



Securing OQ Testing with Prometric

Pennsylvania Pipeline & Electric Safety Seminar

September 5, 2019

Public Safety



Pipeline Safety

Why is it important?

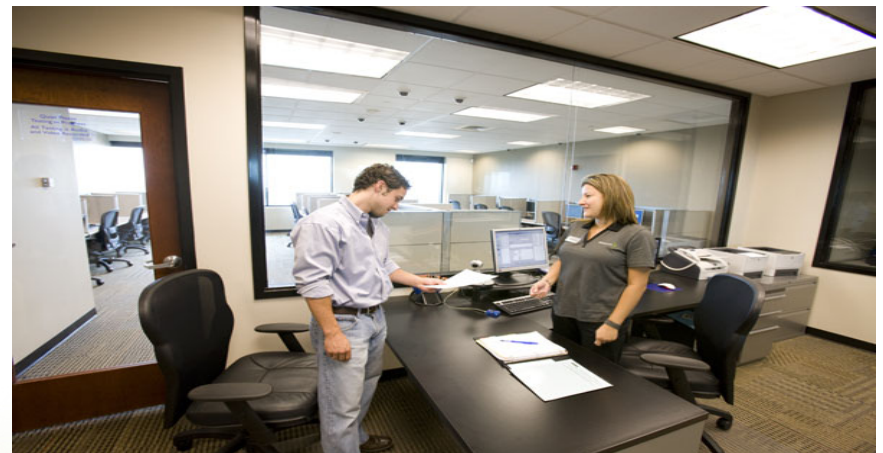
Protect the Public



Exam Security

Why is it important?

Protect the Public



Prometric Overview

A Strong Trajectory of Growth Spanning More Than 25 Years

PROMETRIC



Who We Are

- Since 1992, the most **trusted provider** of testing and assessment.
- **Exceptional track** record in managing large-scale turn-key examinations
- **Best-practice** program management disciplines and compliance/quality **standards**

What We Do

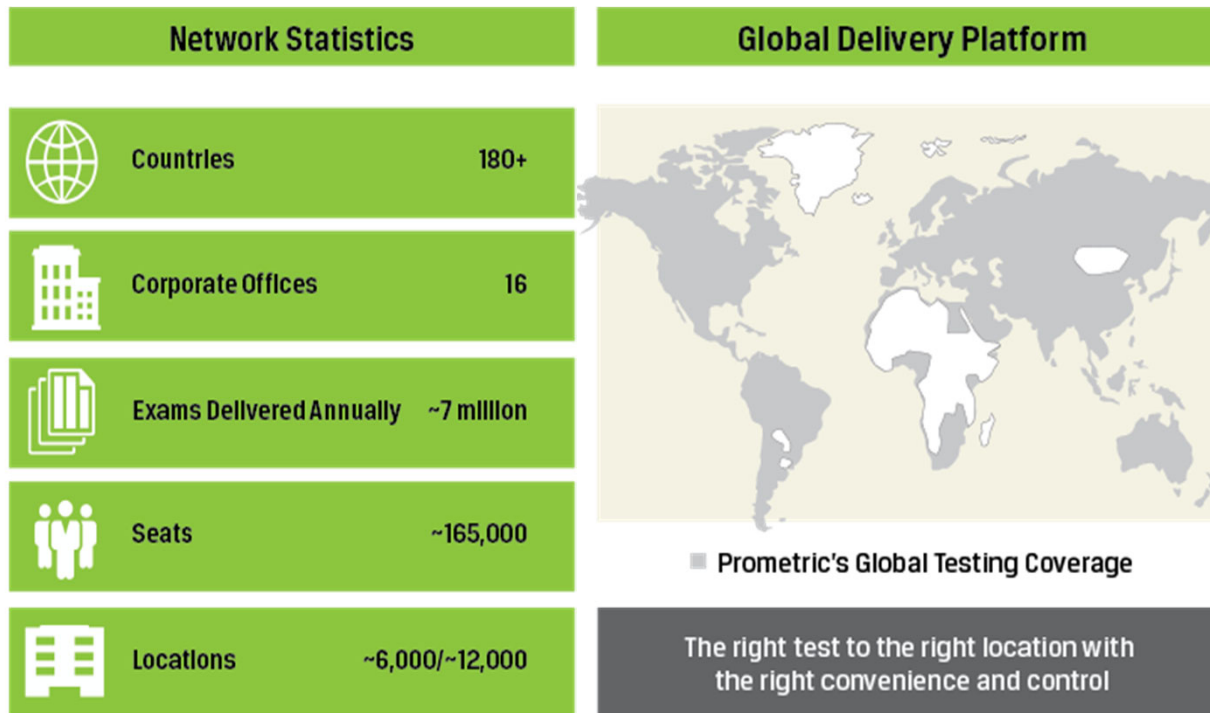
- Offer a **full range** of test development and delivery end-to-end solutions
- Manage a quality-driven global network comprised of **sophisticated security safeguards, skilled professionals** and advanced technologies across computer-, internet- and paper-based modalities

Where We're Going

- Making **significant investments** in people and technology to support the utility industry.
- Increasing **depth of test development and delivery insight** with operational and technology expertise

Prometric Overview

Best-in-Class Network and Global Footprint



Prometric adheres to more **Security**, **Quality**, and **Compliance** Standards than Any Other Vendor

Global test delivery with tailored solutions

Prometric Overview

Servicing Nearly 300 Clients



Clients around the world entrust Prometric with their intellectual property.



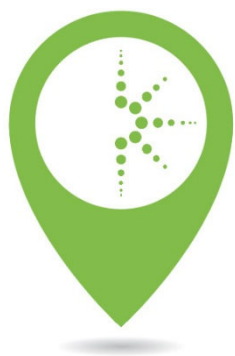
Operator Qualification (OQ) testing with the Northeast Gas Association (NGA)

PROMETRIC



In 2017, NGA & Prometric worked together to design an OQ testing solution with the following criteria:

- + Provide enhanced security during OQ exam delivery.
- + Protect the exam content before, during and after the test.
- + Integrate with existing LMS providers to access OQ exams.
- + Develop a flexible model that allows OQ exams to be delivered in a variety of locations.



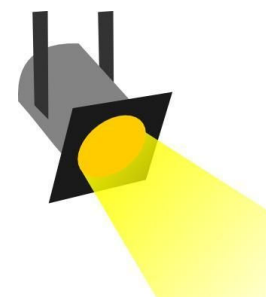
**Prometric
Test Center**



**Utility
Test Center**



**Temporary
Test Center**



**Columbia Gas[®]
of Pennsylvania**
A NiSource Company



Prometric operates over 260 state-of-the-art test centers in North America.

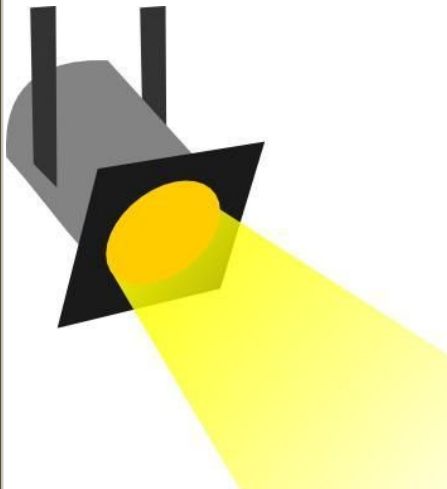
Prometric Test Center

- + Most operate 5-6 days per week.
- + Additional days and hours can be added to meet demand.
- + Test takers & OQ coordinators can schedule on-line.
- + Groups of OQ candidates can be scheduled to test through the bulk registration process.
- + Test sessions can be reserved up to six months in advance.



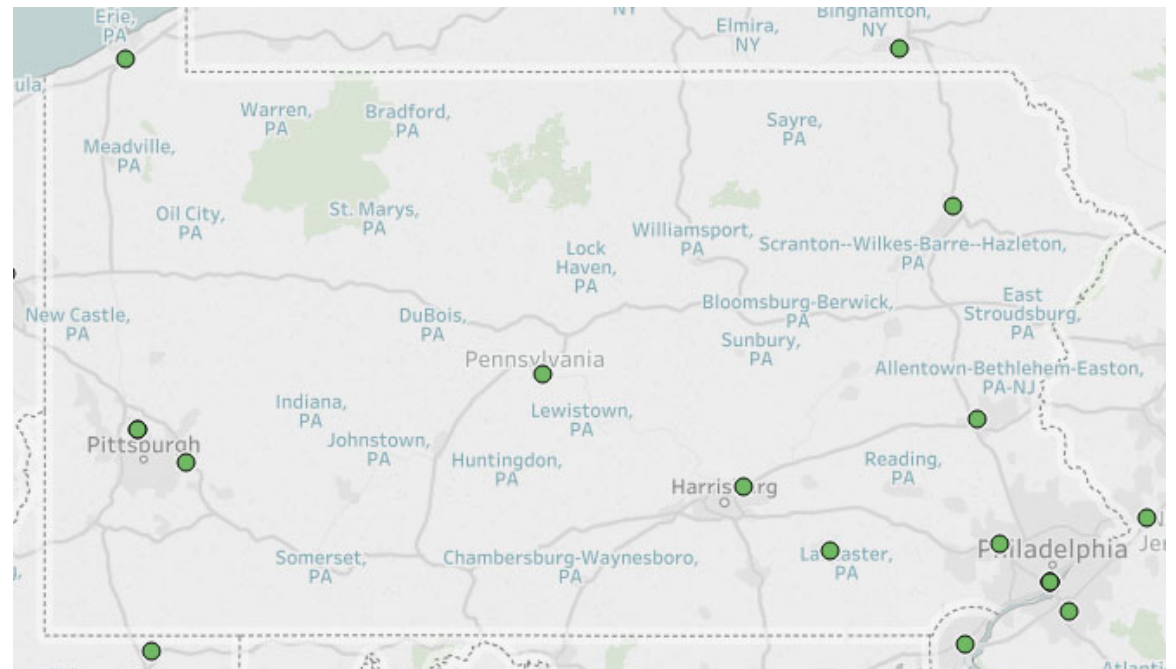


**Prometric
Test Center**



**Columbia Gas[®]
of Pennsylvania**
A NiSource Company

Columbia Gas employees and contractors have the convenience of choosing the date and time to take OQ exams at multiple locations in and around Pennsylvania.



● Prometric Test Center



Utility Test Center

Many Local Distribution Companies (LDC's) requested a Prometric test center On-Site and dedicated to OQ testing.

PROMETRIC



- + Prometric worked with the LDC to develop a compliant floor plan.
- + The LDC renovated the space and installed furniture.
- + Prometric installed the testing computers and surveillance equipment.
- + The LDC requests Prometric to provide two proctors when OQ testing is needed.

Benefits:

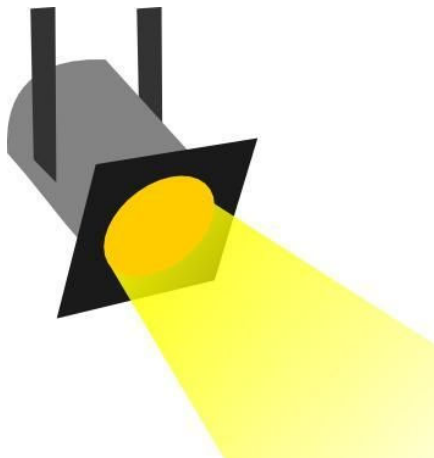
- No need to compete with other Prometric clients for test appointments.
- Select who you want to take an OQ at anytime.
- Locate the test center close to the training facility.
- Use the test center for other purposes when Prometric testing is not in progress.



20 Utility Test Centers are currently operating.

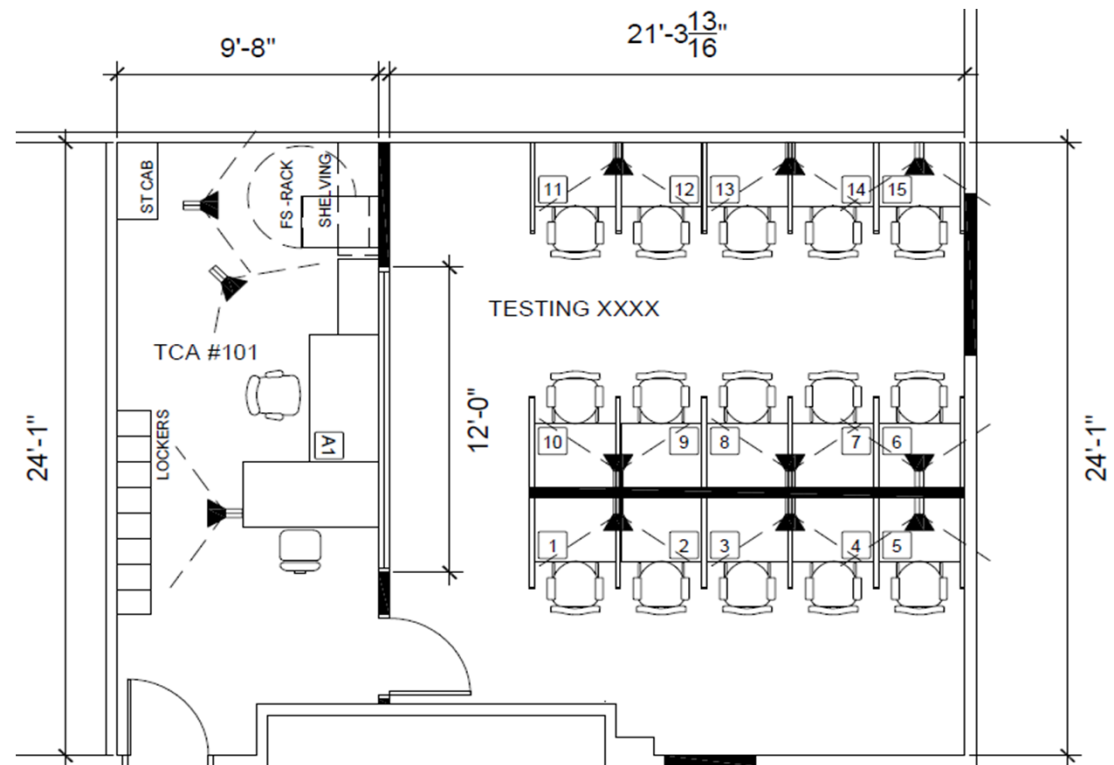


Utility
Test Center



Columbia Gas[®]
of Pennsylvania
A NiSource Company

- + Columbia Gas needed OQ testing co-located at their Monaca, PA training facility.
- + They had available space for a 15 seat Prometric test center.
- + Testing occurs approx. 5-7 days per month.





Temporary Test Center

A pop up test center that is set up for short durations

- + Prometric creates an Event Kit that includes all the equipment needed for 20 testing seats.
- + Utilized at meeting spaces at training centers, hotels and conference centers.
- + Designed for LDC's & contractors who need a short and concentrated testing window.
- + Option for LDC's who do not have space for a Utility test center.

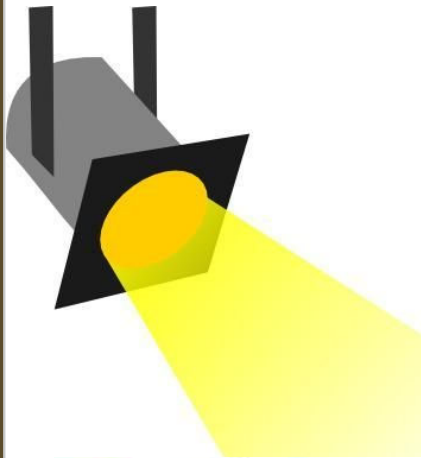
Benefits:

- Schedule OQ testing during slow periods.
- Test many employees quickly.
- Equipment can be packaged and securely stored or shipped to other locations.





**Temporary
Test Center**



**Columbia Gas[®]
of Pennsylvania**
A NiSource Company

Columbia Gas in York, PA did not have space to dedicate for a Utility test center.

- + Large all purpose room within the facility
- + Utilized periodically for meeting and events.
- + Large enough for 16 computers from the Event Kit.
- + Set up monthly for one week of testing.
- + The testing equipment is securely stored on site when testing is not taking place.





**Prometric
Test Center**



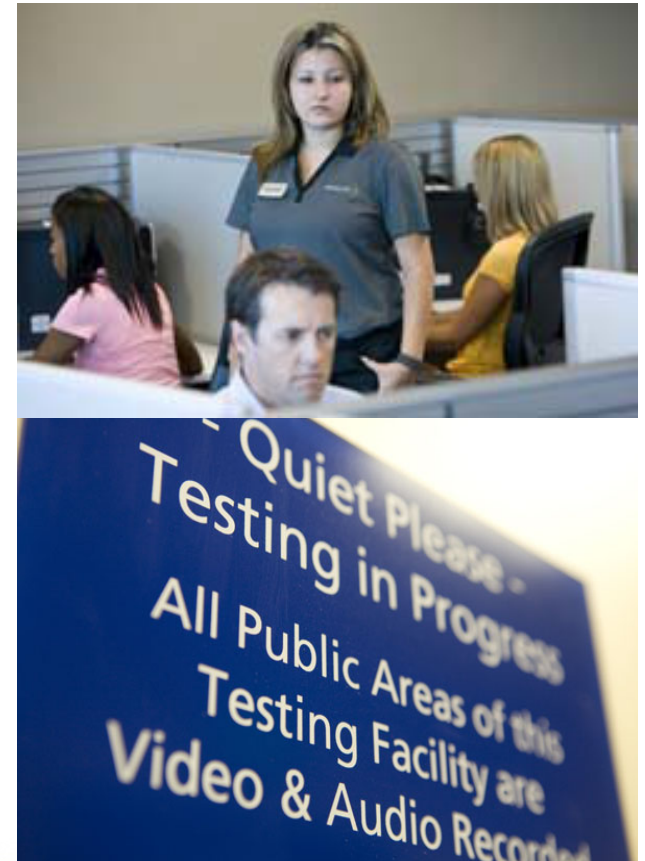
**Utility
Test Center**



**Temporary
Test Center**

All three models employ the same security procedures.

- + Trained and certified Prometric proctors.
- + All test stations are securely locked down.
- + Every test session is video & audio recorded.
- + Each OQ candidate goes through the same security check.
 - + ID check.
 - + Pocket, sleeve and pant leg check.
 - + Wanding for recording and listening devices.
 - + Check for spyware (glasses, watches, jewelry).
 - + Secure storage of valuables.
 - + Laminate white board for note taking.



Summary



Uniform and comprehensive security protocols.

Independent proctors that eliminate conflict of interest concerns.

Secure access to your library of OQ test content.

Seamless integration to your LMS system.

Venue flexibility.

Reduce your administrative burden of delivering OQ exams yourself.

Prometric Exam Security.....so you can focus on Pipeline Safety

Questions?

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