

# ISACA® EXAM CANDIDATE INFORMATION GUIDE 2015



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



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



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



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



# ISACA Exam Candidate Information Guide

## ISACA Exams 2015— Important Date Information

### Exam Date—13 June 2015 Exam

Early registration deadline: 11 February 2015

Final registration deadline: 10 April 2015

**Exam registration changes:** Between 11 April and 24 April 2015, charged a US \$50 fee, with no changes accepted after 24 April 2015

**Refunds:** By 10 April 2015, charged a US \$100 processing fee, with no refunds after that date

**Deferrals:** Requests received on or before 24 April 2015, charged a US \$50 processing fee. Requests received from 25 April through 22 May 2015, charged a US \$100 processing fee. After 22 May 2015, no deferrals will be permitted.

All deadlines are based upon Chicago, Illinois, USA 5 p.m. CT (central time)

### Exam Date—12 September 2015 Exam\*

Early registration deadline: 17 June 2015

Final registration deadline: 24 July 2015

\* CISA and CISM only at select locations

**Exam registration changes:** Between 25 July and 3 August, charged a US \$50 fee, with no changes accepted after 3 August 2015

**Refunds:** By 24 July 2015, charged a US \$100 processing fee, with no refunds after that date

**Deferrals:** Requests received on or before 10 August 2015, charged a US \$50 processing fee. Requests received from 11 August through 28 August 2015, charged a US \$100 processing fee. After 28 August 2015, no deferrals will be permitted.

All deadlines are based upon Chicago, Illinois, USA 5 p.m. CT (central time)

### Exam Date—12 December 2015 Exam

Early registration deadline: 19 August 2015

Final registration deadline: 23 October 2015

**Exam registration changes:** Between 24 October and 30 October, charged a US \$50 fee, with no changes accepted after 30 October 2015

**Refunds:** By 23 October 2015, charged a US \$100 processing fee, with no refunds after that date

**Deferrals:** Requests received on or before 23 October 2015, charged a US \$50 processing fee. Requests received from 24 October through 27 November 2015, charged a US \$100 processing fee. After 27 November 2015, no deferrals will be permitted.

All deadlines are based upon Chicago, Illinois, USA 5 p.m. CT (central time)

#### Note:

- The CISA Chinese Mandarin Traditional, German, Italian and Hebrew languages are only offered at the June exam.
- The CISA Turkish is only offered at the June and December exams.
- The CISM Japanese and Korean languages are only offered at the June exam.
- Visit [www.isaca.org/examlocations](http://www.isaca.org/examlocations) for a listing of the exam sites. Select the appropriate tab for June, September or December.

Please contact [exam@isaca.org](mailto:exam@isaca.org) for further information.

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#### About ISACA

With more than 115,000 constituents in 180 countries, ISACA® ([www.isaca.org](http://www.isaca.org)) helps business and IT leaders build trust in, and value from, information and information systems. Established in 1969, ISACA is the trusted source of knowledge, standards, networking, and career development for information systems audit, assurance, security, risk, privacy and governance professionals. ISACA offers the Cybersecurity Nexus™, a comprehensive set of resources for cybersecurity professionals, and COBIT®, a business framework that helps enterprises govern and manage their information and technology. ISACA also advances and validates business-critical skills and knowledge through the globally respected Certified Information Systems Auditor® (CISA®), Certified Information Security Manager® (CISM®), Certified in the Governance of Enterprise IT® (CGEIT®) and Certified in Risk and Information Systems Control™ (CRISC™) credentials. The association has more than 200 chapters worldwide.



**ANSI Accredited Program**  
PERSONNEL CERTIFICATION  
#0694  
ISO/IEC 17024

#### CISA, CISM, CGEIT and CRISC Program Accreditation Renewed Under ISO/IEC 17024:2003

The American National Standards Institute (ANSI) has accredited the CISA, CISM, CGEIT and CRISC certifications under ISO/IEC 17024:2003, 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, CISM and CGEITs will continue to present themselves around the world.

#### ISACA

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Participate in the ISACA Knowledge Center: [www.isaca.org/knowledge-center](http://www.isaca.org/knowledge-center)

Follow ISACA on Twitter: <https://twitter.com/ISACANews>

Join ISACA on LinkedIn: ISACA (Official), <http://linkd.in/ISACAOOfficial>

Like ISACA on Facebook: [www.facebook.com/ISACAHQ](http://www.facebook.com/ISACAHQ)

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# ISACA Exam Candidate Information Guide

## ISACA CERTIFICATION: IS AUDIT, SECURITY, GOVERNANCE AND RISK AND CONTROL

The ISACA Exam Candidate Information Guide includes candidate information about exam registration, dates, and deadlines and provides important key candidate details for exam day administration. This publication is available online at [www.isaca.org/examguide](http://www.isaca.org/examguide)

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

	CISA	CISM	CGEIT	CRISC
<b>Description</b>	The CISA designation is a globally recognized certification for IS audit control, assurance, and security professionals.	The management-focused CISM certification promotes international security practices and recognizes the individual who manages, designs, and 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.	CRISC certification is designed for those experienced in the management of IT risk, and the design, implementation, monitoring and maintenance of IS controls.
<b>Eligibility Requirements</b>	Five (5) or more years of experience in IS audit, control, assurance, or security. Waivers are available for a maximum of three (3) years.	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. <b>There are no substitutions or experience waivers.</b>	Three (3) or more years of cumulative work experience performing the tasks of a CRISC professional 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.
<b>Domains (%)</b>	Domain 1—The Process of Auditing Information Systems (14%) Domain 2—Governance and Management of IT (14%) Domain 3—Information Systems Acquisition, Development, and Implementation (19%) Domain 4—Information Systems Operations, Maintenance and Support (23%) Domain 5—Protection of Information Assets (30%)	Domain 1—Information Security Governance (24%) Domain 2—Information Risk Management and Compliance (33%) Domain 3—Information Security Program Development and Management (25%) Domain 4—Information Security Incident Management (18%)	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%)	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%)
<b>Number of exam questions*: length of exam</b>	200 questions: 4 hours	200 questions: 4 hours	150 questions: 4 hours	150 questions: 4 hours
<b>Exam Languages</b>	Chinese Mandarin Traditional** Chinese Mandarin Simplified English French German** Hebrew** Italian** Japanese Korean Spanish Turkish***	English Japanese** Korean** Spanish	English	English Spanish

\* 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.

\*\* June exam only

\*\*\* June and December exam only.

# ISACA Exam Candidate Information Guide

## REGISTERING FOR THE EXAM

### REGISTER FOR THE EXAM

You can register for an ISACA exam via online registration or hard copy registration form. To place your online registration via the ISACA web site visit [www.isaca.org/examreg](http://www.isaca.org/examreg). To register via hardcopy registration form, complete the hardcopy registration form provided at [www.isaca.org/exam](http://www.isaca.org/exam) and fax or mail to ISACA along with your payment information.

**Note:** Faxed/mailed registrations will incur an additional US \$75 charge.

### SUBMIT REGISTRATION FEES AND PAYMENT

	ISACA <u>member</u>	Non-ISACA <u>member</u>	<b>NOTE:</b> Registration form and payment must be received on or before the early registration deadline to qualify for the early registration rate.
Online early registrations received on or before early registration deadline	US \$440	US \$625	
Online final registrations received by final registration deadline	US \$490	US \$675	

#### Notes:

- The CISA Chinese Mandarin Traditional, German, Hebrew, and Italian languages will only be offered at the June exam.
- The CISM Japanese and Korean languages are only offered at the June Exam.
- Visit [www.isaca.org/examlocations](http://www.isaca.org/examlocations) for a listing of the exam sites. Please select the appropriate tab for the June, September or December locations.

Please contact [exam@isaca.org](mailto:exam@isaca.org) for further information.

### 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](http://www.isaca.org/join) for detailed information on membership benefits and fees.

#### **Join Dates**

From 1 August 2014 to 30 May 2015  
From 1 June 2015 to 31 July 2015  
From 1 August 2015 to December 2015

#### **Member Through**

31 December 2015  
31 December 2015  
31 December 2016

### Due Dates

Deadlines are based on Chicago, Illinois, USA, 5 P.M. Central Time (UTC/GMT-06:00 Chicago, Illinois, USA). **If not registering online, please mail or fax the registration form to ISACA. Do not do both. Submitting duplicate registrations online and/or by hard copy to ISACA may result in multiple registrations and charges.** Final registration forms and payment must be postmarked or received by fax on or before the final registration date for the exam you are registering for. **Both pages of the registration form must be received to complete a registration.**

### ACKNOWLEDGMENT OF REGISTRATION

An email acknowledgement of the exam registration, exam test site and exam language will be sent to registrants shortly after the processing of the registration. Please review the exam registration details carefully and contact the ISACA certification department at [exam@isaca.org](mailto:exam@isaca.org) for any corrections or changes. A receipt letter acknowledging exam registration and payment with a link to ISACA's Exam Candidate Information Guide should be received by exam registrants within four weeks (depending on your worldwide location and local postal delivery) of the processing of the registration form and payment. We encourage exam candidates to review this Guide to familiarize themselves with exam day information and rules.

# ISACA Exam Candidate Information Guide

## JUNE—IMPORTANT DATE INFORMATION

### Exam Date 13 June 2015

#### Exam Registration Changes

Changes to the exam site, test language and candidate name are subject to the following charges:

- On or before 10 April 2015 ..... No charge
- 11 April through 24 April 2015 ..... US \$50

No exam registration changes will be granted after 24 April 2015.

#### Refund and Deferrals of Fees

**Refund:** Candidates unable to take the exam are eligible for a refund of registration fees, less a US \$100 processing fee, if such a request is received in writing on or before 10 April 2015. All requests for a refund after this date will be denied. Exam candidates who have deferred their exam are not eligible for a refund of their deferral fee and associated exam payment.

**Deferrals:** Exam registrants may elect to defer their registration to the following exam date. A deferral fee is required based on the following schedule:

- On or before 24 April ..... US \$50
- 25 April through 22 May ..... US \$100

Deferral requests will not be accepted after 22 May 2015. To request a deferral, please go to [www.isaca.org/examdefer](http://www.isaca.org/examdefer). Exam candidates who have deferred their exam are not eligible for a refund of their deferral fee and associated exam payment. Exam candidates who do not appear for the exam (or arrive too late to be admitted) are not eligible for a refund or deferral of their exam registration payment.

Any candidate who has not received his/her admission ticket by 1 June 2015 should contact the ISACA certification department at [exam@isaca.org](mailto:exam@isaca.org) or via phone at +1.847.660.5660.

#### Special Accommodations

Upon request, ISACA will make reasonable accommodations in its exam procedures for candidates with documented disabilities or religious requirements. Consideration for reasonable alterations in scheduling, exam format, presentation, and allowance of food or drink at the exam site must be requested. Documented disability requests must be accompanied by a doctor's note. Requests for a religious requirement must be accompanied by a note from the candidate's religious leader. Unless requested and approved, no food or drink is allowed at any exam site. Requests for consideration must be submitted to ISACA International Headquarters in writing, accompanied by appropriate documentation, no later than 10 April 2015 to [exam@isaca.org](mailto:exam@isaca.org).

#### Request for Additional Test Centers

If an exam center is not available within 100 miles (160 kilometers) of the location in which a candidate wants to be tested, and if there are ten or more paid candidates who wish to enter as a group at this location, they may request that a new exam center be established. Written requests for establishment of new exam centers, including a minimum of ten paid registration forms, must be received at ISACA International Headquarters no later than 1 February 2015. While there is no guarantee that a new exam center can be arranged, every attempt will be made to provide one.

#### Exam locations

For a complete listing of the exam sites for the June exam administration visit [www.isaca.org/examlocations](http://www.isaca.org/examlocations) and select the June Exam Locations tab.

**All deadlines are based on Chicago, Illinois, USA, 5 p.m. Central Time (UTC/GMT-06:00 Chicago, Illinois, USA). No refunds or exchanges will be given for study aids, associated taxes, shipping and handling charges, or membership dues. Exam registration and membership fees are nontransferable.**



# ISACA Exam Candidate Information Guide

## SEPTEMBER—IMPORTANT DATE INFORMATION

### Exam Date 12 September 2015

The September exam administration is only offered for the CISA and CISM certification exams at limited exam sites.

### Exam Registration Changes

Changes to the exam site, test language and candidate name are subject to the following charges:

- On or before 24 July 2015..... No charge
- 25 July through 3 August 2015 ..... US \$50

No exam registration changes will be granted after 3 August 2015.

### Refund and Deferrals of Fees

**Refund:** Candidates unable to take the exam are eligible for a refund of registration fees, less a US \$100 processing fee, if such a request is received in writing on or before 24 July 2015. All requests for a refund after this date will be denied. Exam candidates who have deferred their exam are not eligible for a refund of their deferral fee and associated exam payment.

**Deferrals:** Exam registrants may elect to defer their registration to the following exam date. A deferral fee is required based on the following schedule:

- On or before 10 August 2015 ..... US \$50
- 11 August through 28 August 2015..... US \$100

Deferral requests will not be accepted after 28 August 2015. To request a deferral, please go to [www.isaca.org/examdefer](http://www.isaca.org/examdefer). Exam candidates who have deferred their exam are not eligible for a refund of their deferral fee and associated exam payment. Exam candidates who do not appear for the exam (or arrive too late to be admitted) are not eligible for a refund or deferral of their exam registration payment.

Any candidate who has not received his/her admission ticket by 15 August 2015 should contact the ISACA certification department at [exam@isaca.org](mailto:exam@isaca.org) or via phone at +1.847.660.5660.

### Special Accommodations

Upon request, ISACA will make reasonable accommodations in its exam procedures for candidates with documented disabilities. Consideration for reasonable alterations in exam format, presentation, and allowance of food or drink at the exam site must be requested and accompanied by a doctor's note. Unless requested and approved, no food or drink is allowed at any exam site. Requests for consideration must be submitted to ISACA International Headquarters in writing, accompanied by appropriate documentation, no later than 27 July 2015 to [exam@isaca.org](mailto:exam@isaca.org).

### Exam Locations

For a complete listing of the exam sites for the September exam administration visit [www.isaca.org/examlocations](http://www.isaca.org/examlocations) and select the September Exam Locations tab.

**All deadlines are based on Chicago, Illinois, USA, 5 p.m. Central Time (UTC/GMT-06:00 Chicago, Illinois, USA). No refunds or exchanges will be given for study aids, associated taxes, shipping and handling charges, or membership dues. Exam registration and membership fees are nontransferable.**

# ISACA Exam Candidate Information Guide

## DECEMBER—IMPORTANT DATE INFORMATION

### Exam Date 12 December 2015

#### Exam Registration Changes

Changes to the exam site, test language and candidate name are subject to the following charges:

- On or before 23 October ..... No charge
- 24 October through 30 October ..... US \$50

No exam registration changes will be granted after 30 October 2015.

#### Refund and Deferrals of Fees

**Refund:** Candidates unable to take the exam are eligible for a refund of registration fees, less a US \$100 processing fee, if such a request is received in writing on or before 23 October 2015. All requests for a refund after this date will be denied. Exam candidates who have deferred their exam are not eligible for a refund of their deferral fee and associated exam payment.

**Deferrals:** Exam registrants may elect to defer their registration to the following exam date. A deferral fee is required based on the following schedule:

- On or before 23 October ..... US \$50
- 24 October through 27 November ..... US \$100

Deferral requests will not be accepted after 27 November 2015. To request a deferral, please go to [www.isaca.org/examdefer](http://www.isaca.org/examdefer). Exam candidates who have deferred their exam are not eligible for a refund of their deferral fee and associated exam payment. Exam candidates who do not appear for the exam (or arrive too late to be admitted) are not eligible for a refund or deferral of their exam registration payment.

Any candidate who has not received his/her admission ticket by 1 December 2015 should contact the ISACA certification department at [exam@isaca.org](mailto:exam@isaca.org) or via phone at +1.847.660.5660.

#### Special Accommodations

Upon request, ISACA will make reasonable accommodations in its exam procedures for candidates with documented disabilities or religious requirements. Consideration for reasonable alterations in scheduling, exam format, presentation, and allowance of food or drink at the exam site must be requested. Documented disability requests must be accompanied by a doctor's note. Requests for a religious requirement must be accompanied by a note from the candidate's religious leader. Unless requested and approved, no food or drink is allowed at any exam site. Requests for consideration must be submitted to ISACA International Headquarters in writing, accompanied by appropriate documentation, no later than 23 October 2015 to [exam@isaca.org](mailto:exam@isaca.org).

#### Request for Additional Test Centers

If an exam center is not available within 100 miles (160 kilometers) of the location in which a candidate wants to be tested, and if there are ten or more paid candidates who wish to enter as a group at this location, they may request that a new exam center be established. Written requests for establishment of new exam centers, including a minimum of ten paid registration forms, must be received at ISACA International Headquarters no later than 1 August 2015. While there is no guarantee that a new exam center can be arranged, every attempt will be made to provide one.

#### Exam Locations

For a complete listing of the exam sites for the December exam administration visit [www.isaca.org/examlocations](http://www.isaca.org/examlocations) and select the December Exam Locations tab.

**All deadlines are based on Chicago, Illinois, USA, 5 p.m. Central Time (UTC/GMT-06:00 Chicago, Illinois, USA). No refunds or exchanges will be given for study aids, associated taxes, shipping and handling charges, or membership dues. Exam registration and membership fees are nontransferable.**

# ISACA Exam Candidate Information Guide

## EXAM DAY INFORMATION

### Admission Ticket

Approximately two to three weeks prior to the exam date, candidates will be sent an email admission ticket (eticket) from ISACA. Admission tickets are sent via email to the current email address on file. In order to receive an admission ticket, all fees must be paid. Exam candidates can also download a copy of the admission ticket at [www.isaca.org](http://www.isaca.org) > MyISACA page of the web site. Tickets will indicate the date, registration time and location of the exam, as well as a schedule of events for that day and a list of materials that candidates must bring with them to take the exam. Candidates are not to write on the admission ticket. Candidates can use their admission ticket (either a printout of their e-ticket or their downloaded ticket) only at the designated test center.

### Identification on Exam Day

Candidates will be admitted to the test center only if they have a valid admission ticket and 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 the admission ticket, 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. Examples include, but are not limited to, a passport, driver's license, military ID, state ID, green card and national ID. 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. IDs will be checked during the exam administration.

**Only candidates with an admission ticket and an acceptable government-issued ID will be admitted to take the exam, and the name on the admission ticket must match the name on the government-issued ID. If candidates' mailing and/or email addresses change, they should update their profile on the ISACA web site ([www.isaca.org](http://www.isaca.org)) or contact [exam@isaca.org](mailto:exam@isaca.org).**

### Arrival Time For Exam

**It is imperative that candidates note the specific registration and exam times on their admission ticket. NO CANDIDATE WILL BE ADMITTED TO THE TEST CENTER ONCE THE CHIEF EXAMINER BEGINS READING THE ORAL INSTRUCTIONS, APPROXIMATELY 30 MINUTES BEFORE THE EXAM BEGINS.**

Any candidate who arrives after the oral instructions have begun will not be allowed to sit for the exam and will forfeit his/her registration fee.

An admission ticket can only be used at the designated test center specified on the admission ticket. To ensure that you arrive in plenty of time for the exam, we recommend that you become familiar with the exact location and the best travel route to your exam site prior to the date of the exam. Test center telephone numbers and web site references have been provided (when available) to assist you in obtaining directions to the facility.

### Exam Rules

- Candidates will not be admitted to a test center after the oral instructions have begun.
- Candidates should bring several sharpened No. 2 or HB (soft lead) pencils and a good eraser. Pencils and erasers will not be available at the test center.
- As exam venues vary, every attempt will be made to make the climate control comfortable at each exam venue. 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 test center.
- Candidates are not allowed to bring or use a calculator in the test 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. into the test center. Visit [www.isaca.org/cisabelongings](http://www.isaca.org/cisabelongings), [www.isaca.org/cismbelongings](http://www.isaca.org/cismbelongings), [www.isaca.org/cgeitbelongings](http://www.isaca.org/cgeitbelongings), [www.isaca.org/criscbelongings](http://www.isaca.org/criscbelongings) for more information on personal belongings allowed or prohibited.
- Visitors are not permitted in the test center.
- No food or beverages are allowed in the test center (without advanced authorization from ISACA).
- Candidates are urged to immediately record their answers on their answer sheet. No additional time will be allowed after the exam time has elapsed to transfer or record answers should candidates mark their answers in the test booklet. The exam will be scored based on the answer sheet recordings only.
- Candidates must gain authorization or be accompanied by a test proctor to leave the testing area.
- Candidates may leave the testing room with authorization during the examination to visit the facilities. Only one person will be excused from the room at a time. Testing staff will collect the candidate examination materials and the candidate will be required to check-out and check-in again upon re-entering the exam. Note the examination time will not stop and no extra time will be allotted.

### Misconduct

Candidates who are discovered in violation of the Exam Rules or engaging in any kind of misconduct including but not limited to the activities listed below will be subject to disqualification. The testing agency will report all cases of misconduct to the respective ISACA Certification Committee for committee review in order to render any decision necessary.

- 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,
- Removing test materials, answer sheet or notes from the testing center,
- 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 room or area without authorization or accompaniment by a test proctor. (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, and
- Continuing to write the exam after the proctor signals the end of the exam time.



# ISACA Exam Candidate Information Guide

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## Reasons for Dismissal or Disqualification and Voiding of Exam

- Unauthorized admission to the test center.
- Candidate creates a disturbance or gives or receives help.
- Candidate attempts to remove test materials, questions, answers or notes from the test center.
- Candidate impersonates another candidate.
- Candidate brings items into the test center that are not permitted or accesses items stored in the personal belongings area during the exam.
- Candidate possession of any communication, surveillance or recording device during the exam administration
- Candidate leaves the test area without authorization.
- Candidate continues to write the exam, including continuing to record answers on his/her answer sheet after the proctor signals the end of the examination.
- Candidate shares test questions or other information contained in the exam.

## Personal Belongings

Each test site will have a specific area designated for the storage of personal belongings. Neither ISACA or its testing vendor takes responsibility for personal belongings of candidates. ISACA will not assume responsibility for stolen, lost or damaged personal property. To review the Personal Belongings Policy, please visit [www.isaca.org/cisabelongings](http://www.isaca.org/cisabelongings), [www.isaca.org/cismbelongings](http://www.isaca.org/cismbelongings), [www.isaca.org/cgeitbelongings](http://www.isaca.org/cgeitbelongings), or [www.isaca.org/criscbelongings](http://www.isaca.org/criscbelongings). Personal items brought to the exam site and stored in the belongings area of the testing center may not be accessed until the exam candidate has completed and submitted his/her exam.

## 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**. In every case, the candidate is required to 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](http://www.isaca.org/itemwriter). Representations of CISA exam questions are available at [www.isaca.org/cisaassessment](http://www.isaca.org/cisaassessment); CISM exam questions are available at [www.isaca.org/cismassessment](http://www.isaca.org/cismassessment).

## Conduct Oneself Properly

- To protect the security of the exam and maintain the validity of the scores, candidates are asked to sign the answer sheet.
- The respective ISACA Certification Committee reserves the right to disqualify any candidate who is discovered engaging in any kind of misconduct or violation of exam rules, including but not limited to giving or receiving help; using notes, papers or other aids; attempting to take the exam for someone else; using any type of communication, surveillance or recording device during the exam administration, removing test materials or notes from the test center or attempting to share test questions or answers or other information contained in the exam (as such are the confidential information of ISACA). The testing agency will provide the respective ISACA Certification Committee with records regarding such irregularities for committee review and to render any decision necessary.

## Be Careful in Completing the Answer Sheet

- Before a candidate begins the exam, the test center chief examiner will read aloud the instructions for entering identification information on the answer sheet. A candidate's identification number as it appears on the admission ticket and all other requested information must be correctly entered or scores may be delayed or incorrectly reported.
- A proctor speaking the primary language used at each test center is available. If a candidate desires to take the exam in a language other than the primary language of the test center, the proctor may not be conversant in the language chosen. However, written instructions will be available in the language of the exam.
- A candidate is instructed to read all instructions carefully and understand them before attempting to answer the questions. Candidates who skip over the directions or read them too quickly could miss important information and possibly lose credit.
- All answers are to be marked in the appropriate circle on the answer sheet. Candidates must be careful not to mark more than one answer per question and to be sure to answer a question in the appropriate row of answers. If an answer needs to be changed, a candidate is urged to erase the wrong answer fully before marking in the new one.
- 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.**
- After completion, candidates are required to hand in their answer sheet and test booklet.

## Budget One's Time

- The exam is four hours in length. Candidates are advised to pace themselves to complete the entire exam.
- Candidates are urged to immediately record their answers on the answer sheet. **No additional time will be allowed after the exam time has elapsed to transfer or record answers should a candidate mark answers in the test booklet.** The exam will be scored based on the answer sheet recordings only.

# ISACA Exam Candidate Information Guide

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## Exam Day Comments

ISACA utilizes an internationally recognized professional testing agency to assist the construction, administration and scoring of the exams.

Candidates wishing to comment on the test administration conditions may do so at the conclusion of the testing session by completing the “Test Administration Questionnaire.” The Test Administration Questionnaire is presented at the back of the examination booklet with corresponding instructions for completion.

Candidates who wish to address any additional comments or concerns about the examination administration, including site conditions or the content of the exam, should contact ISACA international headquarters by letter or by email ([exam@isaca.org](mailto:exam@isaca.org)). Please include the following information in your comments: exam ID number, testing site, date tested and any relevant details on the specific issue. Only those comments received by ISACA during the first **2 weeks** after the exam administration will be considered in the final scoring of the exam. Appeals undertaken by a certification exam taker, certification applicant or by a certified individual are undertaken at the discretion and cost of the exam taker, applicant or individual.

## POST EXAM INFORMATION:

### Scoring the Exams

The ISACA exams consists of multiple-choice items. 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.

**Approximately five weeks for CISA/CISM and eight weeks for CGEIT/CRISC after the test date, the official exam results will be mailed to candidates.** Additionally, with the candidate's consent during the registration process, an email message containing the candidate's pass/fail status and score will be sent to the candidate. 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](mailto: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 study 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.

Candidates receiving a failing score on the exam may request a hand score of their answer sheets. This procedure ensures that no stray marks, multiple responses or other conditions interfered with computer scoring. 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 hand scoring must be made in writing to the certification department within 90 days following the release of the exam results. Requests for a hand score after the deadline date 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 how many 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 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 and, ultimately, in disciplinary measures. The ISACA Code of Professional Ethics can be viewed online at [www.isaca.org/ethics](http://www.isaca.org/ethics).

# ISACA Exam Candidate Information Guide

## Confidentiality

By taking an ISACA Exam, the candidate understands and agrees that the Exam (which includes all aspects of the exam, including, without limitation, the test questions, answers, examples and other information presented or contained in the exam and exam materials) belongs to ISACA and constitutes ISACA's confidential information (collectively, "Confidential Information"). The candidate agrees to maintain the confidentiality of ISACA's Confidential Information at all times and understands that any failure to maintain the confidentiality of ISACA's Confidential Information may result in disciplinary action against the candidate by ISACA or other adverse consequences, including, without limitation, nullification of his/her exam, loss of his/her credentials, and/or litigation. Specifically, the candidate understands that he/she may not, for example, discuss, publish or share any exam question(s), his/her answers or thoughts on any questions(s) or the exam's format in any forum or media (i.e., via e-mail, Facebook, LinkedIn).

## IMPORTANT ADDITIONAL REFERENCES

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

Important Additional References				
	CISA Exam	CISM Exam	CGEIT Exam	CRISC Exam
<b>Certification</b>	<a href="http://www.isaca.org/cisa">www.isaca.org/cisa</a>	<a href="http://www.isaca.org/cism">www.isaca.org/cism</a>	<a href="http://www.isaca.org/cgeit">www.isaca.org/cgeit</a>	<a href="http://www.isaca.org/crisc">www.isaca.org/crisc</a>
<b>Preparing for the Exam</b>	<a href="http://www.isaca.org/cisaprep">www.isaca.org/cisaprep</a>	<a href="http://www.isaca.org/cismprep">www.isaca.org/cismprep</a>	<a href="http://www.isaca.org/cgeitprep">www.isaca.org/cgeitprep</a>	<a href="http://www.isaca.org/criscprep">www.isaca.org/criscprep</a>
<b>Requirements for Certification</b>	<a href="http://www.isaca.org/cisarequirements">www.isaca.org/cisarequirements</a>	<a href="http://www.isaca.org/cismrequirements">www.isaca.org/cismrequirements</a>	<a href="http://www.isaca.org/cgeitrequirements">www.isaca.org/cgeitrequirements</a>	<a href="http://www.isaca.org/criscrequirements">www.isaca.org/criscrequirements</a>
<b>Job Practice</b>	<a href="http://www.isaca.org/cisajobpractice">www.isaca.org/cisajobpractice</a>	<a href="http://www.isaca.org/cismjobpractice">www.isaca.org/cismjobpractice</a>	<a href="http://www.isaca.org/cgeitjobpractice">www.isaca.org/cgeitjobpractice</a>	<a href="http://www.isaca.org/criscjobpractice">www.isaca.org/criscjobpractice</a>
<b>Applying for Certification</b>	<a href="http://www.isaca.org/cisaapp">www.isaca.org/cisaapp</a>	<a href="http://www.isaca.org/cismapp">www.isaca.org/cismapp</a>	<a href="http://www.isaca.org/cgeitapp">www.isaca.org/cgeitapp</a>	<a href="http://www.isaca.org/criscapp">www.isaca.org/criscapp</a>
<b>Maintaining your Certification</b>	<a href="http://www.isaca.org/cisacpepolicy">www.isaca.org/cisacpepolicy</a>	<a href="http://www.isaca.org/cismcpepolicy">www.isaca.org/cismcpepolicy</a>	<a href="http://www.isaca.org/cgeitcpepolicy">www.isaca.org/cgeitcpepolicy</a>	<a href="http://www.isaca.org/criscpcpepolicy">www.isaca.org/criscpcpepolicy</a>
<b>Glossary of Terms</b>	<a href="http://www.isaca.org/glossary">www.isaca.org/glossary</a>	<a href="http://www.isaca.org/glossary">www.isaca.org/glossary</a>	<a href="http://www.isaca.org/glossary">www.isaca.org/glossary</a>	<a href="http://www.isaca.org/glossary">www.isaca.org/glossary</a>
<b>Acronyms</b>	<a href="http://www.isaca.org/cisaprep">www.isaca.org/cisaprep</a>	<a href="http://www.isaca.org/cismprep">www.isaca.org/cismprep</a>	—	—

## Available Study Materials From ISACA:

Passing an ISACA exam can be achieved through an organized plan of study. To assist individuals with the development of a successful study plan, ISACA offers, for purchase, study aids to exam candidates. Visit [www.isaca.org/bookstore](http://www.isaca.org/bookstore) for more complete details including detailed descriptions of the products, costs, and languages available. Order early as delivery time can be one to two weeks, depending on geographic location and customs clearance practices.

### CISA:

*CISA Review Manual 2015.*  
*CISA Review Questions, Answers & Explanations Manual 2015*  
*CISA Review Questions, Answers & Explanations Manual Supplement 2015*  
CISA Review Questions, Answers & Explanation Database—  
12 month subscription  
CISA Review Questions, Answers & Explanation Database V15 CD-ROM  
CISA Online Review Course

### CISM:

*CISM Review Manual 2015*  
*CISM Review Questions, Answers & Explanations Manual 2014*  
*CISM Review Questions, Answers & Explanations Manual 2014 Supplement*  
*CISM Review Questions, Answers & Explanations Manual 2015 Supplement*  
CISM Review Questions, Answers & Explanation Database—  
12 month subscription  
CISM Review Questions, Answers & Explanation Database V15 CD-ROM

### CGEIT:

*CGEIT Review Manual 2015*  
*CGEIT Review Questions, Answers & Explanations Manual 2015*  
*CGEIT Review Questions, Answers & Explanations Manual Supplement 2015*  
COBIT5

### CRISC:

*CRISC Review Manual 2015*  
*CRISC Review Questions, Answers & Explanations Manual 2015*  
*CRISC Review Questions, Answers & Explanations Manual Supplement 2015*  
CRISC Review Questions, Answers & Explanation Database—  
12 month subscription

## ISACA Contact Information

### Exam and exam registration

Phone: +1.847.660.5660; Fax: +1.847.253.1443; Email: [exam@isaca.org](mailto:exam@isaca.org)

### Certification

Phone: +1.847.660.5660; Fax: +1.847.253.1443; Email: [certification@isaca.org](mailto:certification@isaca.org)

### Study aids

Phone: +1.847.660.5650; Email: [bookstore@isaca.org](mailto:bookstore@isaca.org)

### ISACA membership

Phone: +1.847.660.5600; Email: [membership@isaca.org](mailto:membership@isaca.org)