



Exam Candidate's Guide

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Section 1: About the COBIT 2019 Certificate Programs

a. [About the COBIT 2019 Certificate programs](#)

The COBIT 2019 Certificate programs were designed to help COBIT 2019 users gain a more in-depth understanding of the COBIT 2019 Framework and provide attestation of the individual's knowledge of the various aspects of COBIT 2019 and enterprise governance of information and technology (EGIT). The programs include:

- The COBIT 2019 Foundation Course and Exam
- The COBIT 2019 Design and Implementation Course and Exam

b. Program Summary

	COBIT 2019 Foundation	COBIT 2019 Design and Implementation
Description	Certificate candidates explore COBIT 2019 concepts, principles and methodologies used to establish, enhance and maintain a system for effective governance and management of enterprise information technology. The exam will test a candidate's understanding of the topics and those that achieve a passing score on the COBIT 2019 Foundation exam receive the COBIT 2019 Foundation Certificate.	Certificate candidates explore COBIT 2019 key concepts provided within the COBIT 2019 Design Guide and the COBIT 2019 Implementation Guide. The candidates will also learn how to apply these concepts in (simulated) practice, how to analyze governance-related problems and solutions based on COBIT 2019 solutions. Those that achieve a passing score on the COBIT 2019 Design and Implementation Exam receive the COBIT 2019 Design and Implementation Certificate.
Pre-requisites	None	COBIT 2019 Foundation Certificate
Self-study	Yes	Yes
Domain (%)	Framework Introduction (12%) Principles (13%) Governance System and Components (30%) Governance and Management Objectives (23%) Performance Management (4%) Designing a Tailored Governance System (7%) Business Case (3%) Implementation (8%)	COBIT 2019 Basic Concepts (8%) Design Factors for a Governance System (15%) Impact of Design Factors (3%) The Governance System Design Workflow (32%) Implementing and Optimizing I&T Governance Overview (7%) Governance Implementation Lifecycle (32%) Key Topics Decision Matrix (3%)
No. of Questions	75 Multiple-choice	60 Multiple-choice
Exam Length	2 hours (120 minutes)	3 hours (180 minutes)
Passing Score	65%	60%
Exam Languages	English, Spanish, Chinese Simplified	English, Spanish, Chinese Simplified
Exam Price	\$175	\$275

c. [COBIT 2019 Training Options](#)

ISACA offers a wide variety of COBIT training opportunities designed to fit your unique requirements for subject matter and learning style. Training options include:

- [Classroom training](#) (offered by accredited training partners)
- [Virtual instructor-led training](#)
- [Conference workshops](#)
- [Training week](#)

ISACA also offers core publications that provide the foundation for creating a customized governance program for information and technology, right-sized to the needs of your enterprise.

Please visit [ISACA's website](#) for more information on COBIT 2019 training and publications.

Section 2: Before You Take the Exam

a. [Ensure you have the proper technology](#)

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

System	Requirements
Operating System	Windows 7, 8, 8.1, 10 32bit (x86) and 64bit (x64) Mac OS X 10.12 and higher (Catalina not supported)
RAM	Recommended + 2 GB
Free Disk Space	1 GB
Screen resolution	1368 x 769 or higher
Bandwidth	300 Kbps up and down
Minimum web camera resolution	640 x 480
Download	Ability to download and install software

Desktop or laptop computers are recommend. Hybrid or 2-in-1 devices, such as Microsoft Surface Pro, are currently not supported as compatibility is not guaranteed. Android and iOS (tablets, smartphones, etc.) are not supported.

It is highly recommended that before scheduling a COBIT 2019 Certificate Exam, candidates perform the compatibility check on the computer you will be using to take the exam. You can check system compatibility 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 1-702-939-6734
- Chat: <http://clientportal.softwaresecure.com/support/>

Compatibility Check

PSI Secure Browser required to take exam

The PSI Secure Browser is a web browser created to guarantee a securely proctored exam over a virtual connection. This online exam is taken using the PSI Secure Browser.

If you have already installed the Secure Browser, you may proceed to Option 2.

Option 1: Install the PSI Secure Browser

1. Download the Secure Browser
2. Run the PSI Secure Browser Setup File

[Install Secure Browser](#)

Option 2: Launch the Exam

Launch your exam using the link below.
You can relaunch the exam with the PSI Secure Browser desktop icon

[Launch the Exam](#)

Troubleshooting

If at any point during the check-in process or the exam the application becomes unresponsive:

1. Chat with your proctor for additional instructions
2. If chat is unavailable, close the application via File > Exit or the Task Manager
3. Relaunch the exam via PSI Secure Browser desktop icon

VERSION 1.2.0

Live Chat

Audio/Video Check

REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✓	Camera 1
Microphone	✓	Microphone 1
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✗	Denied

System Check

REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 74.0
Platform - Windows 7.0, 8.0, 8.1, 10.0 or Macintosh 10.	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Connection Speed - Should be atleast 250 kbits per second	✓	13839138

When you schedule an exam, you can also view these requirements and perform another compatibility check. See **Section 2d** of this Guide.

Note that purchases are nonrefundable, so please check your system requirements *prior* to completing your registration purchase.

b. Exam Purchase

The registration form and payment must be completed before you can schedule an exam. Exam fees are non-refundable and non-transferable. When you click “complete” during the online registration process, you are agreeing to adhere to and accept ISACA’s Candidate Security Agreement. It is important that you understand this agreement prior to registration.

1. Sign into or create your [MyISACA](#) account using your username and password.
2. Purchase a 2019 COBIT Certificate exam at <http://www.isaca.org/COBIT/Pages/COBIT-2019-Exams.aspx>
3. Make your payment. You may choose to pay by check, bank transfer, or credit card. Follow the onscreen instructions to complete your purchase.
4. Schedule your exam. Your exam can be scheduled after you complete the purchase and your payment has been processed via your [MyISACA](#) profile. See instructions below.

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 an ISACA Exam [ISACA's Special Accommodation Request Form](#) and submit the completed form to [ISACA support](#) 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: www.isaca.org/specialaccom.

c. [Prepare for the exam](#)

It is recommended that you complete your preparations for the exam prior to scheduling your COBIT 2019 Certificate exam. You may choose the study method best suited to your personal learning style and preferences. More information on the types of COBIT 2019 training and publications offered by ISACA can be found on the [COBIT 2019](#) page. Please ensure that you have also met the prerequisites for taking the exam. See section 1.b above.

d. [Schedule the exam](#)

Note: Exam candidates have a twelve (12) month eligibility period to take their exam. This means that from the date of purchase, you have 12 months (365 days) to take your exam.

1. Go to the ISACA website and click the [MyISACA](#) tab.
2. Type your Username and Password and click **Login**.

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

3. On [MyISACA](#) tab, click on **myCERTIFICATIONS**. From there, click "**Certificate Programs**," select an exam, and click the button. 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 **EXAM** 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 **EXAM** 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 or at <https://home.psiexams.com/static/#/bcheck>. 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
- Click Continue.

You will receive a confirmation email from no-reply@psiexams.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: Log in into your [MyISACA Account](#) and click **MyCertification**.

Section 3: During the COBIT 2019 Certificate 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 [MyISACA](#) 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 **30 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 cancellations 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 at <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 at <https://support.isaca.org>.

c. Taking the COBIT 2019 Certificate exam

Note: You must have scheduled a date and time to sit the exam before you can take it. See **Section 2d** of this Guide for instructions on how to schedule.

At a minimum of 15 minutes prior to your scheduled exam time, please follow these rules.

1. Log into your MyISACA account.
2. Click on myCERTIFICATIONS, then “My Certificates.”
3. Click on the “Visit Exam Website” button.
4. Click the **My Exams** link and select the exam in the **Pending Exams** section.
5. 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.
6. Click **Launch**.

Note 1: The **Launch** button will be available 15 minutes prior to the start of the exam; please refer to **Section 3a (5)** of this Guide.

Note 2: Before launching the exam, be sure you have read and understand the exam rules, please refer to **Section 3b** 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.

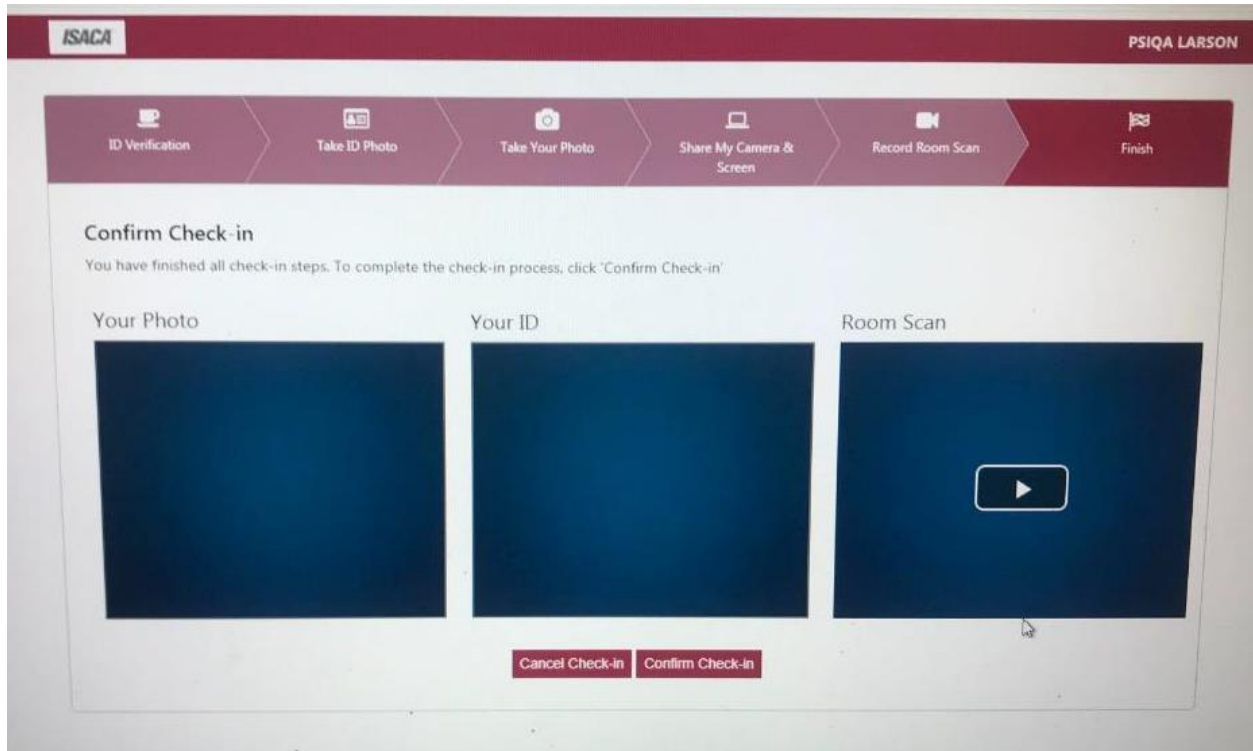
7. Click the **Enter Full Screen** button.

Note: You are required to take the exam in full screen mode; please refer to **Section 3a** of this Guide.

8. Click the **Connect** button(s) to connect the web cam and your computer with the proctor.
9. Click the **Entire Screen** button.
10. 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 1-702-939-6734
- Chat: <http://clientportal.softwaresecure.com/support/>

Section 4: After the COBIT 2019 Certificate Exam

a. [Exam results](#)

You will receive your exam results immediately upon clicking the **Submit** button after completing the exam and exam survey. 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.

You will also be able to access your score and pass/fail status on the **MyISACA** tab. Please see **Section 4b** below for more instructions.

b. [Viewing your score and accessing your certificate](#)

1. Go to [MyISACA](#) and login using your ISACA credentials.
2. Click the **myCERTIFICATIONS** tab and My Certificates.
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. See **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 **EXAM** 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 have failed.

c. [Claiming and 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. To claim and share your badge:

1. Open [MyISACA](#) and login with your ISACA credentials.
2. Click the **myCERTIFICATIONS** tab.
3. Follow onscreen instructions to share your badge on social and professional networking websites.

d. [Retaking the exam](#)

To protect the integrity of ISACA's certificate exams, ISACA has implemented the following retake policy: Individuals have four (4) attempts within a rolling twelve (12)-month period to pass the exam. Those that do not pass on their first attempt are allowed to retake the exam a total of three (3) more times within 12 months from the date of the first 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

See **Section 2b** of this guide for purchasing instructions.

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 at:

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

We also recommend using the live chat feature if you experience any issues once you are in the online exam environment, as your proctor can assist you directly.

b. ISACA customer service

For questions regarding exam rules, purchases, exam retakes, the certificate & digital badge, this Guide and general information regarding the COBIT 2019 Certificate program, please contact ISACA Support at: <http://support.isaca.org>