

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

TABLE OF CONTENTS

Introduction	3
Summary of Certification Programs	4
2018 Important Date Information	5
Register and Pay For an Exam	5
Security Agreement	5
Acknowledgment of Registration.....	6
Exam Registration Changes	6
Schedule An Exam Appointment	6
Rescheduling and Deferrals	7
Retakes	7
Exam Locations	7
Emergency Closing	7
Special Accommodations	7
Exam Day Information	7
Identification on Exam Day.....	7
Arrival Time For Exam	8
Personal Hardship Guidelines.....	8
Testing Centers.....	8
Testing Center Rules:	8
Exam Day Rules.....	9
Misconduct and Reason For Dismissal or Disqualification and Voiding of Exam	9
Personal Belongings	9
Exam Information	9
Taking the Exam/Types of Questions on the Exams	9
Conduct Oneself Properly.....	10
Post Exam Information	10
Exam Day Comments.....	10
Scoring the Exams.....	10
ISACA Code of Professional Ethics.....	11
Important Additional References	11
Available Study Materials From ISACA.....	11
ISACA Contact Information	11

INTRODUCTION

About ISACA

ISACA (*isaca.org*) 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. Established in 1969, ISACA is a global nonprofit association of 140,000 professionals in 180 countries. ISACA also offers the Cybersecurity Nexus™ (CSX), a holistic cybersecurity resource, and COBIT®, a business framework to govern enterprise technology.

In addition, ISACA advances and validates business-critical skills and knowledge through the globally respected Certified Information Systems Auditor® (CISA®), Certified in Risk and Information Systems Control™ (CRISC™), Certified Information Security Manager® (CISM®) and Certified in the Governance of Enterprise IT® (CGEIT®) and credentials.



ANSI Accredited Program

PERSONNEL CERTIFICATION #0694

ISO/IEC 17024

CISA, CISM, CGEIT and CRISC Program Accreditation

Renewed Under ISO/IEC 17024:2012

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. ANSI, a private, nonprofit organisation, 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.”

ANSI's accreditation:

- Promotes the unique qualifications and expertise that ISACA certifications provide
- Protects the integrity of the certifications and provides legal defensibility
- Enhances consumer and public confidence in the certifications and the people who hold them
- Facilitates mobility across borders or industries

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.

ISACA Exam Candidate Information Guide

SUMMARY OF CERTIFICATION PROGRAMS

The following certifications are addressed in this guide: Certified Information Systems Auditor (CISA), Certified in Risk and Information Systems Control (CRISC), Certified Information Security Manager (CISM), and Certified in the Governance of Enterprise IT (CGEIT). A brief summary of each follows.

	CISA	CRISC	CISM	CGEIT
Description	The CISA designation is a globally recognized certification for IS audit, control, and security professionals.	CRISC certification is designed for those experienced in the management of IT risk, and the design, implementation, monitoring and maintenance of IS controls.	The management-focused CISM certification promotes international security practices and recognizes the individual who manages, designs, oversees, and assesses an enterprise's information security.	CGEIT 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, assurance, or security. Waivers are available for a maximum of three (3) years.	Three (3) years of work experience managing IT risk by designing and implementing IS controls, including experience across at least two (2) CRISC domains, of which one must be in Domain 1 or 2, is required for certification. There are no substitutions or experience waivers.	Five (5) or more years of experience in information security management. Waivers are available for a maximum of two (2) years.	Five (5) or more years of experience managing, serving in an advisory or oversight role, and/or otherwise supporting the governance of the IT-related contribution to an enterprise including a minimum of one year of experience relating to the definition, establishment and management of a Framework for the Governance of IT. There are no substitutions or experience waivers.
Domains (%)	Domain 1—The Process of Auditing Information Systems (21%) Domain 2—Governance and Management of IT (16%) Domain 3—Information Systems Acquisition, Development and Implementation (18%) Domain 4—Information Systems Operations, Maintenance and Service Management (20%) Domain 5—Protection of Information Assets (25%)	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%)
Number of exam questions *: length of exam	150 questions: 4 hours	150 questions: 4 hours	150 questions: 4 hours	150 questions: 4 hours
Exam Languages	Chinese Traditional Chinese Simplified English French German Hebrew Italian Japanese Korean Spanish Turkish	Chinese Simplified English Spanish	Chinese Simplified English Japanese Korean Spanish	Chinese Simplified English
Exam Fees **:	ISACA Member: US \$575 ISACA Nonmember: US \$760			

* Consists of multiple choice items that cover the respective job practice areas created from the most recent job practice analysis. See page 11 for related links.

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

ISACA Exam Candidate Information Guide

Consider ISACA Membership

If you are not yet an ISACA member, consider joining during the registration process and enjoy the member discount on your exam and study materials.

Please visit www.isaca.org/join for detailed information on membership benefits and fees.

2018 IMPORTANT DATE INFORMATION

	Exam Window 1 1 February–24 May 2018	Exam Window 2 1 June–23 September 2018	Exam Window 3 1 October 2018–24 January 2019
Registration/Scheduling opens	1 December 2017	1 March 2018	1 July 2018
Registration deadline:	18 May 2018	18 September 2018	18 January 2019
Deferrals deadline:	24 May 2018	23 September 2018	24 January 2019

REGISTER AND PAY FOR AN EXAM

Registration form and payment must be received before a candidate is eligible to schedule the exam. Exam fees are non-refundable and non-transferable. Before registering for the exam and prior to exam launch at the test center all candidates are required to agree to the following candidate agreement.

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.

All CISA, CRISC, CGEIT and CISM exam items are owned and copyrighted by ISACA. © 2003–Present, ISACA. All rights reserved.

ISACA Exam Candidate Information Guide

Visit www.isaca.org/examlocations for a current listing of the exam sites. Candidates are encouraged to check this list prior to registering and submitting payment for the exam to ensure that there is a site at which they would like to take the exam, as exam registration fees are non-refundable. When scheduling your test appointment via PSI's website, the most current listing will be available.

Registering for an exam can be performed online only.

To place your online registration via the ISACA web site:

1. Go to www.isaca.org/examreg select your certification
2. Log in or Create an Account. When creating an account, please ensure that your name is the same as what appears on your government-issued identification that will be presented on exam day. Reference the *Identification on Exam Day* section for allowable forms of identification.
3. At the time of exam payment, by clicking the "Complete Purchase" button you will be agreeing to and accept ISACA's Terms and Conditions and all conditions set forth in this Exam Information Candidate's Guide, covering exam administration, certification rules, and the release of test results.

Acknowledgment of Registration

A *Notification to Schedule* email, including certification exam, exam language and information on how to schedule an exam appointment, will be sent to registrants one business day following the registration and payment of an exam.

Exam Registration Changes

If an error with your name was made when registering for the exam, please update your profile by following the below steps.

1. Login to www.isaca.org,
2. Click on the My ISACA tab,
3. Click on the myPROFILE>Account-Certification CPE-Demographic Info tab,
4. Click the Edit button at the bottom of the profile to make your changes,
5. Click Save.

To change your exam language, you must cancel and reschedule your testing appointment. To do so, please follow the below steps.

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.
4. Follow the on-screen instructions to schedule your testing appointment. A guide to help you through scheduling and rescheduling is available at www.isaca.org/examguide.

If there is an error in the exam type (CISA, CRISC, CISM or CGEIT) or the language, please submit this to support.isaca.org immediately.

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

SCHEDULE AN EXAM APPOINTMENT

Once you have received your *Notification to Schedule* email you can proceed through the following scheduling steps.

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. Follow the on-screen instructions to schedule your testing appointment. A guide to help you through scheduling is available at www.isaca.org/examguide.

Candidates who do not schedule an appointment during the testing window selected and do not defer to the following window will also forfeit their exam registration fees.

ISACA Exam Candidate Information Guide

Rescheduling and Deferrals

Rescheduling (within the testing window): Candidates who are unable to take the exam on their scheduled date are able to reschedule within the same testing window. There is no charge for rescheduling if done 48 hours prior to your scheduled appointment. After this point candidates must either take their scheduled exam or forfeit their registration fees. You can reschedule your testing appointment online by logging in to your ISACA profile at www.isaca.org/myisaca and clicking on MyCertifications.

Deferrals: Exam registrants may elect to defer their **unscheduled or cancelled** exam eligibility to the following testing window for a US \$200 processing fee. To defer your exam to the following window, you will need to complete the following steps.

1. 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 and clicking on MyCertifications. Candidates who have not scheduled their appointment do not need to cancel.
2. Purchase your deferral order at www.isaca.org/examdefer by no later than the final day of the testing window.
3. After receiving your new *Notification to Schedule* email with the updated testing window, you can schedule your new appointment by following the scheduling procedures.

Retakes

Candidates are permitted to take the exam only one time per testing window. Candidates that are unsuccessful on their first attempt must register, pay and schedule another exam appointment during an upcoming window.

Exam Locations

Exams are administered at PSI testing locations worldwide. **Visit www.isaca.org/examlocations for a current listing of the exam sites.** Candidates are encouraged to check this list prior to registering and submitting payment for the exam to ensure that there is a site at which they would like to take the exam, as exam registration fees are non-refundable. When scheduling your test appointment via PSI's website, the most current listing will be available.

Emergency Closing

Severe weather or an emergency could require canceling scheduled exams. If this occurs, PSI will attempt to contact candidates 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.

Special Accommodations

Upon request at the time of registration, ISACA will make reasonable accommodations in its exam procedures for candidates with documented disabilities. Consideration for reasonable alterations in scheduling, exam format, presentation and allowance of food or drink during the exam administration must be requested during registration to and approved by ISACA prior to scheduling your exam. Exam candidates requesting special accommodations for documented disabilities must indicate this on the registration form and present a completed ISACA Special Accommodation Request Form to ISACA for review and approval of the accommodation. Note that this form must be completed by the exam candidate as well as his/her health care professional.

Additional information for special accommodation requests as well as the ISACA Special Accommodation Request Form is available on the ISACA web site at www.isaca.org/specialaccom. **All special 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.** Please submit your request to specialaccom@isaca.org.

EXAM DAY INFORMATION

Identification on Exam Day

Candidates will be admitted to the test center only if they have an acceptable form of identification (ID). An acceptable form of ID must be a current and original government-issued ID that contains the candidate's name, as it appears on their *Notification to Schedule* email, candidates signature, and the candidate's photograph. The information on the ID cannot be handwritten. All of these characteristics must be demonstrated by the single piece of ID provided. Acceptable forms of identification include:

- Driver's license;
- State identity card (non-driver license);
- Passport;

ISACA Exam Candidate Information Guide

- Passport card;
- Military ID;
- Green card, alien registration, permanent resident card; and
- National identification card.

The Testing Center reserves the right to ask for additional identification for verification purposes. If there is any doubt as to an individual's identity, the candidate will be turned away from the test and ISACA will be notified. Candidates who are turned away from the testing center for not having proper identification will be considered a no-show, will forfeit their exam fees, and will be required to register/pay in order to take the exam at a future date.

Arrival Time for Exam

Candidates who do not show up, arrive more than 15 minutes late for their scheduled appointment, or have ID issues and are denied entry, will be considered as a no-show and will forfeit their exam registration fees. To ensure that you arrive on time for the exam, we recommend that you become familiar with the exact location and the best travel route to your testing center prior to the date of the exam. Candidates should also review the ID requirements stated above to ensure that they will be presenting an appropriate ID at check-in. Candidates who do not schedule an appointment during the testing window selected and do not defer to the following window will also forfeit their exam registration fees.

Personal Hardship Guidelines

Candidates failing to arrive for a testing appointment due to a serious illness (either candidate or an immediate family member), death of an immediate family member, or disabling traffic accident may be able to reschedule within the same testing window without forfeiting their exam registration fee. Candidates will need to contact PSI at +1.818.847.6180, ext. 6779 no later than 72 hours following the scheduled appointment. Documentation will need to be provided to PSI to confirm the reason for the absence. If the request is denied, candidates will be required to register again and pay the full exam registration fee.

Examples of Personal Hardship include, but not limited to:

- Candidate 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: Must include the date of death and deceased name and relationship to the deceased. Please note: immediate family member is defined as spouse, child/dependent, parent, grandparent or sibling.
- Traffic Accidents: Police report, receipt from the mechanic or towing company which must include the date and contact information.

Testing Centers

The testing center will either be a PSI Testing Center or a PSI Testing Kiosk. PSI Test Centers around the world are proctored onsite. The PSI Testing Kiosks are remotely proctored testing stations that monitor candidates with three digital cameras, an on-screen chat window and a microphone. Proctors in Testing Kiosk locations communicate with candidates on-screen during the test and pause the exam whenever unauthorized persons or activity appear on any of the three video recordings or in audio picked up by built-in sensitive microphones.

Testing Center Rules:

PSI Testing Center location: (https://www.youtube.com/watch?v=B-X_iJmFHE&feature=youtu.be)

- Candidate goes to a PSI Testing Center location:
- Onsite proctor verifies candidate identity and other appropriate security checks per exam day rules.
- Onsite proctor assigns the candidate a testing seat.
- Candidate takes their examination being monitored by an onsite proctor.

PSI Testing Kiosk location: (https://www.youtube.com/watch?v=fcUy1_eXH1E&feature=youtu.be)

- Candidate goes to a PSI Testing Kiosk location
- Candidate logs into test at assigned time.
- Remote proctor verifies candidate identity and conducts appropriate security checks per exam day rules.
- Candidate takes their examination being monitored by a remote proctor.

ISACA Exam Candidate Information Guide

Exam Day Rules:

All exam rules are the same for examinations administered at PSI Test Centers and PSI Testing Kiosk locations. Every attempt will be made to make the climate control comfortable at each testing center. As testing centers may vary, candidates may want to dress to their own comfort level.

- Candidates are not allowed to bring reference materials, blank paper, note pads or language dictionaries into the testing center.
- Candidates are not allowed to bring or use a calculator in the testing center.
- Candidates are not allowed to bring any type of communication, surveillance or recording device (including, but not limited to cell phones, tablets, smart glasses, smart watches, mobile devices, etc.) into the test center. **If exam candidates are viewed with any such communication, surveillance or recording device during the exam administration, their exams will be voided and they will be asked to immediately leave the exam site.**
- Candidates are not allowed to bring baggage of any kind, including but not limited to handbags/purses, briefcases, etc.; tobacco products; or weapons into the testing center. Visit www.isaca.org/examdayrules for more information on personal belongings allowed or prohibited.
- Visitors are not permitted at the testing center.
- No food or beverages are allowed at the testing center.
- Candidates must gain authorization by a test proctor to leave the testing area. The proctor will pause the exam whenever a candidate leaves the testing station or an interruption occurs. If the reason for the interruption is not confirmed as an emergency, the test will end.
- Candidates may leave the testing area with authorization during the examination to visit the facilities. Candidates will be required to check-out and check-in again upon re-entering the testing area. **Note the examination time will not stop and no extra time will be allotted.**

Misconduct and Reason for Dismissal or Disqualification and Voiding of Exam

ISACA reserves the right to invalidate test scores if ISACA has any reasonable basis to question the validity of a test score. Candidates who are discovered in violation of the Exam Day Rules or engaging in any kind of misconduct including but not limited to the following activities will be subject to dismissal or disqualification, voiding of exam, revocation of ISACA membership and any certifications currently held. The testing agency will report all cases of misconduct to ISACA for review in order to render any decision necessary.

- 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.
- 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

The testing agency will provide ISACA with records and statistical analysis regarding such irregularities for review and to render any decision necessary. Testing center records include proctor observation, video and audio recordings of the testing session. Exam scores may be held until a decision as to dismissal or disqualification and voiding of exam results is made.

Personal Belongings

Each PSI Testing Center will have storage available for individuals to place personal belongings that are brought to the testing center. Neither ISACA nor PSI takes responsibility for personal belongings of candidates and will not assume responsibility for stolen, lost or damaged personal property. To review the Personal Belongings Policy, please visit www.isaca.org/examdayrules. Personal items brought to the testing center and stored in the lockers provided may not be accessed until the exam candidate has completed and submitted his/her exam.

EXAM INFORMATION

Taking the Exam/Types of Questions on the Exams

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). The candidate is asked to 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 the candidate to answer two or more questions based on the information provided. The candidate is cautioned to read each question carefully. An exam question may require the candidate to choose the appropriate answer based on a qualifier, such as **MOST** likely or **BEST**.

ISACA Exam Candidate Information Guide

In every case, the candidate should read the question carefully, eliminate known incorrect answers and then make the best choice possible. To gain a better understanding of the types of questions that might appear on the exam and how these questions are developed, refer to the Item Writing Guide available at www.isaca.org/itemwriter. Representations of CISA exam questions are available at www.isaca.org/cisaassessment; CISM exam questions are available at www.isaca.org/cismassessment.

Be Careful in Answering Questions: A tutorial of the exam taking experience will be provided after logging onto the testing station and prior to the start of the exam. Candidates are encouraged to pay close attention to the tutorial so not to miss important information.

All questions should be answered. **There are no penalties for incorrect answers. Grades are based solely on the number of questions answered correctly, so do not leave any questions blank.**

Budget One's Time: The exam is four hours in length. Candidates are advised to pace themselves to complete the entire exam.

Conduct Oneself Properly

To protect the security of the exam and maintain the validity of the scores, candidates are asked to agree to the terms and conditions at the beginning of the exam.

POST EXAM INFORMATION

Exam Day Comments

At the conclusion of the testing session, there will be a post-exam survey. The objective of the survey is to collect data regarding the testing experience and the quality of the exam questions. Data collected will be used by the testing agency to monitor the quality of the test administration arrangements and services and by the related Certification Working Group to ensure the exam questions are fair and relevant to the job practice being tested.

Candidates who wish to address any comments or concerns about the examination administration, including candidate exam day issues, site conditions or the content of the exam, should contact ISACA at support.isaca.org within 48 hours of the conclusion of the test. ISACA does not reissue scores based on question updates, but our subject matter experts use these comments to improve future examinations. ISACA will review comments regarding exam day issues and site concerns prior to the release of the official score report. Please include the following information in your comments: exam ID number, testing center location, date and time tested and any relevant details on the specific issue. Appeals undertaken by a certification exam taker are undertaken at the discretion and cost of the exam taker.

Scoring the Exams

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. For example, the scaled score of 800 represents a perfect score with all questions answered correctly; a scaled score of 200 is the lowest score possible and signifies that only a small number of questions were answered correctly. A candidate must receive a score of 450 or higher to pass the exam. A score of 450 represents a minimum consistent standard of knowledge. A candidate receiving a passing score may then apply for certification if all other requirements are met.

The exams contain some questions which are included for research and analysis purposes only. These questions are not separately identified and not used to calculate your final score.

Candidates will receive a preliminary score report at the conclusion of their exam. Official scores will be sent to candidates via email within 10 working days of their exam. This email notification will only be sent to the address listed in the candidate's profile at the time of the initial release of the results. To ensure the confidentiality of scores, exam results will not be reported by telephone or fax. To prevent email notification from being sent to spam folders, candidates should add exam@isaca.org to their address book, whitelist or safe-senders list. Once released, scores will also be available in the ISACA constituent profile at the MyISACA > MyCertifications page of the ISACA website.

Candidates will receive a score report containing a subscore for each domain area. Successful candidates will receive, along with a score report, details on how to apply for certification.

The subscores can be useful in identifying those areas in which the unsuccessful candidate may need further studying before retaking the exam. Unsuccessful candidates should note that the total scaled score cannot be determined by calculating either a simple or weighted average of the subscores.

ISACA Exam Candidate Information Guide

Candidates receiving a failing score on the exam may request a rescore of their exam. Candidates should understand, however, that all scores are subjected to several quality control checks before they are reported; therefore, rescoring most likely will not result in a score change. Requests for rescoring must be made in writing to the certification department 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, exam identification number and mailing address. A fee of US \$75 must accompany each request.

Passing the exam does not grant the designation. Candidates have five years from the passing date to apply for certification. To become certified, each exam passer must complete requirements including submitting an application for certification. Candidates receiving a score less than 450 have not passed and can retake the exam by registering and paying the exam registration fee for the future administration. There are no limits to the total number of times a candidate can take the exam.

ISACA Code of Professional 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 certifieds 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 and, ultimately, in disciplinary measures. The ISACA Code of Professional Ethics can be viewed online at www.isaca.org/ethics.

IMPORTANT ADDITIONAL REFERENCES

These references contain essential exam information and should be read in their entirety.

Important Additional References				
	CISA Exam	CRISC Exam	CISM Exam	CGEIT Exam
Certification	www.isaca.org/cisa	www.isaca.org/crisc	www.isaca.org/cism	www.isaca.org/cgeit
Preparing for the Exam	www.isaca.org/cisaprep	www.isaca.org/criscprep	www.isaca.org/cismprep	www.isaca.org/cgeitprep
Requirements for Certification	www.isaca.org/cisarequirements	www.isaca.org/criscrequirements	www.isaca.org/cismrequirements	www.isaca.org/cgeitrequirements
Job Practice	www.isaca.org/cisajobpractice	www.isaca.org/criscjobpractice	www.isaca.org/cismjobpractice	www.isaca.org/cgeitjobpractice
Applying for Certification	www.isaca.org/cisaapp	www.isaca.org/criscapp	www.isaca.org/cismapp	www.isaca.org/cgeitapp
Maintaining your Certification	www.isaca.org/cisacpepolicy	www.isaca.org/criscppepolicy	www.isaca.org/cismcpepolicy	www.isaca.org/cgeitcpepolicy

Available Study Materials From ISACA:

Passing an ISACA exam can be achieved through an organized plan of study.

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