# ISACA CSX Practitioner (CSX-P) Exam Candidate Information Guide

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Introduction

ISACA’s Cybersecurity Nexus (CSX) certification program supports cybersecurity professionals throughout their career by assessing a candidate’s abilities and skills at three progressive technical skill levels. Levels are differentiated by skills, not by years of experience. Each technical skill level is assessed utilizing a vendor-neutral set of performance-based exams measuring a candidate’s technical skills, abilities and performance in the following areas:

- Identify
- Protect
- Detect
- Respond
- Recover

ISACA’s CSX certifications were developed utilizing existing global cybersecurity frameworks as well as input from hundreds of subject matter experts. The ability to perform specific tasks will be measured through performance-based testing where candidates must complete specific exercises in an appropriate manner. The CSX performance-based exams will bring the candidate into a sandbox where a scenario will be presented. These scenarios are developed with the intent of measuring and evaluating a candidate’s ability to respond to a cybersecurity scenario. The required activities and decisions related to the scenario presented align with the respective job practice for that exam. The candidate’s response actions to each scenario and the results of those actions are compared to documented corrective actions and secure network states, providing for various levels of credit, which will determine the candidate’s success on the exam. Candidates who are successful are offered certification.

Summary of Certification Program

The following is a brief summary of the CSX Practitioner certification level.

**CSX | Practitioner™**

The CSX | Practitioner certification requires test takers to demonstrate their ability to serve as a first responder, following established procedures, defined processes and working mostly with known problems on a single system. Individuals will be required to demonstrate their firewall, patching and anti-virus experience and their ability to implement common security controls, perform vulnerability scans and some analysis.

<table>
<thead>
<tr>
<th>CSX</th>
<th>Practitioner</th>
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<td>Exam Availability</td>
<td>August 2015</td>
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| Certification Requirements | - Passage of CSX Practitioner examination  
- Compliance with ISACA’s Code of Professional Ethics  
- Compliance with ISACA’s CSX CPE Policy is required to maintain certification |
| Domain Percentage | Domain 1-Identify (13-15%)  
Domain 2-Protect (33-37%)  
Domain 3-Detect (21-25%)  
Domain 4-Respond (16-18%)  
Domain 5-Recover (10-12%) |
| Type/Length of Exam | The exam is a computer-based exam delivered at a Prometric testing center. 4-hour seat time, 3-1/2 hours to complete the exam. |
| Language | English |
| Re-Certification Requirements | - Attain and report 30 qualifying CPEs annually.  
- In year 3 of certification cycle: Retake and pass CSX Practitioner exam. |
Exam Sites

When scheduling the exam, candidates will be directed to a listing of test sites that are available in their region. Prometric has a network of test sites worldwide that are being used to support the ISACA CSX exams. **It is highly recommended that you view the list of sites prior to purchasing your CSX exam to confirm that a testing center is available in your area.** To view the current list of exam sites, please visit Prometric.com/ISACA and click on “Locate a Test Center”.

If candidates require a special testing accommodation, before scheduling at a Prometric test center, they will need to complete an ISACA Exam Special Accommodation Request Form and submit it to ISACA for approval (refer to the special accommodations section). After approval, candidates will be directed to complete the exam scheduling process.

Exam (Voucher) Fees

<table>
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<tr>
<th></th>
<th>ISACA Member Price</th>
<th>ISACA Nonmember Price</th>
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<tbody>
<tr>
<td>CSX</td>
<td>Practitioner</td>
<td>US $540</td>
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After an exam is purchased it is valid for 7 months from the completion of the “CSX Practitioner Prometric Registration” on the Xvoucher site, as described below in item #9. Exams that are not taken within that 7 month period will result in fee forfeiture. **Exam fees are not refundable or transferrable. No refunds or transfers will be given.**

Membership pricing is based on membership status at time of exam voucher purchase. If you are not an ISACA member, consider joining during the registration process to enjoy the member discount on your exam. Please visit www.isaca.org/benefits for detailed information on membership benefits and fees. **Please note: purchase of membership must be done at least 1 business day prior to exam purchase to receive the member rate.**

Confidentiality

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

Purchase a CSX Exam

Purchasing ISACA CSX exams can be performed online only. To purchase an ISACA CSX exam:

1. Go to ISACA’s CSX web site
2. Click on “Menu” (orange box in upper right-hand corner) and select “Get Certified”
3. Under “CSX Practitioner” click “Learn More”
4. Click on “Purchase Exam”
5. “Log in” or “Create an Account”. When creating an account, please ensure that your name is the same as what appears on your identification that will be presented on exam day. Reference the Identification on Exam Day section for examples of allowable forms of identification.
6. Under “Add Item” select your exam from the dropdown menu, click “Add to Order” and “Continue”
7. Enter “Postal Code” and required payment information.
8. At the time of exam payment, by clicking the “Complete Purchase” button you will be agreeing to adhere to and accept ISACA’s Terms and Conditions. Below are terms specific to the exam and certification.

a. Agree to all conditions set forth in this CSX Exam Information Candidate’s Guide, covering administration of the CSX exams, certification rules, and the release of test results;

b. Agree to abide by ISACA’s Code of Professional Ethics;

c. Agree to be disqualified, exam scores nullified, or other action taken that ISACA deems appropriate if any provided information is false or misleading, or any of the exam day or certification rules are violated;

d. Agree that the final decision as to whether test takers pass the exam rests solely with ISACA;

e. Agree that ISACA holds the right to inform the local ISACA chapter and other parties who might inquire about an individual’s certification status;

f. Agree that any action arising out of or pertaining to the purchasing of the exam must be brought in the Circuit Court of Cook County, Illinois, USA, and shall be governed by the laws of the State of Illinois, USA;

g. Agree to allow candidate information to be collected and used for the purposes of exam administration;

h. Agree that candidate information will be used to fulfill my request or as otherwise described in the ISACA Privacy Policy;

i. Agree to be videotaped during the exam administration and have this candidate data retained by Prometric and kept in accordance with their privacy policy;

j. Agree to comply with exam candidate requirements (refer to the Exam Day Information Section);

k. Agree to receive official exam scores via email;

l. If certified, agree to the conditions set forth in the CSX Certification Continuing Professional Education (CPE) Policy, including the requirements to maintain a CSX certification, the fulfillment of renewal requirements and the requirement to notify ISACA’s certification department promptly if unable to comply with the certification requirements;

m. Agree that your certification status will become public, and may be disclosed by ISACA to third parties who inquire;

n. Agree to make claims regarding certification only with respect to the scope for which certification has been granted and to not use the CSX certificate or logos or marks in a misleading manner or contrary to ISACA guidelines;

o. Agree that any CSX credential granted to you by ISACA will be revoked and forfeited in the event that you violate any of the examination rules or certification requirements;

p. Agree that appeals undertaken by a certification exam taker or by a certified individual are undertaken at the discretion and cost of the exam taker or individual;

q. Agree that all certificates are owned by ISACA and if CSX certification is granted and then revoked, you will destroy the certificate, discontinue its use and retract all claims of entitlement to the Certification;

r. Agree to hold ISACA’s officers, directors, examiners, members, employees, agents and those of ISACA’s supporting organizations harmless from any complaint, claim or damage arising out of any action or failure by ISACA and any action or omission in connection with an exam registration or the failure to issue a certificate; or any demand for forfeiture or redelivery of such certificate.
9. Click on “Go to My Account” to finish the purchasing process. There will be two steps required to activate your voucher and schedule your exam. Step One is the “CSX Account Validation” and Step Two is the “CSX Practitioner Prometric Registration”. After selecting each step, you will be required to click on the “BEGIN” button.

10. If a special testing accommodation is required at the testing center, these requests need to be made and approved by ISACA prior to scheduling an exam. Refer to the special accommodations section for more details.

11. Upon completion of purchase you will receive an email containing payment confirmation with a link to schedule your exam time at a Prometric testing center near you. If you prefer to schedule your exam at a later date, please retain the payment confirmation email and use the link provided to schedule your exam time. All eligibilities will remain valid for 7 months from the completion of “CSX Practitioner Prometric Registration” as described above in item #9. If you fail to take the exam within this 7 month time period you will forfeit your exam fees.

NOTE: CSX exams CANNOT be scheduled between 16 and 31 December.

Confirmation of Exam Purchase/Scheduling

Multiple email confirmations will be sent to each exam candidate during the exam purchasing and scheduling process. These communications include but are not limited to:

- An invoice and confirmation email after purchase of an exam voucher.
- An acknowledgement with the exam date and test site, exam appointment length, test confirmation number, test site address and a link to directions to the Prometric site. Such acknowledgements will be provided via email after the exam has been scheduled.

Retesting and Rescheduling

Retesting Policy

There are no restrictions on retesting. Candidates, who are not successful in passing exams to gain certification and wish to retake the same exam, may do so at a 25% discounted exam fee. This discount will also be applied to exams taken in order to maintain certification.

Those that hold the CSX Practitioner certification will be required to take the Practitioner exam at a minimum every three years to retain the certification. Please refer to the CSX Certification CPE Policy for detailed information on the recertification requirements. Those planning to take an exam for recertification purposes in the third year of a certification cycle must do so by 15 December (due to the non-testing time of 16 - 31 December) otherwise certification will be revoked on 2 January. ISACA highly suggests scheduling these exams early in the third year, no later than October, to ensure seat time is available at the testing center and to allow enough time for retakes if a candidate is unsuccessful in passing.

Rescheduling Exams

Rescheduling is defined as changing the exam date or exam site. If you find that you must reschedule your exam appointment, to avoid an additional fee, you must reschedule at least 30 days in advance of the originally scheduled exam. To reschedule an exam, go to the Your CSX page, click on the “Schedule Exam” link and login using your ISACA User ID and password to access your scheduled exam voucher. Select “Step Two: CSX Practitioner Prometric Registration”, click the “Begin” button and follow the instructions accordingly.

Rescheduling fees will apply as follows:
- More than 30 days in advance of the exam: No fee
- 5-30 days in advance of the exam: US $35 fee
- Less than 5 days in advance of the exam: Forfeit exam fees
- Exams may not be cancelled at any time
Other Exam Issues

Emergency Closings
Severe weather or an emergency could require canceling scheduled exams. If this occurs, Prometric will attempt to contact candidates by phone or email; however, ISACA suggests that you check for test site closures by referencing www.prometric.com. If the site is closed, the exam will be rescheduled without a rescheduling fee.

Special Accommodations
Upon request, ISACA will make reasonable accommodations in its exam procedures for candidates with documented disabilities. Consideration for reasonable alterations in scheduling, exam format, presentation, and allowance of food or drink at the exam site must be requested. If you require a special accommodation, before scheduling an exam, you will need to:

1. Complete an ISACA Exam Special Accommodation Request Form and submitted it to ISACA at SPECIALaccom@isaca.org for approval. If a special accommodation is required, scheduling of a CSX exam CANNOT be completed until the special accommodation form has been reviewed and approved. You will receive an email from ISACA confirming or denying your special accommodation.
2. Contact a Prometric Regional Office to schedule the specific accommodation. Accommodations and what is reasonable to request vary by country, so once initial approval of an accommodation is provided by ISACA, you will be directed to call a Prometric regional office to schedule the specific accommodation. To access a listing of accommodations and regional telephone numbers, please go to www.prometric.com and click the Arrange Testing Accommodations.
3. Continue the exam scheduling process. After receiving approval for a special accommodation from ISACA and ensuring that Prometric can provide such accommodation at a specific site, proceed with the scheduling process.

Important: Do not attempt to schedule an exam appointment until you receive written notification from ISACA that accommodations have been approved and you contact a Prometric regional office. Accommodations will NOT be added retroactively to previously scheduled exam appointments and exam fees will NOT be refunded.

Exam Day Information

Identification on Exam Day
PERSONAL IDENTIFICATION
When candidates arrive at the test center, they will be required to present a proper form of identification as outlined below. Candidates will not be admitted to the examination without proper identification. Candidates who fail to produce the proper form of identification will forfeit exam fees. The form of identification must bear the candidate’s signature and a recent photograph. The name on the identification must be the same as the name that appears in the candidate’s MyISACA profile. Candidates must keep their identification with them at all times.

Identification Requirements
Identification must be from the following list of forms of identification (ID) and must include the candidate’s signature and a recent recognizable photograph. The Primary ID must be valid and current (not expired):

- Valid driver’s license with photo
- Military ID card with photo
- National ID card with photo
- Valid passport with photo

Candidates may be refused access to an examination if the test center staff believes they have not sufficiently proven their identity. Candidates will not be admitted to the examination without proper identification and there will be no refund of the test fee. Admittance to the test center and completion of the examination does not imply that the identification is valid or that the score will be official. ISACA reserves the right to review all exam irregularities brought to our attention.
If Absent or Late for the Appointment
Candidates MUST arrive at the testing center at least 30 minutes prior to the scheduled appointment. If candidates arrive later than 15 minutes after the scheduled appointment time, they may be required to forfeit the appointment and the exam fee will not be refunded.

If candidates miss the appointment or arrive more than 15 minutes late and are not allowed to test, they must purchase another exam before scheduling another appointment. If candidates are unable to attend the scheduled exam due to personal hardship, please refer to the guidelines below. ISACA reserves the right to request documentation to support any personal hardship. All hardship requests must be communicated to ISACA within 48 hours of the exam date. Such requests should be sent to csxexam@isaca.org.

Personal Hardship Guidelines
One of the following events must have occurred less than five days before the scheduled appointment and required documentation noted:

- Candidate Illness: Doctor’s note, emergency room admittance, etc.
  - Must be signed by a licensed doctor
  - Must include the date of medical visit
  - Must include contact information for the licensed doctor
  - Does not need to give details of the illness or emergency, but the doctor should indicate that the candidate should not test
- Death of an immediate family member:
  - Must include the date of death and deceased name and relationship to the deceased
  - Please note: immediate family member is defined as spouse, child/dependent, parent, grandparent or sibling
- Traffic Accidents: Police report, receipt from the mechanic or towing company
  - Must include the date
  - Must include contact information
- Court Appearance: Court or jury summons, subpoena
  - Must include the date
  - Must specifically name the candidate
- Call to Active Military Duty
  - Military documentation MUST be provided

Exam Rules
To ensure that all candidates are tested under equally favorable conditions, the following rules and regulations will be observed at all test centers:

- Candidates are not allowed to bring reference materials, written notes, published materials, testing aids, blank paper, note pads or language dictionaries into the test center.
- Unauthorized personal items may not be brought into the test room. Such items include, but are not limited to: outerwear, hats, food, drinks, purses, briefcases, notebooks, pagers, watches, cell phones, recording devices and photographic equipment. Food or drinks will only be allowed if a special accommodation request has been submitted and approved by ISACA.
- Clothing or jewelry items allowed to be worn in the test room must continue to be worn at all times. Removed clothing or jewelry items must be stored in the locker provided during check-in.
- Candidates may not use tobacco products in the testing center.
- Candidates are not allowed to bring or use a calculator in the test center.
- Electronic equipment is not permitted in the testing room at any time and must be powered off while stored in a locker. This includes, but is not limited to, surveillance or recording devices, pagers, cell phones, etc.
- Weapons are not allowed at test centers.
- Pocket items such as keys or a wallet or jewelry must be stored in the locker at all times during testing.
• Candidates are permitted to bring soft earplugs or center-supplied tissues into the test room.
• If candidates need to leave the testing room during the exam, extra time will not be provided. Candidates must sign in/out, and such departures will be monitored and the testing session clock will not stop.
• Access to candidate lockers during the administration is not permitted.
• All materials issued by the test center administrator must be returned at the conclusion of testing.
• Talking to other candidates in the test room, referring to their screens, testing materials or written notes is strictly prohibited.
• Visitors are not permitted in the test center.

**Important:** Every time candidates enter the testing room, they will be asked to raise their pant legs above their ankles, raise shirt sleeves above their wrists and turn their pockets inside out to confirm that there are no prohibited items. Candidates will also be scanned with a metal detector wand prior to every entry into the test room. The test center administrator will collect any materials that violate the rules. The test center administrator is authorized to dismiss those that violate any of the test center rules.

Please note that all exams are continuously monitored by video and audio recording, physical walk-throughs and constant observation via the observation window. The test center administrator is authorized to end the exam and dismiss those that violate any of the test center rules.

**Misconduct**
Candidates who are discovered in violation of the exam rules or engaging in any kind of misconduct including but not limited to the activities listed below will be subject to disqualification including voiding of their exam results. Prometric will report all cases of misconduct at test centers to ISACA for review in order to render any decision necessary.
• Unauthorized admission to the test center
• Giving or receiving help; using notes, papers or other aids
• Candidate creates a disturbance
• Candidate impersonates another candidate
• Attempting to take the exam for someone else
• Possession of communication, surveillance or recording device, including, but not limited to, cell phones, tablets, smart glasses, smart watches, mobile devices, etc., during the exam administration
• Removing test materials or notes from the testing center
• Attempting to share test information contained in the exam (as such are the confidential information of ISACA); including sharing test information subsequent to the exam
• Leaving the testing room or area without permission (these individuals will not be allowed to return to the testing room)
• Accessing items stored in the personal belongings area without notice and approval of the test center administrator or bringing items into the test center that are not permitted

Candidates must conduct themselves in a civil manner at all times while in the test center. Communication with other candidates in the testing room is prohibited.

Candidates who engage in any misconduct including disruptive behavior may be dismissed from the examination. Any abusive behavior exhibited toward any test center staff may result in criminal prosecution.

**Personal Belongings**
Each test site will have a specific area designated for the storage of personal belongings. Neither ISACA nor Prometric takes responsibility for personal belongings of candidates. Neither ISACA nor Prometric will assume responsibility for stolen, lost or damaged personal property. Access to personal belongings is not permitted during the exam administration.
Exam Information

Exam Type/Taking and Scoring the Exam
CSX certification exams are performance-based, meaning they test the candidate’s ability to perform certain tasks in accordance with the respective job practice. The computer-based exams will bring the candidate into a lab environment where a scenario will be presented. These scenarios were developed with the intent of measuring and evaluating a candidate’s ability to respond to a cybersecurity scenario. The required activities and decisions related to the scenario presented align with the respective job practice for that exam. The candidate’s response to each scenario is compared to possible responses, providing for various levels of credit and will determine the candidate’s success on the exam. The CSX exams are scored by PerformanScore™, an engine that captures live feedback as the user performs specific tasks in response to real-world scenarios.

As the CSX exam delivery method is unique, ISACA is providing test takers a lab tutorial. Please view this tutorial prior to taking the exam to become familiar with the testing lab environment. Within the tutorial, you will notice a blue task bar at the bottom of the screen. Instructions for each task within the exam will be included within this blue task bar. To successfully complete the exam, it is vital that you follow these instructions carefully.

Once you have been admitted into the exam room and seated at a computer, you will be prompted to enter your email. This email address must match the email address that appears on your ISACA profile. Once entered, the exam will download automatically. This downloading period could last up to 5 minutes.

Immediately after the end of the exam, you will be instructed to click “SUBMIT SCORE”. Upon submittal, a preliminary notification of whether the exam was passed will be displayed on the computer screen. These results are NOT official. Within 10 business days of the exam date, an email message from ISACA will be sent to inform the candidate of their final authorized exam result containing the candidate’s score report. This email notification will only be sent to the address listed in the candidate’s ISACA profile. To ensure the confidentiality of scores, exam results will not be reported by telephone or fax. To prevent email notification from being sent to spam folders, candidates should add csxexam@isaca.org to their address book, whitelist or safe-senders list. Once released, scores will also be available on the MyCertifications page of the ISACA web site.

Those that pass a CSX exam will receive the respective certification. There is no application process. A PDF containing a printable certificate of certification will be available on the MyCertifications page of the ISACA web site.

Exam Day Comments
Exams will be administered at Prometric computer-based testing centers. Candidates who wish to address any comments or concerns about the examination administration, including any candidate exam day issues, site conditions or the content of the exam, must contact ISACA by email (csxexam@isaca.org) within 48 hours of their exam date. ISACA will review such complaints prior to the release of official exam scores. Please include the following information in your comments: Full name, iMIS ID number, testing site, date tested and any relevant details on the specific issue. Only those comments received by ISACA within 48 hours of the exam date will be considered in the final scoring of the exam.

ISACA Code of Professional Ethics
ISACA sets forth a Code of Professional Ethics to guide the professional and personal conduct of members of ISACA and/or its certification holders. ISACA certification holders are required to abide by the Code. Failure to comply with this Code of Professional Ethics can result in an investigation into a certification holder’s conduct and, ultimately, in disciplinary measures. The ISACA Code of Professional Ethics can be viewed online at www.isaca.org/ethics.
ISACA CSX CPE Policy and Recertification

All CSX certification holders must meet recertification requirements annually. These requirements are detailed within the CSX CPE Policy.

Open Badges/Digital Certificates

ISACA offers digital badges to all that hold an ISACA certification so that they are able to provide a point of validation for their certification. An additional email will be sent from ISACA containing information on how to accept the CSX digital badge. The badge, once accepted, provides a link to a page that verifies that you have earned the certification as well as provides an explanation of the achievement. Open badges are also able to be shared through social networking. Please go to www.isaca.org/badges to read more.

CSX Exam Contact Information

ISACA CSX Certification:
Phone: +1.847.660.5760; Fax: +1.847.253.1443; Email: csx@isaca.org

ISACA Membership:
Phone: +1.847.660.5600; Email: membership@isaca.org