

Do's and Don'ts of Online Proctoring

March 3, 2022



About International Institute of Business Analysis

International Institute of Business Analysis™ (IIBA®) is a professional association dedicated to supporting business analysis professionals to deliver better business outcomes. IIBA connects almost 30,000 Members, over 100 Chapters, and more than 500 training, academic, and corporate partners around the world. As the global voice of the business analysis community, IIBA supports recognition of the profession, networking and community engagement, standards and resource development, and comprehensive certification programs.

For more information visit iiba.org

A Growing Community of Business Analysis Professionals

30,000+

MEMBERS
WORLDWIDE



120+

CHAPTERS GLOBALLY
IN 40+ COUNTRIES



300+

CORPORATE
MEMBERS



240+

ENDORSED EDUCATION
PROVIDERS



26,500+

CERTIFICATIONS
ISSUED

AAC CBAP[®] CBDA
CCBA[®] CCA CPOA ECBA[™]

MEET TODAY'S SPEAKERS



Isabel Feher-Watters, Certification Programs Manager, IIBA®

Isabel Feher-Watters is the Certification Programs Manager at IIBA® and has 20+ years' experience building talent and leadership in the workplace through learning, certification, and credentialing programs and practices.

She holds a professional certification as a Certified Association Executive (CAE®), Certified Training and Development Professional (CTDP™), and as an I.C.E Certified Credentialing Professional (ICE-CCP). Isabel is passionate about human potential and delighted by the difference professional development and certification makes in the business analysis community.



MEET TODAY'S SPEAKERS



Dr. Michael F. White, Founder, BA Doctor

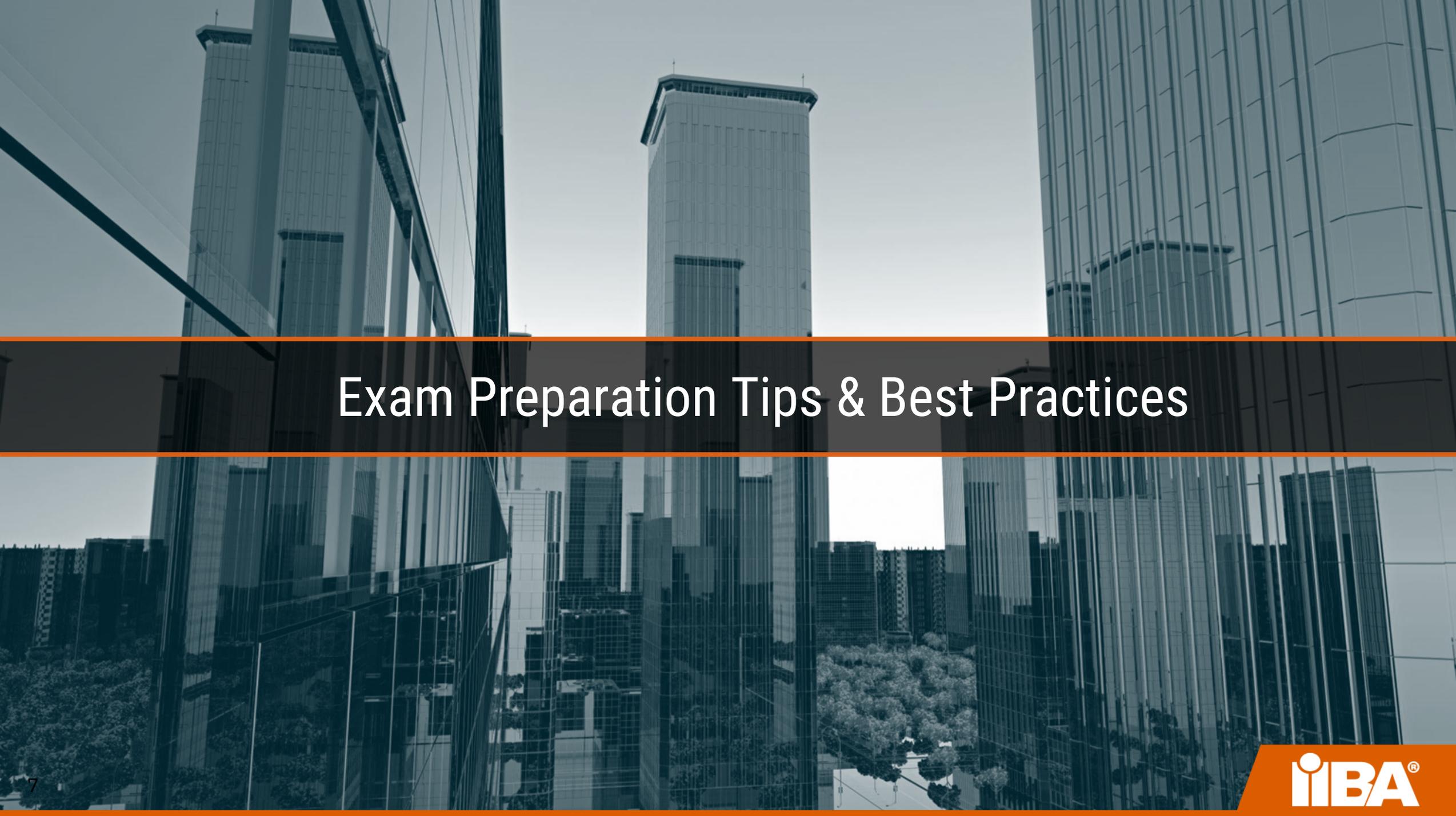
thebadoc.com

Dr. Michael White is the founder of The Business Analysis Doctor, LLC, a global and award-winning business analysis training provider. He has been a business analysis practitioner for over a decade. He has driven innovation at some of the top financial institutions in the U.S. and holds a doctorate in Business Administration as well as the CBAP, AAC, CBDA, and CPOA designations.

Your Exam, Your Way

Online Remote
Proctored Exams are
Here to Stay

What is Online Remote Proctoring?

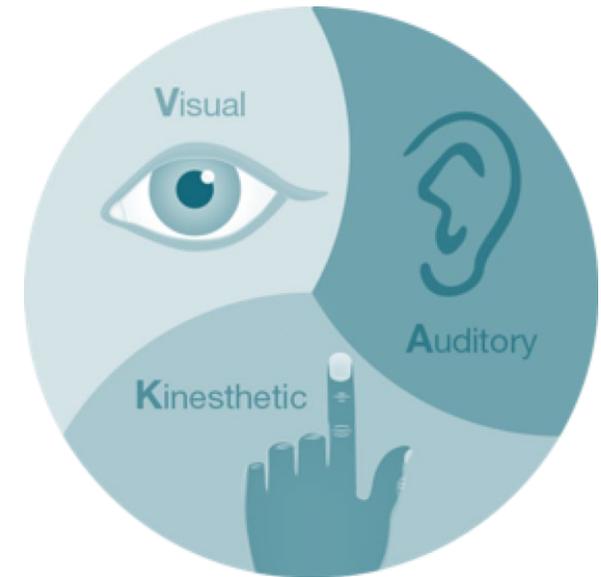


Exam Preparation Tips & Best Practices

Exam Preparation Tips and Best Practices

DO - Have a Study Strategy

- Identify how you learn best
 - Visual, Auditory, Kinesthetic
- Determine the optimal mode of study
 - Live Courses, On-Demand Courses, Self-Study



DON'T – Assume certain any method is effective

Exam Preparation Tips and Best Practices

DO – Create a Study Schedule

- Identify study requirements
- Determine study days
- Determine study windows
- Determine overall schedule

DON'T – Cram your studying

DAYS	STUDY HOURS
SUNDAY	2
MONDAY	
TUESDAY	4
WEDNESDAY	
THURSDAY	3
FRIDAY	
SATURDAY	4
WEEKLY HOURS TOTAL	13
Total Hours	100
Weeks Total	8
Months Total	2
Schedule Exam (Months)	2.5

Exam Preparation Tips and Best Practices

DO - Have a Time Management Strategy

- Applies to time during the exam
- Determine how much time to spend on each question
- Identify how much time to spend reviewing questions

DON'T - Spend too much time on one question



Exam Preparation Tips and Best Practices

DO - Have an answer approach each question type

- Knowledge-based questions
- Definition-based questions
- Scenario-based questions
- Case Study-based questions



DON'T - Approach every question type the same

A woman with long dark hair, wearing a white top and a patterned belt, is sitting at a white desk in a modern office. She is focused on her laptop, with her hands on the keyboard. In the background, another person is visible, also working at a desk. The office has large windows and a clean, professional atmosphere. An orange horizontal bar is overlaid across the middle of the image, containing the text "Exam Day Success Tips".

Exam Day Success Tips

Exam Day Success Tips

DO - Have a confidence!

- Be prepared
- Ready to execute your exam strategy
- Take enough simulation exams
- Consistently hitting exam score targets



DON'T - Feed into text anxiety

Exam Day Success Tips

DO - Be well-rested

- Get adequate sleep the night before your exam
- Take the exam at least 1 hour after you wake up
- Do light exercise or stretching the day of your exam

DON'T - Cram or pull an all-nighter



Exam Day Success Tips

DO - Know your optimal time of day

- When are you most productive?
- When are you most energized?
- When is there the least amount of distraction?
- When is your testing environment conducive to focus?



DON'T - Schedule your exam haphazardly

Exam Day Success Tips

DO - Have a focused mental state

- Eat brain food and be hydrated
- Avoid sugary foods
- Be-well rested
- Organize your testing environment



DON'T - Neglect your mental state

THE TOP 3

1. System requirements
2. Government issued photo identification
3. Workspace and exam room set-up

1. SYSTEM REQUIREMENTS

DO - PREPARE AHEAD OF TIME:

- *Stable, reliable internet connection – hard wired*
- Laptop/Desktop only
- Webcam & microphone
- Personal vs. work device
- Chrome browser best
- Plug into power source
- Only 1 monitor allowed



DON'T - LEAVE IT TO THE LAST MINUTE!

PSI SYSTEM CHECK

 **Online Proctoring System Check** HELP **RUN SYSTEM CHECK**

This System Check will ensure your machine meets the technical requirements for taking a proctored exam.

Once you click the **▶ Run System Check** button the check will begin.

You may be prompted to share your location, webcam, and microphone.

This will exclusively be used for testing your system and those permissions will be removed at the end of your check.

For the most accurate results, we recommend using the  **Chrome browser** [↗](#).

Note: Privacy and ad blockers may prevent the system check from successfully running.

Online Proctoring System Check Version 1.0.1
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 **Online Proctoring System Check** HELP **RETRY TESTS**



System Check Passed

Your computer has met the minimum requirements to take your exam.
Follow the instructions provided by your exam sponsor to launch your exam at your scheduled time.

NOTE: If you change computers, be sure to re-run this check on the computer that you will be using for your exam.

You may now close this page

Online Proctoring System Check Version 1.0.1
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<https://syscheck.bridge.psiexams.com/>

2. GOVERNMENT ISSUED PHOTO IDENTIFICATION

DO - HAVE THE ACCEPTED ID:

- Government-issued Driver's License
- U.S. Department of State Driver's License
- National/State/Country Identification Card
- Government-issued Passport
- Passport Cards



PSI Online Proctoring Experience Video

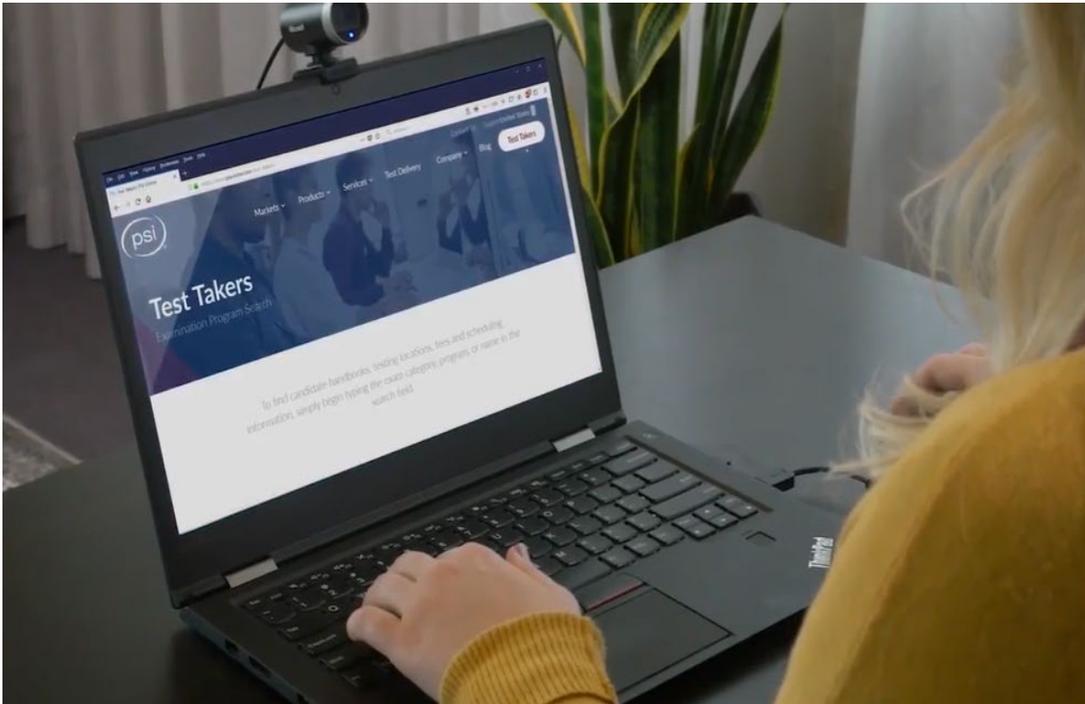
IDENTIFICATION

DO - Make sure your identification is:

- Current & signed
- Original, not photocopy
- In western characters
- Same first and last name as you registered with

DON'T - LEAVE DISCREPANCIES TO THE LAST MINUTE!

3. WORKSPACE & EXAM ROOM SET UP



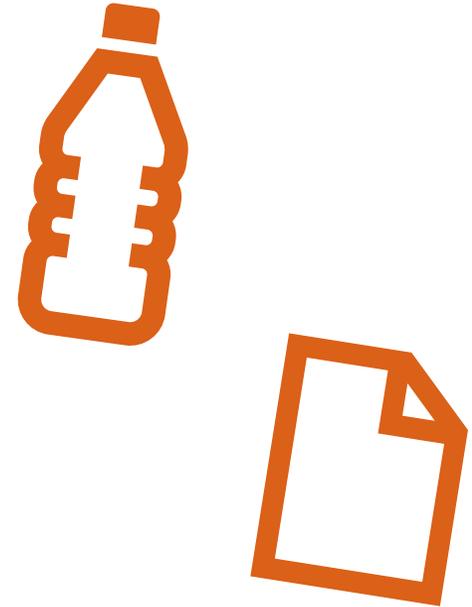
PSI Online Proctoring Experience Video

DO SET UP AHEAD OF TIME:

- Quiet, private room
- Well-lit
- Free from distractions, people and pets
- Use a desk/table
- Clear your workspace of any materials or unauthorized items to avoid violations

WHAT'S ALLOWED

- Water bottle or glass – no label
- 1 piece of paper or white board
- 8 ½ inches by 11 inches
- At the end, the paper must be torn up and the whiteboard must be cleared



Exams differ: Read the IIBA Guide to Online Proctored Exams for the detailed list of what is allowed and not, and the list of all major and minor violations.

WHAT'S NOT ALLOWED



- Food, drinks, chewing gum
- Headphones, ear buds
- Electronics, cell phones or tablets
- Watches, smart, fit bit
- Notes or reference material
- Coats, purses, wallets, hats (or other non-religious head coverings)



BE MINDFUL OF YOUR ACTIONS

DO -

- Stay within view of the camera
- Keep your eyes on the screen
- Remain at your workspace

DON'T -

- Read the exam questions out loud (or whisper)
- Cover your mouth
- Cover the camera
- Write down exam content

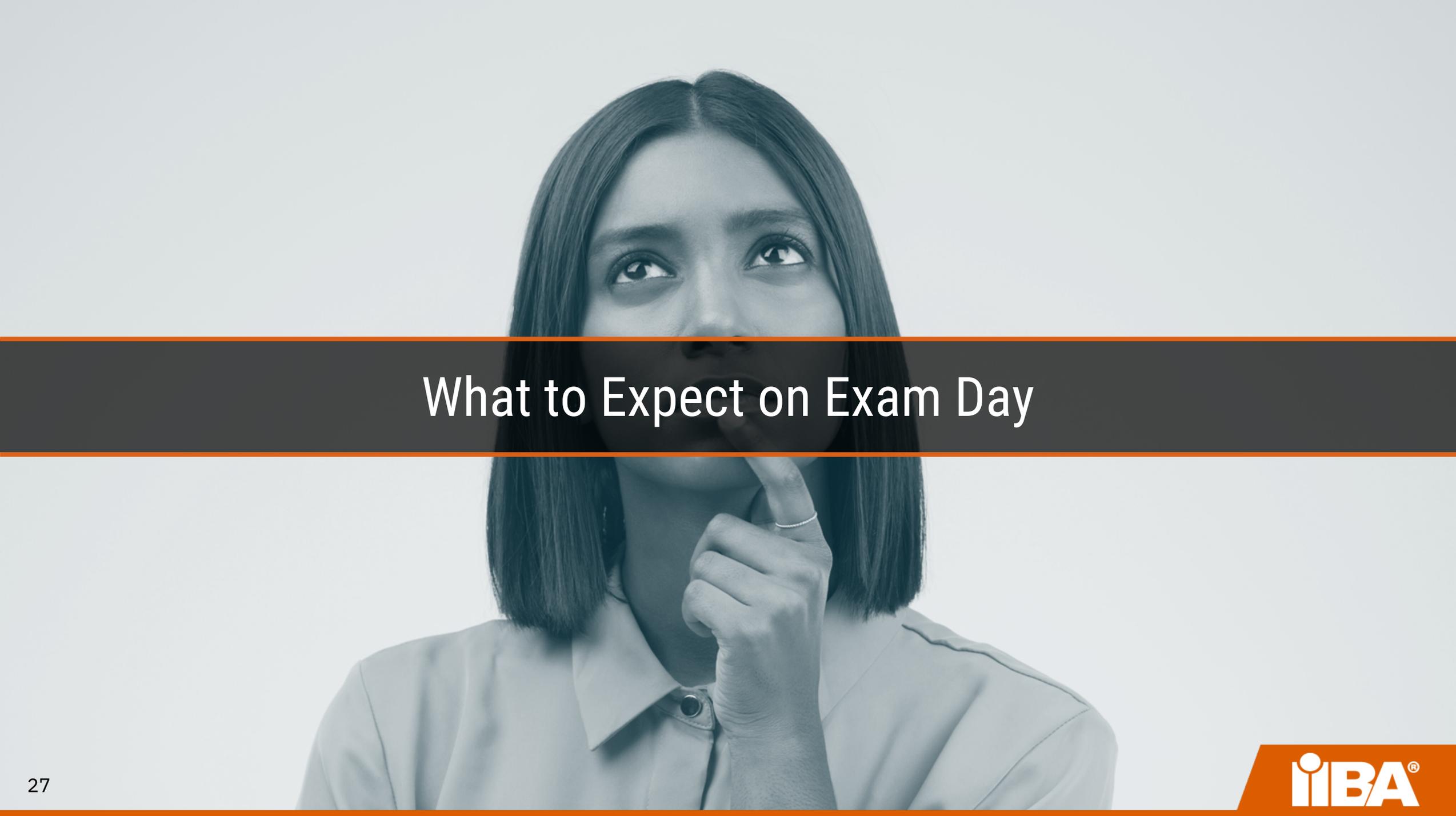
SPECIAL ACCOMMODATIONS

If you require special accommodation, contact IIBA,
before you schedule your exam:

certification@iiba.org

Or

info@iiba.org

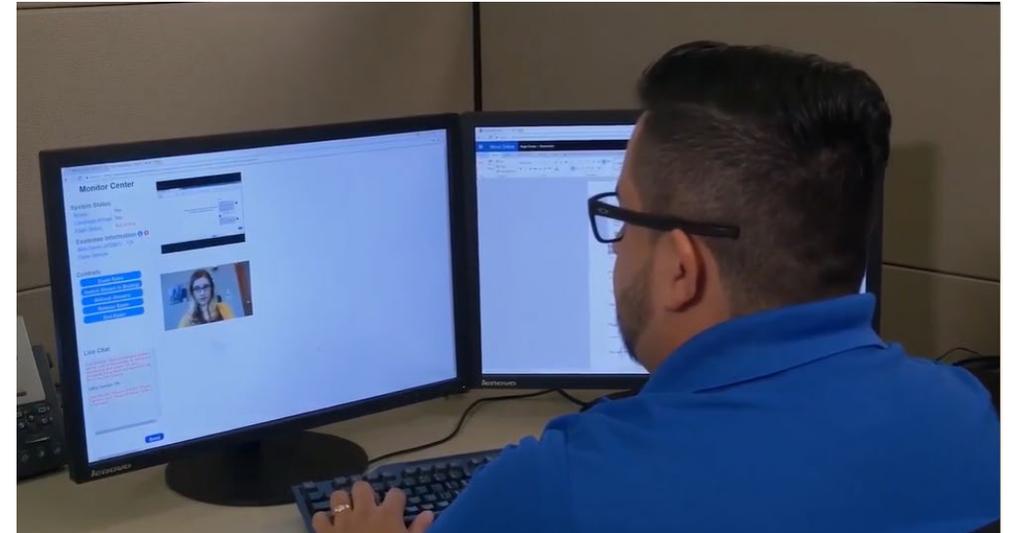
A woman with long dark hair, wearing a light-colored collared shirt, is shown from the chest up. She has a thoughtful expression, looking upwards and to the right with her hand resting on her chin. The image is overlaid with a semi-transparent dark grey horizontal band across the middle, which contains the title text. The background is a plain, light grey color.

What to Expect on Exam Day

You Will be Greeted by a PSI Test Administrator (Proctor)

Login 15 minutes before scheduled time

- Proctor will begin a chat process and activate the screen share
- Will be able to see and hear you – *you can type chat*
- Your check-in and exam session will be recorded

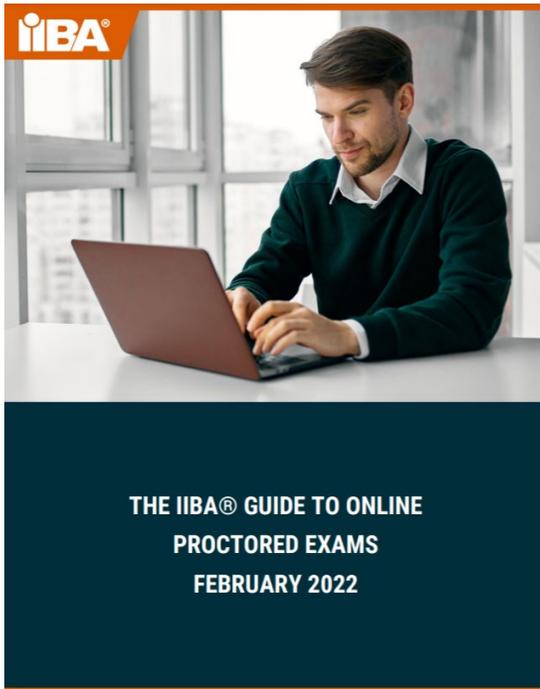


PSI Online Proctoring Experience Video

SECURE CHECK-IN PROCEDURE

1. Download the secure browser so that it can install and run on your computer
2. Present identification (ID) to the camera
3. Scan the room (review and re-do as needed)
4. Share your screen/computer access with the proctor in order to view and shut down any applications that are running
5. Agree to Exam Admission Rules (**Cancel Exam** or **Agree**)

**BE PREPARED.
KNOW WHAT TO EXPECT.
ENJOY THE EXAM EXPERIENCE.**



- Visit IIBA's Exam information page <https://www.iiba.org/business-analysis-certifications/exam-information/>
- Read The IIBA Guide to Online Proctored Exams
- Watch the PSI Remote Proctored Candidate Experience Video <https://psi.wistia.com/medias/5kidxdd0ry>
- Contact IIBA for Exam Accommodation: info@iiba.org
certification@iiba.org

THANK YOU

IIBA supports recognition of the business analysis profession, networking and community engagement, standards and resource development, and comprehensive certification programs.
For more information visit iiba.org

