



**GLOBAL
ABILITY**

2009 APICS INTERNATIONAL
CONFERENCE & EXPO

OCTOBER 4-6 | TORONTO, ONTARIO, CANADA

**APICS
Volunteer Leadership
Workshop
Toronto - 2009**

**APICS Rollout of
Computer-Based Testing (CBT):
An International Update**

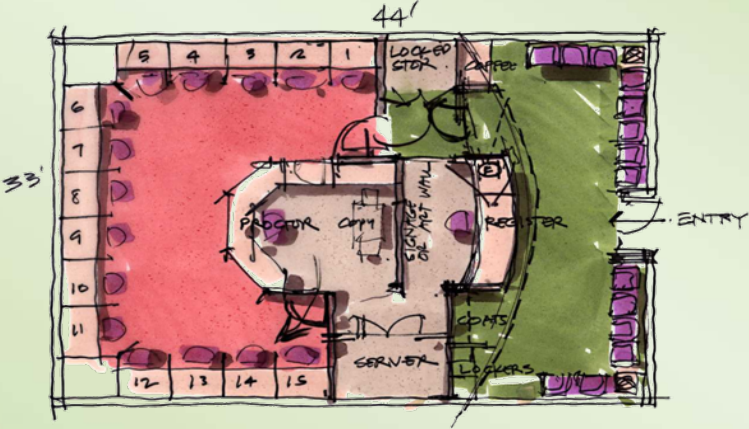
Lisa Sallstrom

Director of Certification

CBT Benefits

- 240+ Pearson VUE-owned sites worldwide
- Provides convenience of scheduling tests on the available dates, times, and locations most appropriate
- Provides immediate scores
- Provides a professional exam environment that allows for maximum concentration with limited external disturbances
- Offers a reliable and consistent testing environment where there is little or no variability between each experience
- Reduces the risk of candidate response errors caused by transferring answers from an exam booklet to an answer sheet

Pearson VUE Professional Centers



CBT vs. P&P Procedures

- P&P registrations submitted via Excel spreadsheet, CBT registrations submitted via online portal to HQ
- Candidates must schedule their CBT exam with Pearson VUE – the earlier the better
- P&P cancellations/reschedules done through APICS, CBT done through Pearson VUE
- Firm eligibility deadline for P&P; CBT requires eligibility at least 2 weeks before scheduling exam
- P&P exams are invoiced all at once; CBT per individual registration – working on consolidation

CSCP CBT Pilot

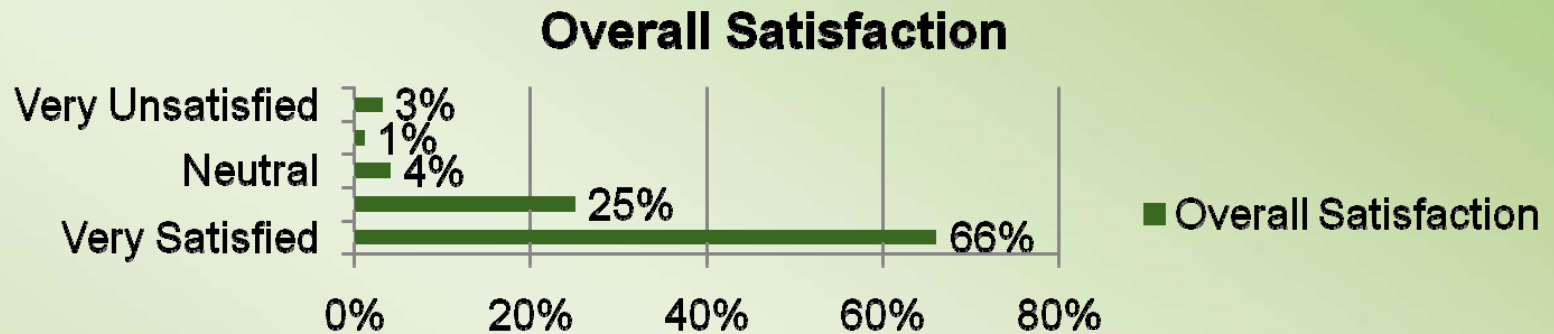
- Test Window
International: March 21-April 18
Domestic: March 15-April 18
- 193 candidates
- 10 sites:
Chicago; Newark; Phoenix; San Jose;
Washington, D.C., Montreal; Quebec, Canada;
Mexico City; Brussels; Utrecht; Madrid
- 0 exam delivery incidents reported worldwide
- International issues to be addressed with 2nd phase of pilot, June 13 – July 11 (pricing and vouchers)

CBT Pilot Customer Feedback Survey

- Survey sent to 217 CSCP CBT March/April participants worldwide
- 45% participant response rate
- Six-question survey
- Opportunity for individual comments/feedback



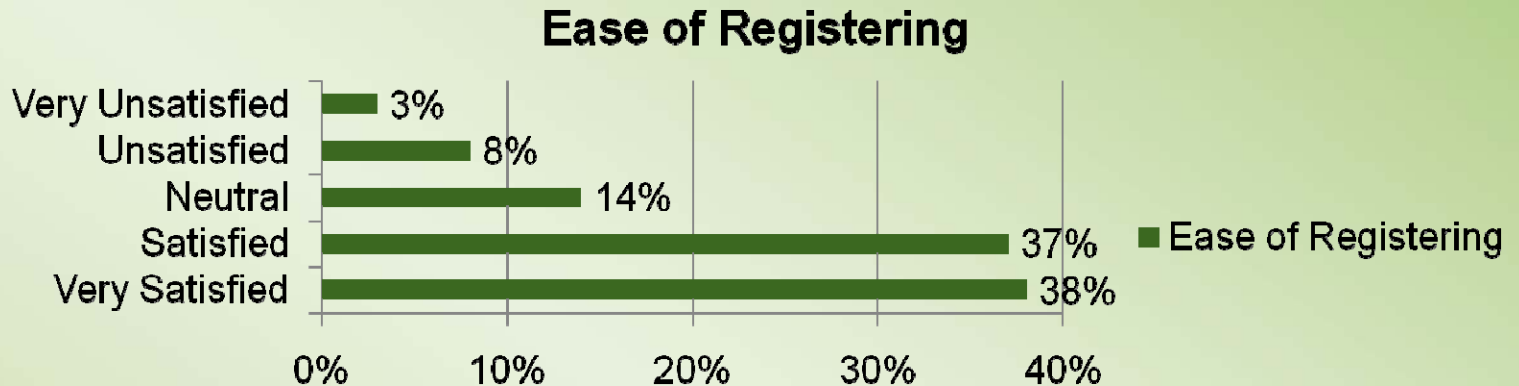
Overall Satisfaction with CBT Pilot



91% of respondents were either very satisfied or satisfied.

- “Great Experience! This is the way to go... Thank you.”
- “I am surprised that APICS CSCP was not a CBT till now. I guess I am lucky to be one of the first to try. It was a problem-free experience for me. Also getting the results immediately is so much better than waiting for the same.”
- “Even though I had to drive from Winston Salem, NC to Washington, DC, I was very pleased with the benefits that came with the CBT. . . I was very pleased with how well the transfer from APICS to Pearson VUE was handled and with how well the Pearson VUE team coordinated information. I was glad I took the CBT and would recommend it to my colleagues and others. Thank you!”
- “Since this is in beta version, there were hiccups, but overall it was reasonable. Hopefully, the CBT option of the CSCP exam will be offered for all future CSCP exams. Thanks.”

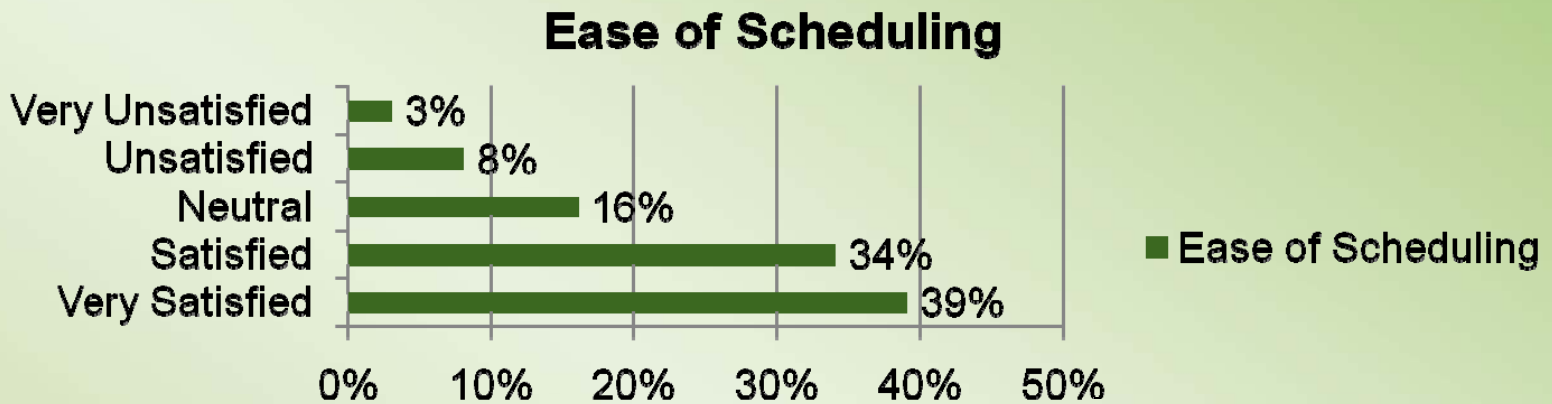
Ease of Registering for the CBT Pilot



75% of respondents were either very satisfied or satisfied.

- “There were technical issues during the beginning of CBT registration. Pearson VUE did not have the proper authorization files from APICS for candidate registration which caused registration delays for CSCP candidates.”
- “I called to register for the exam...I was worried that it might be confusing to switch my exam, but the person on the phone was extremely friendly and helpful... It was much easier than I anticipated.”
- “I did the exam in Spain and I would like to do the following remarks: The registration process is long and complex.”
- “There were some technical issues when I first tried to register. However, the APICS account manager was responsive and took care of it right away and also had Pearson Vue (Roxanne) contact me directly to finalized my reg.”

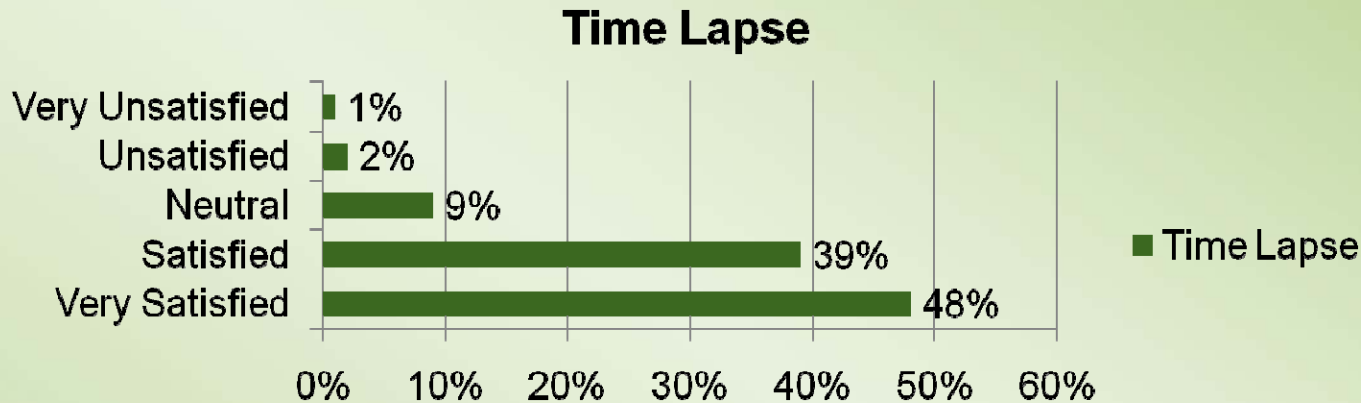
Ease of Scheduling for the CBT Pilot



73% of respondents were either very satisfied or satisfied.

- “Difficulty in accessing the correct area with Pearson VUE to schedule the test, then had to call APICS on how to avoid paying the extra Pearson test charge.”
- “Scheduling with Pearson VUE was delayed because my registration approval was not properly communicated to Pearson VUE.”

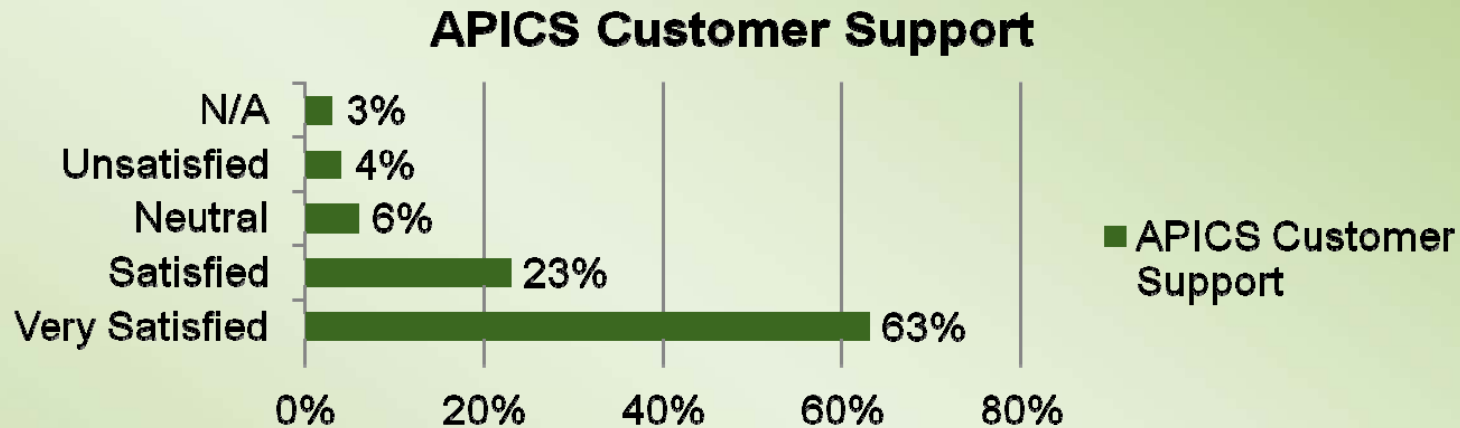
Time Lapse between Requesting and Scheduling



87% of respondents were either very satisfied or satisfied.

- “Candidates who registered for paper-and-pencil were able to request CBT in areas where it was available. During the pilot, this was a manual process. However, APICS was very responsive and maintained a 24-hour turn-around time.”

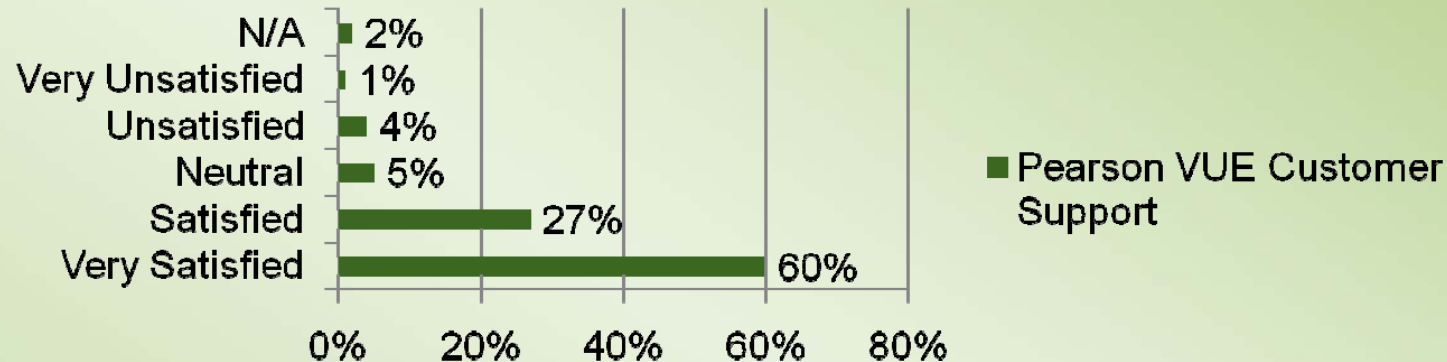
APICS Customer Support



86% of respondents were either very satisfied or satisfied

Pearson VUE Customer Support

Pearson VUE Customer Support



87% of respondents were either very satisfied or satisfied.

- “Testing center was incredible. Personnel was so friendly, I almost forgot I was in Chicago. I had significant trouble with initial sign-up with Pearson VUE, apparently the databases were not in sync. This took awhile to resolve. I would definitely recommend taking the CBT.”
- “The Lyndhurst (Newark, NJ) testing center is in a 500% better location than where the written test is administered in the heart of Newark which feels much less safe. . . I would highly recommend using Pearson VUE to enhance test-taking flexibility.”
- “The people in the Pearson NJ testing center were outstanding. I had to fly in to take the exam, and they were tremendous in assisting with lodging and transportation advice. Definitely above and beyond the scope of their job.”

CSCP CBT June International Pilot

- New IA registration portal
- Test Window
June 13 – July 11
- 39 candidates
- 4 sites: Belgium, Netherlands, Spain, UAE
- 0 exam delivery incidents reported worldwide

CSCP CBT August Worldwide Launch


- 240+ Pearson VUE sites worldwide plus 100 military sites
- Test Window
August 22 – September 26
- 150+ candidates
- US, Belgium, Guam, UAE, Mexico, South Africa
- 0 exam delivery incidents reported worldwide

CSCP CBT Pilot

Remaining 2009 & 2010 CSCP CBT Windows

Exam Date	Reservations Open	Location
December 12 – January 16, 2010	October 14	Worldwide
March 13 – April 10, 2010	January 13	Worldwide
July 3 – August 7, 2010	May 5	Worldwide
December 4 – January 15, 2011	October 6	Worldwide

Note: No Change in exam fees in 2010



Site Rollout to Additional International Locations

Additional sites for December:

Shanghai, Beijing, Guangzhou, Paris, Frankfurt, Athens, Hong Kong, Ramat Gan, Chiyoda-ku, Singapore, London

Additional sites for March:

Seoul, Taipei, Thailand, Istanbul, Manila, Sydney, Bangalore, Chennai, New Delhi, Mumbai, Hyderabad

Training Packet provided to all new CAs