



# **The Open Group<sup>®</sup> Certification for People**

## **Requirements for IBT Examination Supervisors**

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## 1 OVERVIEW

### 1.1 Introduction

This document contains the requirements for supervision and administration of The Open Group Internet Based Testing (IBT) certification examinations by Accredited Training Course Providers. This document will be updated periodically based on feedback and the latest version can be obtained from the applicable certification web site.

### 1.2 General Requirements

The testing center requires a configured room, a person to administer and supervise the exams (herein referred to as the “proctor”), networked computers, and Internet access.

The technical requirements for connecting to The Open Group’s internet based testing portal are documented at

[https://www.opengroup.org/certification/docs/IBT\\_Technical\\_Requirements.pdf](https://www.opengroup.org/certification/docs/IBT_Technical_Requirements.pdf), including details of supported web browsers and configuration requirements.



Please note that incorrect browser configuration may prevent the examination from running correctly or an exam from resuming if interrupted. Browsers must support Javascript, permit cookies and popups.

### 1.3 Candidate Testing

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures must be observed:

- Candidates are not allowed to have personal belongings within reach of their test desk. Personal belongings should either be stored outside the examination room, or beyond the reach of the candidates and in view of the proctor.
- Candidates are not permitted to eat, or smoke during the test. They may be permitted to drink coffee, tea, water or soda if permitted by the Accredited Training Course Provider.
- Under no circumstances will candidates be permitted to work beyond the time allocated for the exam unless due to exceptions as noted in section 1.7.
- Candidates may not leave the room during an exam without notifying the exam proctor. Candidates will be required to sign-out when leaving and sign-in upon returning to the testing room. Candidates who need to leave the exam room for any reason will not be allowed additional time for the exam.
- The testing center should issue each candidate with notepaper and a pen or pencil (or equivalent, e.g. dryboard and marker). The Proctor is responsible for ensuring

that these are collected in at the end of the examination session and that all notes are securely destroyed. Under no circumstances will Candidates be permitted to remove notes from the examination room.

- Candidates causing any disturbance or engaging in any kind of misconduct ---such as giving or receiving help, using unauthorized notes, books, or other aids, taking part in an act of impersonation, or removing notes from the testing room ---may be summarily dismissed from the exam. Proctors should report such incidents as noted in section 1.7.
- Only candidates enrolled for ESL exams may bring a dictionary into the exam room (with prior Proctor inspection/approval). All other materials are not permitted. Where necessary the Accredited Training Course Provider will provide access to reference texts for open book examinations, as noted in Section 1.7.

## **1.4 Testing Room Requirements:**

- The testing room must be quiet and free from distractions such as printers, copiers, conversations, and general facility traffic.
- The testing room should be viewable and audible to the exam proctor through a window or video camera, or there must be somewhere in the testing room for the proctor to sit during the exam. In either case the proctor must be able to see the candidates and to move freely through the testing room while the exam is in progress.
- The testing room should be pleasantly and ergonomically furnished. The room should be well lit and must have proper ventilation.
- The testing room must contain no materials (reference texts, posters, and so on) that are related to the subject matter of the tests.
- The testing room and equipment must be dedicated to testing for the scheduled duration of testing and no other purpose.
- Each test station must be separated from another by an acoustical partition or located such that no candidate can read the monitor of another candidate.
- The available desktop space at each test station should be at least 100 centimetres wide (approximately 3 feet) by 55 centimetres deep (approximately 2 feet).
- The testing room must meet local requirements for accessibility.
- The testing room or facility must have an accessible secure storage area for test takers' personal items during the testing session. If this is located in the testing room all personal items must be beyond the reach of the candidates and in view of the proctor.

## **1.5 Provision of Test Equipment**

The Accredited Training Course provider will ensure that the test equipment provided will be setup so as to ensure that no cheating, recording, transmission, or copying of the examination can occur.

If personal laptops are to be used then the Accredited Training Course provider must submit a written policy statement to the Certification Authority documenting how the requirement will be met. This documentation must be approved by the Certification Authority in advance of any such use.

In practice this means that an ATC will need to be able to load a clean environment into a PC (typically by booting via a USB stick or cdrom), and for that environment to be removed at the end of a session.

## 1.6 Who is eligible to become a proctor?

See the applicable Training Course Accreditation Requirements document.

## 1.7 Permitted/ Not Permitted Items

**PERMITTED:** In addition to normal indoor clothing appropriate to their culture and religion, Candidates may have ONLY the following items at their examination desk:

- An acceptable and valid ID
- A jacket or sweater (if not wearing, hang on back of chair)
- Non-mechanical, non-electronic ear plugs (with prior Proctor inspection/approval)
- Cell phone, with battery removed (see below)
- An approved drink
- Notepaper and pen or pencil(or equivalent, e.g. dryboard and marker) provided by the Proctor and returned at the end of the examination
- The specified reference text for Open Book examinations, if applicable, provided by the Proctor

**NOT PERMITTED:** Examples of items not permitted on examination desks include, but not limited to:

- Books or notes apart from a dictionary for ESL candidates, and notepaper (see above) provided by the Proctor
- Electronic and mechanical devices capable of communication, recording or filming
- Highlighters, pens, pencils, or other writing instruments other than those provided by the Proctor
- Brimmed hats or caps, including baseball caps
- Purses and other bags (Proctors must accompany Candidates who wish to retrieve an item from a purse or bag)
- Food. Food may be kept in personal bags or purses and accessed during authorized break
- Tobacco products
- "Good-luck" pieces, including photographs

### **Cell Phones and PDAs:**

During an examination, using a cell phone, and/or any electronic device, which can be used for recording, communicating, or transmitting any test material, may be the basis for withholding scores. Candidates determined to have used such devices while in the examination room or restroom during an exam may be prohibited from taking future examinations. In addition, they may receive a score of zero or their scores may be cancelled. Although permitted, we discourage bringing cell phones to examinations. If a cell phone must be brought, it must be placed on the examination desk, with the battery removed and placed adjacent to the cell phone. The surface housing the battery must be face up for inspection by the proctor. Any cell phone that does not have a removable battery must be given to the proctor for the entire length of each test session. If a Candidate uses the restroom during the examination, the cell phone must be left on the examination desk. Non-compliance with any aspect of this policy is an irregularity which must be reported and may be subject to the consequences associated with cheating.

## 1.8 Acting as a Proctor

All live examinations within The Open Group Internet Based Testing (IBT) system require a proctor to sign in each candidate at the start of the candidate test session, and also to resume an interrupted test session.

Proctors have the ability to extend candidate sessions in the event of an interruption, and also to record comments about a test session.

All Proctors must complete and return a Proctor Non Disclosure agreement. Instructions for its completion are included on the first page of the agreement. Counter-signature by The Open Group and return is required before proceeding to the next steps.

### 1.8.1 Registering as a Proctor

*This section describes how an individual becomes a Proctor.*

**Step 1:** In order to obtain status as a Proctor, firstly an individual must have an account with The Open Group IBT system.

*Register at <http://ibt.prometric.com/opengroup>*



**First Time Registration - Step 2**

Thank you for opening a user Account! Please record the below username and password information for future access to this system. If you ever forget your username and/or password sent to you at the email address you indicated on your registration.

Fields marked with are mandatory.

<b>Sign-in Information</b>	
<b>Username</b>	m.loginname
<b>Password</b>	*****
<b>Confirm Password</b>	*****
<b>Name</b>	
<b>First Name</b>	Firstname
<b>Middle Name / Initial</b>	
<b>Last Name</b>	Lastname
<b>Security Question and Answer</b>	
<b>Questions</b>	What is your mother's maiden name?
<b>Question Answered</b>	****
<b>Mailing Address</b>	
<b>Mailing Address</b>	Thames Tower, 37-45 Station Roa
<b>Address 2</b>	
<b>City</b>	Reading
<b>State/Province</b>	Berks
<b>Postal Code</b>	RG1 1LX
<b>Country</b>	United Kingdom
<b>Contact Information</b>	
<b>Email Address</b>	e.mail@domain.com
<b>Home Phone #</b>	<small>Do not include your country dialing code in this field.</small>
<b>Work Phone #</b>	<small>Do not include your country dialing code in this field.</small>
<b>Other Information</b>	
<b>Company</b>	ATTC Provider Name here
<b>Prometric Testing ID</b>	(leave blank)

Submit | Cancel



Please ensure for Proctors that the COMPANY field is completed with the ATC Provider organization name and that the email address is correct. The Prometric Testing ID field should be left blank.

*Please note that for candidates the COMPANY field should be the name of company that they wish to have displayed on the register in their certification entry.*

At this point, once registered the individual has permissions to take a test but not to Proctor a test, so the screen presented at login would appear as follows:

IBT | Thomson Prometric (Main Menu) - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://ibt1.prometric.com/users/index.asp

Tracking Systems The Austin Commo... Single UNIX Specific... Train LWN Architecture Forum The Open Group Google »

THE OPEN GROUP  
Certification  
Exam Provider

Home Globe ? ? ? ?

### Main Menu

Prometric is the leading worldwide provider of comprehensive technology-based testing and assessment services.

- Main Menu**
- Candidate / Delivery**

**Candidate / Delivery**

- [Take Test](#)  
Select and take a test.
- [Resume Test](#)  
Resume a test that you already started. This option is useful if you closed your browser or restarted your computer while taking a test.  
**NOTE:** Once you click the "begin test" button, your test time CONTINUES to count down even if you have closed your browser or restarted your computer.
- [Review Scores](#)  
View a complete history of every test you have taken, including results and payment receipts.
- [Update My Information](#)  
This option allows you to update your personal information. If anything has changed, update now.
- [Feedback](#)  
Have a suggestion for the improvement of this system? Our ears are wide open for your feedback.
- [Take Practice Test](#)  
Select and take a practice test.

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**Step 2:** Once the individual has obtained an account an authorized representative from the Accredited Training organization needs to contact The Open Group at least 5 working days prior to the need to request that the individual be assigned as Proctor status.

The authorized representative needs to provide descriptions of the locations for proctoring (for example, The Open Group office, Reading, UK ).

The Open Group will then assign Proctor rights to the individual to authorize them to act as a Proctor. The Open Group will also enter the locations allowed for this proctor.

The Open Group will confirm proctor assignment to the authorized representative.



When signing a candidate in to an examination each Proctor has to select the location where the examination is being run from. ATC providers must supply the list of locations to The Open Group for each Proctor. It is acceptable to designate a single location for your organization if you wish, in which case this will simply be the ATC Provider name.

### Step 3: Once you have received notice of Proctor assignment, login to the IBT system and confirm permissions as follows.

Once assigned the screen that would be displayed on login will have the additional Proctor option available as follows:

**Main Menu**  
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**Main Menu**  
**Candidate / Delivery**  
**Proctor**

**Change Domain**  
Open Group / The Open Group

Retired tests are currently **hidden**.  
You can [Display](#) retired tests.

**Candidate / Delivery**

- **Take Test**  
Select and take a test.
- **Resume Test**  
Resume a test that you already started. This option is useful if you closed your browser or restarted your computer while taking a test.  
**NOTE:** Once you click the "begin test" button, your test time CONTINUES to count down even if you have closed your browser or restarted your computer.
- **Review Scores**  
View a complete history of every test you have taken, including results and payment receipts.
- **Update My Information**  
This option allows you to update your personal information. If anything has changed, update now.
- **Feedback**  
Have a suggestion for the improvement of this system? Our ears are wide open for your feedback.

Selecting the Proctor link then displays the available options, which will be discussed later in this section:

### 1.8.2 Proctoring a Test Session

This section describes the Proctor role when candidates take the examinations. *There is also a video tutorial available at <http://www.opengroup.org/togaf9/cert/docs/videos/ibt> covering this topic.*

Candidates should login to the IBT system using their own login id and select "Take Test" from the Candidate/Delivery Menu.

**IMPORTANT NOTE:**

Please ensure that candidates only register once within IBT, so on their first registration please ensure that they retain a note of their ID and password. If they forget their credentials they should follow the on screen instructions – they should not register a second account.

Upon login Candidates will then be presented with a screen similar to the following (note that there may be some Public Practice tests):

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The live exams are **Private Tests** and a unique **keycode** is required to access each exam type. These keycodes will be made available to the Accredited Training organization by The Open Group. Proctors should only make available the appropriate keycodes to their candidates at the time of taking the test (note that keycodes only apply to use of the IBT system and are not used with voucher codes at Prometric test centers).

Once a valid Keycode has been entered a confirmation screen will appear.



### Step 3: Confirm Test Selection

Please review the test details (including cost) and confirm your choice

START  step 1  step 2  step 3  step 4  step 5  done!

Test Information				
Test Name	Language	Cost	Time Limit	Passing Score
Simple Demo	English (US)	\$50.00 USD	10 Minutes	Not disclosed

Description	Requirements:
A demonstration test	<ul style="list-style-type: none"> <li>■ Cookies and javascript must be enabled on your web browser.</li> <li>■ This test does require a proctor sign-in (test supervisor).</li> <li>■ This test does require payment.</li> <li>■ If you do not start your exam within one hour of payment, the system will automatically cancel your exam and refund your payment. If you want to verify this credit, select Review Scores and click View Receipt. You will see both the payment and credit transactions.</li> <li>■ Payment requires use of Promotion Code or Voucher.</li> </ul>

[Take This Test!](#)

This confirms the test name and provides a general description of the test. It confirms that the test requires a Proctor to sign-in and that the test requires a Voucher code.

Selecting "Take this test" requires the Proctor to sign in



### Step 4: Proctor Authentication

start  step 1  step 2  step 3  **STEP 4**  step 5  don

This test requires a Proctor to be present during the test session. A proctor is a person who ensures the identity of the candidate, and enforces the test environment rules. If there is no proctor at you cannot take this test.

Candidate Name: Andrew J Josey

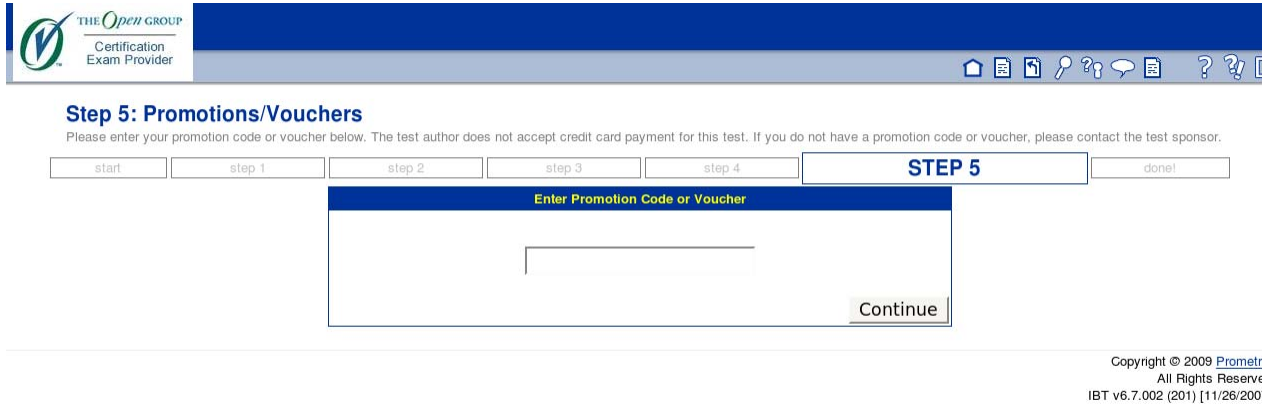
Proctor Sign-in	
Proctor Sign-in Information	
Username	Password
*****	*****
Location	
Please Select A Proctor Location	
Submit	

**Other Options**

- [Return to Step 1: Select a Test Sponsor](#)
- [Return to Candidate Menu](#)

Note that a **Location** must be selected for the Proctor. Location names are based on the ATC organization names. Ensure you pull down the correct name for your organization.

The final step to having the candidate commence the test is to input the Voucher code.



**Step 5: Promotions/Vouchers**  
Please enter your promotion code or voucher below. The test author does not accept credit card payment for this test. If you do not have a promotion code or voucher, please contact the test sponsor.

start step 1 step 2 step 3 step 4 **STEP 5** done!

Enter Promotion Code or Voucher

Continue

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Voucher codes must be obtained in advance from The Open Group (including payment). Information on this is documented in a separate Guide applicable to the Certification program.

### 1.8.3 Handling Exceptions with IBT

*This section describes how to handle various exceptions.*

Its possible when running an IBT test session that some issues may occur that will require Proctor intervention, for example the internet link becoming unavailable, a power cut, a fire drill, or a workstation crash, or similar.



Proctors must always login to the IBT web system using a separate workstation from the candidates otherwise the IBT system may flag the login as unauthorized.

Proctors have the ability to **adjust time remaining** and to enter **test event comments** for sessions that they are proctoring as shown in the Proctor menu.



## Main Menu

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### Main Menu

#### Proctor

#### Proctor

- [Adjust Test Event Time Remaining](#)  
Make a test incomplete and give the candidate more time to complete their test session.
- [Test Event Comments](#)  
Provide comments on any unusual occurrences during a test event
- [Proctoring Tests](#)  
Check to see if you have permission to proctor tests.

The following screen shows the search screen for Adjusting Test Event Time Remaining



## Proctor Menu - Adjust Test Event Time Remaining

This report displays all test events which can be extended. This includes test events in progress, completed, awaiting human grading, and those awaiting resumption.

Search Criteria	
Starting Date:	<input type="text" value="1/20/2009 12:00:01 AM"/> MM/DD/YYYY
Ending Date:	<input type="text" value="1/27/2009 11:59:59 PM"/> MM/DD/YYYY
Test Delivered	<input type="text" value="[All Tests]"/>
<small>All dates and times are displayed and recorded under (GMT+0:00)</small>	
<input type="button" value="Generate Report"/>	

Unscored

Report Results (max 100 rows)						
Candidate	Test	Serial Number	Form Name	Language	Start Date/Time	Session State
<a href="#">Josey, Andrew</a>	Simple Demo	901		English (US)	1/27/2009 6:36:47 AM	In Progress

Other Options:  
[Return to Proctor Menu](#)



It is important to note that the time entered in the next screen is the TIME REMAINING for the test. This function can be performed while the user is taking the test, or after the test is completed and scored, in which case it allows the user to resume the test. You can also select the time limit for the candidate to resume the test. This is a number of days, up to 7 days and can be used if you need to resume at a later date in the next week.

**Extend Test Event**  
Time limit for candidate to resume this test

**Adjust Test Event Time Remaining**

Time remaining:  Minutes  
Time limit for candidate to resume this test:  Day

**Other Options:**  
[Return to Proctor Menu](#)

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Similarly Proctors can enter test comments for sessions they are proctoring. This is required for any unusual events while proctoring. Some examples are computer problems, site problems and problems with the candidate.

**Test Event Comments**  
Provide comments on any unusual occurrences during a test event

**Search Criteria**

Starting Date:  MM/DD/YYYY  
Ending Date:  MM/DD/YYYY  
Test Delivered:

All dates and times are displayed and recorded under (GMT+0:00)

Unscored

**Report Results (max 100 rows)**

Candidate	Test	Serial Number	Form Name	Language	Start Date/Time	Session State
<a href="#">Josey, Andrew</a>	Simple Demo	901		English (US)	1/27/2009 6:36:47 AM	In Progress

**Other Options:**  
[Return to Proctor Menu](#)

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**Proctor Menu - Test Event Comments**  
Provide comments on any unusual occurrences during a test event

**Comments**

Internet connection was lost

**Other Options:**  
[Return to Proctor Menu](#)

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### 1.8.4 Helping a Candidate Resume a Test

The following screens show the candidate view of resuming an interrupted test.



**Main Menu**  
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Main Menu	Candidate / Delivery
<p><b>Candidate / Delivery</b></p> <p><b>Proctor</b></p> <p><b>Authoring</b></p> <p><b>Author Reports</b></p> <p><b>Administration</b></p> <p><b>Administrative Reports</b></p> <hr/> <p style="border: 1px solid #ccc; padding: 2px;"><b>Tests in Progress</b></p> <p>You have 1 test(s) currently in progress. You can choose to <a href="#">resume an existing test</a>.</p> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 5px; text-align: center;"> <p><a href="#">Change Domain</a></p> <p>Open Group / The Open Group</p> </div> <hr/> <p>Retired tests are currently <b>hidden</b>. You can <a href="#">Display</a> retired tests.</p>	<ul style="list-style-type: none"> <li><input type="radio"/> <a href="#">Take Test</a> Select and take a test.</li> <li><input type="radio"/> <a href="#">Resume Test</a> Resume a test that you already started. This option is useful if you closed your browser or restarted your computer while taking a test. <b>NOTE:</b> Once you click the "begin test" button, your test time CONTINUES to count down even if you have closed your browser or restarted your computer.</li> <li><input type="radio"/> <a href="#">Review Scores</a> View a complete history of every test you have taken, including results and payment receipts.</li> <li><input type="radio"/> <a href="#">Update My Information</a> This option allows you to update your personal information. If anything has changed, update now.</li> <li><input type="radio"/> <a href="#">Feedback</a> Have a suggestion for the improvement of this system? Our ears are wide open for your feedback.</li> <li><input type="radio"/> <a href="#">Take Practice Test</a> Select and take a practice test.</li> </ul>

Copy

The candidate should select Resume Test



## Resume Test

Below is a list of tests that are in progress, or tests in which you have begun the registration process but not yet begun the test. To continue with a test, click on the test title.

Tests in Progress		
Test Title	Start Date/Time	Expiration Date/Time
<a href="#">Simple Demo</a>	Not applicable	Not applicable

The current system time is 3/5/2009 12:03:33 PM.  
All dates and times are displayed and recorded under (GMT+0:00)

### Other Options

- [Review my scores](#)
- [Return to Candidate Menu](#)

Copyright  
#  
IBT v6.7.002

Select the test to resume, at which point the Proctor needs to authenticate again



## Step 4: Proctor Authentication

start    step 1    step 2    step 3    **STEP 4**    step 5    done!

This test requires a Proctor to be present during the test session. A proctor is a person who ensures the identity of the candidate, and enforces the test environment rules. If there is no proctor at your location cannot take this test.

Candidate Name: Andrew J Josey

**Proctor Sign-in**

Proctor Sign-in Information

Username:

Password:

Location:

Submit

### Other Options

- [Return to Step 1: Select a Test Sponsor](#)
- [Return to Candidate Menu](#)

## 1.8.5 Open Book Examinations

Where an examination is Open Book, only the specified text is permitted, and this text must be provided to each candidate in either pdf format or hardcopy book form by the Accredited Training Course Provider. If using pdf, it is recommended that this be done via a USB memory stick or equivalent. Candidates are allowed to use the search capability within the pdf reader software, if present.

## 1.9 Proctor Training

The Open Group has a "Proctor Practice test" that can be used for Proctor training. If you are a new ATC Provider you can request up to 10 voucher codes to access this dummy test for training purposes.

This can be used to test starting tests (where the proctor has to sign in), extending test time for a candidate (where there has been an interruption to the test) or to enter comments against a test.

## 1.10 Common Questions and Problems

***For some candidates the test starts but when they select Next nothing happens. What can I do?***

Check the browser setup. Browsers need to have popup blocking disabled, cookies and javascript enabled.

***A candidate session is interrupted and the system refuses to allow him to login again***

Check the browser setup. Ensure that all cookies and cache are cleared. If that does not work then try an alternate browser.

***A candidate has logged in but when we go to enter the test keycode the system has an error and does not start the test?***

If this is the candidate's first attempt then check the keycode. If the candidate has previously taken the test and failed then the system will automatically prevent a retake until one month has elapsed. Under no circumstances should the candidate re-register under a separate user id and attempt to take the test.

***How do I know which tests are open book and which are closed book?***

Refer to The Open Group certification web site which has exam summaries at <TBD>

***Can I use the same voucher code on the free retake within IBT?***

No, voucher codes can only be used once. If the candidate failed the Part 1 or Part 2 examination in IBT and is sitting for a retake then the IBT system will allow the retake without a voucher code (note that the examination keycode is still required as is a Proctor login).

For TOGAF 9: If the candidate has failed one section of the TOGAF 9 Combined Part 1 and 2 examination, then in order to take just the failed section in the form of the applicable single part examination they will need a voucher code.