

# TOGAF™ Certification for People

## Certification Policy

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## **TOGAF™ Certification for People: Certification Policy**

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# 1. OVERVIEW

## 1.1 Introduction

The Open Group TOGAF Certification Program for People (the Program) is intended to make certification available to people who have knowledge and understanding of TOGAF Version 9.

The Program is not intended to validate the ability of Candidates to use TOGAF effectively in practice, nor to determine whether Candidates are competent IT or Enterprise Architects.

The Program is intended to evolve, without major change to this policy, to address subsequent versions of TOGAF that The Open Group may publish from time to time.

The Program is designed with the following attributes:

Openness	The Program is open to applicants from all countries, although materials and examinations will initially be available only in English.
Fairness	Certification is achieved only by passing an examination that is the same as that taken by any other Candidate. Candidates may choose whatever training or self-study they believe matches their needs in preparation for certification.
Market Relevance	The Program is structured to meet the perceived needs of the market for conversion from TOGAF 8 as well as for people without prior TOGAF Certification, and for certification at multiple levels (initially two). Additional levels may be introduced during the life of the Program, as may updated versions of TOGAF.
Learning Support	Training courses are provided by third parties, according to the needs of the market.
Quality	Training course providers may choose to seek Open Group accreditation for their courses. Accredited courses are listed on The Open Group web site. Only accredited courses may use The Open Group logo and include the TOGAF examinations within the course.
Best Practice	The Program is designed to comply with ISO/IEC 17024:2003, Conformity Assessment – General Requirements for Bodies Operating Certification of Persons. The IAF Guidance Document for ISO/IEC 17024 <sup>1</sup> has also been used to assist in the development of the Program.
Community	The Association of Open Group Enterprise Architects (AOGEA) is an online community that provides support and resources to both practicing and aspiring Architects, as well as for those seeking TOGAF and ITAC Certification.

TOGAF Certification may be achieved directly through The Open Group, by passing The Open Group TOGAF 9 examination (or by passing the TOGAF 8 to TOGAF 9 bridge examination if already TOGAF 8 Certified). These examinations are available in test centers operated worldwide by The Open Group's

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<sup>1</sup> Guidance on the Application of ISO/IEC 17024:2003 (IAF GD 24 2004), published by the International Accreditation Forum, Inc. ([www.iaf.nu](http://www.iaf.nu)). This document provides guidance to certification bodies seeking accreditation to ISO/IEC 17024, and enables accreditation bodies to harmonize their application of the standards against which they assess certification bodies.

Examination Provider. In preparing for these examinations, applicants are free to acquire their knowledge of TOGAF by self-study or by attending a course of their choosing.

Certification may also be achieved by passing the examination as part of an Accredited TOGAF Training Course (ATTC). ATTC Providers may either offer the examination themselves, or refer their students to a test center operated by The Open Group's Examination Provider.

**The Conformance Requirements for TOGAF Certification apply equally to both routes to certification.**

The Program is based upon a set of key documents:

1. The *Certification Policy* (this document), which sets out the policies and processes by which a Candidate may achieve certification.
2. The *Conformance Requirements*, which documents the body of knowledge that a Candidate must possess to achieve certification.
3. The *Accreditation Policy*, which sets out the policies and processes by which a training course may achieve accreditation.
4. The *Accreditation Requirements*, which documents the criteria that must be met by an Accredited TOGAF Training Course (ATTC).

## **1.2 Scope and Applicability**

This policy applies to certification of persons for their knowledge of TOGAF 9, and is intended also to cover certification to future versions of TOGAF.

This policy does not apply to the TOGAF 7 and TOGAF 8 Certification programs.

## **1.3 Levels of Certification**

The Program currently recognizes two levels of certification:

- Level 2: Knowledge, comprehension, and ability to analyze and apply TOGAF 9.
- Level 1: Knowledge of the fundamentals of TOGAF 9 sufficient to be able to contribute to an architecture effort or to work with the results.

The Conformance Requirements document defines in detail the conformance levels that are available in the Program at any particular time.

The Conformance Requirements for Level 1 are included within the Conformance Requirements for Level 2.

## **1.4 Examinations and Courses**

Certification at Level 1 or Level 2 is achieved either by passing the applicable examination provided by The Open Group, or by successful completion of other means of assessment as approved by The Open Group from time to time.

Candidates may choose to achieve Level 1 certification before Level 2, or may go straight for Level 2.

There is no requirement in the Program for people to attend a course, although attendance at an ATTC is strongly encouraged.

ATTCs are expected to be available for Level 1, for Level 2 as an upgrade to Level 1, and for Level 2 in one step.

Those with TOGAF 8 Certification may upgrade to TOGAF 9 Level 2 by passing the TOGAF 8 to TOGAF 9 bridge examination, without first certifying to Level 1.

Accredited TOGAF 8 to TOGAF 9 upgrade “bridging” courses are expected to be available.

## **1.5 Languages**

The definitive version of the TOGAF 9 Specification is written in English, but translations are under development and will become available soon after the start of the Program.

The Open Group’s examinations will be available only in English at the start of the Program, but examinations in other languages will follow soon afterwards, according to demand.

Candidates sitting the examination in a language other than their first language may request additional time for the examination and are allowed to use a dictionary. Permission for extra time is granted at the sole discretion of the examination supervisor.

To meet the need for certification to be accessible for those whose command of written English is insufficient to take the examinations in English, providers of ATTCs delivered partly or wholly in other languages, or with substantial local language support, may offer other means of assessment, subject to approval by The Open Group.

## **1.6 Migration**

TOGAF 8 Certification for individuals is an active and continuing program.

TOGAF 9 Certification for People is available to new Candidates and to people already certified for TOGAF 8.

Candidates for TOGAF 9 Certification who have been TOGAF 8 Certified in the past may certify to TOGAF 9 Level 2 by passing a bridge examination provided through The Open Group Examination Provider, or by successful completion of other means of assessment as approved by The Open Group from time to time.

## **1.7 Program Logo**

Those certified within the Program are able to use an Open Group logo on their business cards, in proposals, in marketing materials, etc. In accordance with the Trademark License Agreement (TMLA) and Trademark Usage Guide, the logo requires the use of a label (tag line) indicating the level of certification achieved.

The labels for the two levels are as follows:

Level	Label
2	TOGAF 9 Certified
1	TOGAF 9 Foundation

## 1.8 Fees

The fees for the examination and certification are included in the fees charged to attend an ATTC. For those choosing to sit an examination without attending an ATTC, the fee for certification is included in the fees charged for sitting the examination at The Open Group's third-party Examination Provider.

## 1.9 Terminology and Definitions

This table defines terms or clarifies the meaning of words used within this document. Where an acronym is also used, it is provided in parentheses.

<b>Accredited TOGAF Training Course (ATTC)</b>	A training course, operated by a third party, that has successfully completed the accreditation process and which is listed in the register of Accredited TOGAF Training Courses (ATTCs) on the Certification Authority's web site.
<b>Candidate</b>	A person seeking TOGAF Certification at Level 1 or Level 2.
<b>Certification Authority (CA)</b>	The organization that manages the day-to-day operations of the Program in accordance with the policies defined in this document. The Open Group acts as the Certification Authority for TOGAF Certification.
<b>Certification Record</b>	The information identifying the Candidate, including contact details, and describing the way in which the Candidate meets the Conformance Requirements, including the Candidate's level of certification.  The Certification Record of a Certified Person is made available by the Certification Authority at the discretion of the Certified Person.
<b>Certification System Deficiency (CSD)</b>	An agreed error in the Certification System that is inhibiting the certification process. A Certification System Deficiency is one possible outcome of a Problem Report.
<b>Certified Person</b>	A Candidate who has successfully completed the certification process, accepted the Trademark License Agreement (TMLA), and who has been notified in writing by the Certification Authority that the certification requirements have been met.
<b>Examination Provider</b>	The organization contracted by The Open Group to provide and administer The Open Group's TOGAF examinations.
<b>Interpretation (INT)</b>	Decision made by the Specification Authority that elaborates or refines the meaning of the Conformance Requirements, Certification Policy, Accreditation Requirements, Accreditation Policy, or a standard or best practice referenced therein. An Interpretation is one possible outcome of a Problem Report.
<b>Problem Report (PR)</b>	A question of clarification, intent, or correctness of an accreditation or certification document, or the web-based Certification System.
<b>Program Logo</b>	The logo or other trademarks as designated from time to time by The Open Group for use within the Program in relation to Certified Persons in accordance with the terms of the Trademark License Agreement (TMLA).

<b>Specification Authority (SA)</b>	The Open Group Architecture Forum, or its successor, which is responsible for developing, maintaining, and interpreting the Certification Policy, Conformance Requirements, Accreditation Policy, and Accreditation Requirements of the Program.
<b>TOGAF Certification Directory</b>	The official list of all Certified Persons, which is maintained by the Certification Authority and made publicly available on the Certification Authority's web site.
<b>Trademark License Agreement (TMLA)</b>	The agreement between the Certified Person and The Open Group that contains the legal commitment by the Candidate to the terms and conditions of the Program and for use of the Program Logo.



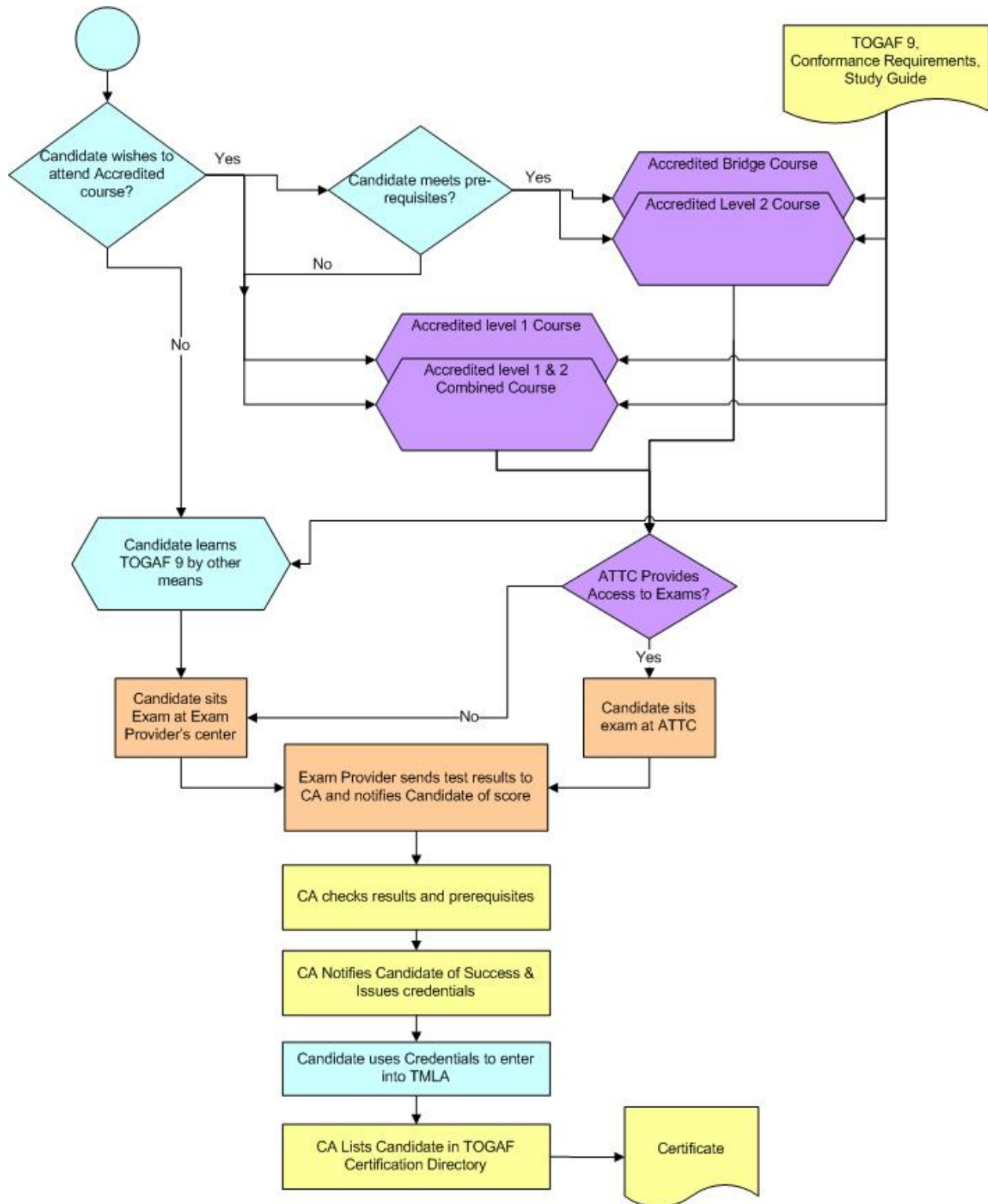
## **2. CERTIFICATION PROCESS**

This section defines the process a Candidate must follow to achieve TOGAF 9 Certification.

In all cases, Candidates achieve certification only by passing the applicable examination defined by the Certification Authority, or by passing other assessment approved by the Certification Authority.

Accredited TOGAF Training Courses (ATTCs) may include the examinations defined by the Certification Authority, or ATTC Providers may provide their Candidates with vouchers to enable them to sit the examinations at the Examination Provider's test centers.

Candidates who choose to acquire their knowledge of TOGAF 9 by other means must take the examinations at their choice of the Examination Provider's test centers.



## 1. Candidate Wishes to Attend Accredited Course?

To attain TOGAF 9 Certification, Candidates must possess a thorough knowledge of TOGAF 9, and an in-depth knowledge and understanding of those elements of TOGAF 9 identified in the Conformance Requirements as being mandatory for the Candidate's chosen level of certification – Level 1 or Level 2.

Candidates should first assess their learning requirements and decide how they wish to remedy any gaps or shortfalls in their knowledge of TOGAF 9.

Candidates must choose how to gain the additional knowledge of TOGAF 9. This could be through self-study, being mentored, or by attending an ATTC or other course. Some of the factors that may influence this decision are:

- The Candidate's degree of familiarity with TOGAF 8
- The local availability of an applicable ATTC – Bridge, Level 1, Level 2, or combined Level 1 and Level 2
- Whether or not the available ATTCs include the examinations or refer Candidates to an external Examination Provider
- Availability of time to attend a course

## 2. Candidate Meets Prerequisites?

The prerequisites for an ATTC are defined in the Conformance Requirements.

## 3. Candidate Acquires Knowledge of TOGAF 9 by Course or Other Means

The two key inputs to the learning process are the TOGAF 9 Specification itself and the Conformance Requirements. The Conformance Requirements identify which elements of the TOGAF 9 Specification must be known to achieve certification at the chosen level.

Those who have chosen the self-study route are strongly recommended to make use of the TOGAF 9 Study Guide.

## 4. Candidate Sits Examination

**However Candidates have acquired their knowledge of TOGAF 9, certification is only achieved by passing an examination defined by The Open Group (or where the examination is not available in the Candidate's natural language, through an equivalent form of assessment offered as part of an ATTC and as approved by The Open Group).**

Internet access to the examinations is optionally provided by ATTC Providers. The examinations are also available worldwide at The Open Group Examination Provider's test centers (contact details at [www.opengroup.org/togaf/cert](http://www.opengroup.org/togaf/cert)).

Candidates who fail to meet the required pass mark will be informed of this by the Examination Provider and are encouraged to undergo further study and re-sit the examination at a later date. Arrangements for further study between an ATTC Provider and a failed Candidate are not within the scope of the Program.

Candidates who fail an examination are not allowed to re-sit an examination again for a period of one (1) month.

## 5. Certification Authority Reviews Submission

Examination results of all Candidates are sent to the Certification Authority for review. The Certification Authority will check to ensure that the Candidate sat the correct examination (version, Bridge, Level 1, or Level 2) and that the pass mark has been met.

The Certification Authority will ensure also that a Candidate upgrading from TOGAF 8 to TOGAF 9 via the bridge is or has been TOGAF 8 Certified.

The Certification Authority will also ensure that Candidates have not failed a TOGAF 9 examination within the previous month.

**6. Certification Authority Notifies Candidate**

The Certification Authority will notify the Candidate in writing of the decision. If the decision is to accept the application for certification, the Certification Authority will also issue credentials to the successful Candidate that will enable the Candidate to access the Certification Authority's web site to accept the terms of, and enter into, a Trademark License Agreement (TMLA) with the Certification Authority.

**7. Candidate Uses Credentials to Enter into TMLA**

The Candidate then uses the credentials to access the Certification Authority's web site to enter into a TMLA with the Certification Authority and to obtain the artwork of the applicable Program Logo.

**8. Certification Authority Lists Candidate in TOGAF Certification Directory**

The Certification Authority will then make a Certificate available to the Candidate in electronic form and enter the Candidate's Certification Record into the TOGAF Certification Directory.

The credentials will also allow the Certified Person to control to whom the Certification Record is disclosed and to update contact and employer information in the Certification Record.

## **3. CONFORMANCE**

### **3.1 Conformance Requirements**

**It is an explicit condition of the Program that Certified Persons warrant and represent that the applicable TOGAF Conformance Requirements are met at the time of certification and subsequently.**

### **3.2 Certification Record**

Certification Records are kept by the Certification Authority and are created when the TOGAF examination results are sent to the Certification Authority.

The Certification Record will be included in the Candidate's entry in the TOGAF Certification Directory once certification is complete.

Certified Persons must ensure that their Certification Record is kept accurate and up-to-date and they will be required to confirm the correctness of the Certification Record annually at the request of the Certification Authority.

If a Certified Person wishes to change administrative details – such as contact information (address, phone number, email address, etc.) – they will be able to do so directly on the Certification Authority's web site.

The Certification Record will contain the following information:

Field alterable by Certification Authority on receipt of proof of change of name:

- Full Name

Fields editable by Certified Persons (the “contact details”):

- Contact information (including phone numbers and email addresses)
- Employer name, if applicable
- Mailing addresses (personal and/or business)

Fields not editable by Certified Persons:

- Certification state – current or lapsed
- Conformance Requirements met – Level 1 or Level 2
- History of past certifications (date of first certification, any certification at a new level)

All Certification Records are in English.

The Certification Authority will send email confirmation to a Certified Person whenever there is a change to the contents of their Certification Record.

## **4. USE OF THE PROGRAM LOGO**

### **4.1 Use by Certified Persons**

All Certified Persons will be licensed to use the Program Logo, with the applicable label (tag line), in relation to the services they offer and in descriptions of themselves and their knowledge; for example, on business cards, in proposals, and in marketing materials.

#### **4.1.1 Licensing the Program Logo**

At the completion of the certification process, the successful Candidate enters into a Trademark License Agreement (TMLA) for the Program Logo with The Open Group. The Open Group then issues the artwork for the Program Logo that includes a label or tag line that identifies the level of certification that has been achieved. The TMLA is the legal contract governing how the Program Logo may be used and defines the rights and obligations of the Certified Person.

Award of the Program Logo is not an endorsement of any person, product, or service by The Open Group.

#### **4.1.2 Use of the Program Logo**

Certified Persons shall only use the Program Logo as defined in the TMLA.

The Certification Authority has the right at any time to audit a Certified Person's use of the Program Logo and adherence to the requirements of this policy and to the TMLA.

Customers and prospective customers of a Certified Person who discover a misuse of the Program Logo may report such non-conformance to the Certification Authority.

Use of the Program Logo with a label or tag line for a level higher than the one to which the person is certified is not permitted. If a Certified Person is found to be doing so, then the Certification Authority may remove them from the TOGAF Certification Directory, in which case they cease to be certified and may no longer use the Program Logo.

If a Certified Person is found by any means to no longer meet the applicable Conformance Requirements, the Certification Authority will notify the Certified Person who shall:

1. Within 90 days rectify the non-conformity and satisfy the Certification Authority of the efficacy of the rectification; or
2. Within 90 days satisfy the Certification Authority that they are conformant; or
3. Within 90 days cease all use of the Program Logo, in which case they cease to be a Certified Person; or
4. Within 45 days invoke the appeals process as described in Section 8.

If option (4) is selected, the Certified Person will have 45 days from the completion of the appeals process to implement the decision or cease all use of the Program Logo.

If the individual fails to take one of the above actions within the timescales described above, they will cease to be a Certified Person.

#### **4.1.3 Removal of the Program Logo**

If an individual ceases to be a Certified Person, any and all rights they have to use the Program Logo cease immediately and at their own expense they shall remove the Program Logo from all business cards, marketing materials, proposals, web sites, and other materials. The Certification Authority may inspect any such materials to ensure adequate removal of the Program Logo.

Once the rights to the Program Logo have been removed, any future use of the Program Logo will require re-certification.

**Failure to adhere to these provisions will be a breach of the TMLA and shall result in its termination.**

## **5. TOGAF CERTIFICATION DIRECTORY**

### **5.1 Inclusion in the Directory**

The TOGAF Certification Directory is a web-accessible record of all Certified Persons and is maintained by the Certification Authority. The Directory contains the name of each Certified Person, and their Certification Record.

Once the Certification Authority is satisfied that the Candidate meets the applicable Conformance Requirements and all other requirements for certification have been met, the Certification Authority will issue written notice to the Candidate that they have met the Conformance Requirements of the Program.

The Certification Authority will then contact the Candidate requesting them to enter into the Trademark License Agreement (TMLA) in order for the certification process to be completed and for their Certification Record to be entered into the TOGAF Certification Directory.

### **5.2 Visibility**

By default, entries in the TOGAF Certification Directory are held confidential by the Certification Authority and the Certification Authority will not disclose any information about a Certified Person without permission. But customers and prospective customers of a Certified Person or their employer must be able to verify that someone they have been sent, or whose services they have been offered, is indeed certified.

Therefore, the Certification Authority will make the Certification Record of a Certified Person available at the discretion of the Certified Person (see Section 9). At the time of certification, the Certification Authority will issue credentials to a Certified Person that they may pass to their customers and prospective customers to allow queries on the web-based TOGAF Certification Directory. In response to a query, the Directory will return the complete corresponding Certification Record.

Certified Persons may elect to be listed publicly in the TOGAF Certification Directory by name only and may also elect to have their full Certification Record publicly accessible with or without business and/or personal contact details (see Section 3.2).

A Candidate's examination results will never be made public by the Certification Authority or by an Accredited TOGAF Training Course (ATTC) Provider.

### **5.3 Removal from the Directory**

A person shall cease to be certified if:

- They request that the Certification Authority withdraw them from the TOGAF Certification Directory.
- Their TOGAF Certification TLMA is terminated.

Individuals found to have achieved certification under false pretenses will be removed from the Directory.



## **6. DURATION OF CERTIFICATION**

TOGAF 9 Certification does not expire, so there are no re-certification or renewal requirements.

From time to time The Open Group may introduce new versions of the TOGAF Specification. Certified Persons are encouraged to learn about the new version, by means of a conversion course or self-study, and to certify again to the new version.

## **7. PROBLEM REPORTING AND INTERPRETATIONS**

### **7.1 Overview**

During the certification process or during the preparation phase, a Candidate may encounter a problem that inhibits or will inhibit their certification submission or evaluation. The Candidate may file a Problem Report via the Certification Authority's web site to obtain resolution to the issue. The Certification Authority is the sole interface with the Candidate for problem reporting, though other parties may be involved in determining the resolution.

The types of problems that may be found include:

- Errors or ambiguities in the Conformance Requirements against which certification is based or the underlying standards referenced by the Conformance Requirements
- Errors in the Evaluation Process (examination questions)
- Errors in the Certification System itself, specifically related to the registration process, agreements, and completion of Certification Records

The Problem Report is used specifically for the types of errors listed above which are inhibiting the certification effort. For general questions on the certification process, or other problems not covered above, the Certification Authority can provide assistance on obtaining further information.

### **7.2 Problem Report Resolution**

The Specification Authority is responsible for reviewing and providing a resolution to all Problem Reports. The key element of the review process is a deterministic timeline for a formal resolution to the Problem Report.

The Specification Authority will provide a resolution via the Certification Authority to the Candidate within 25 business days of the Problem Report submission.

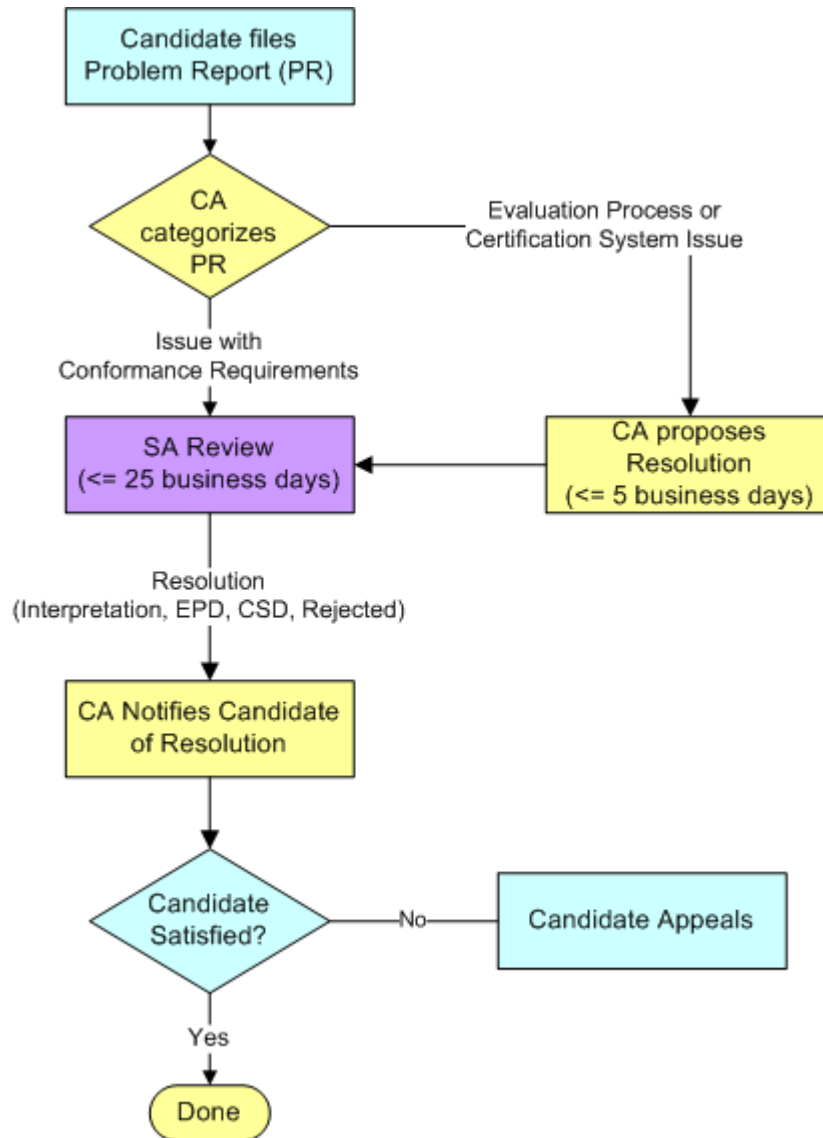
In most cases, 25 business days is sufficient to provide a final Problem Report resolution. However, in exceptional circumstances, final resolution may take longer. If possible, the Problem Report will be addressed sufficiently within the 25 business days to allow the certification process to proceed pending final resolution. The Certification Authority will notify the Candidate by the 25<sup>th</sup> day of the delay and any preliminary resolution, if available.

If the Candidate is not satisfied with the final resolution, the Candidate may invoke the appeals process (see Section 8).

The Problem Report resolution process will allow the Candidate to remain anonymous, so pre-certification activity is kept entirely confidential. The anonymous review process requires that requests be filtered automatically prior to distribution to the review group. Filtering will remove the section of the Problem Report intended to identify the Candidate, so these are the only sections that should contain company names, product names, or other confidential information. Please note that if Candidate-specific information is included in the sections reserved for the technical descriptions, filtering will not result in an anonymous request.

In order for the Specification Authority to resolve Problem Reports for issues related to the Evaluation Process, an opinion from the Certification Authority is required. Likewise, for Problem Reports related to the Certification System, the Specification Authority will require an opinion from the Certification Authority. These opinions must be provided within six (6) business days, in order for the Specification Authority to provide its response on time.

The process is outlined in the following diagram.



### 7.3 Resolution of Problem Reports

The possible outcomes for Problem Report resolution are:

- Accepted as an error or ambiguity in the Conformance Requirements or the TOGAF Specification (an Interpretation)
- Accepted as an error in the Evaluation Process (Evaluation Process Deficiency (EPD))

- Accepted as an error in the Certification System (Certification System Deficiency (CSD))
- Rejected

The issuance of Interpretations, EPDs, and CSDs will not cause any Certified Persons to be “un-certified”.

The Problem Reporting and Interpretations process may not be used to dispute the outcome of the certification process. Such issues should instead use the appeals process defined in Section 8.

### **7.3.1 Interpretations**

An Interpretation elaborates or refines the meaning of a set of Conformance Requirements, by clarifying an error or ambiguity in the Conformance Requirements document or a document referenced therein. Interpretations apply to a specific version of a Conformance Requirements document and are permanent against that version. They remain in force until the Conformance Requirements document is updated, at which time the elaboration or refined meaning should be incorporated into the updated version.

The Specification Authority is responsible for deciding the meaning of conformance to third-party specifications or other documents that are referenced in the Conformance Requirements such as TOGAF itself, as well as to documents referenced from TOGAF. Problem Reports regarding third-party specifications in the context of TOGAF Certification will be processed as normal. Problem Reports regarding third-party specifications in any other context will be rejected.

### **7.3.2 Evaluation Process Deficiency**

An Evaluation Process Deficiency (EPD) is an agreed error in the evaluation procedures or criteria that form the Evaluation Process (i.e., the examination or the process in which the examination is embedded). EPDs apply to a specific version of the examination and are permanent against that version. They remain in force until the examination is updated, at which time the error should be fixed.

### **7.3.3 Certification System Deficiency**

A Certification System Deficiency (CSD) is an agreed error in the Certification System. The Certification System includes the workflow and information systems provided to implement the certification process. CSDs apply to the version of the Certification System in which they are found. If the problem is blocking the certification effort, a patch will be made to the Certification System to enable certification to proceed. Otherwise, the problem will be fixed in a future update of the Certification System and the CSD will remain in force until such update.

## **7.4 Problem Report Repository**

The Certification Authority will maintain a web-accessible repository of all submitted Problem Reports. This repository will be publicly accessible. The publicly accessible information will contain the technical details – such as the nature of the problem and its current status of resolution – but will not contain sections reserved for Candidate details, thus maintaining the confidentiality of the Candidate.

A Candidate may cite an Interpretation, EPD, or CSD to resolve discrepancies in their application for certification, or to support their application for certification in any other way, irrespective of the origin of the Problem Report.

## **8. APPEALS PROCESS**

Candidates may appeal decisions made by the Specification Authority or Certification Authority. The occasions that may give rise to an appeal include, but are not limited to:

- The Candidate disagrees with the resolution of a Problem Report.
- The Candidate disagrees with the Certification Authority's grounds for denying the award of certification.

Appeal requests should be made to the Certification Authority.

There are two levels of appeal:

- A Technical Review
- A Board Review

At each level of appeal, the Candidate has the right to representation at the review meeting to make their case, though is not required to do so. The appeals process will be anonymous if the Candidate does not wish to be represented at the review meetings. In such case, the Certification Authority will remove the details of the Candidate from all information provided for the Technical and/or Board Reviews.

A Candidate wishing to dispute a decision may request a Technical Review. Technical Review requires the Specification Authority to consider the matter and produce a response with a recorded vote according to normal voting rules of The Open Group, within 30 calendar days of the request. The Specification Authority may commission reports from independent experts, and may seek input from other committees within The Open Group as it sees fit.

If the Candidate is not satisfied with the outcome of the Technical Review, the Candidate may request an appeal to The Open Group Board of Directors within 14 calendar days of being notified in writing by the Certification Authority of the results of the Technical Review. The Open Group Board of Directors may ask for technical reports from the relevant working groups and may also ask for reports from independent experts. The Board Review will be completed within 90 calendar days of the Candidate's written request for a Board Review. The results of a Board Review are final and cannot be further appealed.

## **9. CONFIDENTIALITY AND DISCLOSURE**

### **9.1 Confidentiality**

Prior to the award of certification, all information relating to a Candidate will be held confidential to the Certification Authority, the Examination Provider, and, if applicable, the Accredited TOGAF Training Course (ATTC) Provider. This includes information related to the Certification Record and any Problem Reports.

Candidates' examination results and scores will always be considered confidential information and shall not be disclosed in any publicly available document or to any third party by the Certification Authority, the Examination Provider, or the ATTC Provider.

In addition, the Certification Authority will always hold confidential any and all information it holds regarding unsuccessful applications for certification.

### **9.2 Disclosure of Information**

Any claims of conformance or information related to the certification process may only be made public after the Certification Authority has notified the Candidate in writing that they have successfully completed the certification process.

Certified Persons who claim to be certified must provide sight of their Certificates and access to their Certification Records to actual and prospective customers at the customer's request.

The Certification Authority will make certification information available as described in Section 3.2 and Section 5.2.