



CIGO Candidate Handbook

June, 2020

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About the CIGO- Certified Information Governance Officer Program

The CIGO – Certified Information Governance Officer program (“Certification”) defines the knowledge requirements of an Information Governance professional who has met the highest standards of the profession. Individuals who earn the CIGO – Certified Information Governance Officer (“CIGO”) designation will have demonstrated their command of knowledge in the area of Information Governance. The scope of the Certification is as follows:

An Information Governance (IG) officer, such as an Information Governance Manager, Compliance & Information Governance Manager, Information Governance & Security Manager, Information Privacy & Governance Manager, Records & Information Governance Manager, or similar title, is a person who plays a critical role in Information Governance. The function of an Information Governance professional may be required federal laws and or by regulatory bodies. The IG professional’s role is broad and encompasses many tasks, including advising senior management or the Board of Directors on the discharge of their IG duties and the composition and operation of the IG program; coordinating IG stakeholder meetings; maintaining corporate records and compliance activities; engaging stakeholders; and preparing updates and reports in compliance with legal requirements. For many companies, the IG professional is a senior, strategic-level corporate officer.

Earning the designation requires individuals to pass a rigorous exam and to uphold a Code of Conduct. The Certification is awarded for two years and certified persons must earn twenty (20) continuing education hours each year (total 40) within the two-year period to maintain and use the CIGO designation.

The Certification program is governed by the CIGOA - Certified Information Governance Officer Association (“CIGO Association”), an appointed independent body with sole responsibility for the governance of the certification program and related certification decisions. As such, the Governing Board was established by the CIGOA (“Association”) to provide oversight to the certification program, outreach to the Information Governance profession, and to clearly separate the functions and decisions of certification from other Association programs, goals, and membership requirements. All certification decisions are made in accordance with the policies of the Association.

The purpose of the Association is to:

1. Establish and implement policies and procedures that guide all Certification decisions, including granting and suspending or withdrawing Certification.
2. Develop and maintain a valid, reliable and legally defensible examination.
3. Establish the eligibility, recertification requirements and Code of Conduct.
4. Assure the program requirements align with the knowledge competencies.
5. Investigate complaints filed against certified persons and impose sanctions accordingly.

6. Assure the public trust is served through the Certification program.

7. Represent and include the interests of interested parties and stakeholders affected by the Certification

Terminology

Applicant: An individual who has submitted the Application for Certification

Candidate: An individual who meets the eligibility requirements for Certification

Certified Person: An individual who has earned and maintained the Certification and is authorized to use the CIGO marks.

Eligibility Requirements to Quality for the Certification

The Application for Certification is Appendix A.

Candidates for the CIGO exam must meet one of the following eligibility requirements, based on at least five (5) years of combined education and experience, or professional experience:

Option 1: 4-year college degree (e.g. B.A., B.S.) from a U.S., Canadian, UK, Australian, or New Zealand accredited school. PLUS One (1) year practicing in Information Governance including working in an Information Governance-related role.* Where agreements with university programs exist, students graduating with a graduate degree in a IG-related field may qualify.

Option 2: 2-year college degree (e.g. A.A or equivalent from an accredited college PLUS three (3) years' experience working in an Information Governance-related role. *

Option 3: 1 year of college or equivalent PLUS Four (4) years' experience working in an Information Governance -related role. *

Option 4: Five (5) years' experience working in an Information Governance-related role.*

**Information Governance-related roles are those which pertain to the relationships and activities between and among management of an entity whether public or private for-profit or not-for profit, its IG Steering Committee, directors or trustees (or similar) and stakeholders including among others, those in privacy, data protection, IT, Legal, cybersecurity, records management, or business units.*

These roles may be in entities' enterprise functions including but not limited to legal, data privacy, corporate governance, compliance, data stewardship, enterprise risk management, and cybersecurity. These roles also may be in businesses, law firms, government agencies or other regulatory bodies, consulting firms, investment management firms, and institutions of higher learning.

Denial of Eligibility

If, after reviewing an application, the certification staff determines that an applicant does not meet the eligibility requirements, the certification staff shall notify the applicant by email that the applicant's certification application has been denied within twenty-one (21) days of review. The email shall indicate the reason(s) for the denial.

Appealing Denials of Eligibility

Applicants who are denied eligibility may request reconsideration of the decision of denial by making an appeal to the Association.

Certification staff shall provide written notice to the applicant (by e-mail or otherwise) as to whether an application has been accepted or rejected within twenty-one (21) days of receipt of the application. If an application has been rejected, such notice will also contain the reason(s) for the rejection. Requests for appeals are to be submitted to the certification office via email at certification@CIGOA.org.

Association Position on Training and Education

Although highly recommended, the Association does not require applicants for certification to take prescribed training or education programs from any company or organization. The Association does offer courses through its alliance with the Institute for IG, but does not require any training or education programs as preparation for the certification exam, nor does it accredit or endorse any source of education as a guarantee of success on the certification exam. Certification is awarded solely based on an individual's ability to meet the certification requirements and pass the CIGO exam.

Certification Exam

The core CIGO Certification exam is a 130 question (item), multiple-choice exam. Candidates are allowed three (3.0) hours to complete the exam. The examination is offered only in an online format, using advanced remote proctoring technology.

The exam was developed as the result of a rigorous process that followed acceptable industry standards in exam development and measurement, starting with a job-task analysis (JTA) study facilitated by experts in the development of certification exams and subject-matter-experts (SMEs). The job-task analysis resulted in the development of a standardized exam content outline. Following further validation by professionals in Information Governance, Information Governance SMEs were selected to write, review and edit exam questions under the guidance of experts in testing and measurement. SMEs were also called upon to develop the eligibility and certification requirements; recertification requirements; and Code of Conduct, and to determine these requirements in alignment with the knowledge requirements reflected in the Certification exam. The exam and program requirements are revalidated periodically for currency and relevance.

The exam blueprint is included as Appendix B

Scheduling the Examination

Initially, exams will be given online at prescribed times, usually on a monthly basis. Candidates may schedule an exam anytime that online proctors are available. For more information go to:

<https://cigoa.org/certification>

Applications must be submitted to the certification office by the posted deadline for the exam and MUST only be submitted via email to certification@CIGOA.org.

Taking the Exam

Candidates for the Certification exam must have prior authorization from the certification office to take the exam and present a valid photo ID to the online exam proctor and meet other exam security requirements of the secure proctoring service.

Candidates must check into the exam online site using one form of acceptable identification with a photo and signature, by showing it on screen for the recorded session. The name on the identification must match exactly the name submitted on the application, which will be verified live, online.

The following are acceptable forms of identification:

Government-issued driver's license

State/national identification card

Passport*

Military ID*

Alien registration card (green card, permanent resident visa)

U.S. Passport card

U.S. Dept. of State Driver's License

Prohibited Items at Your Desk During Online Testing

The following items are NOT PERMITTED on or near your desk:

- Cell phones
- Digital/beeping and/or, alarm watches
- Fitness tracking devices (FIT Bits, Jawbones, etc.)

- Electronic devices of any kind, other than your computer you are taking the exam on
- Pagers, beepers, headsets, PDA
- Recording or photographic devices
- Calculators
- Other electronic devices, unless required for medical reasons
- Books and paper of any kind (we do allow one sheet for notes and tracking your correct answers, but that must be shown to the proctor when completing the exam).
- Dictionaries or other reference materials
- Food or beverages, except for bottled water, tea or coffee.

Candidates are not allowed to have personal items at their desk.

Additional Candidate Information

If candidates experience problems that affect their ability to take the exam, they must notify the exam proctor/administrator online immediately.

Test administrators cannot answer any questions about exam items or content of the exam. However, if candidates have a procedural question, the testing staff will do their best to assist them.

If during the exam the candidate has questions or concerns about an exam item, they may make a comment directly to the test proctors via chat.

All exam questions and exam blueprint are copyrighted and property of the CIGO Association. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these exam questions by any means, in whole or in part. Doing so may subject the candidate to civil and criminal penalties and actions by the Association.

Except as instructed by proctors, the only writing or recording of marks that are allowed in the testing room is on a note sheet that must be visible and shown to the proctor after allotted time limit.

Once a candidate completes the exam before time is called, they may turn in all their test materials, show the proctor their note sheet (both sides) to be recorded by video, and close the testing app.

The Test Administrator will keep the official time and ensure that candidates are given allotted time announcements of one hour, and 5 minutes remaining for the exam. If a candidate wishes to leave the online session to take a restroom break, the exam time will not stop. Candidates must not access any materials during a restroom break, which is limited to five (5) minutes.

The Test Administrator may dismiss a candidate from the exam for any of the following reasons:

- If the candidate's admission to the exam is unauthorized.
- If a candidate creates a disturbance or gives or receives help.

- If a candidate attempts to remove or copy exam materials or notes from the testing session.
- If a candidate attempts to take the exam for someone else.
- If a candidate has in his or her possession any prohibited item.
- If a candidate exhibits behavior consistent with memorization or copying of exam items.

“No Shows”

Candidates who do not give the required cancellation notice or who do not show up for the exam appointment will be considered a “No Show.” Candidates who show up late (after the 5 minute grace period) may not be admitted; also those who fail to present adequate identification, or refuse to sign the Confidentiality Agreement will not be allowed to take the exam and will be considered a “No Show.” “No Shows” will forfeit the exam fee and will be required to reapply as a new applicant.

Cancelling or Rescheduling the Exam

Circumstances which are considered grounds for an emergency cancellation or withdrawal of an exam without penalty include the following:

- 1) candidate illness;
- 2) family death;
- 3) jury duty;
- 4) military duty; or
- 5) a declared national, regional or local state of emergency.

Candidates who experience an acceptable emergency must request cancellation or withdrawal from the exam in writing via e-mail to certification staff and shall include supporting documentation of the circumstances.

Candidates who register for the exam but are unable to take it on the scheduled date may request that they be given the opportunity to take a subsequent exam, so long as such request is made in writing and received by certification staff within thirty (30) days of the scheduled administration and is otherwise in compliance with any rescheduling policies adopted by the Association.

Exam Results

Candidates who take the exam will only be advised of their pass/fail result.

Candidates who pass the exam and meet eligibility requirements will receive an e-Welcome Packet that includes a CIGO certificate and other business and communications items. Only then may the individual use the Certification marks and designation.

Retesting

Candidates who fail the certification exam may retake it but no more than twice in a calendar year. If a candidate fails the exam twice in a calendar year they are not permitted to retake the exam for a period of 12 months from the last attempt. Candidates who fail the exam must pay the application fee each time the candidate applies to retake the exam.

Invalidating Scores

The CIGO Association is concerned with reporting only valid scores. On rare occasions, circumstances may invalidate exam scores. The CIGO Association reserves the right to cancel or withhold exam scores if there is any reason to question their validity. The Association may cancel or invalidate exam results for other reasons, including if, upon investigation, it is determined that violations of CIGO Association policies have been committed.

Doubts may be raised about the validity of candidates' scores because of suspected misconduct; in such circumstance's candidates will be notified of procedures to ensure fair treatment. Some scores may be rendered invalid due to circumstances beyond candidates' control, such as faulty exam materials, computer errors, power outages, or mistiming. In this event, retesting will be arranged at no additional cost to the candidate.

Challenging the Exam

The Association shall provide candidates with an opportunity to provide feedback on the exam content and procedures regarding: 1) The technical accuracy of the exam. 2) Fairness in the administration of the exam.

A candidate who has a concern about administrative procedures online or who has observed a breach of security or other improper conduct during an exam should submit a report in writing to the certification staff within five (5) days after taking the exam.

A candidate who has a question or a concern about the reliability, validity, and/or fairness of the exam may submit the question or concern in writing to the certification staff no later than five (5) days after taking the exam. Candidates will be provided a comment form on which to make comments. The comment form must be turned in to the Exam Administrator with exam materials.

The CIGO Association reserves the right to not consider reports about improper exam administration procedures or exam content which do not comply with the above five (5) day deadlines or are not submitted in writing.

Recertification Requirements for the Certification

Certification is awarded for a period of two (2) years. Recertification requirements are based upon the philosophy of continued knowledge, and as such, certified persons must meet the recertification requirements as determined and defined by the CIGO Association. Certified persons must agree to continue to abide by and uphold the Code of Conduct and the policies of the Association, which includes continued appropriate and authorized use of the certificate, logo, and marks. Credits applied toward meeting the recertification requirements must be completed during the certification cycle.

Credits may not be carried over from one certification cycle to the next.

Individuals interested in maintaining/recertifying their certification can do so by completing one of these two options:

Option 1: Completing forty (40) hours of continuing education in Information Governance every two (2) years, as verified by continuing education providers. Qualifying continuing education in IG includes attending (in-person or via internet) or speaking at educational programs, or publishing articles or books regarding:

- Information Governance
- Data Privacy
- eDiscovery
- Information Risk Management
- Data Governance
- Data Protection
- Cybersecurity
- Analytics
- Content Services
- Infonomics
- Digital Preservation

If the CIGO is licensed by a U.S. organization that requires the individual to complete continuing education, for the purpose of CIGO recertification, those hours of continuing education will be calculated in accordance with rules of the individual's licensing organization.

Option 2: Passing the certification exam no later than 24 months after the CIGO has attained his/her current certification.

Note: At the time of recertification, certified persons must sign the Code of Professional Conduct.

Denial of Recertification

If an applicant does not meet the recertification requirements, the certification staff shall notify the applicant that recertification has been denied within twenty-one (21) days of that determination. The email shall indicate reasons for the denial.

Appealing Decisions of Denial of Recertification

Applicants denied recertification may request reconsideration of the denial decision by making a written request for appeal to the Association via certification staff. The applicant may submit a written request for an appeal no later than thirty (30) days after the date on which the certification staff sent the denial notice to the applicant. Within sixty (60) days of the receipt of the written appeal, the Association must conclude its deliberations and decide as to the applicant's recertification. The Association's decision is final. Requests for appeals are to be submitted to the certification staff at certification@CIGO.org

Verification of Compliance with Continuing Education Requirements

The certification staff will review and confirm the accuracy and authenticity of all continuing education submitted for recertification by certified persons. Additional evidence or documentation may be requested to ensure certified persons meet the continuing education requirements.

CIGO Code of Professional Conduct

All certified persons are required to agree to and abide by the Code of Conduct as a condition of earning and maintaining Certification. The CIGO Association has appointed a committee to investigate allegations of violations of the Code of Professional Conduct on the part of certified persons found to be in violation of the Code of Conduct are subject to sanctions, including removal of certification. For more information about the Ethics and Disciplinary procedures, please visit <https://cigoa.org/certification>

Special Accommodations

The CIGO Association complies with the Americans with Disabilities Act (ADA) and shall ensure no individual is deprived of the opportunity to take the certification exam solely by reason of a disability as defined under the ADA. Candidates must complete and submit the Request for Exam Special Accommodations Form and supporting documentation related to disability needs. The form and supporting documentation must be received with the application. Requests for special testing accommodations require documentation of a formally diagnosed and qualified disability by a qualified professional who has provided evaluation or treatment for the candidate.

The ADA Accommodation Request Form is included in the handbook as Appendix C.

Appeal of Denial of Request for Special Accommodations

Candidates who are denied their request for special accommodations may file a written appeal with the Appeals Committee via certification staff, in accordance with the policies of the Association. The decision of the Appeals Committee is final.

Confidentiality

All information provided to the certification staff during the CIGO certification process is considered confidential and will not be disclosed unless required by law. In the event the certification staff is required to disclose information otherwise considered confidential, the applicable individual will be notified of the release of their information.

Indeterminate Scored

The CIGO Association is concerned with reporting only valid scores. On rare occasions, circumstances may invalidate exam scores. The CIGO Association reserves the right to cancel or withhold exam scores if there is any reason to question their validity. The CIGO Association may cancel or invalidate exam results if, upon investigation, violations of policies have been committed.

Doubts may be raised about the validity of candidates' scores because of suspected misconduct. In such instances, candidates will be notified of procedures to ensure fair treatment. Some scores may be rendered invalid due to circumstances beyond the candidates' control, such as faulty exam materials or mistiming. In this event, retesting will be arranged at no additional cost to the candidate.

Issuing Certificates

Certificates are issued by the certification staff to individuals who meet all requirements for earning certification, including passing the certification exam. Certificates shall be issued within thirty (30) days of confirmation of completion of all certification requirements. A new certificate with the date of expiration will be issued to certified persons who meet recertification requirements.

Certification Directory and Verification of Certification Status

Upon request from any individual, the certification staff will verify the name and standing of any CIGO. The certification staff maintains an on-line directory of all certified persons that contains the following information:

- Name
- Contact Information
- Place of Employment
- Recertification and initial certification dates

No information deemed to be confidential will be disclosed when verifying an individual's certification status.

The name and standing of CIGO designees are considered public information. Use of this information for solicitation purposes by businesses or individuals is strictly prohibited.

Nondiscrimination

The certification staff and CIGO Association do not discriminate on the basis of race, color, age, gender, national origin, ancestry, religion, disability, sexual orientation or marital status.

Exam Language

Presently, the certification exam is given in English only. Translation dictionaries and/or other translation aids are not permitted. All program materials are provided in English. We do plan, though, to offer the exam in additional languages in the future.

Cheating

The CIGO Association shall maintain strict policies to safeguard the security of the exam. Any individual who removes, or attempts to remove, exam materials from the testing site, including memorizing exam questions, is subject to prosecution in addition to sanctions by the Association. Sanctions may include removal of certification and restrictions on future access to the certification exam.

Complaints

Any individual may file a complaint against a certified person. Only complaints that follow the published procedures of the Association will be considered.

Applicants, candidates and certified persons may file complaints of an administrative nature. The complaint must be submitted using the Administrative Complaints Form which is Appendix D. Complaints of an administrative nature are related to the performance of services by the certification staff and/or Association.

Training Materials

Training materials for the CIGO certification include:

- 1) *Information Governance: Concepts, Strategies, and Best Practices: 2nd Edition* (Wiley, 2020); this is a newly-updated and 524 pages in length;
- 2) *Infonomics* (Gartner, 2018);
- 3) *Records & Information Management* (ALA, 2018)
- 4) *Non-Invasive Data Governance* (Technics, 2014)
- 5) *CIGO Study Guide & Workbook*

Appendix A: Application for Certification

Note: This form must be completed online

CIGO - Certified Information Governance Officer

Exam Application

The certification program is designed to reflect that an individual who earns the CIGO designation under the certification program has demonstrated their knowledge of Information Governance. The role is defined as follows: Information Governance-related roles are those which pertain to relationships and activities between and among management of an entity, whether public or private for-profit or not-for-profit, its IG Steering Committee, and stakeholders including business units, IT, Legal Records Management, and Privacy and Security.

Last name First Name Middle Name Suffix (Jr. Sr. III etc.)

Contact information

Address 1

Address 2

City State Zip

Phone number

Email address

Work experience

Employer Position title Employer telephone

Employment dates: _____

Employer Position title Employer telephone

Employment dates: _____

For additional employment details please add your own additional page.

Indicate your Information Governance-related experience in the following areas:

Compliance

Privacy

EDiscovery

Cybersecurity

Analytics

Digital Preservation

Information Risk Management

Content Services

Other (Please briefly describe)

Education

Degree attained Name of institution

_____ Year: _____

Field of study

Degree attained Name of institution

_____ Year: _____

Field of study

Degree attained Name of institution

_____ Year: _____

Field of study

If you are a practicing attorney, please provide state(s) License(s)/Bar(s) #

Eligibility requirements

Candidates for the CIGO exam must meet one of these four eligibility requirements:

Candidates for the CIGO exam must meet one of the following eligibility requirements:

Option 1: 4-year college degree (e.g. B.A., B.S.) from a U.S., Canadian, UK, Australian, or New Zealand accredited school. PLUS One (1) year practicing in Information Governance including working in an Information Governance-related role. *

Option 2: 2-year college degree (e.g. A.A or equivalent from an accredited college PLUS three (3) years' experience working in an Information Governance-related role. *

Option 3: 1 year of college or equivalent PLUS Four (4) years' experience working in an Information Governance -related role. *

Option 4: Five (5) years' experience working in an Information Governance-related role. *

**Information Governance-related roles are those which pertain to the relationships and activities between and among management of an entity whether public or private for-profit or not-for profit, its IG Steering Committee, directors or trustees (or similar) and stakeholders including among others, those in privacy, data protection, IT, Legal, cybersecurity, records management, or business units.*

These roles may be in entities' enterprise functions including but not limited to legal, data privacy, corporate governance, compliance, data stewardship, enterprise risk management, and cybersecurity. These roles also may be in businesses, law firms, government agencies or other regulatory bodies, consulting firms, investment management firms, and institutions of higher learning.

Examination fee

___ Examination fee CIGO \$799 USD (required for all certification designations)

I certify that I have read the Candidate Handbook and that I understand and agree to the policies set forth therein.

I understand that I must comply with both the CIGO Code of Professional Conduct and the policy governing the renewal of my certification.

I authorize the release of my name as written in this application for public dissemination, including website posting, press releases (if any), and other reasonable activities intended to promote the CIGO.

I release from all liabilities the CIGO Association and certification staff.

Non-disclosure agreement

This exam is confidential and proprietary. It is made available to you, the examinee, solely for the purpose of assessing your knowledge regarding Information Governance. You are expressly prohibited from recording, copying, disclosing, publishing, reproducing or transmitting this examination, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of the CIGO Association. Non-compliance may lead to the revocation of your certification.

____ By checking here, I certify that the information and documents presented in this application are true to the best of my knowledge and consent to all the stipulations associated with submitting my application for consideration.

Certification staff will review your application and inform you within 10 business days of receipt if your application is approved.

If your application is denied you will be informed within 21 business days of receipt why, and you can resubmit your application. Please review the Candidate Handbook for additional information.

For more information download the Candidate Handbook, and other CIGO exam planning materials at CIGOA.org.

Appendix B: CIGO Exam Blueprint

130 questions for the CIGO Exam

1) Data Privacy	20	“
2) Analytics	20	“
3) Cybersecurity	15	“
4) Data governance	15	“
5) Info Risk Mgmt	15	“
6) E-discovery	15	questions
7) Records Mgmt	15	“
8) Content Services	5	“
9) Taxonomies & Metadata	5	“
10) Program Management	5	“

Appendix C: ADA Accommodations Request Form

ADA Special Accommodations Form

The CIGO program complies with the Americans with Disabilities Act (ADA) and ensures that no individual is deprived of the opportunity to take the CIGO exam solely by reason of disability as defined under the ADA. Candidates must submit a written request and recent (within the last three years) supporting documentation related to disability needs. The request and supporting documentation must be received at least 30 days prior to the date of the exam. Requests for special testing accommodations require documentation of a formally diagnosed and qualified disability by a qualified professional who has provided evaluation or treatment for the candidate.

If you have a disability covered by the Americans with Disabilities Act of 1990 (ADA) and would like to request an accommodation in testing, please complete all Sections below and have an appropriate professional (doctor, psychologist, psychiatrist) with current knowledge of your disability complete

Section 2 below if your disability is not medical.

As provided in Section 3 below, please submit documentation in support of your request. If you have existing documentation of having the same or similar accommodation provided to you in another testing situation, you may submit such documentation as compliance with the requirements in Section 3.

This form must be completed in its entirety for your request to be processed. Please submit this request as soon as possible as it takes time to review your request and arrange an accommodation. The certification staff will process your request as expeditiously as possible in order to not delay testing.

Section 1 (To be completed by Candidate - online)

Please type or print clearly

Name

Social Security Number (last 4 digits)

Address

City State Zip Code

Disability

By signing below, I attest that the information I have provided on this application is accurate, true and correct to the best of my knowledge. I agree to and authorize the release of the information requested to the CIGO staff for use in determining eligibility for the requested accommodation in testing. If the

Information provided is insufficient to evaluate the request, I authorize the CIGOA staff to request additional information from me. I understand the CIGO staff reserve the right to verify any and all information in my application, this request, or in connection with my certification application. I understand and agree that failure to provide accurate, true and correct information shall constitute grounds for rejection of my application, request for this accommodation in testing, or denial or revocation of my certification.

Signature Date

Section 2 (To be Completed by Candidate or Appropriate Professional)

Please Type or Print Clearly

From Professional:

I have known since (Full name of candidate) (Date)

In my role as a (Professional title)

The candidate has discussed with me the nature of the certification exam to be administered. It is my opinion that because of this candidate's disability as detailed on the attached letter and supporting documentation, he/she should be accommodated by providing the following: (Please check all that apply.)

- . Reader
- . Scribe
- . Extended time
- . Time-and-a-half
- . Double time
- . More than double time (please justify)
- . Use of computer or other adaptive equipment
- . Other (please specify)

To be completed by Candidate:

Name

Signed Date

To be completed by Professional:

Name

Signed Date

Title

License# & State

Organization

Address

City State Zip Code

Phone

Email

Section 3 (To be completed by Candidate or Appropriate Professional)

If requesting accommodations due to a learning disability, please submit relevant diagnostic test results detailing the specific nature of the candidate's disability as it relates to the request and the reasons for requesting the accommodation.

If requesting accommodations due to a medical issue, please have the appropriate professional submit a letter detailing the nature of the disability and the reasons for requesting the accommodation. The letter must be written on the professional's letterhead and must have an original signature. This letter may not be dated longer than 5 years prior to this application.

Please Note: All requests for special accommodations must be mailed to the address below:

Robert Smallwood

Chair, Certification Governing Board

c/o The Certified Information Governance Officers Association

727 E San Ysidro Blvd

#1605

San Ysidro, CA 92173

Appendix D: Administrative Complaints Form

Administrative Complaints Form

Name of Person Filing Complaint:

First Name

Last Name

Contact Information:

Email Phone Number

Please Select the Option that Best Describes the Nature of Your complaint (check one):

Complaint about the CIGO Certification Program (excluding the examination)

Complaints about Customer Service

Other

Please submit this to the Certification Department at certificaton@Associationcorp.gov

Please provide detailed information regarding your complaint:

The CIGO Certification staff will acknowledge receipt via email of your complaint within 2 business days. For complaints about another CIGO certified person or wrongful use the CIGO Certification please follow these procedures and go to CIGOA.org for more information.

Appendix E: Appeals Form

Name of Person Filing an Appeal:

First Name Last Name

Contact Information:

Email

Phone Number

Are you a CIGO: Yes No

Please Select the Option that Best Describes the Reason for Your Appeal:

- Appeal for the denial of initial certification
- Appeal for the denial of recertification
- Appeal for the denial of request for special accommodations (ADA)

The request for appeal must be submitted in writing via the Certified Information Governance Professional Certification Appeals Form within 30 days of the receipt of the decision related to the complaint. All requests for appeals must be submitted to the certification office at certification@CIGOA.org.

Please provide detailed information regarding your appeal:

The CIGO certification staff will acknowledge receipt of your appeal within five (5) business days.