基于知识的认证 - 常见问题与解答

该翻译由神经机器翻译服务生成

02 November 2023

通知：自 2022 年 3 月 7 日起，我们的考试提供商 Pearson VUE
已暂停在俄罗斯和白俄罗斯提供所有考试服务。此外，由于制裁，乌克兰的顿涅茨克
和卢甘斯克地区也不提供任何服务。这包括在考试中心进行的现场考试和通过 OnVUE
进行的在线考试。

通知：Open Group 考试测试受 COVID-19 影响：

为应对 COVID-19 疫情，提供开放集团考试服务的 Pearson VUE
正在根据政府和地方当局的建议调整其考试中心的运行治理。请在预约前在下方视图
查看各国信息，为您的考试体验做好准备。

请访问 https://home.pearsonvue.com/coronavirus-update 获取与 COVID
相关的重要检测信息。

帮帮我

Notice: Effective March 7, 2022, our exam provider Pearson VUE has suspended delivery of all testing services throughout Russia and Belarus. Additionally, due to sanctions, no services are being provided in the Donetsk and Luhansk regions in Ukraine. This includes both in-person exams at test centres and online testing via OnVUE.
Notice: The Open Group Exam testing impacted by COVID-19:
In response to the COVID-19 outbreak, Pearson VUE, who provides The Open Group testing service, is adjusting its test center operations in accordance with advice from government and local authorities. Please check below to view the country-by-country information in advance of your appointment to prepare for your exam experience.
Visit https://home.pearsonvue.com/coronavirus-update for Important COVID-related testing information.

主题 / Topics

考试和结果 / Exams and Results

问：我何时能收到考试成绩？

答：通常情况下，您会在考试结束后几分钟内收到打印的成绩报告，通知您通过或未通过考试。此外，您还可以从您的 Pearson VUE 考试账户中获取 Open Group 考试的成绩报告。

有时，如果无法打印成绩报告，您只能收到电子版。如果您的成绩显示为待定，则表明培生 VUE 仍在生成成绩报告，这可能需要几个小时。

考试提供方将在五个工作日内把您的成绩转发给开放集团，之后开放集团将处理成绩。如果结果符合认证要求，开放集团将在 6 个工作日内通过电子邮件与您联系，以完成认证。如果结果被标记为需要审核，则可能需要更长的时间。在您收到 The Open Group 发送的此封电子邮件并登录认证系统完成认证步骤之前，您将不会在认证个人目录中显示。

Q: When will I receive my exam results?

A: Usually you will receive notification of your pass or fail status within a few minutes of completing your exam in the form of a printed score report. In addition, you can obtain your score reports from within your Pearson VUE testing account for The Open Group exams.
 Occasionally, if a score report is unable to be printed then you will only receive the electronic copy. If your result is shown as pending this indicates that Pearson VUE are still to generate the score report, and this may take a few hours.
 The examination provider will forward your score to The Open Group within five business days, after which The Open Group will process the results. If the results are acceptable for certification, The Open Group will then contact you via email within 6 (six) business days to complete your certification. It may take longer if the results have been flagged for audit. You will not be visible in the Directory of Certified Individuals until you receive this email from The Open Group AND log in to the certification system to complete the steps to be certified.

问：我的分数报告正在处理中，这是什么意思？

答：如果您在考试中心参加考试，您将在考试结束后几分钟内收到以打印成绩报告形式发出的通过或未通过状态通知。对于所有交付方法，您都可以从您的 Pearson VUE 考试账户中获取成绩报告。

有时在考试中心，如果无法打印成绩报告，您只能收到电子版。如果您的成绩显示为待定，则表明培生VUE仍在生成成绩报告，这可能需要几个小时。您的成绩报告将在五个工作日内转发给开放集团，之后开放集团将处理成绩。

Q: My score report is pending, what does this mean?
    A: If you are attending a test center you will receive notification of your pass or fail status within a few minutes of completing your exam in the form of a printed score report. For all delivery methods, you can obtain your score reports from within your Pearson VUE testing account.
    Occasionally at a test center, if a score report is unable to be printed then you will only receive the electronic copy. If your result is shown as pending this indicates that Pearson VUE are still to generate the score report, and this may take a few hours. Your score report will be forwarded to The Open Group within five business days, after which The Open Group will process the results.

问：我的分数报告显示 "交付成功"，这是什么意思？

    答：在 OnVUE

    的交付过程中，全部状态可能需要一段时间才能到达系统，因此可能会出现这

    种状态。如果有分数报告，您就可以看到您是通过了还是未通过，状态通常会

    在 24 小时内反映在摘要中。

Q: My score report says Delivery Successful, what does this mean?
    A: With OnVUE delivery it can take some time for the full status to reach the systems so this status may appear. If the score report is available you will be able to see whether you passed or failed, and the status will be reflected in the summary usually within 24 hours.

问：培生 VUE 提供哪些考试？

    答：Pearson VUE 考试中心可提供所有开放集团考试（*），完整列表请参见此
    处

Q: What exams are available at Pearson VUE?
    A: All of The Open Group examinations are available at Pearson VUE test centers (*), for the full list see here

问：考试费用是多少？

    答 ：请参阅考试费用信息页面。

Q. What are the examination fees?
    A. See the Examination fees information page.

问：如何了解有关 The Open Group 认证考试的更多信息？

    答：有关可用性考试、考试费用以及如何报名参加考试的信息，请参见考试页
    面。

Q: How do I find out more information about The Open Group certification exams?
    A: See the Examinations page for information on the available examinations, examination fees, and how to register for an exam.

问：开放集团保密协议

答：本协议（以下简称 "协议"）是您与 THE OPEN GROUP 之间的协议，规定了您使用和披露考试材料的条款和条件。

您在此理解、承认并同意

1. 开放集团在开发和管理考试材料方面花费了大量的时间和金钱，并谨慎保护其完整性和保密性；

2. 考试的试题和答案为以下机构的专有机密财产 THE OPEN GROUP 并受到 THE OPEN GROUP 知识产权；

3. 未经以下机构的事先书面批准，您不得披露考试问题或答案，也不得与任何人讨论考试材料的任何内容 THE OPEN GROUP；

4. 您不得将提供给您的任何类型的考试材料或与考试相关的任何其他材料（包括但不限于任何笔记或计算结果）带出考场；

5. 不得复制或试图复制（书面、影印或其他形式）任何考试材料，包括但不限于任何试题或答案；

6. 您不得出售、许可、分发、赠送或从任何其他来源获取 THE OPEN GROUP 考试材料、试题或答案。

您特此承认并同意，违反上述任何规定都将对以下方面造成无法弥补的损害 THE OPEN GROUP 金钱补救可能不足，而且 THE OPEN GROUP 在不放弃任何其他权利或补救措施的情况下，有权采取一切适当行动，包括立即获得禁制令，以纠正或防止此类披露或滥用。

您不得转让或以其他方式转移本协议或根据本协议授予的任何权利。本协议只能通过双方签署的书面文件进行修改。本协议应根据马萨诸塞州法律解释，不适用任何法律选择规则。本协议代表双方就本协议主题事项达成的完整协议，并取代双方此前就此达成的任何及所有口头讨论和/或书面通信或协议

Q: What are the terms of The Open Group Examination Non-disclosure agreement?
A: THE OPEN GROUP CONFIDENTIALITY AGREEMENT:
This is an agreement ("Agreement") between You and THE OPEN GROUP that sets forth the terms and conditions of your use and disclosure of the Exam Materials.
You hereby understand, acknowledge, and agree:
1. That THE OPEN GROUP spends substantial sums of time and money in developing and administering its Exam Materials and carefully guards their integrity and confidentiality;
2. That the questions and answers of the Exam are the exclusive and confidential property of THE OPEN GROUP and are protected by THE OPEN GROUP's intellectual property rights;
3. That You may not disclose the Exam questions or answers or discuss any of the content of the Exam Materials with any person, without prior written approval of THE OPEN GROUP;

4. That You will not remove from the examination room any Exam Materials of any kind provided to You or any other material related to the Exam, including, without limitation, any notes or calculations;

5. That You will not copy or attempt to make copies (written, photocopied, or otherwise) of any Exam Material, including, without limitation, any exam questions or answers;

6. That You will not sell, license, distribute, give away, or obtain from any other source other THE OPEN GROUP Exam materials, questions or answers.

You hereby acknowledge and agree that violation of any of these provisions will cause irreparable harm to THE OPEN GROUP for which monetary remedies may be inadequate, and that THE OPEN GROUP shall be entitled, without waiving any other rights or remedies, to take all appropriate actions to remedy or prevent such disclosure or misuse, including obtaining an immediate injunction.

Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable by You. This Agreement may be modified only by a writing signed by both parties. This Agreement shall be construed in accordance with the laws of the Commonwealth of Massachusetts, without giving effect to any choice of law rule. This Agreement represents the entire Agreement of the parties hereto pertaining to the subject matter of this Agreement, and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties with respect thereto.

问：为什么考试预约时间比考试时间长？

答：预约时间包括完成注册和报到程序、查看说明、阅读并接受 NDA 以及完成试题所需的时间。

Q: Why is the exam appointment time longer than the exam time?
A: The appointment time includes the time needed to complete registration and check-in procedures, review the instructions, read and accept the NDA, and complete the exam questions.

问：如何在线重新安排或取消考试预约？

答：访问您的考试项目群主页并登录。从 "即将进行的预约 "中选择您要重新安排或取消的考试。您将收到一封电子邮件，确认对您的预约所做的任何更改。不要忘记点击最后一个屏幕上的 "确认重新安排"，以确保您的更改已被保存。请务必参阅您的原始预约确认电子邮件，查看重新安排或取消考试是否需要任何费用或截止日期。

Q: How can I reschedule or cancel my exam appointment online?
A: Visit your exam program's homepage and sign in. Select the exam you'd like to reschedule or cancel from Upcoming Appointments. You will receive an email confirming any changes to your appointment. Don't forget to click Confirm Reschedule on the final screen to ensure your changes have been saved. It's always a good idea to refer to your original appointment confirmation email to see whether there are any fees or deadlines for rescheduling or canceling your exam.

问：如何重新安排我在开放集团考试提供商的考试预约？

答： 您需要直接联系考试提供方，因为开放系统无法访问考试提供方的注册系统，也无法就注册问题提供详细帮助。您应尝试通过在线 Pearson VUE 帐户重新安排考试时间。该系统只允许您在可进行考试的日期预订考试（参见 Pearson VUE Q&A）

Q: How can I reschedule my exam appointment at The Open Group Exam Provider?
A: You will need to contact the Examination Provider directly as The Open Group has no access to the exam provider's registration systems and is not able to provide detailed assistance on registration issues. You should attempt to reschedule your exam through your online Pearson VUE account. The system will only allow you to book exams on dates that will be available for testing.(See Pearson VUE Q&A)

问：如果在考试时遇到技术问题，我该怎么办？

答：如果您在参加考试时遇到技术问题，请在参加考试时向考试中心提出，并获得事故编号。

Q: What should I do if I encounter technical problems when taking the exam?
A: If you encounter technical problems when taking your examination, please raise them with the test center at the time of attendance, and obtain an incident number.

问：我未能通过考试，能否获得再次参加考试的折扣券？

答：有关如何获得重考凭证的信息，请参阅《给考生的建议》信息表。

Q: I failed my examination, can I get a discount voucher for another attempt?
A: For information on how to obtain a retake voucher, see the Advice for Candidates information sheet.

问：我参加了考试，但当我查看状态时，上面显示 "很抱歉，您错过了签到窗口，因此无法交付此考试"。这是什么意思？

答：这似乎是培生 VUE

预约系统在预约时间后查看状态时出现的问题。如果您查看 "状态

"下的详细信息，它应该会告诉您状态。如果显示

"交付成功"，您可以视图查看您的成绩报告，以了解更多信息（可从培生 VUE

登录的顶层 "我的帐户 "右侧查看）。

Q: I took my examination and when I look at status it says "We're sorry but you missed your check-in window making this exam unavailable for delivery.". What does this mean?
A: This appears to be an issue with the Pearson VUE booking system, when viewing status after the appointment time. If you examine the detail under Status, it should give you the status. If it says Delivery Successful, you can view your score report for more information (available from the top level in the Pearson VUE login, on the right under My Account).

考试报名 / Exam Registration

问：考试报名如何进行？

答：考试注册的设置使您可以直接从您的 The Open Group
网络帐户注册考试。这用于连接到 Pearson
VUE，并确保考试成绩附加到您的考生 ID 上，这在所有 The Open Group
认证项目群及其 Open Badges 系统中都是通用的。另请参阅此处的教程 (pdf)。

Q. How does Exam registration work?
A. Exam registration is setup so that you register for exams directly from your The Open Group web account. This is used to connect to Pearson VUE, and ensures that results are attached to your Candidate ID, which is common across all The Open Group certification programs and also its Open Badges system. See also the tutorial here (pdf).

问：我收到了创建 Open Group 账户的验证码，但仍然无法登录，怎么办？

答：您可能没有完成完整的账户设置过程。有三个步骤，您必须全部完成才能
创建账户：

1.在初始表格中填写联系信息并提交

2.在下一个屏幕中，输入您通过电子邮件收到的 6 位数验证码，然后提交

3.在第三个页面，设置电子邮件首选项，然后提交

Q. I received the verification code to create my account with The Open Group but still cannot login, what should I do?
A. It is possible you have not completed the full account set-up process. There are three steps and you must complete all in order for your account to be created:
 1. Fill in contact information on the initial form and submit
 2. On the next screen, enter the 6-digit verification code you receive via email, then submit
 3. On the third screen, set your email preferences, then submit

问：我的信用卡被拒，怎么办？

答：有可能是培生VUE对您的帐户进行了冻结，这通常是由于无效支付尝试过
多而由系统自动进行的。要解除冻结，您需要致电培生 VUE 客户服务中心，核
实您的详细信息。联系电话：http://pearsonvue.com/theopengroup/contact/。然后
，您可以继续预订考试，也可以询问代理是否可以为您预订考试。
也有可能您所在的国家不接受信用卡付款：

在以下国家，培生VUE不接受信用卡付款：阿富汗、孟加拉国、贝宁、喀麦隆
、冈比亚、加纳、黎巴嫩、尼日利亚、巴基斯坦、塞内加尔、坦桑尼亚、多哥

和乌干达。这些国家的考生可直接与计划参加考试的考试中心安排付款事宜。

由于培生通过第三方渠道提供 The Open Group

考试，因此每个考试中心都会就其接受的付款方法制定自己的准则。这些国家

的大多数考试中心都准备帮助这些考生克服这一障碍。

Q. My credit card is being declined, what should I do?
A. It is possible that Pearson VUE has put a block on your account, this is usually done automatically by their system due to too many invalid payment attempts. To remove this block you will need to call Pearson VUE Customer Service and verify your details. They can be reached at http://pearsonvue.com/theopengroup/contact/. The block will then be removed and you can then proceed with booking the exam, or you can ask the agent if its possible to book the exam for you.
It is also possible you are in a country where Pearson VUE does not accept payment by credit card:
 Pearson VUE does not accept credit card payments in the following countries: Afghanistan, Bangladesh, Benin, Cameroon, Gambia, Ghana, Lebanon, Nigeria, Pakistan, Senegal, Tanzania, Togo, and Uganda. Candidates in these countries may arrange for payment directly with the Test Center where they plan to test. Since Pearson delivers The Open Group exams via the third party channel, each Test Center establishes their own guidelines surrounding the payment methods they will accept. Most centers in these countries are prepared to assist these candidates to overcome this block.

问：我重置了密码，可以登录 www.opengroup.org

主网站，但不能登录认证网站。我该怎么办？

答：站点之间同步密码更改可能会有长达 30 分钟的延迟。如果 30

分钟后仍无法同步，请向认证团队提交帮助单。

Q. I reset my password and can login to the main www.opengroup.org site but not the certification site. What can I do?
A.There can be a delay of up to 30 minutes to synchronize password changes between sites. If after 30 minutes it does not work please raise a helpdesk ticket with the Certification team.

问：我在系统中的注册信息与我的身份证件不符。我该怎么办？

答：您应更新您的 The Open Group 简介，并连接到您的 Pearson VUE

帐户，以确认它们与身份证明相符。请访问 "参加考试

"页面了解详情。如果您更新了个人资料，连接到 Pearson VUE

将刷新您的个人资料详情。

如果您没有采取任何行动，那么您将无法满足身份证件的需求，您的在线考试

将被取消，或被拒之于考试中心门外。在确认电子邮件中已明确说明并向您提

供了 ID

需求。简而言之，如果没有相应的身份证明，考试将无法进行。如果培生VUE

的管理员无法正确识别您的身份，他们有权拒绝您参加考试。您的考试时段将

被归类为 "缺考"，您需要重新预约，并支付相应费用。

Q. My registration details in the system do not match my forms of identification. What should I do?

A. You should update your The Open Group profile, and connect to your Pearson VUE account to confirm that they match the forms of identification. Visit the Take Exam page for details. Connecting to your Pearson VUE will refresh your profile details if you have updated them.
 If you take no action, then you will fail the ID requirements, and have your online exam be revoked, or be turned away from the test center. The ID requirements are clearly stated and provided to you in the email confirmation. In brief the test will not be delivered without the appropriate forms of identification and the Pearson VUE Administrators have the right to refuse admission to the exam if they are unable to properly identify you. Your exam slot will then be classified as a no-show, and you would need to make a new booking for which payment would be required.

问：我的姓名中有一个重音字符。当转入 Pearson VUE

时，它显示为一个问号。我该怎么办？

答：培生 VUE

对字符的处理不匹配。作为一种变通方法，您应在开放系统中更新您的个人资

料，输入最接近的非重音字符。要更新您的信息，请访问

https://www.opengroup.org/account-information。如果您需要帮助，请联系 The

Open Group 服务台。

Q. I have an accented character in my name. When transferred to Pearson VUE this appears as a question mark. What can I do?

A.There is a mismatch with character handling in the Pearson VUE side. As a workaround you should update your profile in The Open Group system to put the closest non-accented characters. To update your profile please visit https://www.opengroup.org/account-information. If you need assistance you can contact The Open Group helpdesk for assistance.

问：如何连接到我在培生 VUE 的帐户，重新同步我的详细信息？

答：访问 "参加考试 "页面并按照说明连接到您的 Pearson VUE 帐户

Q. How do I connect to my account at Pearson VUE to re-synchronize my details?

A. Visit the Take Exam page and follow the instructions to connect to your Pearson VUE account.

问：我无法连接到我在培生 VUE 的帐户。我该怎么办？

答：出现这种情况有多种原因。通过检查错误屏幕上的 URL

结尾，可以诊断出问题的可能原因。有关更多信息，请参阅本节中的以下问答
。

Q. I am unable to connect to my account at Pearson VUE. What should I do?

A. This can happen for a number of reasons. By examining the end of the URL on the error screen you can diagnose possible causes of the issue. See the following Q&A in this section for additional information.

问：当连接到我在培生 VUE 的账户时，我收到了
ERROR_CANDIDATE_NOT_FOUND 错误。我该怎么办？

答：如果您是首次注册，这表明我们无法将您的详细信息转至 Pearson VUE 由于您的个人资料存在问题。

如果更新后仍有错误，请使用屏幕上提供的地址联系我们的服务台。

Q. I receive an ERROR_CANDIDATE_NOT_FOUND error when connecting to my account at Pearson VUE. What should I do?

A. If you are registering for the first time, this indicates we were unable to transfer your details to Pearson VUE due to an issue with your profile.
Please check you have a valid phone number (check that there are no spaces or periods in the phone number) and address including country.
If after updating you still have errors please contact our helpdesk using the address given on the screen.

问：我在连接 Pearson VUE 的帐户时收到 ERROR_VUE_WIDE_BLOCK
错误。我该怎么办？

答：不幸的是，这意味着培生VUE对您的帐户进行了冻结，这通常是由于无效付款尝试过多而由系统自动进行的。要解除冻结，您需要致电培生 VUE 客户服务中心，核实您的详细信息。您可以通过

http://pearsonvue.com/theopengroup/contact/ 与他们取得联系。该阻止将被删除，然后您可以继续预订考试，或者您可以询问代理是否可以为您预订考试。

Q. I receive an ERROR_VUE_WIDE_BLOCK error when connecting to my account at Pearson VUE. What should I do?

A. Unfortunately this means that Pearson VUE has put a block on your account, this is usually done automatically by their system due to too many invalid payment attempts. To remove this block you will need to call Pearson VUE Customer Service and verify your details. They can be reached at
http://pearsonvue.com/theopengroup/contact/ The block will then be removed and you can then proceed with booking the exam, or you can ask the agent if its possible to book the exam for you.

问：我无法在 Pearson VUE 注册 ESL 考试，因为它说找不到价格。我该怎么办？

答：本考试适用于居住在指定 ESL
国家并计划在该国参加考试的考生。如果没有列出该考试的价格，则默认您不具备参加该考试的资格。如需了解更多信息和指定 ESL 国家列表。

Q. I am unable to register for an ESL exam at Pearson VUE, as it says a price could not be found. What should I do?

A. This exam is available for candidates who are residents of and plan to take the exam in a designated ESL country. If there is no price listed for this exam, then you are not eligible by default for this exam. For further information and a [list of designated ESL countries](#).

问：如何找到我的候选人 ID？

答：有多种方法可以找到：

1.登录您在开放集团的[个人资料页面](#)，页面上显示的是个人 ID。

2.在 https://certification.opengroup.org/take-exam 的 "Take Exam"（参加考试）页面上选择 "Goto Pearson VUE"（转到 Pearson VUE）链接。显示的摘要页面将在个人信息中包含您的考生 ID。

3.如果适用，请登录您的 TOGAF 认证帐户 https://togaf9-cert.opengroup.org，然后选择 "视图/编辑我的认证记录"。考生 ID 位于认证信息的顶部。请注意，您的认证 ID (CID) 不是考生 ID。

Q. How do I find my Candidate ID?

A. There are multiple ways to find this:

1.Login to your [profile page](#) at The Open Group and it is displayed on the page as the Individual ID.

2. Select the "Goto Pearson VUE" link on the Take Exam page at https://certification.opengroup.org/take-exam. The summary page shown will include your Candidate ID in the Personal Information.

3. If applicable, login to your TOGAF Certification account at https://togaf9-cert.opengroup.org, and select View/Edit my Certification Record. The Candidate ID is at the top of the Certification Information. Please note that your Certification ID (CID) is not a Candidate ID.

完成认证 / Completing Certification

有关 TOGAF 业务架构 1 级等认证证书，请参见[此处](#)。

For certification credentials, such as TOGAF Business Architecture Level 1, see [here](#).

问：通过考试后，我需要做什么才能获得证书和开放徽章？

    答：接下来的步骤取决于项目群的类型。对于 TOGAF 业务架构层级 1 等认证证书，您可以通过接受开放徽章来完成认证，请参阅[此处](#)。对于其他认证，您必须先签订商标许可协议，才能完成认证（参见《[The Open Group Certification for People：基于考试的项目群认证政策](#)》），并在完成认证后的 10 个工作日内获得 Open Badge。

Q: What do I need to do after passing an exam to receive a certificate and Open Badge?

    A: The next steps depend on the program type. For certification credentials, such as TOGAF Business Architecture Level 1, you complete certification by accepting an Open Badge, see [here](#). For other certifications you must first enter into a trademark license agreement to complete the certification (see [The Open Group Certification for People: Certification Policy for Examination-Based Programs](#)), and an Open Badge follows within 10 working days after completing certification.

问：我尝试登录以完成认证，但得到的提示是 "您的帐户已锁定。原因：PENDING" 错误。我该怎么办？

    答：您必须先激活账户，然后才能登录。创建帐户后，您应该会收到一封电子邮件，该邮件会发送到您帐户中指定的商业电子邮件地址，其中包含一个链接，您需要使用该链接来验证您的电子邮件地址并激活帐户。您可以要求重新发送账户激活电子邮件： https://www.opengroup.org/resend-email 。激活账户后，您就可以登录了。

Q: I have tried to login to complete the certification, however I am getting a "Your account is locked. Reason: PENDING" error. What should I do?

    A: You must activate your account before you can log in. After creating your account, you should have received an email, sent to the business email address specified in your account, containing a link you need to use to verify your email address and activate your account. You may request to have the account activation email resent: https://www.opengroup.org/resend-email . Once you have activated your account, you will be able to log in.

问：完成考试后，下一步该怎么做？

答：考试成绩由考试提供商发送给开放集团。收到成绩后，我们会对其进行处理，如果认为适合认证，开放集团会向您发送一封电子邮件，告知您如何登录开放集团的网络认证系统，以完成认证程序。

Q: What are the next steps after completing the exam(s)?

A: Exam results are sent from the exam provider to The Open Group. Upon receipt, they are processed, and if accepted as suitable for certification then The Open Group sends you an email with information on how to login to the web certification system at The Open Group to complete the process to become certified.

问：The Open Group 需要多长时间与我联系？

答：这可能需要 6 个工作日。Open Group 通常会在您参加考试后 2 天内从考试提供商处收到您的考试结果，然后需要对结果进行处理。如果需要对结果进行审核，可能需要更长的时间。请注意，开放集团办公室周末不办公。

Q: How long does it take for The Open Group to contact me?

A: This can take up to 6 business days. The Open Group typically receives your exam result from the exam provider within 2 days of you taking the exam and then needs to process the result. This may take longer if thhere is need to include an audit of the results. Please note that The Open Group offices are closed on the weekend.

问：如果开放集团没有联系我，我该怎么办？

答：有时由于电子邮件发送问题（垃圾邮件拦截、电子邮件地址打错等），我们无法与您取得联系。如果 6 个工作日后仍未联系到您，请提交适用认证项目群的帮助台帐单。

Q: What should I do if I am not contacted by The Open Group?

A: Occasionally we are unable to contact you due to email delivery problems (spam blocking, typo in an email address etc.). If after 6 business days you have not been contacted please submit a helpdesk ticket for the applicable certification program.

问：开放集团是否会向我寄送证书的硬拷贝？

答：不能。由于项目群的全球性质，只能提供便携式文件格式证书。认证完成后，可从个人资源中心下载证书。

Q: Will The Open Group send me a hard copy of the certificate?

A: No. Due to the global nature of the program, only PDF certificates are available. Certificates can be downloaded from an individual's resource center which is available once certification is complete.

问：我没有开放集团的网络 ID（候选人 ID），怎么办？

答：在尝试完成认证之前，您首先需要创建一个认证。您可以通过开放组网站 www.opengroup.org 进行操作。请单击登录并创建帐户（或直接进入 https://www.opengroup.org/ogsys 并选择选项

1）。然后，您可以使用刚刚注册的账户信息登录认证系统，完成认证步骤。

Q: I do not have a web ID (Candidate ID) for The Open Group, what should I do?
A: You will first need to create one before you attempt to complete certification. You can do this via The Open Group website, www.opengroup.org. Please click log in & create an account (or proceed directly to https://www.opengroup.org/ogsys and select option 1). You can then use the account details you have just registered to login to the certification system and complete the steps to become certified.

问：在哪里登录完成认证？

答：有关适用认证项目群网站的链接，请参阅如何完成认证页面。登录后，认证系统将引导您完成认证步骤。

Q: Where do I login to complete my Certification?
A: See the how to complete your certification page for a link to the applicable certification program website. After you log in, the certification system will guide you through the steps to complete your certification.

问：从哪里登录获取证书和认证标识？

答：您必须登录适用的认证项目群网站。您的证书和包含认证标识的文件可从您的资源中心获取，该中心可在您完成认证程序后使用。请访问本页，获取相关认证项目群网站的链接。登录后，您将看到您的资源中心，在这里您可以访问您的认证和徽标（如果您已完成认证程序）或完成认证。

Q: Where do I login to obtain my Certificate and the certification logos?
A: You must log in to the applicable certification program website. Your certificate and a file containing the certification logo will be accessible from your Resource Center, which is available after you complete the process to get certified. Visit this page for a link to the applicable certification program website. After you log in, you will either see your Resource Center where you can access your certification and logos (if you have completed the certification process) or the ability to complete your certification.

问：我未能通过合并考试的一部分，但现在已经通过了该部分，但我的认证级别没有反映出这一点。我该怎么办？

答：您应联系相应的认证服务台，要求他们更新您的认证级别。请附上所参加考试的信息、成绩报告或详细的成绩摘要，以及系统中的认证 ID。

Q: I failed part of a combined exam, but have now passed that part, but my certification level does not reflect this. What should I do?

A: You should contact the appropriate certification helpdesk to request they update your certification level. Please include information on the exams taken, the score reports, or a detailed summary of the results, and the certification IDs in the system.

问：如何在 LinkedIn 个人资料和其他社交媒体平台上分享我的认证？

答：最简单的方法是通过与每个认证一起发放的 "开放徽章"。请参见[此处](#)。

Q: How can I share my certification on my LinkedIn profile and other social media platforms?

A: The simplest way is via the Open Badge that issued with each certification. See [here.](#)

完成认证证书 / Completing a Certification Credential

这适用于认证证书，如 TOGAF 业务架构 1 级

This applies to certification credentials, such as TOGAF Business Architecture Level 1

问：为什么完成认证证书与其他认证不同？

答：TOGAF 业务架构层级 1 等认证证书是由开放集团合作伙伴 Credly

直接颁发的数字可验证证书。请点击此处查看开放徽章常见问题。

Q: Why is completing certification credentials different to other certifications?
A: Certification credentials, such as TOGAF Business Architecture Level 1, are issued
directly by The Open Group Partner— Credly as a digitally verifiable credential. See
the Open Badges FAQs here.

问：如何完成认证并获得证书？

答：在开放团体收到您的考试成绩后，如果您还没有选择加入开放团体徽章项

目群，我们会邀请您选择加入。一旦选择加入，我们将向您颁发开放徽章。您

需要在 Credly 创建一个账户，以便获得徽章和认证。您可从您的 Credly

账户下载 PDF 格式的证书

Q: How do I complete my certification and get a certificate?
A: After your exam result is received at The Open Group, if you have not opted into
The Open Group Badges program you will be invited to opt-in. Once opted in an
Open Badge will be issued to you. You will need to create an account with Credly in
order to receive the badge and certification. You are able to download a pdf of the
certificate from your Credly account

问：如何下载我的证书？

答：要完成认证并打印证书，您需要1.登录 Credly 账户，选择徽章，点击

"共享"，然后 2. 选择打印图标，便可下载 PDF 格式的证书。详情请参阅此链接
。

Q: How do I download my certificate?
A: To complete certification and print your certificate, you need to: 1. Login to the
Credly account, select the badge, then click on Share, then 2. Select the print icon, and
that will let you download the certificate as a pdf. See this link for details.

问：如何创建 Credly 账户？

答：访问 https://www.credly.com，选择登录，然后创建账户。

Q: How do I create a Credly account?
A: Visit https://www.credly.com and select sign in, then Create Account.

考试优惠券代码 / Exam Voucher Codes

问：我收到了培训课程的优惠券代码，请问有哪些条款和条件？

答：开放集团提供的代金券的一般条款和条件如下（其他条款可能随代金券一起分发）：

- 代金券在代金券提供的日期（到期日）到期。
- 您必须在优惠券代码提供的有效日期之前注册并*参加考试。
- 优惠券代码有效期在任何情况下均不可延长。
- 每个代金券代码可用于参加一次认证考试，考试在授权考试中心举行。
- 代金券代码可能仅对特定考试有效，请确保针对正确的考试兑换代金券。
- 过期、丢失或被盗的礼券代码将不予更换。
- 代金券代码不能兑换现金或积分，也不能退回退款。
- 优惠券代码不可用于已参加过的考试。
- 优惠券代码不可在项目群之间转让。

Q: I received a voucher code as part of my training course, what are the terms and conditions?

A:The general terms and conditions for vouchers supplied by The Open Group are as follows (additional terms may be circulated with a voucher):

- A voucher expires on the date provided with the voucher (the expiration date).
- You must register for and *take* your examination prior to the expiration date provided with the voucher code.
- Voucher code expiration dates cannot be extended under any circumstances.
- Each voucher code may be redeemed to take one certification exam, delivered at an authorized testing center.
- Voucher codes may only be valid for specific exams, please ensure you redeem the voucher against the correct exam.
- Expired, lost, or stolen voucher codes will not be replaced.
- Voucher codes cannot be redeemed for cash or credit, or returned for a refund.
- Voucher codes cannot be applied to exams that have already been taken.
- Voucher codes are not transferable between programs.

问：我的优惠券代码可以延期吗？

答：不能，在任何情况下都不能延长凭证代码的有效期。如果您联系 The Open Group
服务台并提供您的优惠券代码，包括所参加课程的详细信息，在某些情况下，
他们可能会收取一定的管理费，提供有效期为三个月的一次性优惠券代码。请

注意，代金券代码必须是未使用过的，如果代金券代码因错过考试预订而未到场，则会产生管理费之外的额外费用。

Q: Can my voucher code be extended?

A: No, the voucher code expiration date cannot be extended under any circumstances. If you contact The Open Group helpdesk and provide your voucher code including details of the course attended, they may in some circumstances be able to make available a one time voucher code valid for three months for an administrative fee. Note that the voucher code must be unused, and that if the voucher code was consumed as a no-show for a missed exam booking this will incur an additional fee beyond the administration fee.

问：我可以购买 The Open Group 考试的预付考试券代码吗？

答：参加 The Open Group

考试的预付考试券一般只能作为参加认证培训课程的一部分。

如果您是希望参加考试的个人，可以在向考试提供商报名时用信用卡支付考试费用。

如果你的雇主需求为员工购买考试券，那么他们可以向开放集团申请开放集团商店的零售券帐户（详情请联系 onlineshop (at) opengroup.org -）。

Q: Can I purchase Pre-Paid Exam Voucher codes for The Open Group Exams?

A: Pre-paid exam vouchers for taking The Open Group exams are only generally available as part of attendance at an accredited training course.
 If you are an individual who wants to take an exam, then you can pay for your exam by credit card at the time of registration with the exam provider.
 If your employer requires to buy exam vouchers for its employees, then they can apply to The Open Group for a Retail voucher account in The Open Group shop (contact onlineshop (at) opengroup.org - for details)

问：我的优惠券代码不被接受。我该怎么办？

答：在预订考试时，如果您的优惠券代码不被接受，首先要确保您输入的代码与分发的代码完全一致，我们建议您剪切并粘贴代码；其次要确保您选择了正确的考试类型，因为优惠券是针对具体考试的。第三，检查代金券类型是否与考试提供方的类型一致：Pearson VUE 考试券的前缀都是

OG。考试券代码只能使用一次。如果您计划重新安排考试，必须取消现有预约，否则该预约将被归类为

"缺考"，考试券代码也将被使用。必须在考试券代码有效期之前参加考试。不能延长凭证代码的有效期。

Q: My voucher code is not being accepted. What can I do?

A: When booking your examination, if you have a voucher code that is not being accepted firstly ensure that you are entering the exact code as distributed –we recommend that you cut and paste the code; secondly ensure you have selected the

correct exam type as vouchers are exam specific. Thirdly, check that the voucher type is the correct type for the exam provider: Pearson VUE vouchers all have the prefix OG. An exam voucher code can only be used once. If you plan to reschedule an examination you must cancel the existing appointment otherwise the appointment will be classified as a no-show and the voucher code will be used. The exam must be taken prior to the expiry date of the exam voucher code. It is not possible to extend the validity of a voucher code.

问：我在网上找到一个便宜的考试券代码，它合法吗？

答：参加 The Open Group 考试的预付考试券一般只能作为参加认证培训课程的一部分。如果您是希望参加考试的个人，可以在向考试提供商报名时用信用卡支付考试费用。如果你的雇主需求为员工购买考试代金券，那么他们可以向开放集团申请开放集团商店的零售代金券账户（详情请联系 onlineshop (at) opengroup.org -

）。使用非合法购买的代金券将导致认证不被承认，或在随后发现时被撤销。

Q: I found a cheap exam voucher code on the internet, is it legit?

A: Pre-paid exam vouchers for taking The Open Group exams are only generally available as part of attendance at an accredited training course. If you are an individual who wants to take an exam, then you can pay for your exam by credit card at the time of registration with the exam provider. If your employer requires to buy exam vouchers for its employees, then they can apply to The Open Group for a Retail voucher account in The Open Group shop (contact onlineshop (at) opengroup.org - for details). Using a voucher that hasn't been purchased legitimately will result in Certification not being acknowledged or revoked if this is discovered subsequently.

开放式徽章 / Open Badges

问：什么是开放徽章？

答：它是一种可数字验证的证书。它是您以数字安全和可验证的方式共享认证信息的一种方式，包括尊重您隐私的选项。开放集团的徽章合作伙伴是 Credly。

Q. What is an Open Badge?
A. It is a digitally verifiable credential. It is a way for you to share information about your certifications in a digitally secure and verifiable manner, including options to respect your privacy. The Open Group badging partner is Credly.

问：如何管理和共享我的认证开放徽章？

答：Credly平台旨在让您轻松高效地管理和分享您的专业成就，包括来自The Open Group的认证。请参阅本帮助信息，了解 Credly，并创建 Credly 帐户，接受和分享您的认证徽章。

Q. How do I manage and share my Open Badge for my certification?
A.The Credly platform is designed to allow you to easily and efficiently manage and share your professional achievements, including certifications from The Open Group. See this help information to learn about Credly, and to create a Credly account, accept and share your certification badges.

问：我获得认证后会得到开放徽章吗？

答：如果您选择加入 The Open Group 开放徽章项目群，您就可以获得一枚徽章。详情请参见 http://www.opengroup.org/certifications/openbadges。如果您已完成认证证书，如 TOGAF 业务架构层级 1，那么认证证书将直接通过开放集团徽章合作伙伴 Credly 颁发。

Q: Will I get an Open Badge with my certification?
A. If you choose to opt-in to The Open Group Open Badges program then you can receive one. See http://www.opengroup.org/certifications/openbadges for details. If you have completed a certification credential, such as TOGAF Business Architecture Level 1, then the certification is issued directly via The Open Group badging partner — Credly.

问：如何申领我的开放徽章？

答：开放群组将通过电子邮件邀请您选择加入徽章项目群。加入后，您将通过开放集团的徽章合作伙伴（Credly）收到徽章。详情请参见 http://www.opengroup.org/certifications/openbadges。

Q. How do I claim my Open Badge?

A. The Open Group will email you to invite you to opt-in to the badging program. Once you have done so then you will receive badges via The Open Group's badging partner (Credly). See http://www.opengroup.org/certifications/openbadges for details.

问：多久才能拿到徽章？

答：这取决于项目群。对于基于考试的认证，徽章通常在认证完成后 1 个工作日内发放。对于开放职业认证，可能需要 10 个工作日。详情请参见 http://www.opengroup.org/certifications/openbadges。

Q. How long will it be before I get my badge?
A. This depends on the program. For exam-based certifications, badges are typically issued within 1 business day of certification being completed. For Open Professions certifications it can take up to 10 business days. See http://www.opengroup.org/certifications/openbadges for details.

问：我能用开放徽章打印证书吗？

答：是的，在您的 Credly 账户中，共享选项包括打印成 PDF 格式的功能。

Q. Can I print a certificate with my Open Badge?
A. Yes from within your Credly account, the option to share includes a print to pdf function.

问：如何在 LinkedIn 个人资料中分享我的认证？

答：在您的 Credly 账户中，进入 "分享徽章 "页面，点击 LinkedIn 图标，然后按说明操作。另请参阅此视频。

Q. How can I share my certification on my LinkedIn profile?
A.From within your Credly account, go to the Share Badge page, click the LinkedIn icon, and follow the instructions. See also this video.

问：我可以将认证附加到我的电子邮件签名中吗？

答：是的，在您的电子邮件签名中添加超链接认证徽章图像是确保您的专业网络了解您的认证的好方法。1.登录您的 Credly 账户，选择您想要的徽章。2.选择页面顶部的分享按钮。3.3. 选择带下载图标的选项卡，然后使用滑动刻度为您的图片下载选择合适的尺寸。(我们建议选择 150x150 像素左右的图片）点击 "下载图片 "按钮。4.选择带有链接图标的选项卡，点击 "复制 "按钮，将徽章 URL 复制到剪贴板。您需要用它来超链接下载的图片。

Q. Can i attach my certification to my email signature?
A. Yes, adding a hyperlinked certification badge image to your email signature is a great way to make sure your professional network is aware of your certification. 1. Login to your Credly account, select the badge you want. 2.Select the share button at the top of the page. 3. Select the tab with the download icon, and use the sliding scale to select the appropriate size for your image download. (We recommend around 150x150 pixels, in this case.) Click the "Download Image" button. 4. Select the tab

with the link icon, and click the "Copy" button to copy the Badge URL your clipboard. You'll need this to hyperlink your downloaded image.

认证证书 / Certification Credentials

问：什么是认证证书？

答：开放群组认证项目包括少量学习（3 小时以上）的认证证书，实际上就是微型认证。通过这些认证，可以获得数字可验证的认证证书，即开放徽章。目前正在为多个主题领域开发认证证书。最初开发的是以知识为基础的证书。今后，还可以为相关的认证证书集合获得更多认证。

Q. What is a certification credential?
A. The Open Group Certification program includes certification credentials for small amounts of learning (3 hours upwards), effectively micro-certifications. They lead to the award of a digitally verifiable credential for the certification, known as an Open Badge. Certification credentials are being developed for a number of topic areas. Initially, knowledge-based credentials are being developed. In the future it will be possible to earn additional certifications for collections of related sets of certification credentials.

问：有哪些类型的认证证书？

答：目前有两种类型：

- 更新知识（例如，TOGAF Essentials 2018）
- 专业（如 TOGAF 业务架构 1 级）

Q. What types of certification credentials are there?
A. There are currently two types:
- Refreshed Knowledge (e.g., TOGAF Essentials 2018)
- Specializations (e.g., TOGAF Business Architecture Level 1)

问：我需要多长时间才能收到认证证书和认证证书的开放徽章？

答：在收到证书通过结果后 6 个工作日内授予认证并颁发开放徽章。详情请参见 http://www.opengroup.org/certifications/openbadges。

Q. What types of certification credentials are there?
A. There are currently two types:
- Refreshed Knowledge (e.g., TOGAF Essentials 2018)
- Specializations (e.g., TOGAF Business Architecture Level 1)

问：我是否会收到认证证书？

答：是的，在您的 Credly 账户中，"共享 "选项包括打印成 PDF 格式的功能，可生成正式证书。

Q. Do I receive a certificate with my certification credential?

A. Yes in your Credly account, the option to share includes a print to pdf function which generates an official certificate.

问：在哪里可以找到有关**认证证书**的更多信息？

答：详见 http://www.opengroup.org/certifications/credentials。

Q. Where can I find out more about certification credentials?

A. See http://www.opengroup.org/certifications/credentials for details.

开卷考试 / Open Book Exams

问：如何在开卷考试中使用 "开卷"？

答：如果您参加的是 "开卷

"考试，那么参考书总是内置于考试本身，可通过在考试中选择 "参考

"按钮来获取

Q: How do I access the Open Book in an Open Book exam?
A. If you are taking an "Open Book" examination then the reference book is always built into the examination itself, and available by selecting the "Reference" button within the examination

问：考试中如何显示参考书？

答：使用 pdf 阅读器可显示 pdf 格式的参考资料。需要注意的是，在 Pearson VUE

考试中心，考试是通过互联网进行的。还应注意的是，由于显示器尺寸和屏幕分辨率的限制，可能需要使用 pdf

阅读器中的放大按钮来调整图表中细小文字的大小。在某些情况下，这可能需要多个文件。

Q. How is the reference book displayed within the exam?
A. A pdf version of the reference material is displayed with a pdf reader. It should be noted that at Pearson VUE test centers exam delivery is over the internet. It should also be noted that due to the limitations on monitor size and screen resolution it may be necessary to use the magnification button within the pdf reader to adjust the size of small text within diagrams. In some cases this may be more than one file.

问：TOGAF 企业架构第 2 部分考试（也是综合考试的第 2 部分）提供哪些开卷材料？

答：提供的开卷材料是适用的知识体系内容。这包括两个 pdf

格式的参考文件（可从考试中的参考按钮上获取）：TOGAF

基础内容和本资格证书知识体系中适用的 TOGAF 系列指南。

Q: What Open Book is provided with the TOGAF Enterprise Architecture Part 2 exam (also section 2 of the Combined exam)?
A: The open book material supplied is the applicable body of knowledge content. This consists of the two pdf reference files (available on the REFERENCE buttons within the exam): the TOGAF Fundamental Content, and the applicable TOGAF Series Guides from the body of knowledge for this qualification.

问：TOGAF 9 第 2 部分考试提供哪些开卷材料？

答：第 2 部分考试提供 TOGAF 标准 9.2 版。

Q. What Open Book is provided with the TOGAF 9 Part 2 exam?
A. The TOGAF Standard, Version 9.2 is provided with the Part 2 exams.

问：《TOGAF 标准 9.2 版开卷》是否包括知识体系中的其他 TOGAF 系列指南？

答：提供的开卷材料是 TOGAF 标准 9.2 版（文档

C182）。考试试题的设计不需要参考开放书籍以外的任何信息。例如，如果试

题中提到了另一本指南中详细介绍的主题，那么它将只涉及《开放之书》中描

述和记录的用途。

Q: Does the Open Book for the TOGAF Standard, Version 9.2 include the additional TOGAF Series Guides in the Body of Knowledge?

A: The open book supplied is the TOGAF Standard, Version 9.2 (Document C182). The exam questions are designed so they do not require any references to information beyond that supplied in the Open Book. If for example a question includes mentions of a topic covered in detail in a separate guide, it would relate only to the use as described and documented in the Open Book.

TOGAF 考试和认证问题及答案 / TOGAF Exam and Certification Questions and Answers

问：什么是 TOGAF 认证组合？

答：TOGAF 认证组合包括基于 TOGAF 标准 9.2 版和 TOGAF 标准第 10 版的认证和认证证书。它包括一套以 TOGAF 标准和 TOGAF 资料库为中心的互补学习路径。这些路径包括不同的学习量，从短期认证证书（3 小时或更长时间的学习）到多天的认证不等。请参见 TOGAF 认证组合 信息页面。

Q: What is the TOGAF Certification Portfolio?
A:The TOGAF certification portfolio includes certifications and certification credentials built upon the TOGAF Standard, Version 9.2, and the TOGAF Standard, 10th Edition. It includes a set of complementary learning paths centered around the TOGAF Standard, and the TOGAF Library. The paths include different amounts of learning, ranging from short certification credentials (3 hours study or more) to multi-day certifications. See the TOGAF Certification Portfolio information page.

问：从哪里可以了解 TOGAF 认证？

答：访问 TOGAF 认证信息页面

Q: Where can I find out about TOGAF certifications?
A. Visit the TOGAF certification information page

问：从哪里可以了解 TOGAF 考试？

答：访问考试信息页面

Q: Where can I find out about the TOGAF exams?
A: Visit the exam information page

问：TOGAF 标准第 10 版有哪些认证？

答：开放集团支持一系列基于 TOGAF 标准第 10 版的知识体系认证，以及为获得 TOGAF 9 认证的个人提供的衔接途径，请参阅 TOGAF 认证组合信息页面。

Q: What certifications are available for the TOGAF Standard, 10th Edition?
A: The Open Group supports a number of certifications for bodies of knowledge based on the TOGAF Standard, 10th Edition, as well as a bridging path for individuals who are TOGAF 9 Certified, see the TOGAF Certification Portfolio information page.

问：TOGAF 标准第 10 版对 TOGAF 9 认证项目群有什么影响？

答：开放集团将无限期地继续开展 TOGAF 标准 9.2

版的培训和认证。开放集团已推出 TOGAF 认证组合，其中包括基于 TOGAF®

标准第 10 版的新学习路径。该组合包括 TOGAF 9 认证、TOGAF

企业架构认证、TOGAF 业务架构认证以及针对敏捷专家、数字专家和 EA

领导者的 TOGAF 认证证书。欲了解更多详情，请点击此处。

Q: What is the impact of the TOGAF Standard, 10th Edition on the TOGAF 9 certification program?

A: The Open Group will continue training and certification for the TOGAF Standard, Version 9.2 indefinitely. The Open Group has introduced the TOGAF Certification portfolio which includes new learning paths based on the TOGAF® Standard, 10th Edition. The portfolio which encompasses the TOGAF 9 certifications, TOGAF Enterprise Architecture certification, TOGAF Business Architecture certification, and TOGAF certification credentials for Agile Specialists, Digital Specialists, and EA Leaders. For more details see here.

问：我未能通过 TOGAF 第 1 和第 2 部分的合并考试，是否需要重考这两部分？

答：不需要，对于第 1 部分和第 2

部分的合并考试，你只需要重考不及格的部分。因此，如果你没有通过 TOGAF

9 第 1 和第 2 部分综合考试 (OG0-093) 的第 2 部分，你只需要重考 TOGAF 9 第

2 部分考试 (OG0-092)；同样，如果你没有通过 TOGAF 企业架构第 1 和第 2

部分综合考试 (OGEA-103) 的第 2 部分，你只需要重考 TOGAF 企业架构第 2

部分考试 (OGEA-102)。您至少需要等待一 (1) 个月才能重考。

Q: I failed part of a TOGAF Combined Part 1 and 2 Examination, do I need to retake both parts?

A: No, for the Combined Part 1 and Part 2 examinations you need only retake the section(s) that you failed. So if you failed Part 2 of the TOGAF 9 Combined Part 1 and 2 Examination (OG0-093), you need only retake the TOGAF 9 Part 2 Examination (OG0-092); similarly, if you failed Part 2 of the TOGAF Enterprise Architecture Combined Part 1 and 2 Examination (OGEA-103), you need only take the TOGAF Enterprise Architecture Part 2 Examination (OGEA-102). You will need to wait at least one (1) month before a retake.

问：我通过了 TOGAF 第 1 部分和第 2 部分合并考试的第 1 部分，但未能通过第 2

部分，在这种情况下，我是否仍有资格获得基础资格？

答：不是，TOGAF 9 第 1 和第 2 部分合并考试只颁发 TOGAF 9

认证资格，TOGAF 企业架构第 1 和第 2 部分合并考试只颁发 TOGAF

企业架构实践者资格。如果您有一个部分未通过，则不会授予认证，但您只需

重新参加与未通过部分相对应的考试即可。

Q: I passed Part 1 and failed Part 2 of a TOGAF Combined Part 1 and 2 Examination, do I still qualify for the Foundation level in that case?

A: No, the TOGAF 9 Combined Part 1 and 2 Examination only leads to the TOGAF 9 Certified qualification and the TOGAF Enterprise Architecture Combined Part 1 and 2 Examination only leads to the TOGAF Enterprise Architecture Practitioner qualification. If you fail a section then no certification is awarded, however you only need retake the examination(s) corresponding to the failed section(s).

问：我通过了 TOGAF 9 第 1 和第 2 部分合并考试的第 2 部分，但未能通过第 1 部分，我是否需要重考这两个考试？

答：不需要，您只需重新参加与未通过部分相对应的考试，这里指的是第 1 部分考试。

Q: I passed Part 2 and failed Part 1 of the TOGAF 9 Combined Part 1 and 2 Examination, do I need to retake both exams?
A: No, you only need retake the examination corresponding to the failed section, in this case that would be the Part 1 exam.

问：我通过了 TOGAF 企业架构第 1 和第 2 部分考试的第 2 部分，但未能通过第 1 部分，我是否需要重考这两门考试？

答：不需要，您只需重新参加与未通过部分相对应的考试，这里指的是第 1 部分考试。

Q: I passed Part 2 and failed Part 1 of the TOGAF Enterprise Architecture Part 1 and 2 Examination, do I need to retake both exams?
A: No, you only need retake the examination corresponding to the failed section, in this case that would be the Part 1 exam.

问：TOGAF 综合考试中间有休息时间吗？

答：不可以，TOGAF 综合考试必须一次性完成，不得中途休息。

Q: Is there a break in the middle of the TOGAF Combined exams?
A: No, the TOGAF Combined exams have to be taken in a single part with no breaks.

问：TOGAF 9 认证的教学大纲是什么？

答：与 TOGAF 标准 9.2 版和 2018 年知识体系相一致的教学大纲已作为 X1810 资料库 http://www.opengroup.org/library/x1810 提供。

Q: What is the syllabus for TOGAF 9 certification?
A: The syllabus aligned to the TOGAF Standard, Version 9.2 and the 2018 Body of Knowledge is available as Document X1810 http://www.opengroup.org/library/x1810

问：TOGAF 标准第 10 版认证的教学大纲是什么？

答：与取自 TOGAF 标准第 10 版的知识体系有关的**认证大纲**可**查阅** X2202

http://www.opengroup.org/library/x2202 资料**库**。

Q: What is the syllabus for TOGAF Standard, 10th Edition certifications?
A: The syllabus for the certifications relating to Bodies of Knowledge drawn from the TOGAF Standard, 10th Edition is available as Document X2202
http://www.opengroup.org/library/x2202

问：如果我在 TOGAF 标准 9.2 版**发**布之前就**获得**了**认证**，如何才能**针对** 9.2

版**进行更新**？

答：如果您根据第 9 版或 9.1 版的教学大**纲**取得了 TOGAF 9

认证，那么您可以通**过** TOGAF Essentials 2018 **认证证**书（3

小**时**的**复习课**程）将您的**认证更新**到 9.2

版。**这**将**导**致一个开放徽章，以表明您的**TOGAF认证**是最新的，并且您已**经**了

解和理解2018年**TOGAF知识**体系引入的**变**化，包括**TOGAF**标准、9.2版和**TOG**

AF资料库。

Q: If I achieved my certification before the TOGAF Standard, Version 9.2 was published, how can I update it for Version 9.2?
A: If you achieved TOGAF 9 Certification against the syllabus for Version 9 or 9.1, then you can refresh your certification to 9.2 with the TOGAF Essentials 2018 certification credential - a 3-hour refresher. This leads to an Open Badge to indicate that your TOGAF certification is up-to-date, and you have knowledge and understanding of the changes introduced to the TOGAF Body of Knowledge in 2018, including the TOGAF Standard, Version 9.2 and the TOGAF Library.

问：如果我已通**过** TOGAF 9 **认证**，如何**更新**以适应 TOGAF 标准第 10 版？

答：开放集**团**支持一系列基于 TOGAF 标准第 10

版的知**识**体系**认证**，包括为已通**过** TOGAF 9 **认证**但希望**更新**成为 TOGAF

企**业**架构**实践**者的个人提供的**过渡**路径，**请**参**阅** TOGAF **认证组合**信息**页**面。

Q: If I am TOGAF 9 Certified, how can I update for the TOGAF Standard, 10th Edition?
A: The Open Group supports a number of certifications for bodies of knowledge based on the TOGAF Standard, 10th Edition, including a bridging path for individuals who are TOGAF 9 Certified who want to update to become a TOGAF Enterprise Architecture Practitioner, see the TOGAF Certification Portfolio information page.

问：是否有招聘 TOGAF **认证**人**员**的**职位**？

答：是的，我们的徽章合作伙伴 Credly 有针对认证人员

的劳动力市场洞察和职位发布，也有针对特定技能（如企业架构

）的职位发布，还有提及 TOGAF 框架的职位空缺。

Q: Are there any job postings for TOGAF certified individuals?
A: Yes Credly, our badging partner, has Labor Market Insights and job postings both for Certified Individuals, as well as specific skills such as Enterprise Architecture and job openings mentioning the TOGAF framework.

问：为什么是 TOGAF 9 认证证书而不是 9.2 证书？

答：TOGAF 9 认证项目群适用于该标准的所有 9.x

版本。随着时间的推移，一致性需求一直在跟踪标准的不同版本，2009

年的版本 9、2011 年的版本 9.1 和 2018 年的版本 9.2。总有 18

个月的重叠期，考生可以同时学习当前版本和前一版本。2018

年推出了开放式徽章，以表明认证是对 9.2

版最新知识的认证，有两种实现途径，请参见此处

Q: Why is the certificate for TOGAF 9 Certified and not 9.2?
A: The TOGAF 9 certification program applies to all the 9.x versions of the standard. Over time the conformance requirements have tracked the different versions of the standard, version 9 in 2009, version 9.1 in 2011, and version 9.2 in 2018. There is always an 18 month overlap where candidates can study for both the current and former version. In 2018 an Open Badge was introduced to denote certification is for up-to-date knowledge of version 9.2, and there are two paths to achieve that, see here

问：如果我有 TOGAF 9 证书，如何证明我的认证是针对 9.2 版的

答：有一种开放式徽章可用于表示徽章获得者的认证是最新的 9.2 版，请参见

此处。

Q: If I have a TOGAF 9 certificate how can I show my certification is against version 9.2
A: There is an Open Badge available to denote that the badge earner certification is up-to-date against version 9.2, see here

问：为什么没有 TOGAF 9.2 认证？

答：TOGAF 9 认证旨在涵盖 TOGAF 9 及其次要的 9.x

版本，当标准定期更新时，一致性需求将根据最新版本进行调整。最新的知识

使用开放徽章来表示。对于学习过 TOGAF 9.1

及更早版本的人员，有一个复习课程和开放徽章可供选择，以表示徽章获得者

的认证是最新的 9.2 版本，请参见[此处](#)

Q: Why is there no TOGAF 9.2 certification?
A: TOGAF 9 certification is designed to cover TOGAF 9 and its minor 9.x releases, and periodically when the standard is updated the conformance requirements are adjusted to the latest version. Up-to-date knowledge is denoted using an Open Badge. For those who studied TOGAF 9.1 and earlier, there is a refresher course and Open Badge available to denote that the badge earner certification is up-to-date against version 9.2, see [here](#)

问：为什么没有 TOGAF 10 认证？

答：TOGAF® 标准第 10

版的认证项目群在命名时不再使用编号。取而代之的是根据特定的技能和能力

来命名认证。这包括 TOGAF Enterprise Architecture Foundation、TOGAF

Enterprise Architecture Practitioner、TOGAF Business Architecture

Foundation、TOGAF Digital Specialist、TOGAF Agile Specialist 和 TOGAF EA

Leader。有关详情，请参阅 [TOGAF 认证组合网站](#)

Q: Why is there no TOGAF 10 certification?
A: The TOGAF® Standard, 10th Edition has a certification program that has moved away from using numbering in the naming. Instead the certifications are named based on specific skillsets and competencies. This includes TOGAF Enterprise Architecture Foundation, TOGAF Enterprise Architecture Practioner, TOGAF Business Architecture Foundation, TOGAF Digital Specialist, TOGAF Agile Specialist, and TOGAF EA Leader. For details see the [TOGAF Certification Portfolio web site](#)

问：为什么没有 TOGAF 10 Foundation 或 TOGAF 10 Practitioner？

答：已明确决定将认证的命名与标准脱钩。认证以一致性需求文件中定义的知

识体系为基础。这将使标准的发展独立于认证的发展。详见 [TOGAF 认证组合](#)
[网站](#)

Q: Why is there no TOGAF 10 Foundation or TOGAF 10 Practitioner??
A: An explicit decision has been made to decouple the naming of the certification from the standard. The certifications are based on the Bodies of Knowledge defined in the conformance requirements documents. This will allow the standard to evolve independently of the certification. For details see the [TOGAF Certification Portfolio web site](#)

ArchiMate® 考试问题与答案 / ArchiMate® Exam Questions and Answers

问：如何获得认证？

　　答：首先，您需要确定要学习的级别，然后通过参加培训课程或自学的方式学习一段时间后，参加相应的考试。

Q: How can I achieve certification?
　　A. You first need to decide the level you would like to study for, and then after a period of study, attending a training course or by self-study, take the applicable examinations.

问：ArchiMate 3 有哪些可用性认证？

　　答：访问 [ArchiMate 认证信息页面](页面)页面。

Q: What are the available ArchiMate 3 certifications?
　　A. Visit the [ArchiMate certification information page](page) page.

问：为什么我不能预订 ArchiMate 3 联合考试？

　　答：ArchiMate 3 项目群没有第 1 部分和第 2 部分合并考试。如果您支付的是考试费用，那么在一次预订中 "背靠背"同时预订两个考试会自动获得折扣，从而将费用降至与 TOGAF 9 第 1 部分和第 2 部分合并考试相同的水平。有关考试的更多信息，请[点击此处](点击此处)

Q: Why can't I book an ArchiMate 3 Combined examination?
　　A. For the ArchiMate 3 program there is no Combined Part 1 and Part 2 exam. If you are paying for the exams, then booking the two exams together "back-to-back" in a single booking receives an automated discount to reduce the cost to the same as the TOGAF 9 Combined Part 1 and Part 2 exam. Further Information on the exams can be found here

问：第 2 部分考试所提供的《开卷考试》的当前版本是什么？

　　答：与第 2 部分考试一起提供的开放书籍的当前版本（截至 2023 年 9 月）是 ArchiMate 3.1 规范。作为定期维护的一部分，2023 年 10 月将更改为 ArchiMate 3.2 规范。3.2 版本是对规范的小规模维护更新。

Q: What is the current version of the Open Book provided with the Part 2 exam?
　　A: The current version (as of September 2023) of the Open Book provided with the Part 2 exam is the ArchiMate 3.1 Specification. As part of periodic maintenance this

will change to the [ArchiMate 3.2 Specification](#) in October 2023. The 3.2 version is a minor maintenance update to the specification.

问：ArchiMate 3.2 规范对考试有何影响？

答：ArchiMate 3.2 规范是一个小的**维护**更新，对考试的影响很小，对学习过 3.1 **规范**的考生的影响也很小。由于第 2 部分**考试**包含开卷考试，因此考生可以使用主要是外观方面的更改。

Q: What is the impact of the ArchiMate 3.2 Specification on the exams?
A: The ArchiMate 3.2 Specification is a minor maintenance update with minimal impact on the exams, and minimal impact for candidates who have studied the 3.1 specification. As the Part 2 exam contains an Open Book, the changes which are primarily cosmetic are available to candidates.

IT4IT ™ 考试问题与答案 / IT4IT ™ Exam Questions and Answers

问：在哪里可以找到 IT4IT 认证常见问题解答？

答：请参阅 [IT4IT 认证常见问题解答](#)

Q: Where can I find the IT4IT Certification FAQs?
A. See [the IT4IT Certification FAQs](#)

问：从哪里可以了解 IT4IT 考试？

答：访问[考试信息](#)页面。

Q: Where can I find out about the IT4IT exams?
A. Visit the [exam information](#) page.

问：IT4IT 基础认证和 IT4IT 3 基础认证有何区别？

答：IT4IT 3 基础认证包括 IT4IT 标准 3.0

版中引入的新概念，如数字产品。IT4IT 3

基础认证的内容和顺序已针对实际学习进行了调整。

Q: What is the difference between the IT4IT Foundation and IT4IT 3 Foundation certification??
    A. The IT4IT 3 Foundation certification includes new concepts that were introduced in the IT4IT Standard, Version 3.0, for example, the Digital Product. The content and sequence of the IT4IT 3 Foundation have been adapted for practical learning.

Open FAIR ™ 考试问题与答案 / Open FAIR ™ Exam Questions and Answers

问：在哪里可以找到 Open FAIR 认证常见问题解答？

    答：参见此处。

Q: Where can I find the Open FAIR certification FAQs?
    A. See here.

问：从哪里可以了解 Open FAIR 认证？

    答：访问 Open FAIR 信息页面和 Open FAIR 认证常见问题。

Q: Where can I find out about Open FAIR certification?
    A. Visit the Open FAIR information page and the Open FAIR certification FAQ.

问：2020 年新版的 O-RA 和 O-RT 标准与开放 FAIR 认证项目群有什么关系？

    答：开放 FAIR 2 基金会与最新版本的标准保持一致。

Q: How do the new 2020 versions of the O-RA and O-RT standard relate to the Open FAIR certification program?
    A. The Open FAIR 2 Foundation is aligned with the latest versions of the standards.

重考 / Exam Retakes

问：为什么我必须在复试前等待一 (1) 个月？

答：开放组考试型项目认证政策》中对此有明确规定：

"考试不及格的考生在一（1）个月内不得再次参加该项目群内的任何考试"。

Q. Why do I have to wait one (1) month before my retake?
A. This is defined in the The Open Group Certification Policy for Examination-Based Programs, which states:
"Candidates who fail an examination are not allowed to re-take any examination again within that Program for a period of one (1) month."

问：重考的费用是多少？

答：费用以美元支付，在预约考试时使用信用卡或优惠券代码付款。如果您有优惠券代码，则可按折扣金额减少费用，但仍可能需要支付额外的地方税。如需确定费用，请参阅考试费用页面。

Q. How much does the retake exam cost?
A. The fees are payable in USD, with payment taken by credit card or a voucher code when booking an exam appointment. If you have a discount voucher code, this will reduce the fee by the discount amount, however additional local taxes may still apply. To determine the fees see the examination fees page.

问：如果我未能通过综合考试，我是否可以在一个月补考政策之前参加第 1 部分或第 2 部分考试？

答：不可以，对于同一项目群的所有考试，您必须等待一（1）个月后才能重考。

Q. If I fail a combined exam, can I take a Part 1 or a Part 2 exam earlier than the one month retake policy?
A. No, for all exams in the same program, you must wait a period of one (1) month before a re-take.

问：如果我在一家考试提供机构的考试中不及格，我能否在一个月期限之前在另一家考试提供机构重新参加考试？

答：如果您在不同的考试提供商处重新参加考试，该政策仍然适用。如果在规定的一个月期限之前参加考试，考试成绩将作废。

Q. If I fail an exam at one exam provider, can I re-take the exam at a different provider before the one month period?
A. No. If you re-take with a different exam provider the policy still applies. If an exam is taken before the required one month period then the result will be voided.

考试知识产权 / Exam Intellectual Property

问：开放群组对其考试知识产权的政策是什么？

答：所有考试内容，包括项目、选项和正确答案，都是 The Open Group 的知识产权。在参加 The Open Group 考试之前，您需要同意一份保密协议（参见保密协议）。

Q. What is The Open Group Policy on its Exam Intellectual Property?
A. All exam content, including the items, options, and correct responses, is the intellectual property of The Open Group. You are required to agree to a non-disclosure agreement before you can take one of The Open Group exams (see the NDA).

问：开放集团的考试安全政策是什么？

答：请参阅 "开放组考试保密协议 "和 "考试行为与安全政策 "页面。

Q. What is The Open Group policy on Exam Security?
A. See The Open Group Examination Non-disclosure agreement and Exam Conduct and Security Policy page.

问：我可以与同事或在社交媒体上分享和讨论考试内容吗？

答：您在参加考试时接受的 NDA 明确禁止共享考试信息。如果发现您与他人讨论考试内容，无论是当面讨论还是在网上论坛讨论，您将被取消参加任何 Open Group 认证所需的任何考试的资格，并取消认证。

Q. Can I share and discuss the exam with my colleagues or on social media?
A. The NDA you accept when taking an exam specifically prohibits sharing information from the exam. If you are found to have discussed exam content with others, be it in person or on online forums, you will be disqualified from taking any exam required for any Open Group certification and decertified.

问：开放集团关于**脑转储**的政策是什么？

答：**脑**筋急**转**弯是未**经**授权出版的**带**有或不**带**答案的考**试试题**。使用**脑**筋急**转**弯，包括背**诵脑**筋急**转**弯参加考**试**，均被**视为**欺诈行**为**。考试旨在验证考生对某一主**题**的了解和/或理解。背**诵**答案并不能**进**行**验证**。被**发现**使用**脑**筋急**转**弯，无论是**现场**使用**还**是通**过统计**分析使用，均被**视为**作弊，并将取消考生**获**得**认证**的资格。

Q. What is The Open Group policy on brain dumps?
A. Brain dumps are unauthorized publications of exam questions with or without answers. Using brain dumps, including memorizing them to take an exam, is considered as fraud. Exams are meant to validate candidate's knowledge and/or understanding of a topic. Memorizing answers does not allow such validation. Being caught using brain dumps, either live or through statistical analysis, is considered as cheating and will disqualify the candidate from getting certified.

问：开放集团关于作弊的政策是什么？

答：如果您在考**试时**或考**试**后根据考试数据的**统计**分析被**发现**作弊，您的考试成**绩**将不会被**认证**。如果在**认证**后被**发现**，那么您将被取消参加任何开放集**团认证**所需的任何考试的**资**格，并取消**认证**。

Q. What is The Open Group policy on cheating?
A. If you are caught cheating while taking an exam, or afterwards based on statistical analysis of the exam data, your test result will not lead to certification. If it is subsequently discovered after certification then you will be disqualified from taking any exam required for any of The Open Group certifications and decertified.

证书续期 / Certification Renewals

问：我的 TOGAF / ArchiMate / IT4IT / DPBoK / Open FAIR 认证多久需要更新一次？

答：获得 TOGAF 9、ArchiMate 2、ArchiMate 3、IT4IT、TOGAF 业务架构、DPBoK 或 Open FAIR 认证后无需续期。

Q. How often does my TOGAF / ArchiMate / IT4IT / DPBoK / Open FAIR Certification need to be renewed?
A. There is no renewal required once you have obtained TOGAF 9, ArchiMate 2, ArchiMate 3, IT4IT, TOGAF Business Architecture, DPBoK, or Open FAIR certification.

问：如何更新我的 TOGAF 8 认证？

答：您可以登录 https://shop.opengroup.org/n950 在线续费。

Q. How can I renew my TOGAF 8 Certification?
A. You can renew online at https://shop.opengroup.org/n950

问：我已经更新了 TOGAF 8 认证，我是否被列入了注册表？

答：是的，前提是您选择了公开列表。通过认证的 TOGAF 8 候选者注册表可在此处找到：http://www.opengroup.org/togaf/cert/register.html。

Q. I have renewed my TOGAF 8 Certification, am I listed on a register?
A. Yes, assuming you chose to have a public listing. The register of certified TOGAF 8 candidates can be found here: http://www.opengroup.org/togaf/cert/register.html

Pearson VUE 具体问题和答案 / Pearson VUE Specific Questions and Answers

有关 Pearson VUE 客户服务（包括安排、重新安排或取消考试），请访问：
http://pearsonvue.com/theopengroup/

For Pearson VUE customer service (including scheduling, rescheduling, or canceling an exam) visit: http://pearsonvue.com/theopengroup/

问：Pearson VUE 有哪些可用性考试？

    答：请访问可用性考试页面，了解 Pearson VUE 提供哪些考试。

Q. What exams are available to take with Pearson VUE？
    A. Visit the Available Exams page to learn which exams are available with Pearson VUE.

问：如何找到培生 VUE 考试中心？

    答：您可以指定地址、城市或邮政编码，搜索附近的 Pearson VUE 考试中心。

Q. How do I locate a Pearson VUE test center?
    A. You may search for Pearson VUE test centers near you by specifying an address, city, or postal code.

问：我可以在家里或办公室远程参加考试吗？

    答：通过 Pearson VUE 的 OnVUE

    在线监考，大多数开放集团认证考试也可在家里或办公室进行。

Q. Can I take an exam remotely at home or in my office？
    A. Most of The Open Group Certification exams are also available to take at home or at the office with OnVUE Online Proctoring from Pearson VUE.

问：在 Pearson VUE 参加考试的考生有哪些付款方式？

答：您可以按以下方式付款

- 信用卡：美国运通卡、万事达卡、VISA 或 JCB
- 凭证代码（请参阅上述有关考试凭证代码的常见问题）

请注意：Pearson VUE

在以下国家不接受信用卡付款：孟加拉国、贝宁、喀麦隆、冈比亚、加纳、黎巴嫩、尼日利亚、巴基斯坦、塞内加尔、坦桑尼亚和乌干达。在这种情况下，请联系 The Open Group 以获取其他付款方法。

Q. What are the payment options for candidates taking an exam at Pearson VUE?
A. You may pay as follows:
- Credit card: AMEX, Master Card, VISA, or JCB
- Voucher code (see above faqs on Exam Voucher codes)

Please note: Pearson VUE does not accept credit card payments in the following countries: Bangladesh, Benin, Cameroon, Gambia, Ghana, Lebanon, Nigeria, Pakistan, Senegal, Tanzania, and Uganda. In such cases please contact The Open Group for an alternative payment method.

问：培生 VUE 的改期政策是什么？

答：如果您希望重新安排考试时间，您必须在考试预约前至少 48 小时取消预约。您可以在 Pearson VUE 的帐户中在线取消预约，或联系 Pearson VUE 进行取消。在预约前 48 小时内重新安排考试或错过考试可能会导致您的考试费用被没收。重新预约成功后，您将收到一封电子邮件确认，并将显示在您的帐户中。

Q. What is the Reschedule Policy at Pearson VUE?
A. If you wish to reschedule your exam, you must cancel a minimum of 48 hours prior to your exam appointment. This can be done either online within your account at Pearson VUE or by contacting Pearson VUE. Rescheduling an exam less than 48 hours prior to your appointment or missing your exam may result in forfeiting your exam fees. After a successful reschedule you will receive an email confirmation and also it will show in your account.

问：Pearson VUE 的取消政策是什么？

答：如果您想取消考试，必须在预约考试前至少 48 小时联系 Pearson VUE。您可以在您的 Pearson VUE 账户中在线取消考试，也可以联系 Pearson VUE。在预约前 48 小时内取消考试或错过考试可能会导致您的考试费用被没收。成功取消考试后，您将收到一封电子邮件确认，并将显示在您的帐户中。

Q. What is the Cancellation Policy at Pearson VUE?
A. If you wish to cancel your exam, you must contact Pearson VUE a minimum of 48 hours prior to your exam appointment. This can be done either online within your account at Pearson VUE or by contacting Pearson VUE. Cancelling an exam less than 48 hours prior to your appointment or missing your exam may result in forfeiting your exam fees. After a successful cancellation you will receive an email confirmation and also it will show in your account.

问：如果我对重新安排或取消考试有疑问，应该与谁联系？

答：请联系 Pearson VUE 客户服务。

Q. Who do I contact if I have a question about rescheduling or cancelling my exam?
A. Contact Pearson VUE Customer Service.

问：如何使用在线系统重新安排或取消考试？

答：通过 "参加考试 "页面登录您在 Pearson VUE 的帐户，管理现有的考试预约。

Q. How do I reschedule or cancel my exam using the online system?
A. Login to your account at Pearson VUE via the Take Exam page to manage existing exam appointments.

问：如何在 Pearson VUE 注册考试？

答：访问 "参加考试 "页面，了解如何注册和登录以安排考试。

Q. How do I register to take an exam at a Pearson VUE?
A. Visit the Take Exam page to learn how to register and login to schedule an exam.

问：在 Pearson VUE 参加考试有哪些注意事项？

答：录取政策（针对考点）

请提前 15
分钟到达考试中心。这将给您足够的时间完成必要的签到程序。如果您比预定
考试时间迟到 15 分钟以上，您将无法入座参加考试，并须全额支付考试费。

身份识别（ID）需求

您需要携带两种身份证件前往考试中心。在预约考试前，请使用此链接
仔细查看身份证件需求。如果没有相应的身份证明，考试将无法进行。除了现
行的身份证明和入场政策外，参加监考的考生还将被拍照。

如果 Pearson VUE
管理人员无法正确识别您的身份，他们有权拒绝为您安排考试座位。

改期政策

如果您希望重新安排考试，必须至少在预约考试前 48 小时联系 Pearson
VUE。在预约前 48
小时内重新安排考试或错过考试可能会导致您的考试费用被没收。

取消政策

如果您想取消考试，必须至少在预约考试前 48 小时联系 Pearson
VUE。在预约前 48
小时内取消考试或错过考试可能会导致您的考试费用被没收。

Q. What do I need to know about taking an exam at Pearson VUE?
A. Admission Policy (for test centers)
We ask that you arrive at the test center 15 minutes before your scheduled
appointment time. This will give you adequate time to complete the necessary sign-in
procedures. If you arrive more than 15 minutes late for your scheduled exam time you
will not be seated for your exam and payment in full is due for the exam fee.
Identification (ID) Requirements
You will need to bring two forms of identification to the test center. Carefully review
the ID requirements prior to your exam appointment using this link. The test will not

be delivered without the appropriate forms of identification. In addition to the current identification and admission policy, candidates who are taking a proctored exam will be photographed.

Pearson VUE Administrators have the right to refuse seating for the exam if they are unable to properly identify you.

Reschedule Policy

If you wish to reschedule your exam, you must contact Pearson VUE a minimum of 48 hours prior to your exam appointment. Rescheduling an exam less than 48 hours prior to your appointment or missing your exam may result in forfeiting your exam fees.

Cancellation Policy

If you wish to cancel your exam, you must contact Pearson VUE a minimum of 48 hours prior to your exam appointment. Cancelling an exam less than 48 hours prior to your appointment or missing your exam may result in forfeiting your exam fees.

问：我需要什么时候到达 Pearson VUE 考试中心参加考试？

答：您应至少提前 15 分钟到达考试中心。这将使您有足够的时间完成必要的签到程序。如果您比预定考试时间晚到 15 分钟以上，您将无法入座参加考试，并须全额支付考试费。

Q. When do I need to arrive for my exam at a Pearson VUE test center?
A. You should arrive at the testing center at least 15 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedures. If you arrive more than 15 minutes late for your scheduled exam time you will not be seated for your exam and payment in full is due for the exam fee.

问：前往 Pearson VUE 考试中心需要携带何种身份证明？

答：您需要携带两种身份证件前往考试中心。在预约考试前，请仔细查看身份证明需求。如果没有相应的身份证明，考试将无法进行。如果 Pearson VUE 管理员无法正确识别您的身份，他们有权拒绝为您安排考试座位。

Q. What type of identification do I need to bring to a Pearson VUE test center?
A. You will need to bring two forms of identification to the test center. Carefully review the ID requirements prior to your exam appointment. The test will not be delivered without the appropriate forms of identification. Pearson VUE Administrators have the right to refuse seating for the exam if they are unable to properly identify you.

问：如何申请考试便利？

答：所有因残疾而要求考试调整的考生，必须提供适当的证明文件，说明其残疾状况，以及该状况预计会如何影响其在标准条件下参加考试的能力。这可能包括由诊断该状况的专业人员提供的附加证明文件。应将描述考试适应需求的邮件和开放集团候选人 ID 发送至 accommodations-at-opengroup.org。开放集团将进行审核，审核通过后，将向 Pearson VUE 提供授权，并建议您如何与住宿调度团队安排考试。

Q. How do I request a test accommodation?
A. All candidates who are requesting test accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include additional supporting documentation from the professional who diagnosed the condition. A mail describing the need for test accommodations , and The Open Group candidate ID, should be sent to accommodations-at-opengroup.org. The Open Group will review, and when approved, will provide authorization to Pearson VUE and advise how to schedule your exam with the Accommodation Scheduling team.

问：如何报名参加英语作为第二语言 (ESL) 考试？

答：有关 ESL 考试的信息，请访问我们的 [ESL](#) 页面。

Q. How do I register for an English as a Second Language (ESL) exam?
A. Information on ESL exams is available on our [ESL](#) page.

问：我可以使用翻译词典吗？

答：也许，如果您已获准延长 ESL 学习时间或享受医疗便利。更多信息，请参阅我们的 [ESL](#) 页面。

Q. Can I use a Translation Dictionary?
A. Maybe, if you have been authorized for an ESL time extension or medical accommodation. See our [ESL](#) page for further information.

问：如何查看我的分数报告和我参加考试的收据？

答：要访问您的成绩报告，您需要使用开放组网站的登录凭据登录 Pearson VUE 的开放组门户网站。您应按照开放集团网站上的说明参加考试，网址是：https://certification.opengroup.org/goto-pearsonvue。

登录培生 VUE 后，您将在页面右侧 "我的帐户 "下找到 "视图 "和 "收据 "链接。

Q. How do I access my Score reports and receipts for exams I have taken?
A. To access your score reports, you will need to log in to The Open Group portal at Pearson VUE using your login credentials for The Open Group web site. You should follow the instructions on The Open Group website to take an exam at: https://certification.opengroup.org/goto-pearsonvue
Once logged in at Pearson VUE, you will find a link to "View Score Reports" and "Receipts" on the right hand side of the page under "My Account".

问：参加 Pearson VUE 考试有什么具体建议吗？

答：对于所有考试，请参阅通用建议表：通过 Pearson VUE 参加考试的考生须知

如需更多帮助，请参阅 Open Group 帮助中心。

Q. Is there specific advice for taking exams with Pearson VUE?
A. For all exams see the generic advice sheet: Advice for Candidates taking Exams with Pearson VUE

For more help, see The Open Group Help Center.