



DIGITAL TRUST

Ecosystem Framework

Exam Candidate Guide

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Section 1: Digital Trust Ecosystem Framework Foundation programs

a. About the Digital Trust Ecosystem Framework Foundation Programs

ISACA's Digital Trust Ecosystem Framework (DTEF) and suite of products equips enterprises with good practices and direction to integrate digital trust across the organization and shape product strategies and initiatives with a trust-focused approach that boosts competitiveness and reputation.

The framework focuses on the key components of building trustworthy relationships between enterprise and consumers and includes detailed practices, activities, outputs, controls, KPIs, and KRI's that a practitioner can use to implement and assess against.

b. About the Digital Trust Ecosystem Framework Foundation Exam

Digital Trust Ecosystem Framework Foundation Exam	
Description	By successfully passing this exam, candidates demonstrate their knowledge of Digital Trust concepts, significance, implications and the underlying principles and components of the Digital Trust Ecosystem Framework. The online, remotely proctored 2-hour exam is comprised of 60 multiple choice questions.
Pre-requisites	There are no prerequisites. Candidates can register for the Digital Trust Ecosystem Framework Foundation Exam at any time.
Domain (%)	<ul style="list-style-type: none">Digital Trust Ecosystem Framework (DTEF) – 62%Digital Trust Evolution & Ecosystem – 26%Digital Trust Information, Activities, and Artifacts – 12% To pass the exam, candidates must earn a score of 65% or higher.

No. of Questions	60 Multiple-choice
Exam Length	2-hours (120 minutes)
Passing Score	65 %
Exam Languages	English
Exam Price	\$175 USD

Please note that purchases are non-refundable and non-transferable. It's important that exam candidates first confirm access to the required technology to launch the exam before purchasing Digital Trust Ecosystem Framework Foundation Exam. To review the technology requirements, refer to [Section 2a](#) of this guide. **Candidates have 365-days from their date of purchase to take the exam.**

c. Digital Trust Foundation Training Options

There are several training options and resources to help you prepare to take **Digital Trust Ecosystem Framework Foundation Certificate Exam** including:

- **Digital Trust Ecosystem Framework (DTEF)** – Read, explore, familiarize yourself.
- **Training (self-paced):**
 - Introduction to Digital Trust Ecosystem Framework 1-hour course—This 60-minute, self-paced, online course will teach you about digital trust concepts and the components of the DTEF.
 - Digital Trust Ecosystem Framework Interactive Guide—This interactive learning tool guides users through the framework (key tenants and components and various interactions). The Guide is highly interactive (3-D modeling, resources, additional context, and knowledge checks). The purpose of this guide is to help users understand the DTEF and is ideal for visual learners. The e-learning format helps users understand the key principles of the digital trust ecosystem framework.
- **Training (instructor-led):**
 - ISACA Pre-conference Workshops—This In-person or virtual instructor-led workshop will teach you the basics of digital trust and components of the DTEF.
 - Virtual or Live training Workshops delivered through ISACA chapters (check with your local chapter for availability).

Section 2: Before the exam

a. Ensure you have the proper technology

Individuals can check the system requirements for the Remote Proctored Exams at [System Requirements](#) which includes the most up-to-date information on the system and platform requirements.

It is highly recommended that before scheduling, candidates perform the compatibility check in 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 [Online Proctoring System Check](#). 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:

- Phone numbers: 1-844-267-1017 (Toll-Free within the U.S.)
- International 1-617-564-9052 (International fees may apply)
- Chat: [Live Chat](#)

ISACA also recommends reviewing [What to expect on test day](#) at least one week prior to your online exam to review what to expect on your exam date with PSI.

*** We highly recommend using a personal computer (not issued by your employer/organization)**

Firewalls or security settings from work computers may restrict the software from operating properly.

Note: Purchases are non-refundable, so please check your system requirements *prior* to completing your purchase.

Are exams available by Remote Proctor in China?

Due to potential challenges of cross-border Internet connectivity during a Remotely Proctored exam experience, ISACA recommends candidates in Mainland China take exams at physical test sites. If a candidate would like to attempt to take a remote proctored exam, please be sure to download the browser plug-in as required in advance and test the system environment. Candidates are advised to be fully prepared for the possible network connectivity problems and their impact during the testing process. As such, ISACA cannot guarantee connectivity or the ability to access Remotely Proctored exams in Mainland China.

b. Purchase the exam

The registration form and payment must be completed before you can schedule an exam. **Exam fees are non-refundable and non-transferable.** When you complete the online registration process, you are agreeing to adhere to and accept ISACA's Exam Consent Form. It is important that you understand this agreement prior to registration.

1. Sign in to or create your [ISACA](#) account using your username and password.
2. Select and add the [Certificate program exam](#) of your choice to your shopping cart
3. Make your payment. You may choose to pay by check, bank transfer, or credit card. Follow the onscreen instructions to complete your purchase.

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 testing accommodations please follow the steps below:

1. During the exam registration process, make sure to check 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.

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.

c. Schedule the exam

Note: Candidates have a 365-day eligibility period to take their exam. This means that from the date you purchase, you have 1-year (365-days) to take your exam. Exams not taken within this eligibility period will result in forfeiture of fees.

1. Go to the ISACA website and click [My ISACA](#) on the right of the top navigation.
2. Type your Username and Password and click **Login**.
Note: You must be logged in to complete the following steps.
3. From the **My ISACA Dashboard**, click on **Certificate Programs**, then click the **Visit Exam Website** button next to the exam you wish to schedule. 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 **Visit Exam Website** 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 **Visit Exam Website** button. If you have completed the exam, this button will not be displayed.
4. You may perform a [compatibility check](#) prior to scheduling your exam. You may do so directly from your PSI dashboard. We recommend that you perform this check from the computer you plan on using to take the exam.
5. Once on PSI scheduling site follow the instructions:
 - Select an exam **Language**
 - Enter your **Country** and **Time zone**
 - Select an available **Date** and **Time** on the calendar
 - Confirm Schedule Details and click **Continue**

You will receive a confirmation email from no-reply@psiexams.com confirming your exam appointment.

d. Reschedule the exam

Should you need to reschedule your exam, you can do so up to 48 hours before your originally scheduled day and time. To reschedule an appointment: Login to your [ISACA](#) Account. From the **My ISACA Dashboard**, click on **Certificate Programs**, click the **Visit Exam Website** button next to the exam you wish to reschedule. This will take you to the PSI website where you can reschedule the exam.

- Click on **View Details**
- Click **Reschedule**
- Confirm that you want to reschedule your exam
- Follow the **Scheduling** instructions above

Note: If a scheduled appointment is not rescheduled or cancelled at least 48 hours beforehand, the exam must be taken at the scheduled time or the exam fees will be forfeited. If you have any questions regarding the rescheduling requirements, please contact ISACA Customer Experience Center by visiting <https://support.isaca.org>.

Section 3: During the 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 ISACA 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 must complete a mirror check using a portable mirror or mobile phone after the room scan. The purpose of the mirror check is to show the proctor potential blind spots not captured during the room scan using a built-in webcam. You will have 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 has been completed.
6. 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.
7. Be sure your computer has **sufficient battery life** and/or is plugged into a power source for the duration of the exam.
8. 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.
9. You must take the exam in **full screen mode.**
10. There will be **no cancellation or reschedule requests** granted within 48 hours of the scheduled exam.

Note: Failure to comply with any of the above will result in your exam being voided and forfeiture of your exam fees. If you have any questions regarding these requirements, please contact ISACA Customer Experience Center by visiting <https://support.isaca.org>.

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 (allowed with remotely proctored exams for mirror check)
- Reading the questions out loud
- Using an instant messenger tool/system
- Using a camera, recording device, or any other electronic device(s), including smart watches
- Taking screen captures of the computer screen/exam items
- Including papers, books, notes, or any other items in the work area
- Eating, drinking or chewing gum
- Walking around the room
- Other people standing in or walking through your work area
- Stepping away from your exam/computer or taking unscheduled breaks. **Please note that breaks are not permitted during this exam session.**
- Taking notes
- Loading other programs on your system (this includes viewing documents, web browsing, email access, etc.)

Note: Failure to comply with any of the above will result in your exam being voided and forfeiture of your exam fees. If you have any questions regarding these requirements, please contact ISACA Customer Experience Center by visiting <https://support.isaca.org>.

c. Taking the exam

Note: You must have scheduled a date and time to sit for the exam before you can take it. Exam appointments must be scheduled a minimum of 24 hours ahead of time. Refer to [Section 2c](#) of this guide for instructions on how to schedule.

1. Login to your [ISACA](#) account.
2. From the **My ISACA Dashboard**, click on **Certificate Programs**, then click the **Visit Exam Website** button next to the exam you wish to take.
3. Click the **My Exams** link and select the exam in the **Pending Exams** section.
4. You will be prompted to download the PSI Secure Browser prior to launching your exam. Please ensure that your computer is able to download software. This is available 30 minutes prior to your scheduled exam time. If you are taking the exam from a work or other restricted access environment, please inform your IT administrator when you are planning to take the exam, so they are available in case you need assistance downloading the secure browser.
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](#) 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 feature.
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.

To download the PSI Secure Browser, please see these [step-by-step instructions](#).

To ensure a smooth check-in, please read the [Online Proctoring Guide](#) and [Tips for Environment and Lighting](#).

Please view the following video of [A Guide To Online Proctoring With PSI For Test Takers - PSI Online](#).

Please view the following video of [PSI Online Proctoring Experience](#).

Menu Item	Function
ID Verification	You will be asked to share your ID for verification.
Take ID Photo	You will need to show your ID to your web camera and view it in the video box provided.
Take Your Photo	You will need to take a photo of yourself with your webcam and view it in the video box provided.
Share My Camera & Screen	You will be asked to share your camera and your screen with the monitor.
Record Room Scan	You will be asked to do a 30 second room scan with your webcam.

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:

- Phone numbers: 1-844-267-1017 (Toll-Free within the U.S.)
- International 1-617-564-9052 (International fees may apply)
- Chat: [Live Chat](#)

Section 4: After the exam

a. Exam results

You will receive your exam results immediately upon clicking the **Submit** button after completing the exam. 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. The percentage required to pass the exam can be found in **Section 1b/2b/3b/4b/5b** of this guide for each specific Certificate Program exam type.

You will also be able to access your score and pass/fail status on the **My ISACA Dashboard**. Please refer to [Section 4b](#) below for more instructions.

Note: Individuals holding an ISACA certification (CISA/CISM/CGEIT/CRISC/CSX-P) may claim two CPE credits for each examination hour when a passing score is achieved. No CPE certificates will be provided upon passing the exam.

b. Viewing your score and accessing your certificate

1. Go to [ISACA](#) and login using your ISACA credentials.
2. From the **My ISACA Dashboard**, click on **Certificate Programs**.
3. If you have passed the exam, you will see your score and the status will indicate that you have passed. Click the **PRINT CERTIFICATE** button to view, download and/or print your certificate.
4. Instructions on how to claim your digital badge will be sent to you in an email. Refer to [Section 4c](#) 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 **Visit Exam Website** 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 were unsuccessful.

c. 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. ISACA offers digital badges to all that hold an ISACA certification or certificate as validation. The badge, once accepted, provides a link to a page that verifies that you have earned the certificate as well as an explanation of the achievement. Digital badges are also able to be shared through social networking. Please go to <https://www.isaca.org/credentialing/credentialing-badges> to read more.

d. Retaking the exam

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

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. Refer to [Section 2b](#) of this guide for purchasing instructions. **Please note that candidates must pay the exam fee in full for each exam attempt.**

- 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

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:

- Phone numbers: 1-844-267-1017 (Toll-Free within the U.S.)
- International 1-617-564-9052 (International fees may apply)
- Chat: [Live Chat](#)

b. ISACA customer service

For questions regarding exam rules, purchases, exam retakes, the certificate & digital badge, this guide and general information regarding ISACA's Certificate programs, please contact ISACA Support by visiting <http://support.isaca.org>