



Certified Cybersecurity Operations Analyst™ (CCOA™)

EXAM CANDIDATE GUIDE



Table of Contents

Candidate Guide Overview	1
Section I: Introduction	2
1.1 - ISACA Overview and Code of Ethics	2
1.2 - ISACA Certification Program Summary	4
Section II: Exam Registration and Scheduling	6
2.1 - Before You Register	6
2.2 - Registering for the Exam	8
2.3 - Scheduling the Exam Appointment	10
Section III - Exam Preparation	11
3.1 - Getting Ready for the Exam	11
3.2 - Exam Day Rules	13
3.3 - Exam Administration	16
Section IV - After the Exam	17
4.1 - Exam Scoring	17
4.2 - Retake Policy	19
4.3 - Post Exam Feedback	19
4.4 - Certification	20
Appendix	22
CCOA	22

Candidate Guide Overview

Review this guide thoroughly, it contains important details ISACA Exam Candidates need to know before exam day administration including [scheduling information](#) and [exam day rules](#).

This guide provides candidates with everything required to prepare for and take the certified Cybersecurity Operations Analyst exam and is separated into four (4) major sections outlined below.

- Section I: Introduction
- Section II: Exam Registration and Scheduling
- Section III: Exam Preparation
- Section IV: After the Exam



Section I: Introduction

Section	Topic	Page
1.1	ISACA Overview and Code of Ethics	2
1.2	ISACA Certified Cybersecurity Operations Analyst Program Summary	4

1.1 - ISACA Overview and Code of Ethics

ISACA is a pace-setting, global association helping individuals and enterprises achieve the positive potential of technology.

ISACA equips professionals with the knowledge, credentials, education and community to advance their careers and transform their organizations.

ISACA leverages the expertise of its 460,000 engaged professionals in information and cybersecurity, governance, assurance, risk and innovation, as well as its enterprise performance subsidiary, [CMMI® Institute](#), to help advance innovation through technology.

ISACA has a presence in 188 countries, including more than 220 chapters worldwide and offices in both the United States and China.

ISACA Products and Services

[Membership](#)

Being an ISACA member gives you access to [exclusive member benefits](#) including savings on ISACA products like Certification Exams, Conferences and Exam Prep materials.

[Resources](#)

Explore the latest research, guidance and expert thinking on standards, best practices and emerging trends.

[Training](#)

ISACA's globally respected training and certification programs inspire confidence that enables innovation in the workplace and career progression.

[COBIT 2019®](#)

ISACA's legacy framework for customizing and right-sizing enterprise governance of information and technology.



Certificate Programs

- [COBIT Certificates](#)
- [IT Risk Fundamentals](#)
- [Certificate of Cloud Auditing Knowledge](#)
- [Cybersecurity Audit](#)
- [IT Audit Fundamentals](#)

Certification Programs



Validate your experience and know-how in IT audit, security and control. Boost your career and salary potential.



Proper your career forward in enterprise IS/IT risk management and control. Boost your career and pay.



Advance your career to senior management roles. Contribute to your enterprise from a strategic standpoint.



Designed to assess a privacy professional's ability to implement privacy and design.



Validate your expertise in strategic enterprise governance. Gain visibility at the executive level.



Gain recognition and credibility by proving your technical capabilities across core cybersecurity operations.



See how performance-based credentials boost skills and drive career success.



Take the fast track to the forefront of emerging technology understanding and ability.


Code of Ethics

ISACA sets forth a [Code of Professional Ethics](#) to guide the professional and personal conduct of its members and/or certification holders.

- Members and those certified are required to abide by ISACA's Code of Professional Ethics.
- Failure to comply can result in an investigation and disciplinary measures including but not limited to exam score nullification or certification revocation.

1.2 - ISACA Certified Cybersecurity Operations Analyst Program Summary

The information below provides a summary of the ISACA certification addressed in this guide.

Description	<div data-bbox="592 388 714 508" data-label="Image">  </div> <div data-bbox="560 514 747 577" data-label="Text"> <p>Certified Cybersecurity Operations Analyst <small>An ISACA® Certification</small></p> </div> <p>Designed for cybersecurity analysts with 2 to 3 years of experience, this comprehensive program covers five globally validated domains deemed essential to operating in the modern threat landscape.</p>
Domain (%)	<p>Domain 1 – Technology Essentials (25%)</p> <p>Domain 2 – Cybersecurity Principles and Risk (20%)</p> <p>Domain 3 – Adversarial Tactics, Techniques, and Procedures (10%)</p> <p>Domain 4 – Incident Detection and Response (34%)</p> <p>Domain 5 – Securing Assets (11%)</p>
Exam Language	<p>English</p>
Exam Length	<p>4 hours (240 minutes), 115 Multiple-choice questions and 25 performance-based questions</p>

Exam Fees

Exam registration fees are based on membership status at the time of exam registration.

- ISACA Member: US \$399
- ISACA Nonmember: US \$499

Exam registration fees are non-refundable and non-transferrable.

Resources

Below are some useful links and resources to help exam candidates learn more about ISACA Certification exams.

CCOA Certification

- [CCOA Exam Content Outline](#)
- [Prepare for the CCOA Exam](#)
- [CCOA Exam Information](#)
- [CCOA Application Requirements](#)
- [CCOA Maintenance Requirements](#)

Section II: Exam Registration and Scheduling

Section	Topic	Page
2.1	Before You Register	6
2.2	Registering for the Exam	8
2.3	Scheduling the Exam Appointment	10

2.1 - Before You Register

ISACA certification exams are computer-based and administered at authorized PSI testing centers globally or as remotely proctored exams. Exam registration is continuous, meaning, candidates can register any time, no restrictions. Candidates can schedule a testing appointment as early as 48 hours after payment of exam registration fees.

Upon registration, exam candidates have a twelve (12) month eligibility period to take their exam. This means that from the date you register, you have 12 months (365 days) to take your exam. It is important to note that the exam registration fee must be paid in full before an exam candidate can schedule and take an exam.

If you need additional time to take the exam, you can purchase a 6-month exam extension for US \$75. The option to extend the exam eligibility will display on your dashboard 90 days prior to the expiration of your eligibility. When an exam is scheduled, the exam must be cancelled at least 48 hours prior to the exam date to extend the eligibility. There is a maximum of two extensions on an exam.



Please be aware that the exam eligibility and registration fees will be forfeited in the event the candidate does not take the exam during the 12-month eligibility period if the testing appointment is missed or if the candidate is more than 15 minutes late for a testing appointment.

Ensure you have the proper technology

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

- Operating system supported: Windows 7 or later, macOS 10.12 or later
- Web browser: Google Chrome or Chromium version 32 and above
- You will need to download the PSI Secure Browser (This can be done NO MORE than 30 minutes prior to your scheduled exam time. If you are taking your exam from a work location, we advise contacting your local IT administrator to inform them that you will need to download the browser to your machine.)
 - Browser settings: Your browser must accept 3rd party cookies for only the duration of the exam
- Webcam/Microphone: Minimum VGA 640 x 480 resolution, enabled built in or external microphone
- Bandwidth: Minimum 500kb/s download and 256kb/s upload
 - We strongly recommend verifying your connection with the internet service you'll be using before you schedule your exam. You can do so here - [Speed Test](#).
 - It's also recommended that the computer you'll be using passes the connectivity check. You should also familiarize yourself with the lab environment in advance before the exam, you can verify both of those here - [Lab Orientation & Connectivity Check](#)
- We strongly encourage test takers to use a monitor that is larger than 15" so they're able to adequately work through the lab-based portion of the exam.
- Hardware Requirements: 1GB RAM & 2GHz dual core processor, minimum 1280 x 800 resolution
- The CCOA exam includes performance-based questions. Exam takers may need or want to use the virtual keyboard located in the lab-based environment to help assist them with the performance-based questions. The virtual keyboard included in the lab-based environment is in English and follows the traditional "QWERTY" layout.

Please visit PSI's site for the latest hardware and software requirements:

[PSI System Requirements](#)

It is highly recommended that before scheduling, candidates perform the [compatibility check](#) on the computer you will be using to take the exam. This can be accessed at any time once you have registered for the exam directly from the PSI dashboard or at <https://home.psiexams.com/static/#/bcheck>. We recommend performing a second [compatibility check](#) 72 hours prior to your scheduled exam time in case changes to your machine software or hardware have occurred since scheduling. Please contact PSI Technical Support if you have any questions about your compatibility test results:

- Inside the U.S.: (844) 267-1017
- Outside the U.S.: 1-702-939-6734
- Chat: [Support Link](#)

Note: Please be aware that you cannot take an exam using a virtual machine even though the compatibility check may not display any issues. The compatibility check is unable to detect a virtual machine.

2.2 - Registering for the Exam

Exam registration must be completed online by following the steps below:

Step	Action
1.	Select your certification exam: CCOA
2.	<p>Log-in or create an account.</p> <p>Note: If you are creating an account, please ensure your name is the same as what appears on your government-issued identification that you will present on exam day. See the Exam Day Rules section in this document for acceptable forms of ID.</p> <p>Before you register for the exam, it is important to verify there is a PSI test site with availability near you or have a compatible device for remote testing. To test your device, complete this compatibility check and ensure you have the proper technology. If you are using a company device to take your exam, you may need your IT department's assistance or approval.</p>
3.	Complete the registration process

Please note, during the exam registration process you will be required to accept ISACA's [Terms of Use, section 16. Exams](#), including the conditions set forth in this Candidate Guide covering exam administration, certification rules, and the release of test results.

For step-by-step instructions on completing your online registration, please refer to the [How to Register Guide](#).



Candidates cannot schedule a testing appointment until exam registration fees are paid in full. Exam fees are **non-refundable** and **non-transferrable**.

Registration Acknowledgement

You will receive a **Notification to Schedule** email within one (1) business day following registration and payment of the exam.

The Notification to Schedule email provides information on [scheduling your exam appointment](#).

Registering for the Exam with Special Accommodations

Special testing accommodations must be requested during the registration process and approved by ISACA before scheduling the exam.

To request special testing accommodations please follow the steps below:


Step	Action
1.	During the exam registration process, make sure to <i>check</i> the special accommodation requirement field.
2.	Print the Special Accommodation Request Form .
3.	Complete the ISACA Special Accommodation Request Form. Note: Form must be completed by you and your health care professional.
4.	Submit form to ISACA at support.isaca.org .



Special accommodation requests will not be considered until exam registration fees are paid in full. All requests must be submitted to ISACA *no later than 4 weeks* prior to your preferred exam date and are only valid for that one exam administration.

Registration Changes

There are three common registration changes that candidates request. Refer to the table below.

Type of Change	Steps
Name	 The name on your ISACA account must match the name on the ID used to check-in for your exam. <ol style="list-style-type: none"> Log-in at www.isaca.org/myisaca. Click on the red MY ISACA PROFILE button. Make the necessary changes. Click Save.
Exam Language	<ol style="list-style-type: none"> Log-in at https://www.isaca.org/myisaca/certifications. Click the “Re-Schedule or Cancel Exam” link to proceed to PSI’s scheduling page Follow the on-screen instructions to schedule your testing appointment. The Scheduling Guide is available to help you schedule and reschedule. <p>Note: If you need to change your exam language, you also must reschedule the testing appointment. See Rescheduling an Exam for details.</p>
Exam Type	Contact ISACA Support immediately at support.isaca.org .



All change requests must be completed a minimum of 48 hours prior to your scheduled testing appointment.

2.3 - Scheduling the Exam Appointment

Eligibility

Exam eligibility is required to schedule and take an exam. Eligibility is established at the time of exam registration and is good for twelve (12) months (365 days).

Exam registration and payment are required before you can schedule and take an exam.

Exam fees are non-refundable and non-transferable.



You will forfeit your fees if you do not schedule and take the exam during your twelve-month eligibility period. **No eligibility extensions are allowed.**

Exam Scheduling

There are 5 key steps to schedule an exam appointment. Please note that payment is required before you can schedule an exam.

Step	Action
1.	Log-in to your ISACA account
2.	Click Certification & CPE Management
3.	Click Schedule Your Exam or Visit Exam Website , you will be taken to the PSI dashboard to schedule your exam.
4.	On the PSI dashboard, click Schedule Exam .
5.	Follow the step by step instructions in the Scheduling Guide .

You will receive a scheduling confirmation email from no-reply@psiexams.com confirming your exam appointment. Please view the [Scheduling Guide](#) for additional scheduling assistance.

Please note, exam appointments are only available 90 days in advance. If you do not see your exam site or date available more than 90 days in advance, please check back when it is closer to your desired exam date.

If you still do not see your desired exam site or date available, please verify that your exam eligibility has not expired by logging into your [ISACA Account](#), and clicking the Certification & CPE Management tab.

Rescheduling an Exam

You can reschedule your exam anytime, without penalty, during your eligibility period if done a minimum of 48 hours prior to your scheduled testing appointment.



If you are within 48 hours of your scheduled testing appointment, you must take the exam or forfeit the registration fee. To reschedule an appointment: Log-in into your [ISACA Account](#) and follow the rescheduling steps in the [Scheduling Guide](#)

Emergency Closing

Severe weather or an emergency could require canceling scheduled exams. If this occurs, PSI will attempt to contact you by phone or email; however, ISACA suggests that you check for test center closures by visiting www.psiexams.com. If the site is closed, the exam will be rescheduled at no additional charge.

Section III - Exam Preparation

The Exam Preparation section covers the processes to get ready for the exam, the exam day rules and how the exam is administered.

Section	Topic	Page
3.1	Getting Ready for the Exam	11
3.2	Exam Day Rules	13
3.3	Exam Administration	16

3.1 - Getting Ready for the Exam

Exam Preparation

ISACA offers a variety of [exam preparation](#) resources including group training, self-paced training and study resources in various languages to help you prepare for your certification exam.

Exam Questions

Exam questions are developed with the intent of measuring and testing practical knowledge, applied skills, and the application of general concepts and standards. All questions are designed with one best answer.

- Every multiple-choice question has a stem (question) and four options (answer choices).
- Choose the correct or best answer from the options.
- The stem may be in the form of a question or incomplete statement.
- Every performance-based question has a stem (question) and one correct answer.

In some instances, a scenario may also be included. These questions normally include a description of a situation and require you to answer two or more questions based on the information provided.

To learn more about the types of exam questions and how they are developed, review our [Item Writing Requirements and Resources](#).

Exam Tips

- Read each question carefully. An exam question may require you to choose the appropriate answer based on a qualifier, such as MOST likely or BEST.
- Read the question carefully, eliminate known incorrect answers and then make the best choice possible.
- A tutorial of the exam taking experience will be provided after logging onto the testing station and prior to the start of the exam. Pay close attention to the tutorial so as not to miss important information.
- All questions should be answered.
- There are no penalties for incorrect answers. Grades are based solely on the total number of questions answered correctly, so do not leave any questions blank.
- Budget your time. Pace yourself to complete the entire exam. The multiple-choice section is first followed by the lab section. You have 4 hours to complete the CCOA exam.

Exams scheduled at an in-person Exam Center

If your exam is scheduled for an Exam Center, make sure you are prepared before the day of the exam by doing the following:

- Locate the test center address and confirm the start time.
- Map out your route to the testing center.
- Plan to arrive at least 30 minutes prior to the exam start time.
- Plan to store your personal belongings.

*See the [Exam Day Rules](#) for more information.

Remotely Proctored Exams

For additional information about remotely proctored exams, download the [Remote Proctoring Guide](#). To test your device, complete this [compatibility check](#) prior to your exam day.



If you are using a company device to take your exam, you may need your IT department's assistance or approval to download the secure browser.

*See the [Exam Day Rules](#) for more information.

Identification Requirements

To enter the testing center or check-in for your online exam, you must present an acceptable form of identification (ID). An acceptable form of ID must be a current, valid, and original government-issued ID that contains:

- Candidate's name (as it appears on the Notification to Schedule email from ISACA). *Please note, the first and last name shown on your ID must match the name with which you registered for the exam, or you may not be permitted entry to your exam. Middle names are not required for registration.*
- Candidate's signature (*Driver's Licenses issued in Japan without a signature will be accepted.*)
- Candidate's photograph

All information must be demonstrated by a single form of ID (cannot be a copy or handwritten).



Any candidate who does not provide an acceptable form of ID will not be allowed to sit for the exam and will forfeit their registration fee. Digital IDs are not accepted.

Acceptable Forms of Identification

Acceptable forms of identification include:

- Driver's license
- State identity card (non-driver's license)
- Passport
- Passport card
- Green card
- Alien registration
- Permanent resident card
- National identification card



The testing center reserves the right to ask for additional forms of identification for verification purposes. If there is any doubt surrounding your identity, you will be turned away from the test and ISACA will be notified. This will be considered a no-show and you forfeit your exam fees. To take the exam in the future, you will be required to re-register and pay the exam fee again.

3.2 - Exam Day Rules

The exam rules provide guidelines of what is acceptable during the exam. The exam rules apply for tests administered at PSI Test Center locations and Remotely Proctored Exams. Upon registering for any ISACA exam, candidates must accept the [Terms of Use, section 16. Exams](#). Per these Terms, ISACA has the right to nullify exam scores if any of these unacceptable behaviors are identified.

Prohibited Items

Your workspace must be completely cleared of all other items and materials during your exam. You will be required to face toward the screen for the duration of your exam so the proctors can properly monitor the exam session.

You are prohibited from having the following items with you during your exam:

- Reference materials, study materials, paper, notes, notepads, language dictionaries, or other aids
- Calculators
- Any type of communication, surveillance or recording devices including but not limited to:
 - Mobile phones (allowed with remotely proctored exams for mirror check), electronic devices, or recording devices
 - Tablets
 - Smart watches or glasses
 - Headphones / earbuds
- Baggage of any kind including handbags, purses, or briefcases
- Weapons
- Tobacco products or vaping
- Food or beverages (this includes water, and applies to both on-site and remotely proctored exams)
- Visitors



If exam candidates are viewed with any such communication, surveillance or recording devices during the exam administration, their exam will be voided, and they will be asked to immediately leave the exam site if applicable. Candidates are not permitted to take screenshots or photos of any portion of the exam, including the exam results screen.

External Display

Only one (1) monitor may be active during the exam. You are allowed to use an external display, as long as the external display is the only active one. You can also use an external monitor as the only display during an exam while using the webcam built-in to a laptop to stream, as long as you are able to fully deactivate the laptop screen. (PSI's Secure Browser cannot allow you to proceed if it detects more than 1 display is active). Using an external display could require users to have a standalone webcam.

Storing Personal Items

Plan to store your personal items brought to the testing center in a locker or other designated area. You will not be able to access personal items until the exam is complete and submitted.

Unacceptable behavior

Per the [Terms of Use, section 16. Exams](#), the following activities are prohibited.

- Creating a disturbance.
- Giving or receiving assistance during the exam; using notes, papers, or other aids; use of unauthorized study materials
- Talking, reading the questions out loud, or moving your lips while reading silently
- Copy, photograph, record, memorize or otherwise attempt to retain or recreate any Exam content, or assisting anyone to retain recreate or reconstruct Exam content for any purpose
- Attempting to take the exam for someone else or having someone else take the exam for you.
- 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.
- Attempting to sell, license, distribute, exchange, give away, share, comment on, disclose or discuss, either directly or indirectly, any exam content to any person or entity before, during or after the Exam verbally, in writing, or through any other method of communication including but not limited to the Internet, email, or through any online forum.
- Leaving the testing area without authorization. (These individuals will not be allowed to return to the testing room). Two breaks, each no longer than ten minutes, are permitted with permission of your proctor. Your exam will be paused, but the timer will not stop during your approved breaks.
- Accessing items stored in the personal belongings area before the completion of the exam

Personal Hardship Guidelines

If you fail to arrive for a testing appointment due to a personal hardship you may be able to reschedule without forfeiting your exam registration fee.

Step	Action
1.	Contact PSI* no later than 72 hours following the scheduled appointment.
2.	Provide documentation to PSI to confirm the reason for absence.

*PSI Contact Info:

Step	Action
1.	Visit https://www.psionline.com/test-takers/candidate-support-numbers/
2.	Enter "ISACA" in the Search field.
3.	Review and choose from the list of available contact numbers.

Personal Hardship Examples	Documentation Required
Personal Illness	Doctor's note, emergency room admittance, etc. <ul style="list-style-type: none"> • Must be signed by a licensed doctor and 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 including: <ul style="list-style-type: none"> • Spouse • Child/dependent • Parent • Grandparent • Sibling 	Must include the date of death and deceased name and relationship to the deceased.
Traffic Accidents	Police report, receipt from the mechanic or towing company which must include the date and contact information.



If the request is denied, you are required to register again and pay the full exam registration fee.

Leaving the Testing Area

You must gain authorization from the test proctor to leave the testing center or in the case of online remotely proctored exams, to leave your designated testing area. Leaving your testing center or testing area without authorization may result in your exam being terminated. Two breaks are permitted with permission of your proctor. Your exam will be paused, but the timer will not stop during your approved breaks.

Reason for leaving:	Directions:
An emergency	<ul style="list-style-type: none"> The exam will be paused temporarily. Once it is confirmed as an emergency, the test will end.
To use the facilities	<ul style="list-style-type: none"> You will be required to check out and check back in. The exam time will not stop, and no extra time will be permitted. Each of your two breaks must be 10 minutes or less.

Consequences

If you violate the Terms of Use or Exam Day Rules or engage in any kind of misconduct you will be subject to the following:

- Dismissal or disqualification
- Voiding of exam
- Revocation of ISACA membership and any certifications currently held
- Banned from taking any ISACA exam

3.3 - Exam Administration

The PSI testing location is either a testing center or online remoted proctored.

PSI Testing Center



Your exam may be administered in a room with other test takers. Please note that some noise should be expected and is considered normal.

Here is a [video of the PSI Test Center Experience](#).

Online Remote Proctoring

ISACA also offers the ability to take exams at home via online remote proctoring. Please review the [Remote Proctoring Guide](#) prior to taking an exam using this delivery modality.

ISACA will require a mirror check for each exam following the room scan. The purpose of the mirror check is to show the proctor the blind spots not captured during the room scan using a built-in webcam. A portable mirror or mobile phone may be used to complete the mirror check. During the mirror check, you will be required to hold the mirror up to the webcam and display the monitor/laptop screen, keyboard and all four edges of the monitor/laptop screen. If using a mobile phone, it will need to be placed out of reach in the room designated for testing after the mirror check is completed.

Here is a [video of the PSI Online Remote Proctoring Experience](#).

Section IV - After the Exam

The After the Exam section covers the exam scoring and applying for certification.

Section	Topic	Page
4.1	Exam Scoring	17
4.2	Retake Policy	19
4.3	Post Exam Feedback	19
4.4	Certification	20

4.1 - Exam Scoring

Receiving Your Score

You will be able to view your preliminary passing status on screen immediately following the completion of your exam. You are not permitted to take screenshots or photos of any portion of the exam, including the exam results screen. Your official score will be emailed and available online within 10 working days. If you have passed your exam, you will receive details on how to apply for certification.

1. Email notification: sent to the email address listed on your profile.
2. Online results: available on MyISACA > Certifications & CPE Management page.
3. Exam scores will not be provided by telephone or fax.
4. **Question-level results cannot be provided.**

Scoring Criteria

Candidate scores are reported as a scaled score. A scaled score is a conversion of a candidate's raw score on an exam to a common scale. The purpose of a scaled score is to ensure that a standard way of reporting outcomes is used across disparate versions of the exam so that different versions are comparable and fair. ISACA uses and reports scores on a common scale from 200 to 800. ISACA exams are comprised of scored items as well as pre-test items. Pre-test items are not used to calculate your exam score. Review the points below to identify the lowest, passing, and perfect scores.

- A score of 800 represents a perfect score with all questions answered correctly.
- A score of 200 represents the lowest score possible and signifies only a small number of questions were answered correctly.
- You must receive a score of 450 or higher to pass the exam which represents the minimum standard of knowledge.
- Domain level results are provided for informational purposes only. Exam scores are based on the total number of exam items answered correctly, regardless of domain. Domain percentages indicate the portion of the exam that reflects that domain content and are not used to calculate exam scores.
- A candidate receiving a passing score can then apply for certification if all other requirements are met (see section [How to become Certified](#) for more details).

Requests for Rescoring

While we are confident in the integrity and validity of our scoring procedures, you may request a rescore if you do not pass the exam. Rescores are performed by PSI.

You must submit a rescore request in writing through our [support page](#) within 30 days following the release of the exam results.

- Requests for a rescore after 30 days will not be processed.
- All requests must include a candidate's name, ISACA ID number and mailing address.
- A fee of US \$75 must accompany each request.

4.2 - Retake Policy

To protect the integrity of ISACA's certification exams, ISACA has implemented the following retake policy:

1. Individuals have 4 attempts within a rolling twelve-month period to pass the exam. Those that do not pass on their first attempt are allowed to retake the exam a total of 3 more times within 12 months from the date of the first attempt. **Please note that candidates must pay the registration fee in full for each exam attempt.**

To illustrate:

After taking and not passing the exam (attempt 1):

- Retake 1 (attempt 2): Customers must wait 30 days from the date of the first attempt
 - Retake 2 (attempt 3): Customers must wait 90 days after the date of the second attempt
 - Retake 3 (attempt 4): Customers must wait 90 days after the date of the third attempt
2. Individuals who pass the exam are restricted from taking the same exam within the application time period of 5 years.
 3. Certification holders are restricted from taking the same certification exam while they are certified.

4.3 - Post Exam Feedback

You will have the opportunity to provide feedback after completing the exam via a post-exam survey. Your feedback is used to improve the testing experience and the quality of the exam questions.

Concerns about Exam Administration

You can provide comments and concerns about the examination administration, including exam day issues, site conditions or the content of the exam by contacting ISACA at support.isaca.org within 48 hours of the conclusion of the test.

Step	Action
1.	Contact ISACA support .
2.	Provide the following information in your comments: <ul style="list-style-type: none"> • ISACA ID number • Testing center location • Date and time tested • Any relevant details on the specific issue
3.	ISACA will review comments regarding exam day issues and site concerns prior to the release of the official score report.



ISACA does not reissue scores based on question updates. Our subject matter experts use these comments to improve future examinations.

4.4 - Certification

How to become Certified

Taking and passing an ISACA certification exam is just the first step in becoming certified. To become certified, an individual must first meet the following requirements:

Step	Action
1.	Successfully pass the Certification Exam.
2.	Pay the \$50 application processing fee.
3.	Adhere to the Code of Professional Ethics.
4.	Adhere to the Continuing Professional Education Policy.

Candidates have (5) five years from passing the exam to apply for certification.

Additional resources are included below for more information about becoming certified.

1. Pass the Examination: [CCOA](#)
2. Pay the \$50 Application Processing Fee: [CCOA](#)
3. Submit the application for Certification: [CCOA](#)
4. Adhere to [ISACA's Code of Professional Ethics](#), [Terms of Use](#), and [Privacy Policy](#)
5. Adhere to the Continuing Professional Education (CPE) Policy: [CCOA](#)

Why certify?

ISACA certifications are globally accepted and recognized. They combine the achievement of passing an exam with credit for your work and educational experience, giving you the credibility you need to move ahead in your career. Certification proves to employers that you have what it takes to add value to their enterprise. In fact, many organizations and governmental agencies around the world require or recognize ISACA's certifications.

Independent studies consistently rate ISACA's designations among the highest paying IT and impactful certifications that an IT professional can earn. Earning and maintaining an ISACA certification:

- Boosts your earning potential.
- Counts in the hiring process.
- Enhances your professional credibility and recognition.

ISO/IEC 17024:2012 Compliant

- The American National Standards Institute (ANSI) has accredited the CISA, CRISC, CISM and CGEIT certifications under ISO/IEC 17024:2012, General Requirements for Bodies Operating Certification Systems of Persons.
- Accreditation by ANSI signifies that ISACA's procedures meet ANSI's essential requirements for openness, balance, consensus, and due process.
- With this accreditation, ISACA anticipates that significant opportunities for CISAs, CRISCs, CISM and CGEITs will continue to present themselves around the world.

ANSI Accredited Program

PERSONNEL CERTIFICATION #0694

ISO/IEC 17024

CISA, CISM, CGEIT and CRISC Program Accreditation

Renewed Under ISO/IEC 17024:2012

- ANSI is a private, nonprofit organization that accredits other organizations to serve as third-party product, system, and personnel certifiers.
- ISO/IEC 17024 specifies the requirements to be followed by organizations certifying individuals against specific requirements.

ANSI describes ISO/IEC 17024 as “expected to play a prominent role in facilitating global standardization of the certification community, increasing mobility among countries, enhancing public safety and protecting consumers.”

CCOA Examination Content Outline

(Effective January 2025)

1	Technology Essentials
A	Networking
1	Cloud Networking
2	Computer Networking
3	Devices, Ports and Protocols
4	Network Access
5	Network Tools
6	Network Technology
7	Segmentation (Logical, Physical)
B	Systems/Endpoint
1	Databases
2	Command Line
3	Containerization/Virtualization
4	Middleware
5	Operating Systems
C	Applications
1	Application Programming Interface (API)
2	Automated Deployment
3	Cloud Applications
4	Scripting/Coding
2	Cybersecurity Principles and Risk
A	Cybersecurity Principles
1	Compliance
2	Cybersecurity Objectives
3	Governance
4	Risk Management
5	Roles and Responsibilities
6	Cybersecurity Models
B	Cybersecurity Risk
1	Application Risk
2	Cloud Technology Risk
3	Data Risk
4	Network Risk
5	Supply Chain Risk
6	System/Endpoint Risk
7	Web Application Risk

3	Adversarial Tactics, Techniques, and Procedures
A	Threat Landscape
1	Attack Vectors
2	Threat Actors/Agents
3	Threat Intelligence Sources
B	Means and Methods
1	Attack Types
2	Cyber Attack Stages
3	Exploit Techniques
4	Penetration Testing
4	Incident Detection and Response
A	Incident Detection
1	Data Analytics
2	Detection Use Cases
3	Indicators of Compromise and/or Attack
4	Logs and Alerts
5	Monitoring Tools and Technologies
B	Incident Response
1	Incident Containment
2	Incident Handling
3	Forensic Analysis
4	Malware Analysis
5	Network Traffic Analysis
6	Packet Analysis
7	Threat Analysis
5	Securing Assets
A	Controls
1	Contingency Planning
2	Controls and Techniques
3	Identity and Access Management
4	Industry Best Practices, Guidance, Frameworks and Standards
B	Vulnerability Management
1	Vulnerability Assessment
2	Vulnerability Identification
3	Vulnerability Remediation
4	Vulnerability Tracking

Supporting Tasks

1. Identify and analyse threats applicable to the organization.
2. Identify and analyse vulnerabilities applicable to the organization.
3. Monitor the threat landscape of an organization.
4. Synthesize information to protect the organization from cybersecurity risks.
5. Contextualize information to aid in the identification of threats/vulnerabilities to protect the organization from risk.
6. Develop detection use cases and rule sets for monitoring.
7. Monitor events for potential cybersecurity incidents.
8. Triage events to determine if an incident has occurred.
9. Handle cybersecurity incidents according to incident response documentation, including classification, escalation, and notification.
10. Perform analysis considering type, volume, and impact/scale.
11. Aid in determining business impact.
12. Aid in the prioritization of cybersecurity incidents for management.
13. Propose containment measures for a cybersecurity incident.
14. Support forensic investigation processes.
15. Interpret analysis results.
16. Document and report on cybersecurity incidents, including the analysis process and results.
17. Consult with external stakeholders (e.g., clients/customers/suppliers) regarding cybersecurity.
18. Learn from cybersecurity incidents for continuous improvement.
19. Support business objectives for an organization.
20. Communicate and/or advise other departments regarding cybersecurity operations and risks.
21. Contribute to cybersecurity policies and procedures to align with business objectives.