

ISACA[®]



2018

ISACA[®] Exam Candidate Information Guide



**Certified Information
Systems Auditor[®]**
An ISACA[®] Certification



**Certified in Risk
and Information
Systems Control[™]**
An ISACA[®] Certification



**Certified Information
Security Manager[®]**
An ISACA[®] Certification



**Certified in the
Governance of
Enterprise IT[®]**
An ISACA[®] Certification

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Section I - Candidate Guide Introduction

Candidate Guide Overview





Introduction

The Candidate Guide provides you with everything you need to prepare and take the following certification exams:

- 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)

Information covered in the Candidate Guide

The Candidate Guide has four major sections:

 <p>Introduction</p>	 <p>Registration and Exam Scheduling</p>	 <p>Exam Preparation</p>	 <p>After the Exam</p>
<ul style="list-style-type: none"> • ISACA Overview • Code of Ethics • Certification Programs Summary 	<ul style="list-style-type: none"> • Overview • Before You Register • Registering • Scheduling • Rescheduling & Deferrals 	<ul style="list-style-type: none"> • Overview • Getting Ready • Rules • Administration 	<ul style="list-style-type: none"> • Overview • Scoring • Certification

In this section

This section contains the following topics:

Topic	See Page
ISACA Overview and Code of Ethics	2
ISACA Certification Programs Summary	3

ISACA Overview and Code of Ethics

What is ISACA?

- ISACA advances global business leaders in technology, information and cyber security, governance, risk and innovation.
 - ISACA helps global professionals lead, adapt, and assure trust in an evolving digital world by offering innovative and world-class knowledge, standards, networking, credentialing, and career development.
 - ISACA is a global nonprofit association established in 1969.
 - ISACA is made up of 140,000 professionals in 180 countries.
-

What ISACA Offers

ISACA provides practical guidance, benchmarks and other effective tools for all enterprises that use information systems. We do this by offering:

- ✓ Membership and community
 - ✓ Professional recognition
 - ✓ Guidance and practices
 - ✓ Professional development
-

Code of Ethics

ISACA sets forth a Code of Professional Ethics to guide the professional and personal conduct of members of the association and/or its certification holders.

- Members and those certified are required to abide by the Code.
- Failure to comply with this Code of Professional Ethics can result in an investigation into a member's and/or certification holder's conduct, possible revocation of membership and/or certification and, ultimately, in disciplinary measures.

View the Code of Professional Ethics online at: www.isaca.org/ethics.

Membership and Contact Information

If you are currently not a member, consider joining to take advantage of the benefits of membership including the opportunity to save on exam fees, study materials and global conferences. For more information on membership, visit: ISACA Membership.

For other inquiries, you can reach ISACA online or by phone.

- Online: support.isaca.org
 - Phone: 1-847-660-5505; Fax: 1-847-253-1443
-

ISACA Certification Program Summary

Certification Summary

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

	CISA	CRISC	CISM	CGEIT
Description	The CISA designation is a globally recognized certification for IS audit, control, and security professionals.	The CRISC certification is designed for those experienced in the management of IT risk, and the design, implementation, monitoring and maintenance of IS controls.	The CISM certification recognizes those who manage, design, oversee and assess an enterprise's information security.	The CGEIT designation recognizes a wide range of professionals for their knowledge and application of enterprise IT governance principles and practices.
Eligibility Requirements	Five (5) or more years of experience in IS audit, control, or security. Waivers are available for a maximum of (3) three years.	Three (3) years of work experience managing IT risk by designing and implementing IS controls, including experience across at least two CRISC domains of which one must be in domain 1 or 2. There are no substitutions or experience waivers.	Five (5) or more years of experience in security management. Waivers are available for a maximum of two (2) years.	Five (5) or more years of experience managing in an advisory or oversight role and/or supporting the governance of the IT-related contribution to an enterprise including a minimum of one year of experience related to the definition, establishment, and management of a framework for the governance of IT. There are no substitutions or experience waivers.
Domain (%)	<p>Domain 1 - The process of Auditing Information Systems (21%)</p> <p>Domain 2 - Governance and Management of IT (16%)</p> <p>Domain 3 - Information Systems Acquisition, Development and Implementation (18%)</p> <p>Domain 4 - Information Systems Operation, Maintenance and Service Management (20%)</p> <p>Domain 5 - Protection of Information Assets (25%)</p>	<p>Domain 1 - IT Risk Identification (27%)</p> <p>Domain 2 - IT Risk Assessment (28%)</p> <p>Domain 3 - Risk Response and Mitigation (23%)</p> <p>Domain 4 - Risk and Control Monitoring and Reporting (22%)</p>	<p>Domain 1 - Information Security Governance (24%)</p> <p>Domain 2 - Information Risk Management (30%)</p> <p>Domain 3 - Information Security Program Development and Management (27%)</p> <p>Domain 4 - Information Security Incident Management (19%)</p>	<p>Domain 1 - Framework for the Governance of Enterprise IT (25%)</p> <p>Domain 2 - Strategic Management (20%)</p> <p>Domain 3 - Benefits Realization (16%)</p> <p>Domain 4 - Risk Optimization (24%)</p> <p>Domain 5 - Resource Optimization (15%)</p>
Exam Languages	Chinese Simplified Chinese Traditional English Japanese French Korean German Spanish Hebrew Turkish Italian	Chinese Simplified English Spanish	Chinese Simplified English Japanese Korean Spanish	Chinese Simplified English

ISACA Certification Program Summary, Continued

Certification 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.
 - You have 4 hours to complete the exam.
-

Certification Exam Fees

Exam fees are:

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

Note: Your exam fee is based on your membership status at the time your order is placed. Funds received are applied as follows: membership, study materials and exams.



Exam fees are non-refundable and non-transferrable.

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

What is ANSI?

- 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."
-

Certification Program Summary, Continued

Resources

Use the resources below to learn more about each certification.

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 - Registration and Exam Scheduling

Registration and Scheduling Overview

Introduction The Registration and Scheduling section covers the process to register and schedule the certification exam.

In this section This section contains the following topics:

Topic	See Page
Before You Register	7
Registering for the Exam	8
Candidate Security Agreement	8
Registration Changes	10
Scheduling the Exam Appointment	11
Rescheduling and Cancelling Exams	12

Before You Register

Introduction



Before you register, you need to:

1. Review the exam windows
2. Check the exam schedule for locations and dates
3. Review registration & deferral deadlines

Because you are registering for a specific exam window, it is important to confirm that the exam window you choose has a location and date that works for you.

If necessary, you have an option to move your exam registration to another window by paying a \$200 deferral fee.

Review Exam Windows

The CISA, CRISC, CISM and CGEIT exams are offered multiple times within three windows in 2018. Review the following exam windows to determine when you would like to take your exam.

Exam Window 1	Exam Window 2	Exam Window 3
1 February – 24 May	1 June – 23 September	1 October – 24 January 2019

Check the Exam Schedule

It is important to verify there is a test site available before registering and paying for the exam. You can verify availability by checking the exam schedule. <http://www.isaca.org/examlocations>

Review Registration and Deferral Deadlines

Each exam window has associated registration, scheduling and deferral deadlines that are important to keep in mind.

2018 Registration, Scheduling, and Deferral Deadlines

	Registration and Scheduling Opens	Registration Deadline	Deferral Deadline
Exam Window 1	1 December 2017	18 May 2018	24 May 2018
Exam Window 2	1 March 2018	18 September 2018	23 September 2018
Exam Window 3	1 July 2018	18 January 2019	24 January 2019



To be eligible to schedule the exam within the testing window, you must register and pay for the exam first. Exam fees are **non-refundable** and **non-transferrable**.

Registering for the Exam

Online Registration Procedures

Exam registration is performed online.

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 that 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.

Security Agreement

The registration form and payment must be received before you can schedule an exam. Exam fees are non-refundable and non-transferable. When you click “complete” during the online registration process, you are agreeing to adhere to and accept ISACA’s Candidate Security Agreement. You will also need to sign ISACA’s Candidate Security Agreement on exam day. It is important that you understand this agreement prior to registration. This agreement is located on the last page of this guide for your advance review prior to registration and exam day.

Go to the [Appendix](#) to review the security agreement in more detail.



Always make sure you confirm a test location and review the registration and deferral deadlines on the [previous page](#) before you complete the registration process.

- For step-by-step instructions on completing your online registration, please refer to the [How to Register Guide](#).
- If you aren’t an ISACA member, you can join during the registration process to save on fees. Visit: [ISACA Membership](#).

Registration Acknowledgement

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

The Notification to Schedule email provides information on scheduling your exam appointment.

Continued on the next page

Registering for the Exam, Continued

Special Accommodations

If you have a disability that requires a special accommodation, special testing accommodations must be requested during the registration process and approved by ISACA BEFORE scheduling the exam.

Request Reasonable Accommodation

Step	Action
1	Indicate need for reasonable accommodation on registration form.
2	Open and print the Special Accommodation Request Form.
3	Complete the ISACA Special Accommodation Request Form to ISACA for review and approval. Note: Form must be completed by you and your health care professional.
4	Submit form to ISACA via email at specialaccom@isaca.org .

The Special Accommodation Request can be found at: www.isaca.org/specialaccom.



All requests must be submitted to ISACA *no later than 4 weeks* prior to your preferred exam date and is only valid for that one exam administration.

Registration Changes

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. Login to www.isaca.org. 2. Click on the My ISACA tab. 3. Click on 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 www.isaca.org/myisaca. 2. Click on myCertifications. 3. Click on the “Re-Schedule or Cancel Exam” URL in the Pre-Certification Summary section to proceed to PSI’s scheduling page. <p>Note: If you need to change your exam language, you also have to reschedule the testing appointment. See Rescheduling an Exam for details.</p> <ol style="list-style-type: none"> 4. Follow the on-screen instructions to schedule your testing appointment. A How to Schedule Guide is available to help you schedule and reschedule.
Exam Type	Contact ISACA at support.isaca.org immediately.



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

Scheduling the Exam Appointment

Introduction

Once you receive your Notification to Schedule email you can schedule the exam appointment.



You will forfeit your fees if you do not schedule an exam during your selected exam window. Deferring the exam is a possibility in certain circumstances. See [Deferring an Exam](#) for details.


Eligibility

Exam eligibility is required to schedule and take an exam. Eligibility is established during the registration and payment process and expires at the end of the registered testing window.

You must complete the Exam Registration form and submit payment (confirms eligibility) before you can schedule the exam during your eligible testing window. Exam fees are **non-refundable** and **non-transferable**.

Scheduling Procedures

There are four key steps to schedule the exam appointment.

Step	Action
1	Login at www.isaca.org/myisaca .
2	Click on myCertifications.
3	Click on the "Schedule Your Exam" URL in the Pre-Certification Summary section to proceed to PSI's scheduling page.
4	<p>Follow the on-screen instructions to schedule your testing appointment.</p>  <p>You will forfeit your fees if you do not schedule an exam during your selected exam window. Deferring the exam is a possibility in certain circumstances. See the next page for details.</p>

Scheduling Resources

A link to the How-to Schedule Guide for help with scheduling is available at www.isaca.org/examguide.

Rescheduling and Cancelling Exams

Rescheduling an Exam

You can reschedule your exam within the same testing window if done a minimum of 48 hours prior to your originally scheduled appointment. If you are within 48 hours of your scheduled appointment, you must take the exam or forfeit the registration fee.

Deferring the Exam

You may elect to defer your unscheduled or cancelled exam eligibility to the following testing window for a US \$200 processing fee.



Deferral fees are non-refundable.

There are three key steps to deferring your exam.

Step	Action
1	<p>If you have a scheduled testing appointment, you must cancel your appointment a minimum of 48 hours prior by logging in at www.isaca.org/myisaca.</p> <p>You will need to sign in and click on MyCertifications.</p> <p>Candidates who have not scheduled their appointment do not need to cancel.</p>
2	<p>Purchase your deferral order at www.isaca.org/examdefer by no later than the final day of the testing window.</p>
3	<p>After receiving your new Notification to Schedule email with the updated testing window, you can schedule your new appointment by following the scheduling procedures.</p>

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.

Rescheduling Resources

To Reschedule an appointment: Login into your account at www.isaca.org/myisaca and click on MyCertifications.

To purchase a deferral, go to: www.isaca.org/examdefer no later than the final day of the testing window.

Section III - Exam Preparation

Exam Preparation Overview

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

In this section This section contains the following topics:

Topic	See Page
Getting Ready for the Exam	14
Exam Day Rules	17
Exam Administration	20

Getting Ready for the Exam

Study Materials & Exam Prep

ISACA offers a variety of resources to help prepare for our exams including preparation resources, certification job practice, terminology, a glossary, study materials and review courses.

Visit our webpage for a current list of study options by exam.

- ✓ [CISA](#)
- ✓ [CRISC](#)
- ✓ [CISM](#)
- ✓ [CGEIT](#)

For more information on our study aids for purchase, including descriptions, costs and languages available, visit our bookstore at www.isaca.org/bookstore.

Bookstore purchases should be ordered early as delivery time can be one to two weeks, depending on geographic location and customs clearance practices.

Types of Exam Questions

Exam questions are developed with the intent of measuring and testing practical knowledge and the application of best practice 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.
-

Continued on the next page

Getting Ready for the Exam, Continued

Taking the 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 15 minutes prior to the exam start time
 - ✓ Plan to store your personal belongings
 - ✓ Review the exam day rules*
-

*See the [Exam Day Rules](#) on page 17 for more information.

Know your 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)
- Candidate's signature
- Candidate's photograph

All information must be demonstrated by a single form of identification and cannot be handwritten.

Continued on the next page

Getting Ready for the Exam, Continued

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
-

Failure to Properly provide Acceptable Identification

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.

Additional Resources

For more information on getting ready for the exam, please use the resources below.

- To learn more about the types of exam questions and how they are developed, go to: [Item Writing Guide](#).
 - To see representations of the CISA and CISM exam questions go to: www.isaca.org/cisaassessment and www.isaca.org/cismassessment.
-

Exam Day Rules

Introduction

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

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

Avoid activities that would invalidate your test score.

- Creating a disturbance
- Giving or receiving help; using notes, papers, or other aids
- Attempting to take the exam for someone else
- 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

Unacceptable behavior is also identified in the Candidate Security Agreement.

Continued on the next page

Exam Day Rules, Continued

Unacceptable Behavior, continued

- Leaving the testing area without authorization. (These individuals will not be allowed to return to the testing room), and
- 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 within the same testing window without forfeiting your exam registration fee.

Step	Action
1	Contact PSI at +1.818.847.6180, ext. 6779 no later than 72 hours following the scheduled appointment.
2	Provide documentation to PSI to confirm the reason for absence.



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

Personal Hardship Examples	Documentation Required
Personal Illness	Doctor's note, emergency room admittance, etc. 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 <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.

Continued on the next page

Exam Day Rules, Continued

Leaving the Test Center

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

If the reason for leaving is:	Then:
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 will be subject to the following:

- dismissal or disqualification
- voiding of exam
- revocation of ISACA membership and any certifications currently held

Resources

Please visit www.isaca.org/examdayrules for more information on exam day guidelines.

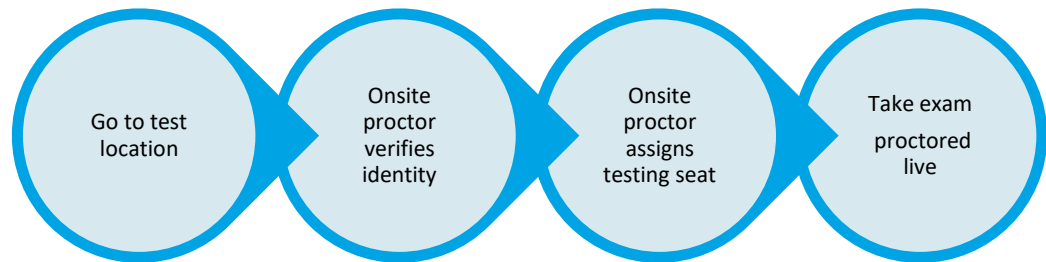
Check for [Test Center Closures](#).

Exam Administration

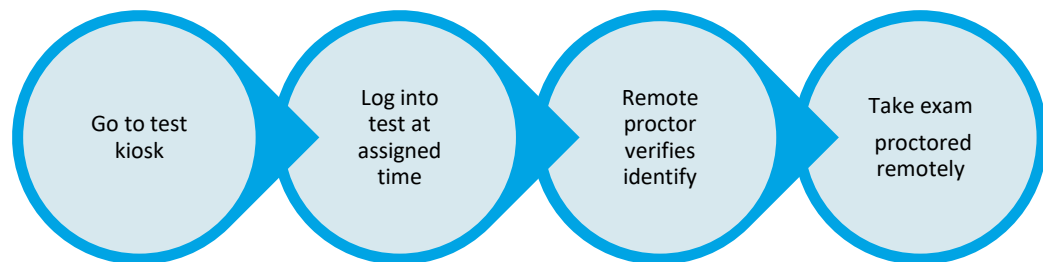
What to Expect

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](#) section.

Exam Administration, Continued

**Exam
Experience
Resources**

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](#)
- Visit: [PSI Testing Kiosk 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

Post Exam Overview

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

In this section This section contains the following topics:

Topic	See Page
Exam Scoring	23
Post Exam Feedback	25
Certification	26
Appendix	27

Exam Scoring

Receiving Your Score

You will be able to view your preliminary passing status 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.

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

Exam Scoring

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. ISACA uses and reports scores on a common scale from 200 to 800. Review the points below to identify the lowest, passing and perfect scores.

- 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.
- You must receive a score of 450 or higher to pass the exam which represents the minimum standard of knowledge.

A candidate receiving a passing score may then apply for certification if all other requirements are met.

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.
-

Continued on the next page

Exam Scoring, Continued**Retakes**

You are permitted to take the exam only one time per testing window. If you are unsuccessful on your first attempt you must register, pay and schedule another exam appointment during an upcoming window. There are no limits on the total number of times you take the exam.

Post Exam Feedback

Post Exam Survey

You will have the opportunity to provide feedback after completing the exam. 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: ISACA ID number, testing center location, date and time tested and 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.

Certification

Certification

Your next step after passing the exam is to complete the requirements and apply for certification. You have five years from passing the exam to apply for certification.

Resources

For more information on certification, requirements and how to apply, go to:

CISA

- [CISA Certification Overview](#)
- [CISA Requirements](#)
- [CISA Application](#)

CRISC

- [CRISC Certification Overview](#)
- [CRISC Requirements](#)
- [CRISC Application](#)

CISM

- [CISM Certification Overview](#)
- [CISM Requirements](#)
- [CISM Application](#)

CGEIT

- [CGEIT Certification Overview](#)
 - [CGEIT Requirements](#)
 - [CGEIT Application](#)
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Appendix

Security Agreement Details

The security agreement reads as follows:

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 will not have in my possession any study material, notes, note 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 online forum or media (i.e., via email, Facebook, LinkedIn, online communities or other networking 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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