

PROMETRIC



A Comprehensive Approach for  
the **Right** Security Safeguards





## Test Delivery

**Test Center Administration** to provide a first line of defense against security breaches. Each of our test center administrators receives extensive training that establishes safeguards and best practices for test delivery, including test center communications, check-in and check-out procedures, handling in-test questions and issues and monitoring the testing room.

**Metal Detection Wands** to scan all candidates for any prohibited devices that a candidate may attempt to take into the testing room. Scans are performed in full view of the test center administrator's DVR camera so that all scans are recorded – providing important evidence to address any candidate complaints or escalations.

**Digital Video Recordings (DVRs)** to provide the test center administrator with an important bird's eye view of the test area, as well as a number of secondary views. The recorded sessions are reviewed by expert auditors and can be used by clients to investigate any concerns that arise 30-90 days after an exam.

**ID Management** to protect test candidate privacy while conducting identity verification to improve the security and integrity of the testing process. Our full array of *ID Management Solutions*, from convenient ID scan check ins . . . to complex electronic ID captures and digital fingerprinting . . . to FBI-quality fingerprinting and background investigations, helps ensure you have the right level of security for your testing events as well as the right level of convenience for your test takers.

**Test Center Report Cards** to provide a 360-degree view of each test center's performance on a wide variety of performance measures including security.

**Multi-Layered Audits** to foster continuous improvements in our security processes and systems and include a wide range of rigorous, constant and recurring audits, such as Secret Shops, site audits, DVR audits, center problem report (CPR) audits, subcontractor audits and independent, third-party audits.

## Results and Analyses

**Data Forensics** that involve advanced warehousing and consolidating exam data to identify trends that may suggest security breaches.

**Proxy Testing Analyses** to identify unusual patterns from exam results that may indicate proxy testing, a situation where candidates hire others to test for them.

**Anomalous Test Pattern Detection** that involves indicators generated during a testing event that may warrant concern for an exam's security, including: unusual response patterns, short-test durations, candidates taking a large number of breaks, the skipping of large numbers of items, and more.

## Information Security Infrastructure

**Network Security** that involves some of the industry's most advanced security protocol. From external network connections, to hosting services, to data management and storage . . . we offer the highest levels of technical security by using multiple firewalls, multiple levels of password protection and encryption and more.\*



\* With annual on-site audits of security systems and procedures, Prometric is compliant with the following: Payment Card Industry (PCI); Federal Information Security Management Act (FISMA); ISO 9001 2008 Quality Management Standard; ISO 14001 Environmental Management Standard; ISO 27001 Certification Information Security Management System; and OHSAS 18001 Health and Safety Standard.





## INCORPORATING AN ARSENAL OF DEFENSIVE AND OFFENSIVE MEASURES

Through a coordinated approach of offensive and defensive measures, Prometric has taken an aggressive stand against security challenges. Its full-time, dedicated security specialists have put in place:

1. Improvements to the underlying security mechanisms protecting exam content
2. Advanced data forensics tools to detect potential threats to exam content
3. Independent, third-party mystery shops and operational audits to increase test center security and performance
4. Vigorous test center security controls with metal detector wands, cameras, digital recordings of test-taking behavior and biometrics capture
5. Enhanced security training of test center administrators

### Count on Us.

Learn more about our *Security Safeguards*: visit [www.prometric.com](http://www.prometric.com), call **toll-free 1-855-855-2241**.

Selecting the right provider to help you develop and manage your testing program is an important decision. You want someone you can trust. A leader in computer-based testing and assessment for more than 20 years, we understand the critical nature of security. With Prometric, you can count on:

**Insight and Industry Knowledge** gained through more than 20 years as the preeminent name in computer-based testing

**Security** advanced systems and processes to ensure test integrity and identify verification

**Reliability** testing that is consistent, valid, reliable and fair

**Testing Locations** largest global network of secure testing locations in more than 160 countries with more than 10,000 test centers

**Client Experience** ongoing support of more than 400 client programs with more than 10 million tests delivered annually



A single exam can oftentimes change a career path and improve a candidate's quality of life. With stakes as high as these – and amidst rapidly changing technologies – the struggle to mitigate risks associated with theft and maintain a secure testing environment has never been greater.

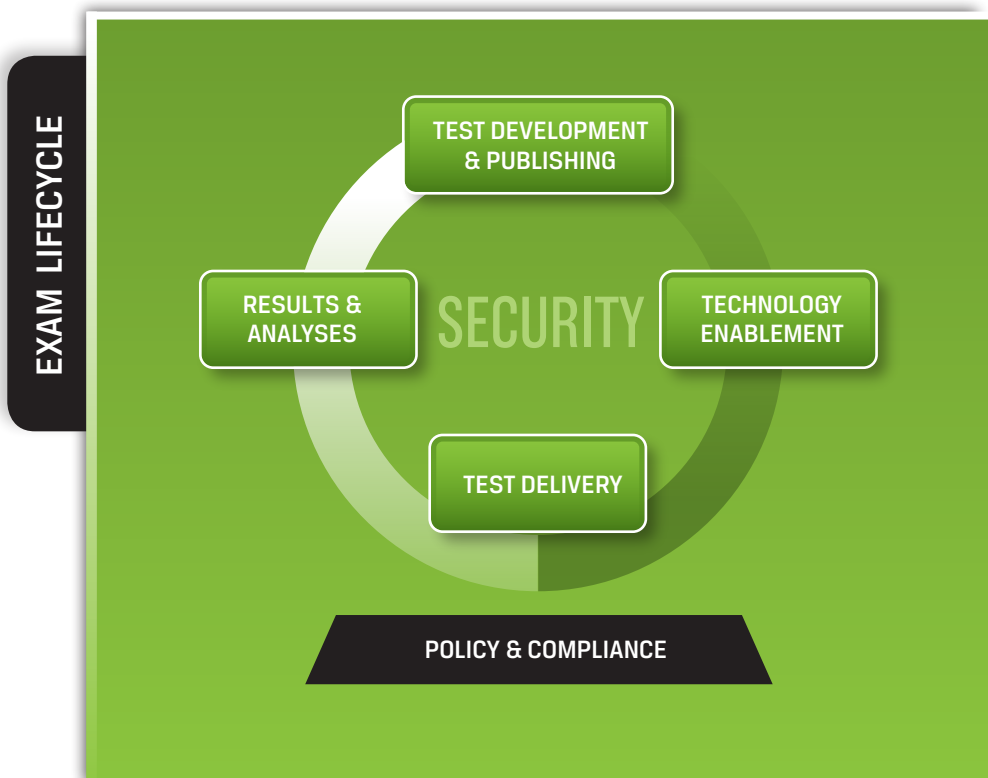
At Prometric, security is at the center of everything we do. Through a constantly evolving process, we deliver protected test content to test takers with confirmed identities in a controlled environment that assures no one has an unfair advantage.



#### Rely on Strong, Secure Testing Processes to Provide Safe, Reliable Results

Whether it involves item protection or test site management, no one brings the same measure of experience and commitment that we do. At Prometric, we understand how critical it is to determine which candidates receive important credentials. That's why we remain so involved in helping to set test security standards for the testing and assessment industry – all in an effort to stay a step ahead of the ever-evolving threats to test security.

Our holistic approach protects the integrity of testing throughout the entire Exam Life Cycle. From the time that items are developed and published, through the application of technology, to the channels of delivery, and through the results and analysis phases, we focus on identifying, addressing and reducing a wide range of risks.





Prometric, a wholly-owned subsidiary of ETS, is a trusted provider of technology-enabled testing and assessment. Its market-leading test development and test delivery solutions allow clients to develop and launch global testing programs as well as accurately measure program results and data. Prometric reliably develops, delivers and administers more than 10 million tests a year on behalf of approximately 400 clients in the academic, financial, government, healthcare, professional, corporate and information technology markets. It delivers test flexibly via the Web or by utilizing a robust network for more than 10,000 test centers in more than 160 countries.

### Find Out More

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