OSP Certification Handbook

Bicsi®
OSP DESIGNER

Congratulations, you are on your way to earning a world-class information and communications technology (ICT) industry certification.

Dedicated ICT professionals such as yourself recognize and understand that holding a BICSI credential makes a difference in your career and the ICT industry. Holding the OSP credential will identify you as an elite, knowledgeable and experienced Outside Plant Designer in cutting-edge ICT principles. We appreciate your professional commitment in demonstrating the highest global standard with an OSP credential.

We develop and deliver the highest-quality credentialing programs that validate mastery in the field of ICT and contribute to the continued improvement of individual and organizational performance. We work closely with ICT professionals from around the world to ensure that our programs are up-to-date and relevant for today's competitive business environments.

This handbook provides an overview of the OSP credential, including eligibility and recertification requirements, and provides detailed information to help guide you through the entire certification process.

We wish you much success,

George Thorning, RCDD
Registrations & Credentials Supervision Committee (RCSC) Chair

John Bakowski, RCDD, OSP, NTS, WD
OSP Sub-Committee Chair

Ronda Thomas, CAE, SPHR, SHRM-SCP
BICSI RCSC Staff Liaison

For more information:

bicsi.org/credentialing

Questions:

Phone: +1 813.979.1991 or 800.242.7405
(USA & Canada toll-free)
Email: credentialing@bicsi.org

Table of Contents

About BICSI and the OSP Credential 4-6

OSP Definition 4
Eight Things to Know About the OSP Credential 5
OSP Credentialing Process Overview 5
Exam Delivery Statement 6
Non-Discrimination Policy 6
Sanctioned Countries 6
Contact Information 6
Name, Address and Email Information 6

OSP Credentialing Process 7-22

The Five Phases 7
Phase 1: Decide 7
Exam Eligibility Requirements 7
GI Bill Information 7
U.S. Military Tuition Assistance Program 7
Reasons to Become an OSP? 7
Phase 2: Prepare 8
Exam Content Outline 8-10
Exam Copyright 10
Suggested Study 11
Exam Specifics 11
How Exams are Developed 11
Phase 3: Apply 12
Application Process 12
Application Processing 12
Application Checklist 12
Application 13-16
Fees 16
Payment Methods 16
Exam Application Payment Section 16
Incomplete Applications 17
Application Denials 17
Refund Policy 17
Legal Name 17
Eligibility Dates 17
Waiting Period 17
Terms and Conditions 17
Phase 4: Test 18
Requests for Special Accommodations 18
Appeal of Denial of Request for Special Accommodations 18
How to Schedule 18
Rescheduling or Cancellation Policy 19
Exam Fee 19
Exam Identification and Conduct Requirements 19
Confidentiality 20
Passing Score 20
Results 20
Retest Information 20
Comments 20
Phase 5: Recertify 21
Status Definitions 21
OSP Credential Registration Period 21
Recertification Requirements 21
Recertification Fees 22

After Becoming an OSP Designer 23

Use of the Designation 23
OSP Stamp 23
Credential Verification 23
Records Retention 23
Certificate Frame 23
Suspension Policy 23

General Policies and Procedures 24

Code of Ethics 24
Standards of Conduct 24
Antitrust Statement ..... Back Cover

About BICSI and the OSP Credential

BICSI is a professional association supporting the advancement of the information and communications technology (ICT) community. ICT encompasses the design, management, integration and installation of pathways, spaces, optical fiber and copper-based distribution systems, wireless-based systems and infrastructure that supports the transportation of information and associated signaling between and among communications and information gathering devices.

BICSI provides information, education and knowledge assessment for individuals and companies in the ICT industry. BICSI serves nearly 23,000 ICT professionals, including designers, project managers, installers and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety and automation systems. Through courses, conferences, publications and professional credentialing programs, BICSI staff and volunteers assist ICT professionals in delivering critical products and services, and offer opportunities for continual improvement and enhanced professional stature.

BICSI established its credentialing programs to provide a level of assurance to the industry and to consumers that an individual has knowledge in a designated area of ICT design, project management or installation. Our professional designations are valued globally and are recognized throughout the ICT industry.

BICSI began work on the Outside Plant (OSP) Program in the mid-nineties in response to confusion over how to properly design OSP, and the increased need for uniformity and consistency of design throughout the industry. Training had previously been left to the manufacturers of specific products with little consideration for complete infrastructure and "system" design. This often resulted in poor performance, reduced throughput, component failure of installed systems and many safety violations, some even resulting in death and damage or destruction of property. Customers needed the assurance that their projects were designed by someone qualified to do so.

In 1999, BICSI released the first edition Customer-Owned Outside Plant (CO-OSP) Design Reference Manual. The OSP Specialty Program followed in 2001, recognizing individuals with extensive knowledge and experience in designing new and integrating existing OSP systems to meet codes, standards and performance requirements. Today many organizations require the BICSI OSP credential on outside plant projects for designers, and on larger projects for project managers and quality inspectors.

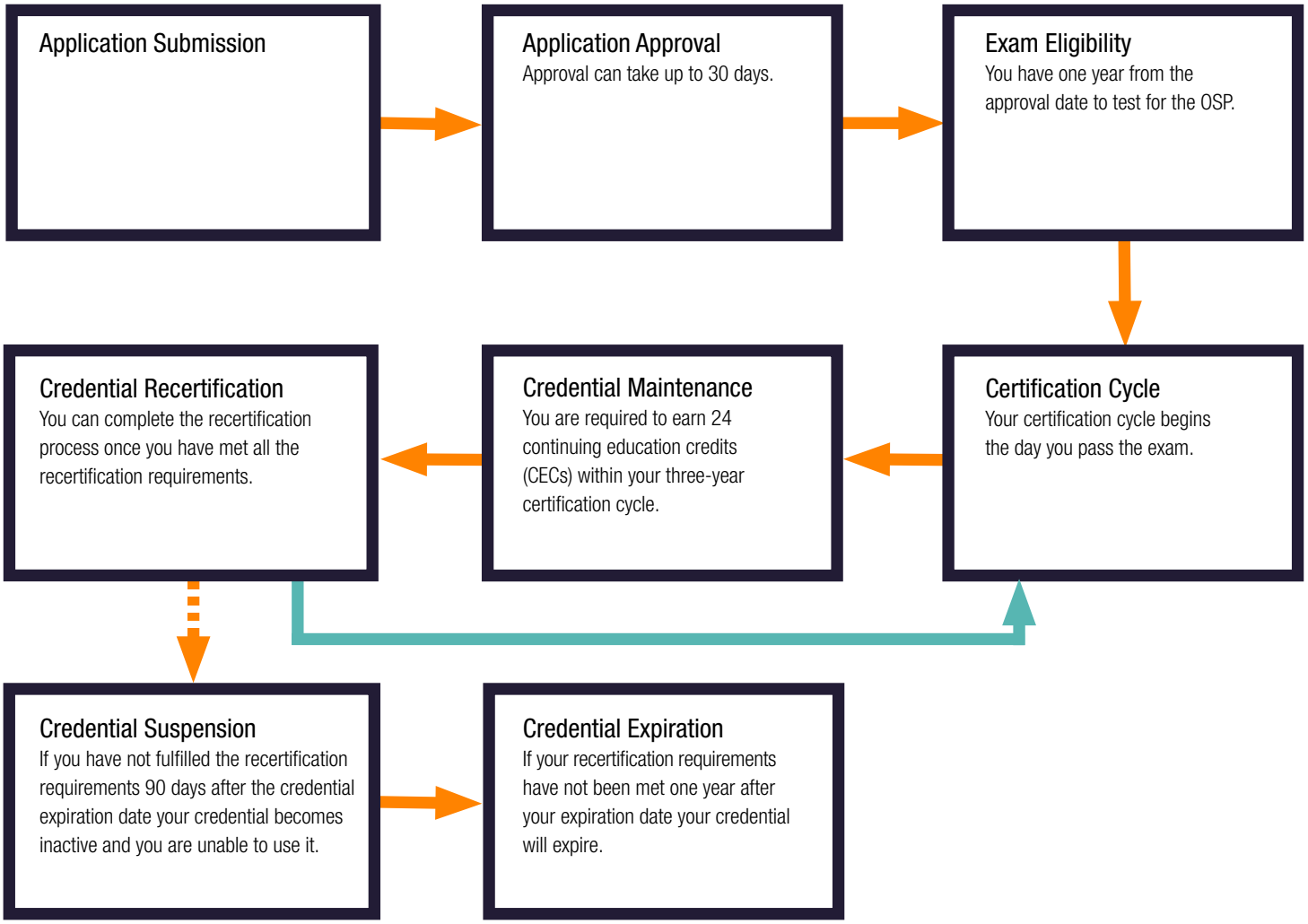
OSP Definition

An OSP Designer is responsible for many factors involved with ICT projects including the design, supervision of the design and inspection of the interbuilding cabling and infrastructure. The OSP Designer plans pathways and spaces, entrance facilities, terminations, testing; determines media type; creates bonding and grounding design plans; investigates, coordinates and determines rights-of-way; develops system documentation requirements; applies applicable codes and standards within the design; and verifies the implementation and/or the installation of the design plan.

Eight Things to Know About the OSP Credential

- Recognized by the ICT Community and Employers
- Provides a Unique Skillset to an ICT Designer
- Uses the Latest Technologies, Methods and Best Practices
- Critical in Modern High Bandwidth Applications
- Engineered by OSP Experts
- Recognized Globally
- Built with Your Career in Mind
- Meets the Highest Standards

OSP CREDENTIALING PROCESS OVERVIEW



Exam Delivery Statement

Pearson VUE is the exam delivery provider of BICSI exams. Pearson VUE is the world's largest learning company with more than 35,000 employees working across the globe. They are the leader in computer-based testing, with testing centers located globally.

Non-Discrimination Policy

It is the policy of BICSI and Pearson VUE that no individual shall be excluded from the opportunity to participate in the BICSI OSP Credentialing Program on the basis of gender, ethnic origin, national origin, religion, age or disability.

Sanctioned Countries

BICSI is committed to conducting business in compliance with the United States State Department of Foreign Assets Control (OFAC) Sanctions Programs and Country Information and the Specially Designated Nationals (SDNs) and Blocked Persons List. This includes any individual with a residence or a nationality of Iran, Syria, Crimea, Cuba or North Korea.

Individuals who present approved candidate identification during the admissions process showing a non-sanctioned country permanent residence may test and receive certifications. For more information please visit bicsi.org/OFAC.

Contact Information

All questions and requests for information about the BICSI OSP Credentialing Program should be directed to:

BICSI, 8610 Hidden River Parkway, Tampa, Florida 33637
Phone: 800.242.7405 (USA & Canada toll-free)
Email: credentialing@bicsi.org

All questions and requests for information about exam scheduling should be directed to:

Pearson VUE, 5601 Green Valley Drive, Bloomington, Minnesota 55437
Phone: 866.904.4432 (USA & Canada toll-free)
Web: pearsonvue.com/bicsi

Name, Address and Email Information

BICSI will send you important information through email and postal mail. It is your responsibility to keep the contact information on your online BICSI Profile at bicsi.org current and up-to-date.

OSP Credentialing Process

THE FIVE PHASES

PHASE 1: DECIDE

Exam Eligibility Requirements

Applicants must meet specific educational and/or work experience criteria at the time they submit their application in order to be eligible to take the OSP exam. The requirements are outlined below:

Option #1

Hold a current RCDD credential.

OR

Option #2

Applicants must have 2 years of verifiable full-time equivalent field experience in OSP design and/or installation AND a minimum of 32 hours of documented continuing education in OSP design and/or installation which may include training provided by BICSI, manufacturer training, college courses, industry training, and/or vendor training.

GI Bill Information

The BICSI OSP exam may be eligible for GI Bill reimbursement for those who qualify. The VA pays only the exam costs, or up to $2,000 for each exam. Payment is issued after you submit proof of payment to the VA. The VA will pay for exams, even if you are unsuccessful in your attempt to earn a certification. For more information, including an application for reimbursement of exam fees, please visit the BICSI Credentialing web page at bicsi.org/credentialing. Please note that BICSI exam requirements and retest policies still apply.

U.S. Military Tuition Assistance Program

Through the Credentialing Opportunities On-Line Program, qualifying U.S. military members can use their ICT-related installation, design and project management experience toward earning a BICSI credential.

More information on the four available assistance programs can be found online at bicsi.org/COOL.

Reasons to Become an OSP

- Positive Impact on Professional Image
- Recognized by the ICT Community
- New Job and Promotion Opportunities
- Higher Salary Possibilities
- Expands ICT Career Field

OSP experience in design and/or installation is: hands on experience or the direct management and/or supervision of the personnel involved in OSP design and/or installation which includes the creation, planning, integration, execution, and/or detail-oriented project management of OSP.

OSP Design: includes planning, development and documentation of workable and/or buildable OSP cabling systems.

OSP Installation: includes procurement, deployment and verification of an OSP design.

Experience in OSP design and/or installation must be performed in the following areas:

1. Pre-Design Preparation
2. Perform Site Survey
3. Select Media, Platform, and Cables
4. Design Underground Platform and Spaces
5. Design Buried Platform and Spaces
6. Design Aerial Platform and Spaces
7. Prepare Design
8. Quality Control Process
9. Professional Responsibilities

PHASE 2: PREPARE

Exam Blueprint

BICSI's credentialing programs are a gold standard in the ICT industry. The OSP credential validates that the credential holder has mastery of knowledge and skills to perform outside plant design according to accepted best practices in the ICT industry. Every three to five years the Registrations & Credentials Supervision Committee (RCSC) oversees a Job Task Analysis (JTA) of this credentialing program to ensure the program is current, relevant and held to the highest standard. Based on this analysis, nine core competencies were identified as essential to an Outside Plant Designer; these core competencies are outlined below:

OSP EXAM CONTENT OUTLINE

AREA OF EXPERTISE	% OF EXAM
A. PRE-DESIGN PREPARATION	11-12%

- Research types and capabilities of existing technology
- Research existing infrastructure/Information gathering
- Research geography
- Determine financial parameters
- Comply with local, state and national regulations
- Assess program/client requirements and forecast for the future
- Interpret customer's I.T. and facility master plan

B. PERFORM SITE SURVEY	9-10%

- Perform pre-job assessment for new and existing construction
- Perform additional pre-job assessment for existing construction
- Determine easements and requirements for right-of-way
- Determine proposed routing
- Verify network topology

C. SELECT MEDIA, PLATFORM AND CABLES	13-14%

- Select appropriate media
- Select copper AWG & sizing
- Select fiber mode and type
- Select coax
- Select splicing hardware
- Select termination hardware
- Select splitters
- Select alternative media

D.	DESIGN UNDERGROUND PLATFORM AND SPACES	14-15%

- Design underground support structure—conduit
- Design underground support structure—maintenance hole
- Design underground support structure—hand hole/pull box
- Design underground support structure—contained environmental vault
- Design underground grounding systems
- Design utility tunnels pathways
- Design storm/waste water and natural gas pipe support structures
- Design transition structures

E.	DESIGN BURIED PLATFORM AND SPACES	14-15%

- Design buried application—trench
- Design buried application—plowed
- Design buried application—bore
- Design buried grounding systems

F.	DESIGN AERIAL PLATFORM AND SPACES	14-15%

- Design aerial support structure—existing
- Design aerial support structure—new construction
- Design aerial support structure—messenger
- Design aerial support structure—anchors and guys
- Design aerial structure grounding—multiground neutral distribution system
- Design aerial structure grounding based on delta systems
- Design aerial structure grounding based on wye systems
- Design aerial structure grounding—special situations
- Determine space allocation on pole
- Select cable attachment method and associated hardware
- Design aerial to underground transition structures
- Design optical ground wire structures
- Design All Dielectric Self Supporting support structures

(Continued on next page)

AREA OF EXPERTISE	% OF EXAM
G. PREPARE DESIGN	8-9%

- Prepare preliminary design
- Prepare critical design review scope/design development
- Prepare final design (construction) package
- Prepare rough order magnitude—ROM

H. QUALITY CONTROL PROCESS	7-8%

- Develop quality control process
- Implement design change process
- Identify common mistakes
- Design betterments/optimization

I. PROFESSIONAL RESPONSIBILITIES	1-2%

- Perform pre-award responsibilities
- Perform post-award responsibilities
- Stay professionally current.
- Serve as a mentor to new OSP designers.

Exam Copyright

All exam questions are the copyrighted property of BICSI. Any attempt to reproduce all or part of an exam is strictly prohibited by law. Such attempts include, but are not limited to, removing materials from the exam room, aiding others in reconstructing any portion of an exam by any means, or selling, distributing, receiving, or having unauthorized possession of any portion of an exam. Alleged copyright violations will be investigated and, if warranted, prosecuted to the fullest extent of the law. It should also be noted that exam scores might be invalidated in the event of this type of suspected breach.

Suggested Study

No two candidates come to the exam with the same knowledge base, as ICT experience and educational backgrounds vary. Most candidates spend time studying and preparing for the exams, which measure how well candidates can apply their ICT knowledge and experience. Therefore, it is not possible to train for or teach to the exam by reading certain books or memorizing specific information. The best way to prepare is to review and study the content in each functional area of the Exam Content Outline for the OSP Exam.

Suggested Study:

- *Outside Plant Design Reference Manual (OSPDRM) 6th Edition*
- OSP101: Introduction to Outside Plant Design (Optional)
- OSP102: Applied Outside Plant Design (Optional)
- 100 hours of independent study

Optional Courses:

OSP101: Introduction to Outside Plant Design
Introduction to Outside Plant Design is an interactive senario-based 6-hour online introductory course that provides learners with and overview of outside plant design considerations

OSP102: Applied Outside Plant Design V6.0
Applied Outside Plant Design V6.0 is a 5-day application-based course covering elements common to all OSP projects.

Exam Specifics

Number of Questions 100
Allotted Examination Time..... Two Hours

The exam consists of multiple choice questions with one correct answer and multi-selection multiple choice questions with two correct answers.

HOW EXAMS ARE DEVELOPED

BICSI follows credentialing best practices to create and update the exams offered. Practicing ICT professionals are involved in every step of the exam development process, facilitated by expert testing organizations. The following are the steps taken in developing the OSP exam:

1. BICSI conducts a Job Task Analysis (JTA) every three to five years of the outside plant profession and makes modifications and upgrades as part of the best practices for the program. The exam is developed from the Exam Content Outline created from the JTA and then validated by a large group of ICT OSP Subject Matter Experts (SMEs).
2. A team of OSP professionals who currently hold the OSP credential write the exam questions, based on the Exam Content Outline.
3. The questions are reviewed via a three-step quality control process.
4. Multiple exam forms are created and validated by a team of ICT professionals who hold the OSP credential. The SMEs participate in a standard-setting study led by expert test development professionals.
5. BICSI conducts a scheme alignment study facilitated by expert test development professionals to determine exam qualifications and prerequisites, and recertification requirements. A select group of SMEs who hold the OSP credential participate in this study.

PHASE 3: APPLY

Application Process

The following items must be completed and submitted to BICSI World Headquarters:

- A fully completed and descriptive OSP Exam Application (see pages 13-16.)
- Proof of continuing education documentation

OSP design experience will be verified. Based on the verification process of your OSP design experience, BICSI reserves the right to require additional submittal as proof of experience. Failure to provide these additional requirements will result in rejection of the application.

Application Processing

BICSI processes applications in the order they are received. A nonrefundable exam application fee must accompany your application.

Please allow 30 days for approval. Please do not send in partial applications.

APPLICATION CHECKLIST

- ❑ Completed OSP Exam Application
- ❑ OSP exam application fee

"(The OSP) is the perfect companion to the ISP-heavy RCDD certification, and my position at the time required both inside plant and outside plant design. It has helped me obtain two OSP positions since I obtained the OSP certification." – Marty Emrick, RCDD, OSP, OSP Engineer, Black & Veatch, Tampa, Florida

"I knew I wanted further qualifications after gaining the RCDD designation. Achieving the OSP credential has been valuable in many aspects of my career. I'm now recognized as a confident and credible authority in OSP. I've enhanced my skill set. And I am continuously developing my professional status in the ICT industry." – Lindon Haigh, RCDD, OSP, Senior ICT Manager, Russell-Smith, Hobart, Australia

"Holding the OSP has allowed me to take part in the project management of outside plant construction and optical fiber networks of great importance." – Eduardo Belleza Zamora, RCDD, OSP, RTPM, Project Manager, B&Z Telecom, Lima, Peru

BICSI Outside Plant (OSP) Designer Exam Application

Personal Data

Name		BICSI ID number (if applicable)	
Home address (required)			
City	State	Zip/Postal code	Country
Company name		Job title	Email
Company address			
City	State	Zip/Postal code	Country
Phone (business)	(home)	(cell)	

Verifiable Outside Plant Work Experience (Please fill in below)

❑ **Check here if you currently hold the RCDD credential.**
(If you have an RCDD you DO NOT need to complete the work experience section.)

Dates Employed: From To	Description of outside plant design/installation duties (be specific):
Position/Title:	
Company Name and Address	
Phone:	
Name/Title of Supervisor: Email Address:	

Description of outside plant design/installation projects, (include client contact and phone number if applicable). Refer to page 7 for description of OSP experience.

Dates Employed: From To	Description of outside plant design/installation duties (be specific):
Position/Title:	
Company Name and Address	
Phone:	
Name/Title of Supervisor: Email Address:	

Description of outside plant design/installation projects, (include client contact and phone number if applicable). Refer to page 7 for description of OSP experience.

Dates Employed: From To	Description of outside plant design/installation duties (be specific):
Position/Title:	
Company Name and Address	
Phone:	
Name/Title of Supervisor: Email Address:	

Description of outside plant design/installation projects, (include client contact and phone number if applicable). Refer to page 7 for description of OSP experience.

Other Qualifications

List professional designations (i.e., licenses, certifications, etc.), awards, honors, membership in honorary societies, publications, consulting work in a professional field, etc.

I authorize appropriate officials to seek further verification of my credentials, except as qualified here:

The undersigned applicant hereby agrees to be bound by all terms and conditions (see page 20) as they pertain to the BICSI OSP exam:

1. No re-evaluation of the exam of the undersigned applicant shall be undertaken by BICSI, its agents or employees unless a written request for re-evaluation is received by BICSI at 8610 Hidden River Parkway, Tampa, Florida 33637-1000, before the expiration of 30 days from the date of the exam in question.
2. If disputes concerning any aspect of the OSP program arise between the applicant and BICSI, they shall be adjudicated in Hillsborough County, Florida.
3. If the applicant does not adhere to BICSI exam guidelines, BICSI has the right to negate the exam and prohibit the applicant from taking subsequent exams.
4. Agree to recognition by BICSI in publications, meetings, website and through other means. (If you wish to not be publicly recognized, please send written notice to credentialing@bicsi.org.
5. I attest that the information provided is a true and accurate statement of my qualifications and experience.
6. Agree to have read, understand and will abide by the BICSI Code of Ethics and the Standards of Conduct (page 27.)

Signature (Application will NOT be processed without signature.) Date

Please indicate any special accommodations below.

Special accommodations may require additional documentation and additional time for processing. If a retest is necessary, you must contact the BICSI credentialing department (page 6) for any special accommodations before scheduling with Pearson VUE.

Fees

	PRICES*	DETAILS
Exam Application Fee (Paid to BICSI)	$495 - BICSI Member $725 - Nonmember	Fees include: Processing of exam application , first attempt exam fee, registration and testing at any Pearson VUE location, exam score report for unsuccessful attempts, OSP certificate and lapel pin once certification is achieved Fees do not include: Study materials, preparatory classes, study support fees ,traveling expenses to and from testing center, or retest fees
Exam Retest Fee	$225 - BICSI Member $340 - Nonmember	Fee applies to retest at a Pearson VUE location after an unsuccessful attempt.

*Pricing is subject to change without notice.

Payment Methods

PAYMENT TYPE	METHOD FOR SENDING PAYMENT
Credit card	Over the phone or postal mail to BICSI
Check or money order	Postal mail to BICSI
Wire transfer	Email credentialing@bicsi.org for wire transfer details

Exam Application Payment Section

Please make all checks payable to BICSI in U.S. dollars, drawn from a U.S. bank. (Call BICSI's Accounting Dept. for instructions on wiring funds.) For your protection, BICSI does not accept emailed credit card numbers.
If paying by credit card, please mail or fax your payment information instead.

Internal Use Only

Total to be paid
$ _____

❑ Check or Money Order Enclosed
❑ Visa ❑ MasterCard ❑ American Express ❑ Diner's Club ❑ Discover

Cardholder name (as the name appears on the credit card) Cardholder signature

Credit card number CVV Expiration date Card billing zip code (required)

Submit your completed exam application and payment to:
BICSI, Attn: Credentialing, 8610 Hidden River Parkway, Tampa, FL 33637-1000 USA;
Fax: +1 813.971.4311; Email: Credentialing@bicsi.org

Incomplete Applications

Exam candidates whose application is submitted without all the requirements will receive an email outlining what information is missing and when it is due. The missing information must be submitted by the due date or the application will be considered incomplete and will not be accepted. The exam application fee will be forfeited.

Application Denials

An application will not be approved, and/or the candidate's authorization to test may be revoked, for any of the following reasons:

- Failure to meet the minimum eligibility requirements.
- Application is incomplete.
- Falsification of information on the application.
- Misrepresentation of work experience or other information on the application.
- Violation of testing policies and procedures.

Refund Policy

Application fees are not refundable or transferable for applications, including those found to be ineligible.

Legal Name

When submitting your application, use your full legal name as it appears on your unexpired, valid, government-issued official identification documentation. This is the name that the testing administration site will use to verify your exam on your exam day. This is also the name that will appear on your official certification once you successfully pass the exam.

Eligibility Dates

Your application is valid for one year from the date it is approved. This is referred to as your eligibility dates in your Exam Authorization Letter.

Waiting Period

During any exam eligibility period (one year from the date of application approval), there is a 30-day waiting period between each unsuccessful exam attempt. After a third unsuccessful attempt, a 90-day waiting period will begin. You may be allotted additional attempts after the 90-day waiting period if your exam eligibility period is still valid.

Each exam retest requires the appropriate exam retest fee. If you do not pass the exam within your exam eligibility period, you can reapply for the exam by submitting a new application.

Terms and Conditions

You must agree to the following statements:

- I agree to inform BICSI, without delay, of matters that can affect my capability to continue to fulfill the certification requirements.
- In the event of a credential suspension, I will refrain from any use and/or further promotion of the certification while it is suspended.
- In the event of withdrawal or revocation of the credential, I will refrain from use of all references to a certified status.
- I will make claims regarding certification only with respect to the scope for which certification has been granted.
- I will not use the certification in such a manner as to bring BICSI into disrepute, and not make any statement regarding the credential which BICSI considers misleading or unauthorized.
- I will not use certification status or the credential in a misleading manner.
- I certify that I will not provide, receive or release any confidential exam information and/or materials (including, but not limited to: recording, copying, disclosing, sharing, publishing or otherwise transmitting exam information by any means and for any purpose) or participate in fraudulent test-taking practices.

PHASE 4: TEST

Requests for Special Accommodations

BICSI's Registrations & Credentials Supervision Committee complies with the Americans with Disabilities Act (ADA) and shall ensure no individual is deprived of the opportunity to take a BICSI certification examination solely by reason of a 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 calendar days prior to the examination. 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.

Appeal of Denial of Request for Special Accommodations

Candidates who are denied their request for Special Accommodations may file an appeal with the BICSI's Registrations & Credentials Supervision Executive Committee. The decision of Registrations & Credentials Supervision Executive Committee is final. Credentialing@bicsi.org - Attn: RCSC Appeal.

How to Schedule

BICSI partners with Pearson VUE to deliver the OSP exam in a computer-based testing format. Pearson VUE will notify you of any changes to test site availability due to bad weather, technical issues or other unscheduled events.

Once your application is approved, you will receive a BICSI Exam Authorization Letter by email confirming your approval. The authorization letter includes your candidate ID, first attempt exam fee voucher, as well as scheduling information.

We encourage you to schedule your exam appointment date as soon as you are approved. Scheduling early increases the chance you will receive your preferred testing date, time and location.

When scheduling an appointment, have the following information available:

- Your name exactly as it appears on your valid, unexpired government-issued ID
- Your candidate ID number
- The name of your exam sponsor (BICSI)
- The exam for which you are approved (OSP-002)
- Your preferred appointment date, time and location
- First attempt exam fee voucher

To schedule online, visit pearsonvue.com/bicsi and click on "create an account" or "sign in," if you already have a Pearson VUE account.

You can also schedule on the phone. To do so, call 888.602.6941. International phone numbers may vary. Please refer to the Pearson VUE website for alternate numbers, if needed.

Rescheduling or Cancellation Policy

You must contact Pearson VUE at least one business day prior to your scheduled appointment if you would like to reschedule or cancel your testing appointment. Rescheduling or canceling less than one full business day prior to your appointment may result in forfeiting your exam fees.

Exam Fee

Your first attempt exam fee is included in your application fee and is paid directly to BICSI. The first attempt exam fee includes registration and testing at any Pearson VUE location, and an exam score report for unsuccessful attempts. In the event you are unsuccessful, exam retest fees apply and are paid directly to Pearson VUE.

Exam Identification & Conduct Requirements

The OSP credentialing exam is administered in highly secure testing centers. All exam candidates will be required to provide proof of identity with an unexpired original government-issued photo ID with signature, such as a driver license, a passport or military ID. The name and photo on the primary or secondary ID must exactly match the name on the candidates Exam Authorization Letter.

You will be required to provide a secondary ID. The following are acceptable forms of secondary identification:

- Valid employer identification card
- Valid credit card with signature
- Valid bank card with photo

Examples of Acceptable Names on Required ID

NAME ON APPLICATION	NAME ON ID	ADMITTED TO TEST
Mohammed Saeed	Saeed Mohammed	Yes
Christine Reynolds	Christine White	No
William Rice	Bill Rice	Yes
T.J. Coleman	Thomas J Coleman	Yes
Tanya L. Sullivan	Tanya Lee Sullivan	Yes

Trained proctors will supervise the Pearson VUE testing centers. Irregularities observed or suspected by the proctors, or identified by subsequent statistical analysis of your answers on the exam, may result in your removal from participation in the exam or invalidation of your score. Irregularities include, but are not limited to, creating a disturbance, giving or receiving unauthorized information or aid to or from other examinees, or attempting to remove materials from the testing room. BICSI reserves the right to investigate each incident of misconduct or irregularity.

Candidates must be able to use a computer and mouse.

Candidates are not allowed to bring any items into the testing room (phones, watches, hats, etc.). All necessary items will be available during the exam, including calculators and a whiteboard for scratch paper.

There are no scheduled breaks during the exam. If a break is needed, the break will count towards the two hours you have to complete the exam.

Confidentiality

All exam questions are the copyrighted property of BICSI. It is forbidden under federal copyright law to copy, reproduce, record, distribute, display or share these examination questions by any means, in whole or in part.

New credential holders will be listed, by name only, in BICSI publications. Please contact us immediatley if you wish to be excluded. Exam (pass/fail) results are confidential and will not be disclosed to anyone without candidate consent, unless directed by valid and lawful subpoena or court order.

When you submit your OSP exam application, you agree to abide by the BICSI Terms and Conditions (found on page 20 of this handbook). Among other things, the Terms and Conditions address post-examination questions and discussions. It states: *"...I certify that I will not provide, receive, or release any confidential examination information and/or materials (including, but not limited to: recording, copying, disclosing, sharing, publishing, or otherwise transmitting exam information by any means and for any purpose) or participate in fraudulent test-taking practices."*

Any such discussion would be a potential violation of the BICSI Terms and Conditions and could affect the status of your credential, up to and including revocation of your credential or permanent suspension from any BICSI credential exams.

Passing Score

The OSP exam is designed to identify candidates with proficiency in the necessary competencies and knowledge that drives success in the ICT industry. The passing score for the OSP exam is determined by sound psychometric analysis. The passing score is established through a process called standard-setting, during which a selected panel of experts from the ICT field conduct a systematic evaluation of the test content. The panel discusses the qualifications for certification and makes a judgment on the level of knowledge an individual needs to be successful on the job. Their expert judgment is translated to a specific passing score on the exam using the statistical Angoff Method, a commonly used method in the credentialing industry.

Your performance on the OSP exam will be measured against this predetermined standard. Your performance will not be measured against the performance of other individuals.

Results

After completing the examination, candidates who pass the exam will be notified of their pass status immediately at the testing facility. Candidates who are unsuccessful on the exam will be provided a score report. The score report is an explanation of your performance level on each of the topic areas covered on the exam. It is not an actual score. Each section has a different weighting based on the number of questions in each section. One section may have a smaller or larger number of questions than in the other sections. It is meant to provide you with the areas for which you may need some additional study.

Candidates who pass the exam will receive an official congratulatory letter, a credential certificate and lapel pin. The letter confirms that you successfully completed the OSP certification process and also gives instructions on how to obtain the OSP logo and digital stamp. The certificate and lapel pin will besent 4-6 weeks after the exam. If you have a mailing address outside the U.S., please expect 8-10 weeks for receipt of your certificate packet.

Retest Information

During any exam eligibility period (one year from the date of application approval), there is a 30-day waiting period between each unsuccessful exam attempt. After a third unsuccessful attempt, a 90-day waiting period will begin. You may be allotted additional attempts after the 90-day waiting period if your exam eligibility period is still valid.

Each exam retest requires the appropriate exam retest fee. If you do not pass the exam within your exam eligibility period, you can reapply for the exam by submitting a new application.

Comments

If you would like to provide a comment on a specific question on the exam and have it reviewed by the RCSC, you may do so by making a comment in the exam by using the comment feature. If you answer the question incorrectly and the committee determines a re-score, changing your final score from fail to pass, BICSI's Credentialing Department will notify you by email within 30 days of your exam. The time spent on commenting on questions is allotted in the two-hour exam total time and only comments made during the exam will be reviewed.

PHASE 5: RECERTIFY

STATUS	DEFINITION
Active	The status of a current credential.
Grace Period	The period between expiration of a credential and 90 days post expiration of that credential.
Inactive Suspended Period	The period after your grace period of 90 days through one year post-expiration of that credential.
Expired	The status of a credential greater than one year from expiration of that credential.
Reinstatement	The RCSC will review and vote on reinstatement requests of which have been provided documentation of undue hardship preventing recertification during the standard recertification and suspension period.
Re-examination	After a credential has lapsed for greater than one year from the expiration date and has not been approved for reinstatement.

OSP Credential Registration Period

Your OSP credential is valid for three complete calendar years, with an expiration date of December 31. Your credential will be valid for the remainder of that calendar year in which you first passed the exam plus an additional three years, regardless of the month in which you passed the exam. For example, if you earned your OSP certification on September 20, 2017, your credential expiration date would be December 31, 2020.

Recertification Requirements

Recertification is an important part of any respected credentialing program and it is required to maintain a certification after passing the exam. Recertification helps to ensure the validity and credibility of the OSP credential. BICSI views learning as a life-long endeavor and places an emphasis upon continuing education as part of maintaining your OSP status.

It is the OSP credential holder's responsibility to ensure that all requirements and conditions for recertification are satisfied and submitted to BICSI prior the credential period ending. BICSI issues recertification reminders as a courtesy, but it is the credential holder who is ultimately responsible for keeping track and documenting continuing education credits (CECs) and any other requirements of the recertification process.

Within each three-year designation period, beginning when the exam is passed, all OSPs must obtain a minimum of 24 approved CECs to recertify. If you do not recertify by your designation period end date, you may no longer use your OSP credential or represent yourself as certified.

Recertification Fees

	PRICES*	DETAILS
Recertification Fee (Online)	$195 - BICSI Member $325 - Nonmember	Fee applies to participate in the recertification process. A completed recertification application must be completed online, along with payment.
Recertification Fee (Paper)	$225 - BICSI Member $325 - Nonmember	Fee applies to participate in the recertification process. A completed recertification application must accompany the payment.
Recertification Late Fee (91-120 Days)	$175	Fee applies to recertification applications submitted 91-120 days past the credential expiration date.
Recertification Late Fee (121-364 Days)	$300	Fee applies to recertification applications submitted 121-364 days or more past the credential expiration date.
Duplicate Certificate	$25 - BICSI Member $35 - Nonmember	Fee applies to requests for mailed duplicate certificates.

*Pricing is subject to change without notice.

After Becoming an OSP Designer

Use of the Designation

Professionals who have met the certification standards defined by BICSI and who maintain their credential through the recertification process are authorized to use the OSP designation.

Adding your OSP credential to your professional profile will draw special attention to your achievement, and to the time and discipline involved in pursuing and attaining your goal. You may include your credential on business cards, in resumes, on your personal web pages, in bylines for articles or blog posts, and in e-mail signatures. The cost per stamp is $25 including tax and shipping and can be ordered from your member profile.

OSP Stamp

Professionals who have met the certification standards defined by BICSI and who maintain their credential through the recertification process are authorized to use the OSP designation, including an OSP stamp. We encourage you to use your OSP stamp whenever appropriate. You are eligible to receive a complimentary electronic stamp. Certification holders will be able to purchase a self-inking stamp from BICSI. The cost per stamp is $25, including tax and shipping, and can be ordered online through your member profile.

Credential Verification

The names of current credential holders are not considered confidential and may be published by BICSI. Published information may include name, city, state, country, credential held and certification status. The names of all professionals holding the OSP credential will be automatically listed in BICSI's online Verify a Credential Holder Search Directory, searchable by first name, last name, city, state and country. The directory facilitates verification of one's certifications by employers, clients and vendors. It can be found online at bicsi.org/forms/Verify/CredentialHolder.

Records Retention

BICSI retains paper documentation for two years. You must retain copies of all documentation sent to BICSI.

Certificate Frame

Show your BICSI certification pride by ordering a high-quality frame for your new certicate. Visit: framingsuccess.com and enter *FLC8-A bicsi*

Recertification Suspension Policy

A suspension period is intended to allow you the opportunity to complete your expired credentials' recertification requirements without the loss of the credential. The expired credential will instead be suspended (invalid) until all of the recertification requirements have been satisfied as defined below.

The suspension shall be provided automatically after 90 days past the expiration date.

You will receive a written notice of expiration and placement into the suspension period; sent to your address on file. The suspension shall expire **one year** from the certification's original expiration date.

The suspension period **will not** alter the recertification period dates or change the certification's original expiration date. BICSI's website will indicate the credential holder's suspended certification during any suspended period. If proof of the suspension period is required by someone other than the credential holder (i.e. client or employer), you may log into your BICSI profile for status of your certification.

To view the Suspension Policy, in entirety, as well as the conditions of suspension, please visit the BICSI Credentialing webpage at bicsi.org/credentialing.

General Policies and Procedures

Code of Ethics

BICSI's Code of Ethics is based on the principles which assume that societies are governed by a profound respect for human rights and the rule of law. In addition, these principles support the thought that ethics, the criteria for determining what is right and wrong, can be agreed upon by members of an organization and that understanding matters of taste requires sensitivity to cultural norms. An ethics complaint may be filed when there is a concern of a violation of the BICSI Standards of Conduct. Information regarding the process for filing an ethics complaint is in the Procedures and Policies document, which can be found on BICSI's website at bicsi.org.

Standards of Conduct

BICSI has established the Ethics Committee, the Standards of Conduct and the Code of Ethics to reinforce the following position: It is important that the BICSI members and/or its credential holders exhibit the highest principles of ethical and professional behavior in the provision of their products and services associated with the information and communications technology (ICT) industry. These codes and standards serve to enhance public confidence in the integrity and service of BICSI members and/or credential holders.

Adherence to the 14 Standards of Conduct is mandatory.

As a BICSI member and/or BICSI credential holder, I have an ethical and professional obligation to the association, ICT industry and its consumers. I therefore pledge to:

1. Maintain a high standard of professional conduct.
2. Protect and enhance the reputation of the BICSI organization, the credentialing program and my credential through my actions.
3. Maintain the confidentiality of privileged information entrusted or known to me by virtue of my profession or position, unless disclosure is required by law or agreement.
4. Be accurate and truthful in my dealings with clients and be careful not to misrepresent the quality, availability or ability of the services I provide.
5. Never, under any circumstances, make a recommendation misrepresenting or misstating any other individual's qualifications, abilities or accomplishments.
6. Provide unbiased, accurate and objective assessments for all safety and operational deficiencies that may be discovered during the performance of my services.
7. Refrain from representing competitors to clients, or the public, by the use of false and misleading statements or malicious actions, but rather work and compete with them in a reasonable and professional manner for the benefit and advancement of our profession.
8. Refrain from using false and misleading statements or malicious actions that might injure another person's reputation or bring harm to their person or property.
9. Respect a client's decision in the selection of competitive services, and continue to offer and provide that client with quality services for as long as is necessary or requested.
10. Serve all members of the public impartially, providing no substandard service based on that individual's age, race, national origin, color, sex, sexual orientation, disability or religious belief.
11. Adhere to all relevant codes, laws, ICT industry standards and BICSI methodologies, where appropriate.
12. Take personal responsibility to ensure that all requirements necessary for the renewal of any BICSI credential that I hold is met on, or before, the expiration date.
13. Be accurate, honest and truthful in the presentation of all educational material or in the preparation of material orders and product availability.
14. I will not misrepresent my BICSI credential nor willingly allow others to do so.

BICSI ANTITRUST STATEMENT

BICSI believes strongly in competition. U.S. antitrust laws are the rules under which our competitive system operates. It is BICSI's policy to comply in all respects with the antitrust laws.

Association meetings or workshops by their very nature bring competitors together. Accordingly, it is necessary to avoid discussions of sensitive topics. Agreements to fix prices, allocate markets, engage in product boycotts and to refuse to deal with third parties are automatically illegal under the antitrust laws. It does not matter what the reason for the agreement might be.

Accordingly, at any association meeting discussions of prices (including elements of prices such as allowances and credit terms), quality ratings of suppliers, and discussions that may cause a competitor to cease purchasing from a particular supplier, or selling to a particular customer, should be avoided. Also, there should be no discussion that might be interpreted as a dividing up of territories.

An antitrust violation does not require proof of a formal agreement. A discussion of a sensitive topic, such as price, followed by action by those involved or present at the discussion is enough to show a price-fixing conspiracy. As a result, those attending an association-sponsored meeting should remember the importance of avoiding not only unlawful activities, but even the appearance of unlawful activity.

BICSI®
OSP DESIGNER

©Copyright BICSI, June 2018. All rights reserved.
BICSI is a registered trademark of BICSI, Inc.
The OSP Certification Handbook and its contents are the property of BICSI.

For more information:
bicsi.org/credentialing

Questions:
Phone: +1 813.979.1991 or 800.242.7405
(USA & Canada toll-free)
Email: credentialing@bicsi.org