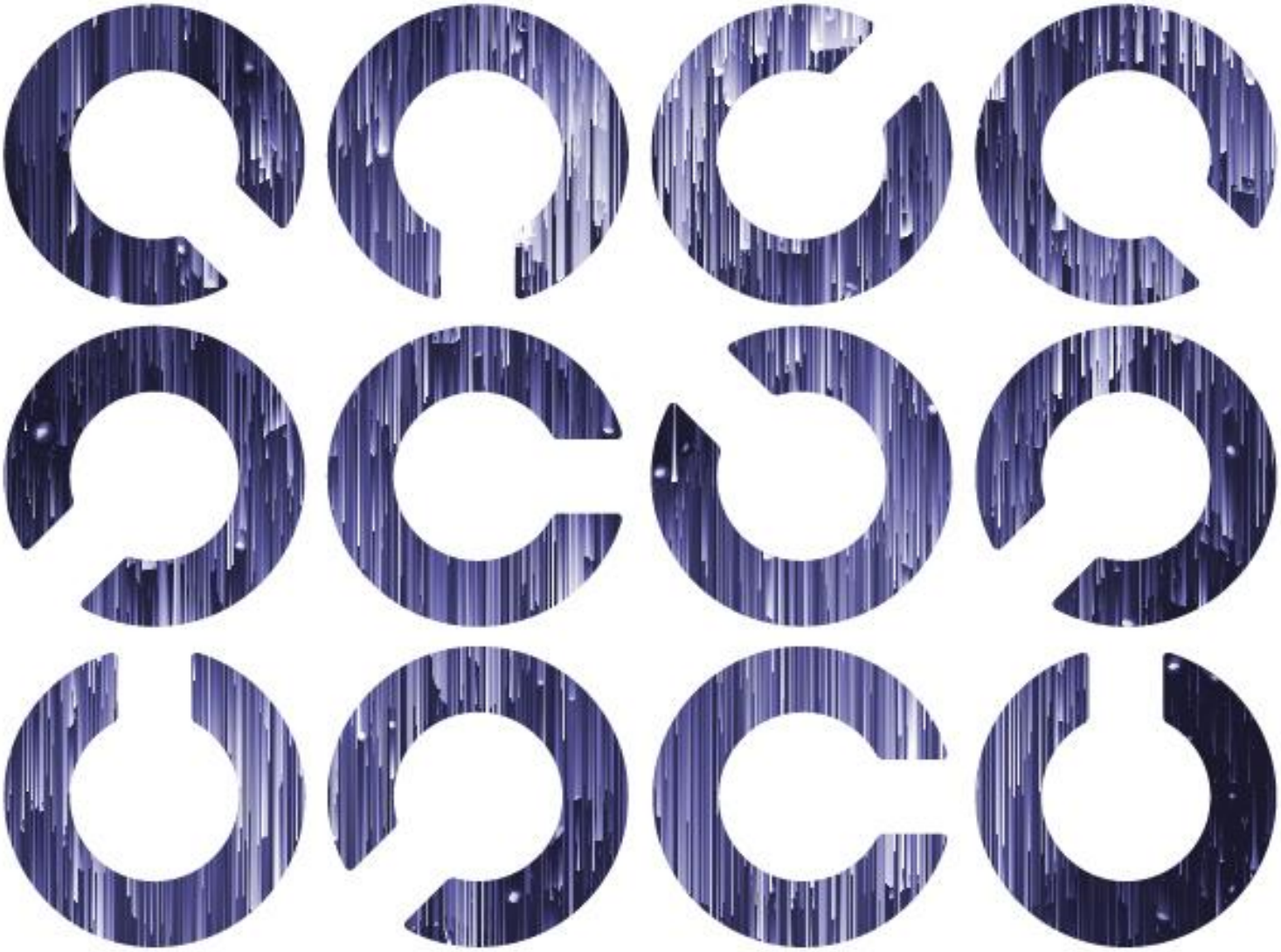
Information Technology Certified Associate (ITCA) Exam Guide



ITCA Information Technology Certified Associate

ISACA

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Section 1: About the IT Certified Associate (ITCA) Certification program

a. About the IT Certified Associate (ITCA) Certification program

ISACA's Information Technology Certified Associate (ITCA) Certification program is compromised of five separate certificate programs including: 1. Computing Concepts Fundamentals, 2. Networking and Infrastructure Fundamentals, 3. Cybersecurity Fundamentals, 4. Software Development Fundamentals, and 5. Data Science Fundamentals. To earn the certification requires passing each of the five exams (in any order) and then submitting a completed application form and processing fee. Once certified as an ITCA, certification-holders are required to maintain the certification on an annual basis by earning and reporting CPE hours and paying an annual maintenance fee. More information regarding the recertification requirement can be found in the ITCA CPE Policy.

Section 2: Computing Concepts Fundamentals Certificate exam

a. About the Computing Concepts Fundamentals Certificate exam

	Computing Concepts Fundamentals
Description	By successfully passing this exam, candidates demonstrate their understanding of basic computing and data concepts in addition to introductory concepts of networking, virtualization, and security.
Pre-requisites	None
Domain (%)	Computing Concepts (67%) Networking, Virtualization, and Security (33%)
Number of Points	60 (36 multiple choice questions worth one point each, and 12 performance-based questions worth two points each)
Exam Length	2 hours (120 minutes)
Passing Score	65%
Exam Languages	English
Exam Price	$120 Member; $150 Non-Member
Test Modality	Remote Proctor

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 the Computing Concepts Fundamentals exam. To review the technology requirements, refer to Section 7a of this guide. Candidates have 365-days from their date of purchase to take the exam.

Section 3: Networking and Infrastructure Fundamentals Certificate exam

a. About the Networking and Infrastructure Fundamentals Certificate exam

	Networking and Infrastructure Fundamentals
Description	By successfully passing this exam, candidates demonstrate an understanding of network architecture, infrastructure, and components in addition to basic language of networking.
Pre-requisites	None
Domain (%)	Connection and Layers (15%) Network Architecture and Components (22%) Language of Networking (33%) Network Infrastructure (30%)
Number of Points	60 (36 multiple choice questions worth one point each, and 12 performance-based questions worth two points each)
Exam Length	2 hours (120 minutes)
Passing Score	65%
Exam Languages	English
Exam Price	$120 Member; $150 Non-Member
Test Modality	Remote Proctor

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 the Networking and Infrastructure Fundamentals exam. To review the technology requirements, refer to Section 7a of this guide.
Candidates have 365-days from their date of purchase to take the exam.

Section 4: Cybersecurity Fundamentals Certificate exam

a. About the Cybersecurity Fundamentals Certificate exam

	Cybersecurity Fundamentals
Description	Certificate candidates demonstrate their understanding of the principles that frame and define cybersecurity, and the integral role of cybersecurity professional in protecting enterprise data by achieving a passing score on the Cybersecurity Fundamentals Certificate exam.
Pre-requisites	None
Domain (%)	Information Security Fundamentals (27%) Threat Landscape (18%) Securing Assets (35%) Security Operations and Response (20%)
Number of Points	60 (36 multiple choice questions worth one point each, and 12 performance-based questions worth two points each)
Exam Length	2 hours (120 minutes)
Passing Score	65%
Exam Languages	English
Exam Price	$120 Member; $150 Non-Member
Test Modality	Remote Proctor

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 a Cybersecurity Fundamentals Certificate exam. To review the technology requirements, refer to Section 7a of this guide. Candidates have 365-days from their date of purchase to take the exam.

Section 5: Software Development Fundamentals Certificate exam

a. About the Software Development Fundamentals Certificate exam

	Software Development Fundamentals
Description	By successfully passing this exam, candidates demonstrate their knowledge of basic software development principles and concepts, software languages, programming, and the software development lifecycle (SDLC).
Pre-requisites	None
Domain (%)	Software Languages (35%) Programming (30%) Software Development Lifecycle (SDLC) (35%)
Number of Points	60 (42 multiple choice questions worth one point each, and 9 performance-based questions worth two points each)
Exam Length	2 hours (120 minutes)
Passing Score	65%
Exam Languages	English
Exam Price	$120 Member; $150 Non-Member
Test Modality	Remote Proctor

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 a Software Development Fundamentals Certificate exam. To review the technology requirements, refer to Section 7a of this guide.
Candidates have 365-days from their date of purchase to take the exam.

Section 6: Data Science Fundamentals Certificate exam

a. About the Data Science Fundamentals Certificate exam

	Data Science Fundamentals
Description	By successfully passing this exam, candidates demonstrate their knowledge of basic data science concepts, process, and principles in addition to data management systems and governance.
Pre-requisites	None
Domain (%)	Data Science Concepts (25%) Data Management (42%) Data Science Process (33%)
Number of Points	60 (42 multiple choice questions worth one point each, and 9 performance-based questions worth two points each)
Exam Length	2 hours (120 minutes)
Passing Score	65%
Exam Languages	English
Exam Price	$120 Member; $150 Non-Member
Test Modality	Remote Proctor

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 a Data Science Fundamentals Certificate exam. To review the technology requirements, refer to Section 7a of this guide. Candidates have 365-days from their date of purchase to take the exam.

Section 7: Before the exam

a. Ensure you have the proper technology

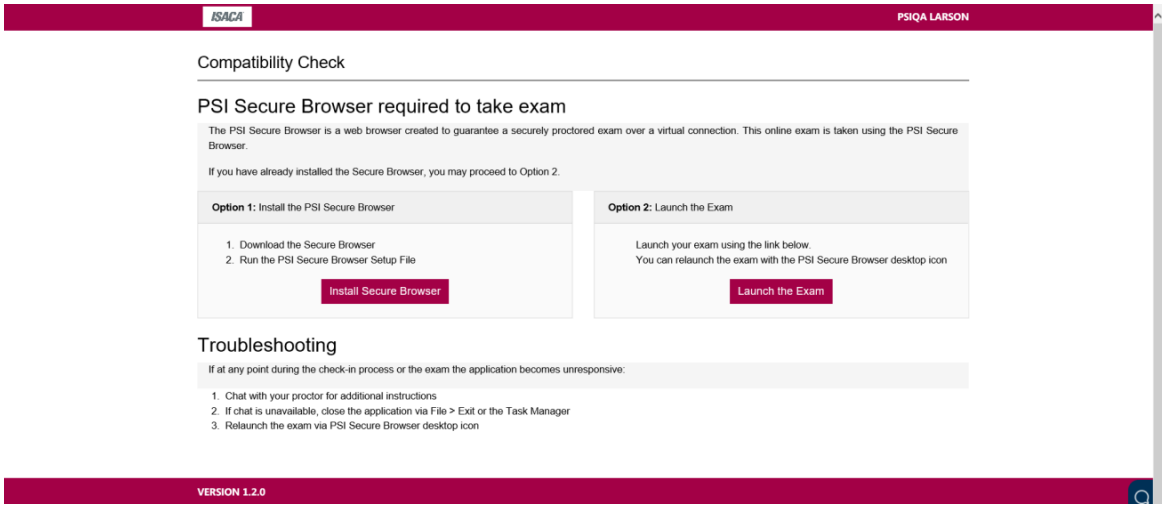
The list below contains all the hardware and software requirements for the exam.

- Operating system supported: Windows, Macintosh 10
- Web browser: Google Chrome or Chromium version 32 and above
- You will need to download the PSI Secure Browser (This can be done NO MORE than 30 minutes prior to your scheduled exam time. If you are taking your exam from a work location, we advise contacting your local IT administrator to inform them that you will need to download the browser to your machine.)
    - Browser settings: Your browser must accept 3rd party cookies for only the duration of the exam
- Webcam/Microphone: Minimum VGA 640 x 480 resolution, enabled built in or external microphone
- Bandwidth: Minimum 500kb/s download and 256kb/s upload
- Hardware Requirements: 1GB RAM & 2GHz dual core processor, minimum 1280 x 800 resolution

It is highly recommended that before scheduling, candidates perform the compatibility check on the computer you will be using to take the exam. This can be accessed at any time once you have registered for the exam directly from the PSI dashboard or at https://home.psiexams.com/static/#/bcheck. **We recommend performing a second compatibility check 72 hours prior to your scheduled exam time in case changes to your machine software or hardware have occurred since scheduling.** Please contact PSI Technical Support if you have any questions about your compatibility test results:

- Inside the U.S.: (844) 267-1017
- Outside the U.S.: 1-702-939-6734
- Chat: http://clientportal.softwaresecure.com/support/

Note: Please be aware that you cannot take an exam using a virtual machine even though the compatibility check may not display any issues. The compatibility check is unable to detect a virtual machine.



Audio/Video Check		
REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✓	Integrated Webcam (0bda:57c3)
Microphone	✓	Default - Headset Microphone (Logitech Mono H650e) (046d:0a47)
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✓	Allowed

System Check		
REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 79.0
Platform - Windows 7.0, 8.0, 8.1, 10.0, Macintosh 10, or Linux (Chrome Extension).	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Connection Speed - Should be atleast 50 kbits per second	✓	16606965

When you schedule the exam, you can also view these requirements and perform another compatibility check. Refer to **Section 7c** of this guide.

Note that purchases are non-refundable, so please check your system requirements *prior* to completing your purchase.

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 are agreeing to adhere to and accept ISACA's Candidate Security Agreement. 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 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.

Special Accommodations:

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

To request special accommodations complete ISACA's Special Accommodation Request Form and submit the form to ISACA at specialaccom@isaca.org for review and approval. This form must be completed by you and your health care professional.

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. The Special Accommodation Request can be found at: https://www.isaca.org/credentialing/special-accommodations-for-isaca-exams.

c. Schedule the exam

Note: Candidates have a 365-day eligibility period to take their exam. This means that from the date you purchase, you have 1-year (365-days) to take your exam. Exams not taken within this eligibility period will result in forfeiture of fees.

1. Go to the ISACA website and click My ISACA on the right of the top navigation.
2. Type your Username and Password and click **Login**.
   Note: You must be logged in to complete the following steps.
3. 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.
4. 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.
5. 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@psiexams.com confirming your exam appointment.

d. 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 **View Details**
- Click **Reschedule**
- 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. If you have any questions regarding the rescheduling requirements, please contact ISACA Customer Experience Center by visiting https://support.isaca.org.

Section 8: 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. Avoid choosing an area that may contain loud noises (i.e., TV, family, music, pets, visitors, etc.) and public places (i.e., coffee shops, restaurants, parks, etc.).
2. You will need a **valid photo ID**. **The name on the ID must be the same as the name that appears in your ISACA profile.** If your ID has expired, the proctor will ask that you reschedule your exam, until you can provide a valid photo ID. The types of photo IDs that are allowed include government issued IDs, driver's licenses and passports. Your photo on the ID should be made clearly visible to the camera when prompted by the proctor.
3. You will need a **web cam**.
4. You will need to have a **clean work area** with **no reference materials** available.
5. You may access the online exam environment **15 minutes prior** to the scheduled start time. It is recommended you do so to connect with the remote proctor and launch the exam properly.
6. Be sure your computer has **sufficient battery life** and/or is plugged into a power source for the duration of the exam.
7. You must have **stable internet connectivity** for the duration of the exam. If you lose internet connectivity during the exam, your session will be ended automatically, and results voided.
8. You must take the exam in **full screen mode**.
9. There will be **no cancellation or reschedule requests** granted within 48 hours of the scheduled exam.

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.

b. 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.

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

- Using a phone or cell phone
- Reading the questions out loud
- Using an instant messenger tool/system
- Using a camera
- Taking screen captures of the computer screen/exam items
- Including papers, books, notes, etc. in the work area
- Eating or drinking
- Walking around the room
- Other people standing in or walking through your work area
- Taking unscheduled breaks (without approval from the proctor)
- Taking notes
- Loading other programs on your system (this includes viewing documents, web browsing, email access, etc.)

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.

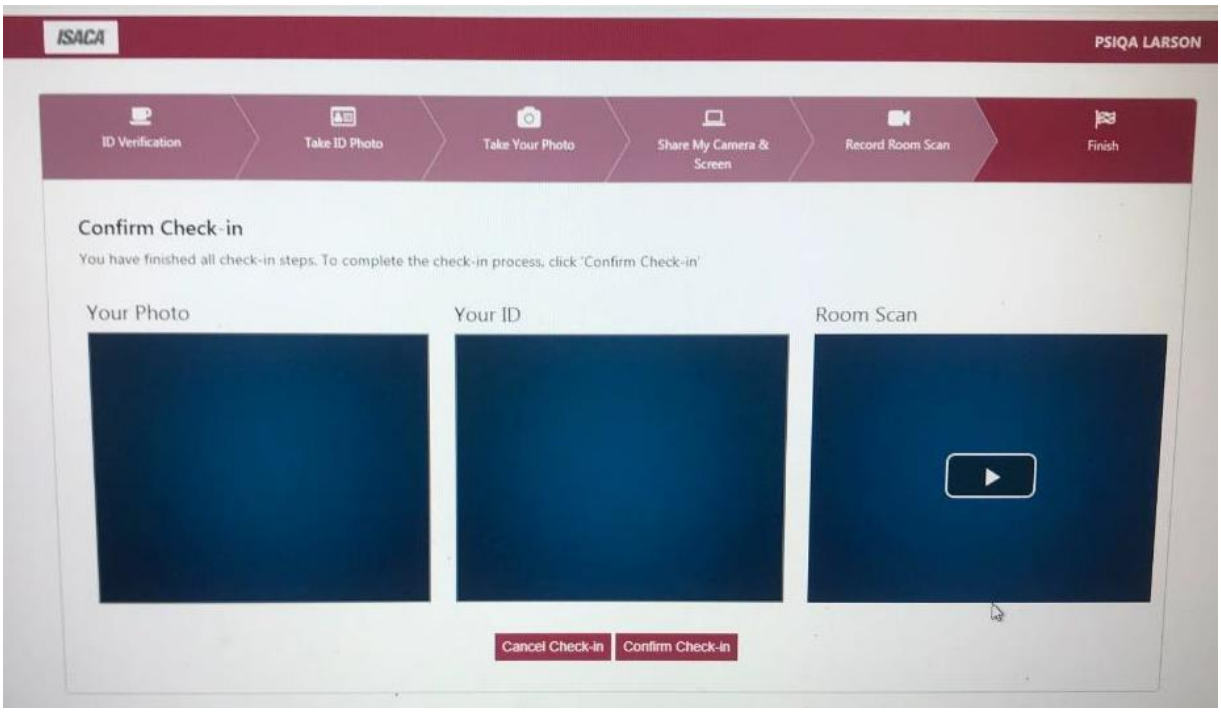
c. Taking the exam

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 7c** 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. Click the **My Exams** link and select the exam in the **Pending Exams** section.
4. 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.
5. Click **Launch**.
   Note 1: The **Launch** button will be available 15 minutes prior to the start of the exam; please refer to **Section 8a** of this guide.
   Note 2: Before launching the exam, be sure you have read and understand the exam rules, please refer to **Section 8b** 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.
6. Click the **Enter Full Screen** button.
   Note: You are required to take the exam in full screen mode; please refer to **Section 8a** of this guide.
7. Click the **Connect** button(s) to connect the web cam and your computer with the proctor.
8. Click the **Entire Screen** button.
9. Click the **Share** button.

d. Online exam environment

It is advised that you preview the online exam environment below to familiarize yourself with the tools and functionalities available during the exam. Having clarity enables you to effectively use them during the exam.



Menu Item	Function
ID Verification	You will be asked to share your ID for verification.
Take ID Photo	You will need to show your ID to your web camera and view it in the video box provided.
Take Your Photo	You will need to take a photo of yourself with your webcam and view it in the video box provided.
Share My Camera & Screen	You will be asked to share your camera and your screen with the monitor.
Record Room Scan	You will be asked to do a 30 second room scan with your webcam.

e. 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.: 844-267-1017
- Outside the U.S.: 1-702-939-6734
- Chat: http://clientportal.softwaresecure.com/support

Section 9: 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 2a/3a/4a/5a/6a** 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 9b** below for more instructions.

Note: Individuals holding an ISACA certification 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 9c** 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 7b** 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

e. Applying to become an Information Technology Certified Associate (ITCA)

If you have successfully passed each of the five certificate exams making up the Information Technology Certified Associate certification program, you will be eligible to apply for ITCA certification. Applying for certification requires completion of the ITCA application and submission of the application processing fee. The ITCA designation can be used once the applicant is approved and receives their unique ITCA certification number.

Section 10: 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.: 844-267-1017
- Outside the U.S.: 1-702-939-6734
- Chat: http://clientportal.softwaresecure.com/support

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 and/or Certification programs, please contact ISACA Support by visiting **http://support.isaca.org**