

Comparison of test platforms and Certification Analytics

Jan 23, 2015





Panel

- Peter Manijak - Acquia
- Liz Burns – NetApp
- Gary Fluitt- MapR
- Joe Cannata – HP



Comparison of test platforms – Peter M.

- Current test vendor – Kryterion
- Offers on-line proctored testing and flexible schedule
- Vast global reach via on-line
- Recommend using internal camera for test takers rather than requiring an external camera
- Smaller footprint for physical testing centers compared to Pearson or Prometric



Comparison of test platforms – Peter M.

- Solid test development tool but some improvements can be made
- Reporting tool can be enhanced but basic information is available
- Would like to see ability for someone to purchase more than one exam at a time



Certification Analytics

- By region and relationship (Employee, partner, customer, Other)
 - Scores
 - Profiles
 - Payments
 - Pass/fail rates
 - Service incidents



Panel Discussion:

- Lessons Learned:
- On-line Proctored testing has been accepted readily for the open-source community we serve
- India does have some bandwidth issues
- India audience can not afford an external camera and using an internal one has not had any drawbacks

Comparison of Test Platforms and Certification Analytics

One Professional's Opinion – Liz B.

Jan 23, 2015





Certification Analytics

Less is More

- No shortage of metrics to track
 - Financial performance
 - Certification numbers
 - Exam performance
 - Individual candidates
 - Exam security
- FOCuS, FOCuS, FOCuS
 - Do not forget forward looking
 - Answer big question – expired or not expired



Comparison of Test Platforms

More is More

- This area filled with innovation
 - Paradigm shifts in industry happening here
- Again – align with FOCuS
 - Web based versus server based
 - Remote proctored versus on site proctored
 - Flexible item types
- Consider a “portfolio” approach
 - One size does not fit all



Discussion

What is left to say?

- Lessons Learned – your experiences we can benefit from
- Future Scenarios – what do you think we are moving toward?

Comparison of test platforms and Certification Analytics – Gary F.

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Comparison of test platforms

What people like/dislike about their current test provider: Kryterion

- Like Remote Online Proctoring (OLP)
- Like WebAssessor platform
- Dislike Sentinel (browser lock down app)
- Dislike platform architecture/integration
- Dislike reporting tools
- Dislike lack of language support for OLP



Certification Analytics

- What does everyone track?
 - Pass Rate by language & country trend
 - Exam comments, particularly post update
 - Recertification rate

 - Delivery Volume by country & product
 - Volume Trend vs. Industry Cohort
 - Bookings, revenue, cogs



Panel Discussion:

- Lessons Learned:
 - Majority of volume comes from 1-2 exams
 - 80/20 rule applies to certification
 - Expert level tiers frequently not worth effort
 - Keep it simple
 - Security issues are a black hole of despair
 - Balance your efforts with securing the un-securable
 - Remote proctoring is not inherently less secure
 - Machine grading PBT is difficult

Comparison of test platforms and Certification Analytics – Joe C.

Jan 23, 2015





Comparison of test platforms – Joe C.

- What people like/dislike about their current test provider:
- PearsonVUE “likes” - stability, consistency, security, great customer service (test sponsors and candidates) and available reporting capability
- PearsonVUE “dislikes” – failure to admit that their Athena driver could be compromised



Certification Analytics

- What does everyone track?
- By region and test center
 - Scores
 - Pass/fail rates
 - Security incidents
 - Quality experience for candidates
 - Consistent security protocols being followed



Panel Discussion:

- Lessons Learned:
- No test vendor is perfect; they have strengths and weaknesses
- It is foolish to think that exam security is bulletproof, despite the measures that testing vendors promote



Suggestions for topics:

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Please send any ideas or suggestions for the next meeting and/or please do call.