



DIGITAL TRUST

Ecosystem Framework

Exam Candidate Guide

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Section 1: Digital Trust Ecosystem Framework Foundation programs

a. About the Digital Trust Ecosystem Framework Foundation Programs

ISACA's Digital Trust Ecosystem Framework (DTEF) and suite of products equips enterprises with good practices and direction to integrate digital trust across the organization and shape product strategies and initiatives with a trust-focused approach that boosts competitiveness and reputation.

The framework focuses on the key components of building trustworthy relationships between enterprise and consumers and includes detailed practices, activities, outputs, controls, KPIs, and KRI's that a practitioner can use to implement and assess against.

b. About the Digital Trust Ecosystem Framework Foundation Exam

Digital Trust Ecosystem Framework Foundation Exam	
Description	By successfully passing this exam, candidates demonstrate their knowledge of Digital Trust concepts, significance, implications and the underlying principles and components of the Digital Trust Ecosystem Framework. The online, remotely proctored 2-hour exam is comprised of 60 multiple choice questions.
Pre-requisites	There are no prerequisites. Candidates can register for the Digital Trust Ecosystem Framework Foundation Exam at any time.
Domain (%)	<ul style="list-style-type: none">• Digital Trust Ecosystem Framework (DTEF) – 62%• Digital Trust Evolution & Ecosystem – 26%• Digital Trust Information, Activities, and Artifacts – 12% To pass the exam, candidates must earn a score of 65% or higher.

No. of Questions	60 Multiple-choice
Exam Length	2-hours (120 minutes)
Passing Score	65 %
Exam Languages	English
Exam Price	\$175 USD

Please note that purchases are non-refundable and non-transferable. It's important that exam candidates first confirm access to the required technology to launch the exam before purchasing Digital Trust Ecosystem Framework Foundation Exam. To review the technology requirements, refer to [Section 2a](#) of this guide. **Candidates have six months from the date of purchase to take the exam.**

c. Digital Trust Foundation Training Options

There are several training options and resources to help you prepare to take **Digital Trust Ecosystem Framework Foundation Certificate Exam** including:

- **Digital Trust Ecosystem Framework (DTEF)** – Read, explore, familiarize yourself.
- **Training (self-paced):**
 - Introduction to Digital Trust Ecosystem Framework 1-hour course—This 60-minute, self-paced, online course will teach you about digital trust concepts and the components of the DTEF.
 - Digital Trust Ecosystem Framework Interactive Guide—This interactive learning tool guides users through the framework (key tenants and components and various interactions). The Guide is highly interactive (3-D modeling, resources, additional context, and knowledge checks). The purpose of this guide is to help users understand the DTEF and is ideal for visual learners. The e-learning format helps users understand the key principles of the digital trust ecosystem framework.
- **Training (instructor-led):**
 - ISACA Pre-conference Workshops—This In-person or virtual instructor-led workshop will teach you the basics of digital trust and components of the DTEF.
 - Virtual or Live training Workshops delivered through ISACA chapters (check with your local chapter for availability).

Section 2: Before the exam

a. Ensure you have the proper technology

Online Remote Proctoring

Check the following links before you register for your online exam:

- Please make sure that you have **administrative permission** if you will be using your work computer.
- We highly recommend using a **personal computer** that has not been issued by your employer or organization. Firewalls and security settings from employer-issued computers may prevent the PSI software from operating properly.
- If you experience issues on the day of the exam and cannot troubleshoot on employer-issued computer, you will have to retake the exam at your own expense.
- Before you schedule your remote proctoring exam, it is important to [verify that your system meets all requirements](#). Please run the [compatibility check](#) with our exam administrator (PSI).
- In addition, please run a [diagnostic check](#) to confirm that you have sufficient bandwidth and connectivity to the PSI's remote proctoring video server. For the best exam experience, we recommend using the latest version of the [Google Chrome Browser](#).
- Please ensure to review the [Remote Proctoring Guide](#) prior to taking an exam.

Please contact PSI Technical Support if you have any questions about your compatibility test results:

- Inside the U.S.: +1 844-267-1017
- Outside the U.S.: +1 617 564 9052
- Chat: [Support Link](#)

b. Purchase the exam

The registration form and payment must be completed before you can schedule an exam. **Exam fees are non-refundable and non-transferable.** When you complete the online registration process, you must agree to adhere to and accept ISACA's Exam Consent Form. It is important that you understand this agreement prior to registration.

1. Sign in to or create your [ISACA](#) account using your username and password.
2. Select and add the [Certificate program exam](#) of your choice to your shopping cart
3. Make your payment. You may choose to pay by check, bank transfer, or credit card. Follow the onscreen instructions to complete your purchase.

c. 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:

1. During the exam registration process, make sure to check 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 at <https://support.isaca.org>.

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

d. Schedule the exam

Note: You have six months from your purchase date to take the exam. If the exam is not taken during this eligibility period, fees will be forfeited.

Go to the ISACA website and click [My ISACA](#) on the right of the top navigation.

1. Type your Username and Password and click **Login**.

Note: You must be logged in to complete the following steps.

2. From the **My ISACA Dashboard**, click on **Certificate Programs**, then click the **Visit Exam Website** button next to the exam you wish to schedule. This will take you to the PSI website where you can schedule the exam.

Note 1: PSI is the third-party that manages the online exam and remote proctoring.

When you click the **Visit Exam Website** button, you will navigate away from the ISACA website.

Note 2: If you have an exam that has not been completed, you will continue to have access to the **Visit Exam Website** button. If you have completed the exam, this button will not be displayed.

3. You may perform a [compatibility check](#) prior to scheduling your exam. You may do so directly from your PSI dashboard. We recommend that you perform this check from the computer you plan on using to take the exam.
4. Once on PSI scheduling site follow the instructions:
 - Select an exam **Language**
 - Enter your **Country** and **Time zone**
 - Select an available **Date** and **Time** on the calendar
 - Confirm Schedule Details and click **Continue**

You will receive a confirmation email from no-reply@psixams.com confirming your exam appointment.

e. Reschedule the exam

Should you need to reschedule your exam, you can do so up to 48 hours before your originally scheduled day and time. To reschedule an appointment: Login to your [ISACA](#) Account. From the **My ISACA Dashboard**, click on **Certificate Programs**, click the **Visit Exam Website** button next to the exam you wish to reschedule. This will take you to the PSI website where you can reschedule the exam.

- Click on **“Manage”** tab.
- Click **“Cancel booking”** or **“Re-book”** button.
- Confirm that you want to reschedule your exam
- Follow the **Scheduling** instructions above

Note: If a scheduled appointment is not rescheduled or cancelled at least 48 hours beforehand, the exam must be taken at the scheduled time, or the exam fees will be forfeited.

Please view the [Scheduling Guide](#) for more information. If you have any questions regarding the rescheduling requirements, please contact ISACA Customer Experience Center by visiting <https://support.isaca.org>.

Section 3: During the exam

a. Exam requirements

Please read the following requirements before you sit for your exam. Failure to comply will result in your exam being voided with no refund.

1. Choose a **quiet area** to take the exam. It is prohibited to have anyone else present in the exam room at any time.
2. Please be sure to review the [Remote Proctoring Guide](#) to familiarize yourself with system requirements and how to launch the exam.
3. You may start your exam up to 30 minutes before your scheduled start time. **You MUST start your exam no later than 15 minutes after your scheduled start time.** If you do not start your exam within 15 minutes of your scheduled start time, the system will automatically mark you as a No-Show and you will forfeit your exam fee and not be allowed to start the exam.
4. You must present valid government-issued photo identification to the remote proctor before the exam can be started. All information must be demonstrated by a single form of identification and cannot be handwritten. **Your ID name must be identical to your ISACA profile registration name.** If there is any doubt surrounding your identity, you will be turned away from the test and will forfeit your exam fees.
5. You will need to have a **clean work area with no reference materials** available. No notes and/or documentation will be allowed during the exam. No phones or electronic devices are allowed and these need to be placed completely out of reach during the exam.
6. Please connect your computer to a power source.
7. You must have a **stable internet connection** for the duration of the exam. If you lose internet connectivity during the exam, your session will end automatically.
8. There will be **no cancellation or reschedule requests** granted within 48 hours of the scheduled exam.

b. Room Scan Instructions for Online Proctored Exams

Before your online proctored exam begins, you must complete a room scan as part of the check-in process. This step is mandatory and ensures compliance with exam security rules.

Here's what you will be asked to do:

- 360° room scan: Move your webcam to show all four walls of the room.
- Desk scan: Show your desk surface, including under your laptop or keyboard.
- Floor to ceiling scan: Starting from the floor beneath your test space, scan upwards to the ceiling.

For the room scan, you will have the following options:

1. External Webcam Scan
 - Connect an external webcam.
 - Move it around to show your room and desk as instructed by your check-in specialist.
2. Laptop Camera with Mirror Scan
 - Use your laptop's built-in camera.
 - Hold a mirror (or use a mobile phone) to show the screen, keyboard, and all edges of your laptop.
 - The mirror check ensures that blind spots are visible to your check-in specialist.
 - If you use a mobile phone for this step, remove it from the testing area after the room scan check has been completed.

3. Mobile Phone Scan

- You may use your mobile phone instead of a webcam.
- Scan the QR code on your computer screen.
- Allow camera access on your phone.
- Follow your check-in specialist's instructions to show your room and desk.
- Remove your phone from the testing area after the scan check has been completed.

Watch short videos explaining the online proctoring check-in process and Remote Proctoring Experience:

[PSI - Check-In Process Video](#)

[PSI - Online Remote Proctoring Experience Video.](#)

c. Exam rules

The exam is online, closed book and remotely proctored. The proctor will stop the exam if any of the exam rules are not followed. Any form of cheating will not be tolerated and will result in a voided exam without refund.

Breaks are not permitted during the exam.

More specifically, the following scenarios are **NOT** allowed during testing:

- Having someone else in the room during the exam, such as other people standing in, or walking through, the testing area
- Taking breaks, including stepping away without the proctor's permission
- Using a camera, recording device, or any other electronic device(s), including smart devices such as watches and glasses
- Taking screenshots of the computer screen and/or exam items
- Having reference materials present including papers, books, or notes in the workspace
- Using other programs or applications on your system, which includes viewing documents, browsing, remote access, or email access
- Reading exam questions out loud, talking to someone else in the room, or talking to yourself
- Copying or writing down exam content
- Covering the camera or moving away from the camera's view (please note that proctors will warn you if you make the slightest move out of camera view)
- Eating, drinking, or chewing gum
- Looking away from the computer screen

Note: Failure to comply with any of the above will result in your exam being voided and forfeiture of your exam fees. If you have any questions regarding these requirements, please contact ISACA Customer Experience Center by visiting <https://support.isaca.org>.

a. Taking the exam

Note: You must have scheduled a date and time to sit for the exam before you can take it. Exam appointments must be scheduled a minimum of 24 hours ahead of time. Refer to [Section 2c](#) of this guide for instructions on how to schedule.

1. Login to your [ISACA](#) account.
2. From the **My ISACA Dashboard**, click on **Certificate Programs**, then click the **Visit Exam Website** button next to the exam you wish to take.
3. You will be prompted to download the PSI Secure Browser prior to launching your exam. Please ensure that your computer is able to download software. This is available 30 minutes prior to your scheduled exam time. If you are taking the exam from a work or other restricted access environment, please inform your IT administrator when you are planning to take the exam, so they are available in case you need assistance downloading the secure browser.

4. Click **Launch**.

Note 1: The **Launch** button will be available 30 minutes prior to the start of the exam; please refer to [Section 3a](#) of this guide.

Note 2: Before launching the exam, be sure you have read and understand the exam rules, please refer to [Section 4a](#) of this guide.

Note 3: Be aware that your exam proctor can see you through your web cam; however, you will not be able to see the proctor. You can communicate with the proctor via the live chat feature.

b. Issues during the exam

If you experience technical difficulties during your exam, please alert your proctor using the live chat feature. Through the live chat feature, a record of the issue will be created that can be referenced should you need to reschedule the exam. Your proctor will be able to assist you directly to resolve the issue. You can also call technical support at:

- Inside the U.S.: +1 844-267-1017
- Outside the U.S.: +1 617 564 9052
- Chat: [Support Link](#)

Section 4: After the exam

a. Exam results

You will receive your exam results immediately upon clicking the **Submit** button after completing the exam. You will get a message to confirm submission, noting any unanswered items. Please be sure you are ready to submit the exam, as you will not be able to go back into the exam to modify or answer any previous questions.

Your score and pass/fail status will be displayed in the online exam environment. The percentage required to pass the exam can be found in **Section 1b/2b/3b/4b/5b** of this guide for each specific Certificate Program exam type.

You will also be able to access your score and pass/fail status on the **My ISACA Dashboard**. Please refer to [Section 4b](#) below for more instructions.

Note: Individuals holding an ISACA certification (CISA/CISM/CGEIT/CRISC/CSX-P) may claim two CPE credits for each examination hour when a passing score is achieved. No CPE certificates will be provided upon passing the exam.

b. Viewing your score and accessing your certificate

1. Go to [ISACA](#) and login using your ISACA credentials.
2. From the **My ISACA Dashboard**, click on **Certificate Programs**.
3. If you have passed the exam, you will see your score and the status will indicate that you have passed. Click the **PRINT CERTIFICATE** button to view, download and/or print your certificate.
4. Instructions on how to claim your digital badge will be sent to you in an email. Refer to [Section 4c](#) of this guide for information regarding your digital badge.
5. If you have not yet taken the exam, the status will indicate that your exam is still pending. Click the **Visit Exam Website** button to schedule and/or take your exam.
6. If you did not pass the exam, you will see your score and the status will indicate that you were unsuccessful.

c. Claiming & sharing your digital badge

If you pass the exam, you will receive an email with instructions on how to claim your digital badge and share it via social media. ISACA offers digital badges to all that hold an ISACA certification or certificate as validation. The badge, once accepted, provides a link to a page that verifies that you have earned the certificate as well as an explanation of the achievement. Digital badges are also able to be shared through social networking. Please go to <https://www.isaca.org/credentialing/credentialing-badges> to read more.

d. Retaking the exam

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

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. Refer to [Section 2b](#) of this guide for purchasing instructions. **Please note that candidates must pay the exam fee in full for each exam attempt.**

- 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

Section 5: Help

a. Technical support

If you are experiencing technical difficulties with your hardware or software, scheduling the exam and/or taking the exam, please contact the customer service representatives at PSI:

- Inside the U.S.: +1 844-267-1017
- Outside the U.S.: +1 617 564 9052
- Chat: [Support Link](#)

b. ISACA customer service

For questions regarding exam rules, purchases, exam retakes, the certificate & digital badge, this guide and general information regarding ISACA's Certificate programs, please contact ISACA Support by visiting <http://support.isaca.org>