

# Continuing Professional Education (CPE) Policy

# The Certified Cybersecurity Operations Analyst

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## Continuing Professional Education Policy

### Table of Contents

<b>Overview .....</b>	<b>2</b>
<b>CCOA Certification Requirements .....</b>	<b>2</b>
General Requirements	
Annual and Three-year Certification Period	
Payment of CCOA Maintenance Fee and Reporting of CPE Hours	
Notification of Annual Compliance	
Use of CCOA Logo	
<b>Audits Of CPE Hours .....</b>	<b>3</b>
<b>Recordkeeping .....</b>	<b>3</b>
<b>Revocation .....</b>	<b>3</b>
<b>Reconsideration and Appeal .....</b>	<b>3</b>
<b>Retired And Nonpracticing CCOA Status .....</b>	<b>3</b>
Retired CCOA Status	
Nonpracticing CCOAs Status	
<b>Qualifying Professional Education Activities .....</b>	<b>4</b>
<b>Calculating CPE Hours .....</b>	<b>5</b>
<b>Contact Information .....</b>	<b>5</b>
<b>Code Of Professional Ethics .....</b>	<b>6</b>
<b>Verification Of Attendance Form .....</b>	<b>7</b>

#### Overview

The goal of this continuing professional (CPE) education policy is to ensure that all CCOAs maintain an adequate level of current knowledge and proficiency in the field of cybersecurity. CCOAs who successfully comply with the CPE policy will be better trained to evaluate threats, identify vulnerabilities, and recommend countermeasures to prevent cyber incidents..

The responsibility for setting the CPE requirements rests with the CCOA Certification Committee. The Committee oversees the continuing professional education process and requirements to ensure their applicability.

# The Certified Cybersecurity Operations Analyst

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## Continuing Professional Education Policy

### Certification Requirements

#### *General Requirements*

The CCOA CPE policy requires the attainment of CPE hours over an annual and three-year certification period. CCOAs must comply with the following requirements to retain certification:

- Attain and report an annual minimum of twenty (20) CPE hours. These hours must be appropriate to the currency or advancement of the CCOA's knowledge or ability to perform CCOA-related tasks. The use of these hours towards meeting the CPE requirements for multiple ISACA certifications is permissible when the professional activity is applicable to satisfying the job-related knowledge of each certification.
- Submit annual CPE maintenance fees to ISACA international headquarters in full.
- Attain and report a minimum of one hundred and twenty (120) CPE hours for a three-year reporting period.
- Respond and submit required documentation of CPE activities if selected for the annual audit.
- Comply with ISACA's Code of Professional Ethics.

**Failure to comply with these certification requirements will result in the revocation of an individual's CCOA designation. In addition, as all certificates are owned by ISACA, if revoked, the certificate must be destroyed immediately.**

#### *Annual and Three-Year Certification Period*

The annual reporting period begins on 1 January of each year. The three-year certification period varies and is indicated on each annual invoice and on the letter confirming annual compliance.

For newly certified CCOAs, the annual and three-year certification period begins on 1 January of the year succeeding certification. Reporting CPE hours attained during the year of certification is not required. However, hours attained between the date of certification and 31 December of that year can be used and reported as hours earned in the initial reporting period.

#### *Payment of CCOA Maintenance Fee and Reporting of CPE Hours*

To renew the CCOA certification requires payment of the maintenance fee and reporting of CPE hours. Invoice notification is sent both via email and hard copy invoice in the third quarter of each calendar year by ISACA to all CCOAs.

Payment of the annual maintenance fee can be done online at [www.isaca.org/renew](http://www.isaca.org/renew). CPE can be recorded as they are earned in the MyISACA > MyCertifications > Manage My CPE page of the web site. Payment and reporting of CPE hours is due by 31 December to retain certification.

#### *Use of CCOA Logo*

Individual use of the CCOA logo (on items such as business cards, web sites, marketing or promotional materials) is not permitted because it can imply endorsement or affiliation on ISACA's behalf of that person's products or services. Individuals can use the CCOA acronym after their name (e.g., John Q. Customer, CCOA in lieu of the logo).

### Audits Of CPE Hours

A random sample of CCOAs is selected each year for audit. Those CCOAs chosen must provide written evidence of previously reported activities that meet the criteria described in the Qualifying Professional Education Activities. Please send copies of supporting documentation since documents will not be returned. The CCOA Certification Committee will determine the acceptance of hours for specific professional educational activities. Those individuals who do not comply with the audit will have their CCOA certification revoked.

### Recordkeeping

A CCOA must obtain and maintain documentation supporting reported CPE activities. Documentation should be retained for twelve months following the end of each three-year reporting cycle. Documentation should be in the form of a letter, certificate of completion, attendance roster, Verification of Attendance form (located in this policy) or other independent attestation of completion. At a minimum,



# The Certified Cybersecurity Operations Analyst

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## Continuing Professional Education Policy

each record should include the name of the attendee, name of the sponsoring organization, activity title, activity description, activity date, and the number of CPE hours awarded or claimed.

### Revocation

CCOAs who fail to comply with the CCOA CPE Policy will have their CCOA credential revoked and will no longer be allowed to present themselves as a CCOA. Individuals who have their CCOA certification revoked will be required to take and pass the CCOA exam and submit a completed application for CCOA certification.

### Reconsideration And Appeal

Individuals whose certification has been revoked due to noncompliance with the CPE policy and who later appeal for reinstatement may incur an additional reinstatement fee of \$50. This reinstatement fee is effective for those reinstated after 1 January 2013 (when the revocation had been outstanding more than 60 days) and is in addition to any back or current certification maintenance fees needed to bring the certified individual in compliance with the CPE policy. Appeals undertaken by a certification exam taker, certification applicant or by a certified individual are undertaken at the discretion and cost of the exam taker, applicant or individual.

### Retired And Nonpracticing CCOA Status

#### *Retired CCOA Status*

CCOAs are entitled to apply for retired CCOA status if over 55 years of age and permanently retired from the CCOA profession, or unable to perform the duties of a cybersecurity professional by reason of permanent disability. CCOAs granted this status are no longer required to obtain CPE hours.

#### *Nonpracticing CCOA Status*

CCOAs who are no longer working in the cybersecurity profession are entitled to apply for nonpracticing CCOA status. **Requests for the nonpracticing status must be received by ISACA no later than 15 January and accompanied with your annual invoice.** CCOAs granted this status are not required to obtain CPE hours, but are required to pay the annual maintenance fee. Once the individual has returned to the profession, they are required to return to active status. Although previously permitted, CCOAs in nonpracticing or retired status cannot use “CCOA” or “CCOA-nonpracticing” on business cards.

CCOAs interested in filing for a retired or nonpracticing CCOA status must complete and submit the appropriate Application for CCOA Nonpracticing or Retired Status form. For additional details contact ISACA’s Customer Experience team via telephone at +1.847.660.5660, or through our support page, <https://support.isaca.org/s/>.

### Qualifying Professional Education Activities

Activities that qualify for CPE include technical professional development and contributions to the profession. These activities must be directly applicable to cybersecurity to ensure a proper balance of professional development is attained. CPE hours are not accepted for on-the-job activities unless they fall into a specific qualifying professional education activity. Training in basic office productivity software, such as Microsoft Word or Excel, does not qualify as CPE. Specific activities have annual CPE hour limits. CPE can be reported in quarter hour increments. The following categories of qualifying activities and limits have been approved by the CCOA Certification Working Group and are acceptable for CPE.

- **ISACA professional education activities and meetings (no limit):** These activities include ISACA conferences, seminars, workshops, chapter programs and meetings and related activities. CCOAs earn CPE hours according to the number of hours of active participation. (See Calculating CPE Hours section). Participation in ISACA chapter meetings will earn a minimum of one credit hour regardless of actual duration. Please note that chapter programs and meetings are not all currently reported to the ISACA database. Please retain proof of attendance.
- **Non-ISACA professional education activities and meetings (no limit):** These activities include in-house corporate training, university courses, conferences, seminars, workshops, and professional meetings and related activities not sponsored by ISACA. In addition, CPE hours can be earned from certification review courses if such courses advance the CCOA’s cybersecurity knowledge or skills. CCOAs earn CPE hours according to the number of hours of active participation. (See Calculating CPE Hours section).

# The Certified Cybersecurity Operations Analyst

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## Continuing Professional Education Policy

However, successfully completed university courses in related fields, including university online courses, earn 15 CPE hours per semester credit hour and 10 CPE hours per quarter credit hour (semester = 15 weeks of class; quarter = 10 weeks of class).

- **Self-study courses (no limit):** These activities include structured courses designed for self-study that offer CPE hours. These courses will only be accepted if the course provider issues a certificate of completion and the certificate contains the number of CPE hours earned for the course. One CPE hour can also be earned when a passing score is achieved on an *ISACA® Journal* quiz. Additional CPE can be earned by ISACA members when participating in an online eLearning presentation event sponsored by ISACA (for example: Virtual Trade Shows, Webinars, etc.) For an updated listing of eLearning events, please visit [www.isaca.org/elearning](http://www.isaca.org/elearning). Please note that the *ISACA® Journal* quiz and ISACA eLearning activities can be counted (more than once) toward each ISACA designation that is held.
- **Vendor sales/marketing presentations (10-hour annual limitation):** These activities include vendor product or system specific sales presentations related to the assessment of cybersecurity.
- **Teaching/lecturing/presenting (no limit):** These activities include the development and delivery of professional educational presentations and the development of self-study/distance education courses related to the assessment of the cybersecurity domain. For presentations and courses (all types), CPE hours are earned at five times the presentation time or time estimated to take the course for the first delivery (e.g.: two hour presentation earns ten CPE hours) and at the actual presentation time for the second delivery. CPE hours cannot be earned for subsequent presentations of the same material unless the content is substantially modified. For self-study/distance education courses, one CPE hour is earned for each hour spent upgrading/maintaining the course limited to twice the estimated time to take the course.
- **Publication of articles, monographs and books (no limit):** These activities include the publication and/or review of material directly related to cybersecurity. Submissions must appear in a formal publication or website and a copy of the article or the website address must be available, if requested. For books and monographs, the table of contents and title page must be available. CPE hours are earned for the actual number of hours taken to complete or review the material.
- **Exam question development and review (no limit):** This activity pertains to the development or review of items for the CCOA exam or review materials. Two CPE hours are earned for each question accepted by an ISACA CCOA item review committee. Such hours can be multi-counted for all ISACA certifications. Evidence of actual hours earned for the formal item review process will be provided.
- **Passing related professional examinations (no limit):** This activity pertains to the pursuit of other related professional examinations. Two CPE hours are earned for each examination hour when a passing score is achieved.
- **Working on ISACA Boards/Committees (20-hour annual limitation per ISACA certification):** These activities include active participation on an ISACA Board, committee, sub-committee, task force or active participation as an officer of an ISACA chapter. One CPE hour is earned for each hour of active participation. Active participation includes, but is not limited to, the development, implementation, and/or maintenance of a chapter website. Such activities can be counted more than once toward each ISACA designation that is held.
- **Contributions to the cybersecurity profession (20-hour annual limitation in total for all related activities for CCOA reported hours):** These activities include work performed for ISACA and other bodies that contribute to the cybersecurity profession (i.e. research development, certification review manual development, Knowledge Centre Contributor, performing peer reviews). CPE hours are earned for the actual number of hours contributed.
- **Mentoring (10-hour annual limitation):** Certifieds are able to receive up to 10 CPEs annually for mentoring. Activities include mentoring efforts directly related to coaching, reviewing or assisting with CCOA exam preparation or providing career guidance through the credentialing process either at the organizational, chapter or individual level. The mentoring activity must be an activity supporting a specific person in preparation for their ISACA exam or certification career decisions. One CPE hour is earned for each hour of assistance.

# The Certified Cybersecurity Operations Analyst

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## Continuing Professional Education Policy

### Calculating CPE Hours

One CPE hour is earned for each fifty (50) minutes of active participation (excluding lunches and breaks) for qualifying ISACA and non-ISACA professional educational activities and meetings. **CPE hours can be earned in quarter hour increments and can also be reported in quarter hours (rounded to the nearest quarter hour).** For example, a CCOA who attends an eight-hour presentation (480 minutes) with 90 minutes of breaks will earn seven (7.75) continuing professional education hours.

### Sample Calculation

Educational Activity Schedule	Actual Hours	Minutes
9:00 a.m. – 5:00 p.m.	8.0	480
Less: Two 15-minutes breaks	<.50>	<30>
Less: Lunch — 1 hour	<1.0>	<60>
Total hours of professional education activity	6.5	390

### Calculation of CPE Hours

390 minutes divided by 50 minutes = 7.8 or 7.75 reportable CPE hours rounded to the nearest quarter hour.

### Contact Information

Certification Department  
ISACA  
1700 E. Golf Road, Suite 400,  
Schaumburg, Illinois 60173, USA

Telephone: +1.847.253.1545  
Website: <https://www.isaca.org/>  
Customer Support: <https://support.isaca.org/s/>  
Phone: +1-847-660-5505  
Toll-free: +1-855-549-2047

### Additional Information

[www.isaca.org/ccoacpepolicy](https://www.isaca.org/ccoacpepolicy)

### Code of Professional Ethics

ISACA sets forth this Code of Professional Ethics to guide the professional and personal conduct of members of the association and/or its certification holders.

Failure to comply with this Code of Professional Ethics can result in an investigation into a member's, and/or certification holder's conduct and, ultimately, in disciplinary measures. The ISACA Code of Professional Ethics can be viewed at

<https://www.isaca.org/code-of-professional-ethics>.

# The Certified Cybersecurity Operations Analyst

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## Continuing Professional Education Policy

### VERIFICATION OF ATTENDANCE FORM CCOA Continuing Professional Education

CCOA Certification Number: \_\_\_\_\_

\_\_\_\_\_ attended the following  
professional educational activity.  
(Name)

Title: \_\_\_\_\_  
(Title or name of program/course)

Date(s): \_\_\_\_\_ CPE Hours Earned: \_\_\_\_\_

Sponsor: \_\_\_\_\_

Description:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Location:

\_\_\_\_\_

\*Name of Presenter: \_\_\_\_\_

Signature: \_\_\_\_\_

*\*Note: If you are the presenter of the professional activity, please have the course sponsor sign.*  
(Presenter or Authorized Person)



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