that ISACA will inform its local branches of my passing of ISACA exams or may inform related parties of my test results as required by law.
5. I agree that in the event of a lawsuit related to an exam registration or an ISACA exam, the lawsuit must be filed with the Court of Circuit, Cook County, Illinois, USA, and must be decided in accordance with the laws of the State of Illinois, USA.
6. Upon participating in the ISACA exam, I understand and agree that the ISACA exam (including all aspects related to the exam, including but not limited to questions, answers, examples, and other information that appear or are included in the exam) belongs to ISACA and constitutes ISACA's confidential information (collectively referred to as "confidential information"). I agree to keep all confidential information of ISACA confidential and understand that failure to do so may result in ISACA's disciplinary action against me or other adverse consequences, including but not limited to my own exam void and loss of certification and/or litigation. Specifically, I understand that I should not discuss, post or share any test questions, my answers or exam forms with anyone through any forum or media (e.g., email, Facebook, LinkedIn, or any other social media).
7. I understand that my information will be used to complete the application or for other purposes as described in the ISACA Privacy Policy. Should you be granted certification, you will receive an electronic badge from ISACA.
8. By signing below, I authorize ISACA to contact me at the address and phone number provided. I further declare that the information provided is true and accurate. To learn more about how ISACA uses the information you provide in this form, please read our Privacy Policy at www.isaca.org/privacy.

APPENDIX B

Candidate Security Agreement

THIS IS A LEGAL AGREEMENT BETWEEN YOU AND ISACA. BY PROCEEDING TO TAKE THE EXAM YOU ARE ACCEPTING THIS AGREEMENT, AND HEREBY AGREE THAT THE FOLLOWING TERMS AND CONDITIONS SHALL GOVERN YOUR PARTICIPATION IN AN ISACA/PSI TEST ADMINISTRATION. IF YOU DO NOT OR CANNOT AGREE TO THE TERMS CONTAINED HEREIN, THEN DO NOT ACCEPT THESE TERMS AND DO NOT CONTINUE WITH THE EXAM. IF YOU DO NOT AGREE TO BE BOUND BY THIS AGREEMENT YOU WILL BE ASKED TO LEAVE BEFORE THE EXAM CAN COMMENCE. I HAVE READ THE FOLLOWING ISACA/PSI LEGAL AGREEMENT, UNDERSTAND THAT THE CONTENT OF THIS ISACA EXAM IS PROPRIETARY AND STRICTLY CONFIDENTIAL INFORMATION, AND CONSENT TO TAKE THE EXAMINATION UNDER THE CONDITIONS STATED HEREIN:

- I hereby acknowledge that:
 - I do not have in my possession any study material, notes, not pads, cell phone(s), recording device(s), and any other electronic device(s) while in the testing area.
 - I will not copy, photograph, or remove exam questions or answers in any manner from the test area.
 - I will not sell, license, distribute, exchange, give away, comment on or discuss, either directly or indirectly, any question or any part of any question from this ISACA exam to any person or entity before, during or after this ISACA exam. This includes publication or sharing of ISACA exam questions, answers or thoughts on any questions or the exam's format in any live or online forum or media (i.e., via email, Facebook, LinkedIn, online communities or other social media applications).
 - I will not give or receive assistance while taking this ISACA exam, including the use of unauthorized study material or unauthorized notes.
 - I will inform the proctor when needing to use the rest room, but I understand that leaving the building at any time before completing the exam is prohibited.
 - ISACA, or its designated agents, have the right to research this ISACA exam results and exam data to monitor for exam fraud and exam irregularities.
 - ISACA reserves the right, in its sole discretion, to disqualify me from taking or continuing to sit for this ISACA exam, or from receiving my exam score if ISACA, or its designated agents, determine, through proctor observation, statistical analysis, or any other means that I was engaged in collaborative, disruptive, or other unacceptable behavior before, during or after the administration of this ISACA exam.
 - The unauthorized receipt, retention, possession, copying, or disclosure of any ISACA exam materials, including but not limited to the content of this ISACA exam, before, during, or after the exam is in violation of the confidential nature of this ISACA exam and can result in disciplinary or legal action such as severe civil or criminal penalties, invalidation of exam scores, and revocation of ISACA membership and ISACA certifications currently held.
 - ISACA reserves the right to invalidate test scores if ISACA has any reasonable basis to question the validity of a test score.

BY PROCEEDING WITH THIS EXAM, I ACKNOWLEDGE THAT I HAVE READ, UNDERSTAND, AND AGREE TO COMPLY WITH THE ABOVE ISACA/PSI SECURITY AGREEMENT AND CONSENT TO TAKE THIS ISACA EXAM UNDER THE CONDITIONS STATED HEREIN.

Note: If a candidate refuses to consent to the conditions of this ISACA/PSI Security Agreement, the proctor will notify the candidate that he/she will not be authorized to take the examination. PSI and ISACA Headquarters will be so informed. This form is retained as a permanent part of the candidate file.

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