



Strategic Plan for ISP® Certification Program

1. **Executive Summary:** The ISP® Certification Program needs to be updated with Specific, Measurable, Achievable, Relevant and Time-bound (SMART) Key Performance Indicators (KPI) relevant to today's threat landscape. The exam needs to become a more achievable goal for the professional FSO, ISSM and ISSO. NCMS plans to achieve these goals through the following steps:
 - a. Allow the applicants to take the exam remotely in addition to the onsite test facility
 - b. Align the resources with what can be used during the exam.
 - c. Write/revise questions that are clear and concise.
 - d. Gain accreditation again in the future when warranted; anticipated three to five years.
2. **Program Overview:**
 - a. Vision: To be the coveted credential for industrial security professionals (ISP®'s).
 - b. Core Values.
 1. The NCMS National Board of Directors oversees the ISP® certification exam as its certifying body. (CB).
 2. The exam is a source of pride for NCMS, the Board and the certificate holders.
 3. The exam meets the highest standards established by the ANSI National Accreditation Board for ISO/IEC 17024, even though it is no longer accredited by ANAB.
 - c. Desired Outcomes. The goals of the ISP® Certification Program include:
 1. Improving the professionalism within industry and government security.
 2. Enhancing the recognition of experienced industry and government security professionals.
 3. Increasing the recognition of NCMS as a premier security organization.
 - d. Accountability. NCMS will maintain accountability of the certification program through the following actions:
 1. Quarterly analysis of progress.
 2. Board responsibility for oversight.
3. **Key Performance Indicators (KPI):**

KPI's are SMART goals. They are listed in order of prioritization.

 1. Implement the ISP® certification exam to be an on-line test that candidates can take at their home office with remote proctoring by the second quarter of 2025. Prometric, along with other test centers, offer remote proctoring for online exams. Candidates can select in-person or remote testing.
 2. Ask the currently active past presidents (working in the field) and a few other select ISP® certificate holders to write/edit test questions by attending a question writing workshop (led by Prometric) held in the first quarter of 2025. The goal is to have a bank of at least 220 relevant questions with four possible answers each. Exam Questions Subcommittee Chairs John Feeny and Christina Burnside provide leadership with this workshop and Task Forces.
 3. Analyze the quantity and relevance of the resources that the candidates need to use to take the open-book remote proctored certification exam.

Currently, NCMS allows for applicants to reference 42 resources during the exam, but only 10 are allowed by Prometric.

- a. Questions for consideration:
 - i. Are all of them still relevant?
 - ii. Does Prometric have a limit on the number of resources a candidate can have if the test is remotely proctored?
 4. Increase the allotted time allowed to take the exam from two (2) hours to two and half (2.5) hours. This could start in the first quarter of 2025. It will take pressure off the candidates while still allowing for thoughtful answers to the 110 questions.
 5. Engage the psychometrician from General Dynamics to help our new question writers (in their question writing workshop) and conduct the “too hard/too easy” analysis of the future beta test of the new bank of questions.
 6. Continue to ask the Quality Assurance Committee to monitor the certification efforts so that NCMS can re-apply for ANAB accreditation by the when deemed appropriate. Having a five-year goal to get accredited again will keep the program on course and could be expedited if/when deemed appropriate.
 7. Determine the feasibility of rounding exam scores. *Note this was discussed 22 March 2025 at the March 2025 BoD meeting and determined to be not needed. This KPI is closed.*
- 4. Team.** To achieve these goals, NCMS will build a team of volunteers consisting of:
- a. NCMS Board of Directors (Certifying Body (CB))
 - b. Certification Committee
 - c. Certification Committee Subcommittees
 1. Certification Subcommittee
 2. Exam Question Subcommittee
 3. CEU Review Subcommittee
 - d. Task Forces (potential)
 1. Question Writing
 2. Psychometrics
 3. Test Procedures
 4. Resource Evaluation
- 5. Concerns:**
- a. The ISP® Certification Program is run by a group of 30 dedicated ISP® certified volunteers and will not be sustainable in the long run due to the continuity, extreme workload, and many moving parts of maintaining a Certification Program. The time will come when NCMS needs to hire a professional to exclusively manage the program.
 - b. The firewall between the ISP® Certification Committee and the Examination Preparation Program (EPP) must be maintained with a restricted roster vigilantly administered.