

# Action Requested



**TO:** Affiliate Contacts

**CC:** GELT and Certification Administrators

**FROM:** IIA Global Headquarters – Global Relations and Certifications

**DATE:** 17 December 2018

**RE: Prepare for the Launch of the New Certification Candidate Management System (CCMS)**

**The purpose of this communication is to announce the new certification candidate management system (CCMS) and actionable items for Affiliates.**

As announced during the [fourth quarter Affiliate briefing](#), The IIA is undergoing significant enhancements to our systems as part of our transformation of digital technology, processes and the manner in which we conduct business with Affiliates.

The IIA will implement a number of digital transformation projects in 2019 and 2020 to improve Affiliate, member and customer experiences when conducting business with IIA Global. The first element to launch is a new certification candidate management system (CCMS) in Q2-2019 that will provide modern user experiences by streamlining the certification process.

Individuals will be required to log into the CCMS system using their primary email address as listed in their customer profile. Since many records in the current CCMS either do not include an email address or may include an old one, all individuals who have a record in CCMS must update their profile with their current valid emails address before the conversion or they will be unable to login.

## Affiliate Action Needed

To ensure a smooth conversion, we need your help to communicate this change to local members, certified individuals, and in-process candidates. We kindly ask all Affiliates to take the following actions before 31 January 2019:

1. Notify certified individuals and certification candidates to update their profile with their current primary email address in the current CCMS. To support your outreach efforts, attached please find sample messages you may use to for email communications, inclusion in your newsletters, and posting to your website. Please visit the [Certification Reporting Portal](#) to download a list of all certified individuals and in-process certification candidates. *Affiliates who administer certification programs locally should expect to receive a communication with more administration actions needed.*
2. Update any link for CCMS on your website to: <https://www.theiia.org/ccms>. The current link will no longer work after we transition to the new CCMS. Please note, this URL currently points to the existing CCMS, but will automatically point to the new CCMS when it is launched.

We will continue to update you on progress regarding these efforts and thank you in advance for your support, collaboration, and patience as we enhance our digital capabilities to propel our organization forward. If you have any questions about CCMS changes, please contact [Jim Eagen, Director of Certification System and Operations](#), by email at [Jim.Eagen@theiia.org](mailto:Jim.Eagen@theiia.org).