

NGA

Operator Qualification Program

Implementation of Online Testing

NGA Contractor Workshop
April 4, 2018

Paul Armstrong
Vice President Training & Qualification Services
Northeast Gas Association

Security of Online Testing

- As directed by NGA's Board of Directors, NGA established a relationship with Prometric for the secure delivery of all online exams.
 - Prometric Inc. – leader in the test delivery market delivering more than 7 million exams per year.
- Best in Class Security for online exams
- Consistency in Security – Prometric is able to provide the same degree of security for online exams in all test environments.
- Flexibility in the delivery locations for online testing:
 - Prometric Test Centers
 - LDC Test Centers
 - Temporary/Portable Test Centers at neutral 3rd party sites
- Establishing a balance between:
 - Security & Program Credibility
 - Flexibility
 - Cost

Transition Plan to Prometric Testing

- Integration of Prometric and ITS *OnBoard* platforms (July – Nov. 2017)
- Test and Validate Prometric/ITS integration (Dec. 2017)
- Live Beta Test of Prometric/ITS integration at NGA test center in Milton, MA (December – January 2018)
- Commence testing via Prometric as follows:
 - Testing at Prometric test centers (Feb. 1, 2018)
 - Testing via Event Kits (Feb. 1, 2018)
 - Testing at LDC test centers – transition will take place through Q1 and Q2 as LDC test centers become operational. Timeline may extend beyond Q2 dependent on LDC timelines.
 - Testing at LDC test centers will continue as-is until LDC/Prometric centers become operational.
 - No “drop dead date”. Transitioning as aggressively as possible.

Results Through March

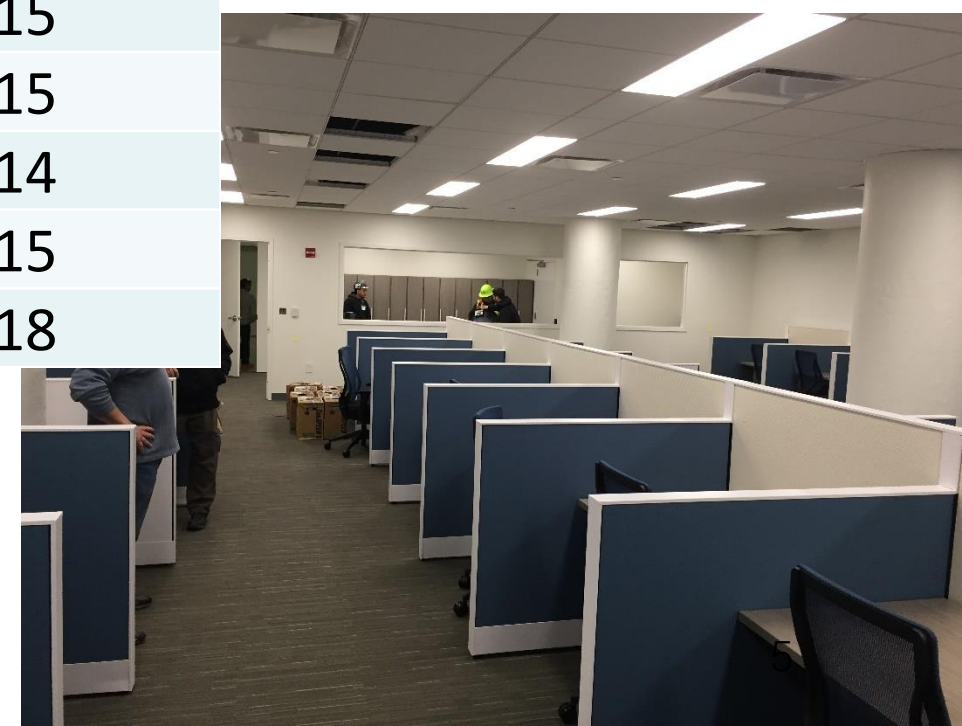
Online Exams (Through 3-27-18)	
Exams Administered through Prometric	32,858
Total Exams	62,540
	52.5%



Testing Venue (Through 3-27-18)	Individual Test Sessions
Prometric Test Centers	1,721
Event Kits	2,528
Total	4,249

LDC Centers

LDC	# Seats
Berkshire Gas - Pittsfield, MA	7
Central Hudson - Poughkeepsie, NY	16
Con Edison - Queens, NY	25
Connecticut Gas - East Hartford, CT	13
Corning Gas - Corning, NY	8
National Fuel - Buffalo	25
National Fuel - Oil City, PA	10
New Jersey Natural Gas - Lakewood, NJ	20
NiSource - Monaca, PA	15
NiSource - Shrewsbury, MA	15
NiSource - York, PA	14
Orange & Rockland Utilities - Spring Valley, NY	15
Unitil - Portland, ME	18



Change Management

- Communications
 - Information Packet, Webinars, Conference Calls, Committees, Conferences
- Process Improvements:
 - Bulk Scheduling
 - Tech Support
 - Weather Cancellations
 - Testing Accommodations – Readers, Translators
 - Call Support
- Actively engaged to resolve transition issues as they arise

PROMETRIC



NGA Contractor Workshop

Sally Filling, John Krucienski, Cynthia Veydt - Prometric

OQ Testing



Bulk Scheduling NGA Enhancements

- + Dedicated Customer Service Representatives
- + Dedicated E-mail Box for NGA correspondence and spreadsheets (Coming soon)
- + Point of Contact for bulk scheduling issues
- + Established response times within next business day

Scheduling Service Level Results

Month	Average Days to Reserve	Average Days to Schedule
December	8.7	1.57
January	2.14	1.31
February	3.98	0.78
March	0.73	0.13
3.5 month Average	3.98	0.92

- + 1) Individual Test Sessions : Schedule individual test sessions for employees through a customized online NGA scheduling portal.
- + <https://www.prometric.com/en-us/clients/NGA/Pages/landing.aspx>
- + This portal will enable you to select a day and time of your choice for scheduling a test session.

- + 2) Group (Bulk) Scheduling (Optional service for 3 + candidates):
- + Seats can be blocked (reserved) for Candidates up to 6 months in advance for a fee of \$7.00/\$12.00. You may contact Prometric Bulk Scheduling team using the web-form accessed through the following link:
<https://fs6.formsite.com/Prometric/BulkRegistration/index.html?4=NGAOQ>

Streamlining Tips:

- + Submit initial request through Online form vs E-mail
- + Longer lead time increases seat availability
- + Include Order number in any correspondence
- + Include the Confirmation number and Student ID (ITS ID) number on seat assignment changes

Scheduling Contacts



- + Scheduling Team (less than 3 candidates) 1-877-370-4096
- + Bulk Scheduling Team (3 or > candidates): 1-800-774-1292
Option 2
- + Testing Accommodations Team: 1-800-967-1139
Option 2, Press 5
- + Cindy Veydt – Supervisor Bulk Scheduling 443-823-7256 Mobile;
443-751-4479 Office
- + Susie Powell – NGA Account Manager 410-336-1514 Mobile;
443-455-8893 Office

- + Prepare employees for the security process, including IDs
 - + Some candidates have been frustrated
 - + Encourage testers to leave unnecessary items in their vehicles
- + Leverage schedulers and coordinators for event day testing
 - + Greatest issues with check in center around passwords, usernames, tests to be taken and exam reset
 - + Only enter the exams to be taken into the testers queue, not all possible exams or provide a list of exams to be taken
 - + Consider staggered start times to reduce the “check-in” rush, especially for walk-in testers (Event Kits and LDC centers)
 - + Strive to provide roster at least the day before testing to allow pre-scheduling which expedites the check in process (Event Kits and LDC centers)
- + Provide a quick refresher on how to use the keyboard – specifically SHIFT

Thank You!

Paul Armstrong – Northeast Gas Association
Sally Filling, John Krucienski, Cynthia Veydt – Prometric