



# Foundation Certificate

Exam Guide

**ISACA®**

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## Section 1: About the COBIT 2019 Foundation Certificate Program

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

The COBIT 2019 Foundation Certificate program covers eight key areas: framework introduction, principles, governance system and components, governance and management objectives, performance management, designing a tailored governance system, business case and implementation.

Certificate candidates explore COBIT 2019 concepts, principles and methodologies used to establish, enhance and maintain a system for effective governance and management of enterprise information technology. The exam will test a candidate's understanding of the topics and those that achieve a passing score on the COBIT 2019 Foundation exam receive the COBIT 2019 Foundation Certificate.

### b. [About the COBIT 2019 Foundation Certificate exam](#)

The COBIT 2019 Foundation Certificate Exam is an online, closed-book, remotely proctored exam. The exam covers eight domains and includes a total of 75 questions. The number of questions in each domain is based upon the domain's assigned weight. The chart on the right displays the domains and the weights assigned to them.

	Module	Percent of Total Questions
1	Framework Introduction	12%
2	Principles	13%
3	Governance System and Components	30%
4	Governance and Management Objectives	23%
5	Performance Management	4%
6	Designing a Tailored Governance System	7%
7	Business Case	3%
8	Implementation	8%

Exam-takers will be given two hours (120 minutes) to complete the exam. Each multiple-choice question has three options with only one correct answer. A score of 65% or higher is required to pass the exam.

**Exam registration fee is \$175. Please note that purchases are nonrefundable or transferable. It's important that exam candidates first confirm access to the required technology to launch the exam before purchasing a COBIT 2019 Foundation Certificate exam registration. To review the technology requirements, refer to section 2 of this Guide.**

Individuals holding an ISACA certification (CISA/CISM/CGEIT/CRISC) may claim two CPE credits for each examination hour when a passing score is achieved.

### c. [About the COBIT 2019 Training and Publications](#)

ISACA offers a wide variety of COBIT training opportunities designed to fit your unique requirements for subject matter and learning style. Learn COBIT basics, collaborate with COBIT users or participate in intense implementation discussions through structured, formal and authentic COBIT learning solutions.

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

Please visit ISACA's website for more information on COBIT 2019 training ([www.isaca.org/C19Foundation](http://www.isaca.org/C19Foundation)) and publications.

#### **d. Taking the COBIT 2019 Foundation Certificate exam**

To take the COBIT 2019 Foundation Certificate exam, you will need to:

- Test the hardware and software required to take the exam prior to purchasing a COBIT 2019 Foundation Certificate exam registration
- Purchase a COBIT 2019 Foundation Certificate exam from the [ISACA website](http://www.isaca.org)
- Schedule the exam date and time
- Complete the exam

Each step is covered in more detail in the next three sections of this Guide.

## **Section 2: Before taking the COBIT 2019 Foundation Certificate Exam**

#### **a. Ensure you have the proper technology**

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

- Operating system supported: Windows, Mac OS X and above, Linux and Chrome OS
- Web browser: [Google Chrome](http://www.google.com/chrome/) or Chromium version 32 and above
- Browser settings: Your browser must accept 3rd party cookies for the duration of the exam ONLY
- Webcam/Microphone: Minimum VGA 640 x 480 resolution, enabled built in or external microphone
- Google Chrome Extension: Requires installation. (click [here](#) for instructions)
- Bandwidth: Minimum 500kb/s download and 256kb/s upload
- Hardware Requirements: 1GB RAM & 2GHz dual core processor, minimum 1280 x 800 resolution

It is highly recommended that before purchasing a COBIT 2019 Foundation Certificate exam, candidates download the Google Chrome web browser and perform the [compatibility check](#) on the computer you will be using to take the exam.

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

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

#### **b. Exam Purchase**

The registration form and payment must be completed before you can schedule an exam. Exam fees of \$175 are non-refundable and non-transferable. When you click "complete" during the online registration process, you are agreeing to adhere to and accept ISACA's Candidate Security Agreement. It is important that you understand this agreement prior to registration.

1. Sign into or create your [MyISACA](#) account using your username and password.
2. Purchase a COBIT 2019 Foundation Certificate exam at <http://www.isaca.org/COBIT/Pages/COBIT-2019-Foundation-Exam.aspx>.
3. Make your payment. You may choose to pay by check, bank transfer, or credit card. Follow the onscreen instructions to complete your purchase.

4. Schedule your exam. Your exam can be scheduled after you complete the purchase and your payment has been processed via your [MyISACA](#) profile. See instructions below.

#### **Special Accommodations:**

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

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

All requests should be submitted to ISACA no later than 4 weeks prior to your preferred exam time and is only valid for that one exam administration. The Special Accommodation Request can be found at: [www.isaca.org/specialaccom](http://www.isaca.org/specialaccom).

### **c. Prepare for the exam**

It is recommended that you complete your preparations for the exam prior to scheduling your COBIT 2019 Foundation Certificate exam. You may choose the study method best suited to your personal learning style and preferences. More information on the types of COBIT 2019 training and publications offered by ISACA can be found on the [COBIT 2019](#) page.

### **d. Schedule the exam**

**Note:** It is recommended that you schedule your exam within six months from the date of purchase.

1. Go to the ISACA website and click the [MyISACA](#) tab.
2. Type your Username and Password and click **Login**.  
**Note:** You must be logged in to complete the following steps.
3. On the [MyISACA](#) tab, click on **myCERTIFICATIONS**. From there, click on **"Certificate Programs"** in the upper right-hand corner. You will find the button under the COBIT 2019 Foundation Certificate Exam header.

This will take you to the PSI website where you can schedule the exam.

**Note 1:** PSI is the third party that manages the online exam and remote proctoring.

When you click the **EXAM** button, you will navigate away from the ISACA website.

**Note 2:** If you have an exam that has not been completed, you will continue to have access to the **EXAM** button. If you have completed the exam, this button will not be displayed.

4. On the PSI website, use the drop-down menu to select the exam and click **Next**.  
**Note:** The exam is labeled as: ISACA: COBIT 2019 Foundation Certificate (C19F\_Exam).
5. On the **Select Desired Date and Time** page, click the calendar icon to choose a date and use the dropdown menu to choose a time. Click **Next**.

**Note 1:** The reservation system will not allow you to choose a time within 24 hours of the current time.

**Note 2:** The reservation system will generate a list of open dates and times based on the availability of the remote proctors on the next page; the exact date and time you select on this page may not be available.

**Note 3:** The reservation system will only allow you to schedule your exam 30 days in advance.

6. On the **Select a Test Site and Time** page, you will see options that most closely match the desired date and times chosen on the previous page. Make your selection by clicking on a date and time and click **Next**.

**Note:** The times displayed will be based on your current time zone.

7. Read the **PSI Candidate Agreement** carefully. When finished, and if you choose to accept, select the **I Agree** button.  
**Note:** After reading and accepting the candidate agreement, you will be taken to a compatibility check page to ensure that you have the required software and hardware necessary to complete the exam. Please perform the compatibility check at this time.  
**Note:** You will receive an email from PSI at the email address associated with your ISACA account. This email will include details about your exam, along with a confirmation of the date and time you scheduled. You will get a reminder email 24 hours before your exam date and time. If you do not receive this email, please be sure to check your junk and spam folders, and/or list Innovative Exams as a safe sender.
8. The **My Exams** page will display the details of your exam schedule.

#### e. Reschedule the exam

Should you need to reschedule your exam, you can do so up to 24 hours before your originally schedule day and time.

1. Go to the **PSI** website ([www.examslocal.com](http://www.examslocal.com)).
2. Click **Sign In**.
3. Click the **ISACA logo** and enter your ISACA login credentials.
4. Click the **My Exams** link.
5. In the **Pending Exams** section, select the exam. Here you will be able to view exam details, including the scheduled date and time of your exam.
6. Click the **Reschedule** button to select a new date and time.
7. Click the **Schedule** button and follow steps 5-8 in **Section 2d** of this Guide.

**Note:** Per exam policy, no cancellations or reschedule requests will be granted within 24 hours of the scheduled exam. See **Section 3a** of this Guide.

## Section 3: During the COBIT 2019 Foundation Certificate Exam

#### a. Exam requirements

Please read the following requirements before you sit for your exam. Failure to comply will result in your exam being voided with no refund.

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

8. You must take the exam in **full screen mode**.
9. There will be **no cancellations or reschedule requests** granted within 24 hours of the scheduled exam.

## **b. Exam rules**

The exam is online, closed-book and remotely proctored. The proctor will stop the exam if any of the exam rules are not followed. Any form of cheating will not be tolerated and will result in a voided exam without refund.

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

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

## **c. Taking the COBIT 2019 Foundation Certificate exam**

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

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

1. Go to the **PSI** website ([www.examslocal.com](http://www.examslocal.com)).
2. Click **Sign In**.
3. Click the **ISACA logo** and enter your ISACA login credentials.
4. Click the **My Exams** link and select the exam in the **Pending Exams** section.
5. Click **Launch**.

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

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

**Note 3:** Be aware that your exam proctor can see you through your web cam; however, you will not be able to see the proctor. You can communicate with the proctor via the Live Chat.

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








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

7. Click the **Connect** button(s) to connect the web cam and your computer with the proctor.
8. Click the **Entire Screen** button.
9. Click the **Share** button.








#### d. Online exam environment

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

 Online Camera ▼ Desktop ▼ Live Chat Exam Controls ▼ Exam Information ▼

In order to begin please press the Share Camera and Share Desktop buttons in the upper right toolbar.

Use the Live Chat feature in the toolbar above if you need any assistance. You must ACCEPT ALL prompts in order to continue.

Menu Item	Function
 Online	"Online" indicates your online status.
 Camera ▼	"Camera" allows you to share the camera. (Once shared, you will have the option to unshare for troubleshooting purposes. Should you unshare by accident while the exam is in progress, it will pause the exam, and your desktop must be reshared to resume the exam.)
 Desktop ▼	"Desktop" allows you to share your desktop. (Once shared, you will also have the option to unshare for troubleshooting purposes. If you unshare by accident while the exam is progress, the exam will pause, and the desktop must be reshared to resume the exam.)
 View Webcam & Desktop	"View Webcam & Desktop" enables you to see your own screen share and webcam stream.
 Live Chat	"Live Chat" enables the live chat panel. It is resizable and can be moved. The box can be closed if needed but will pop back up if you receive a message.

#### e. Issues during the exam

If you experience technical difficulties during your exam, please alert your proctor using the live chat feature. Through the live chat feature, a record of the issue will be created that can be referenced should you need to



reschedule the exam. Your proctor will be able to assist you directly to resolve the issue. You can also call technical support at: **U.S. Toll Free: +1.888.504.9178**

## Section 4: After the COBIT 2019 Foundation Certificate Exam

### a. Exam results

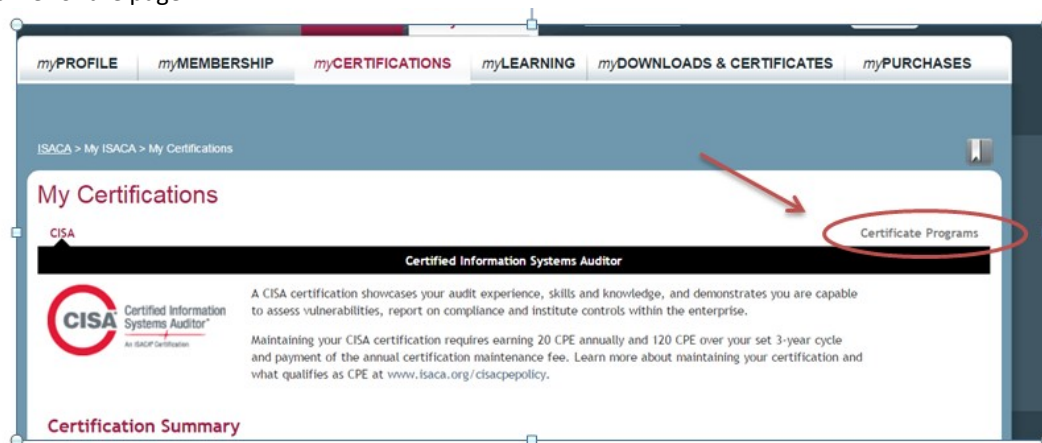
You will receive your exam results immediately upon clicking the **Submit** button after completing the exam and exam survey. You will get a message to confirm submission, noting any unanswered items. Please be sure you are ready to submit the exam, as you will not be able to go back into the exam to modify or answer any previous questions.

Your score and pass/fail status will be displayed in the online exam environment. To pass, you must score a 65% or higher on the exam.

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

### b. Viewing your score

1. Go to [MyISACA](#) and login using your ISACA credentials.
2. Click the **myCERTIFICATIONS** tab. From that page, click on “Certificate Programs” in the upper right-hand corner of the page.



3. If you have passed the exam, you will see your score and the status will indicate that you have passed. Click the **VIEW CERTIFICATE** button to view your certificate (see **Section 4c** of this Guide for printing instructions).
4. Instructions on how to claim your digital badge will be sent to you in an email. See **Section 4e** of this Guide for information regarding your digital badge.
5. If you have not yet taken the exam, the status will indicate that your exam is still pending. Click the **EXAM** button to schedule and/or take your exam.
6. If you did not pass the exam, you will see your score and the status will indicate that you have failed.

### c. Printing your certificate

1. Open [MyISACA](#) and login using your ISACA credentials.
2. Click the **RESULTS** button under the COBIT 2019 Foundation Certificate Exam header.

**Note 1:** the **RESULTS** button will take you directly to the **myCERTIFICATIONS** tab, so you may also choose to navigate there without using the button.

**Note 2:** see **Section 4a & 4b** of this guide for information on determining if you passed or failed the exam.

3. Click the **VIEW CERTIFICATE** button to view your certificate. This will open a new browser window that will display the certificate.
4. Right-click your mouse and select the **Print** option. Use the toolbar to format as desired (i.e., portrait or landscape, black & white or color, etc.).
5. Click the **Print** button.

#### **d. Saving your certificate**

1. Follow steps 1 – 3 in **section 4c**.
2. Right-click your mouse and select the **Save as** option.
3. Save the certificate to your computer.

#### **e. Claiming & sharing your digital badge**

If you pass the exam, you will receive an email with instructions on how to claim your digital badge and share it via social media. To claim and share your badge:

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

#### **f. Retaking the exam**

If you do not pass the exam, you can retake the exam a maximum of three (3) times in a twelve-month period. If you pass the exam, there is a twelve-month waiting period before you will be allowed to purchase and retake the exam. See **Section 2b** of this guide for purchasing instructions.

## **Section 5: Help**

#### **a. Technical support**

If you are experiencing technical difficulties with your hardware or software, scheduling the exam and/or taking the exam, please contact the customer service representatives at PSI at:

**U.S. Toll Free: +1.888.768.1150**

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

#### **b. ISACA customer service**

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