

Observation Guide for Candidates

Overview

Observations provide the final step for qualified Candidates to become a Certified MDDAP® Lead Appraiser. To become certified, a Candidate must effectively deliver activities and meet all objectives during the observation.

The Observer is responsible for helping guide the Candidate throughout the process and provide coaching throughout the entire observation event. Candidates should ask questions and implement coaching as it is received.

MDDAP Lead Appraiser Candidates

Candidates must be observed leading an MDDAP Appraisal and demonstrate the ability to conduct an appraisal, in accordance with the MDDAP Appraisal Method Definition Document (M-MDD), the M-MDD Toolkit, and ISACA policies and procedures. After successful completion of appraisal delivery and the observation, Candidates are certified to lead MDDAP appraisals.

Appraisals must be conducted in compliance with the requirements contained within the M-MDD and the M-MDD Toolkit. All materials are located on the website through the dashboard.

Observation Responsibilities

The primary responsibilities of the Observer and Candidate are outlined below. The responsibilities are not limited to the table below. All Candidates must also adhere to all applicable agreements, process, policies, and guidelines.

Roles	Responsibilities
Observer	<ul style="list-style-type: none"> • Required to prepare for the observation by reviewing the Observation Process • Required to meet all participation obligations • Must coordinate all observation communication with ISACA and Candidate • Must coordinate all observation communication with ISACA and Candidate • Must submit completed Observation Form within required SLA • Responsible for: <ul style="list-style-type: none"> – Coordinating observation activities – Communication – Reviewing draft appraisal plan/schedule (ATL) – Providing feedback on plans/schedules, verifying planning is comprehensive, accurate, and activities are not underestimated (ATL) – Monitoring planning progress (ATL) – Providing continuous feedback and coaching before, during, and after appraisal activities – Confirming activities for observation

Roles	Responsibilities
	<ul style="list-style-type: none"> – Observing activities – Reporting observation outcomes to ISACA – Conducting observation follow-up as needed • Must agree to and is obligated to take over and finish delivery of the observed activity, i.e., appraisal delivery, if the Candidate is unable to successfully complete the observation due to unforeseen circumstances, e.g., significant quality issues, performance issues, and personal emergency
Candidate	<ul style="list-style-type: none"> • Must coordinate all appraisal communication with ISACA and Observer • Responsible for: <ul style="list-style-type: none"> – Coordinating all event activities with organization and / or Appraisal Sponsor – Communication – Creating draft appraisal plan/schedule – Implementing feedback on plans/schedules – Planning activities – Conducting activities – Responding to coaching inputs throughout the activities – Observation follow-up as needed

Required Candidate/Observer Interactions

The Observer is required to establish meetings (daily schedule during the appraisal) with the Candidate, monitor progress, and provide guidance. If an interpreter is needed the Candidate should coordinate with the Observer on interpreter selection. Additionally, the Observer provides coaching to the Candidate on all applicable policies, requirements, and process throughout the delivery. The Observer reviews the Candidate's progress throughout the delivery utilizing the observation evaluation form and reviews the final observation report with the Candidate at the conclusion of the delivery. The Observer is responsible for coordinating the scheduling of the required activities below with the Candidate.

MDDAP Lead Appraiser Observation Required Activities

In addition to the above interactions with the Lead Appraiser Candidate, the Observer is required to:

- Attend Appraisal Sponsor Meetings
- Observe ATM Training
- Observe Readiness Review activities
- Review draft appraisal plan thoroughly and provide written feedback
- Observe all appraisal activities

Observation Evaluation

Observers evaluate the Candidate's demonstration of depth and breadth of knowledge, and their ability to apply that knowledge within the confines of the applicable requirements for delivery of the appraisal.

MDDAP Lead Appraiser Candidates

MDDAP Lead Appraiser Candidates are evaluated on three main areas and must receive a passing score in each area to successfully complete their observation.

Evaluation Area	Rating Parameters	Passing Score
Part 1: M-MDD Activities	Each objective/activity is rated Met, Partially Met, or Not Met. This information is scored and summarized per objective category.	90% or higher, 80%-89% requires additional coaching prior to certification
Part 2: MDDAP Lead Appraiser Competencies	Each competency is rated Met, Partially Met, or Not Met. This information is scored and summarized.	90% or higher, 80%-89% requires additional coaching prior to certification
Part 3: In-person Versus Virtual Solution Delivery	This entire area is rated as Pass/Fail.	Pass

Successful Observation Completion

MDDAP Lead Appraiser Candidates

To complete this observation, the Candidate must satisfactorily meet all objectives/activities including:

- Plan and prepare an appraisal plan and use Observer feedback to adjust the plan, as needed
- Accurately and effectively conduct all appraisal activities consistent with M-MDD requirements
- Candidates are expected to exhibit competency in nine areas:
 - Achieving and managing agreements
 - Decision making and problem solving
 - Project planning and management
 - Interpersonal communication and facilitation
 - Integration, articulation, and expression of information
 - Understanding and adapting to organizational context
 - Model interpretation
 - Appraisal method, adaptation, and application
 - Professionalism

- Understand the needs, constraints, and differences with executing appraisal activities in-person, hybrid, and virtual

Observation Failure

A Candidate who does not complete an activity satisfactorily has the following opportunities to address the issue:

- Candidates will receive coaching during the observation by the Observer
- Observers meet with the Candidate daily to debrief and provide additional coaching, as needed, during the live observation event
- When the Candidate demonstrates opportunities for improvement in a specific area, additional coaching may be considered as a final option to ensure the necessary learning has occurred. Additional coaching beyond the observation is only an option when the Candidate exhibits basic foundational knowledge, while demonstrating a few opportunities or areas requiring additional improvement, and without exhibiting blatant ethical or professional issues. The purpose of additional coaching is to ensure the necessary learning has occurred. For additional guidance on the Coaching Process, refer to the Observation-Coaching Parameters and Requirements document.

Candidates who do not receive a passing score on the evaluation form fail the observation. Candidates that have an objective marked as “Not Met” on the evaluation form automatically fail the observation.

Getting Started

Recommended next steps for initiating the Observation process:

- Verify successful completion of MDDAP Lead Appraiser Training course
- Review the Observation Guide (this document), and the corresponding observation policies. (Refer to References section below.)
- Submit an MDDAP ATL Application
- Share availability for an observation opportunity
- Identify any Conflicts of Interest (COIs) that may exist with Observer once potential Observer is identified and communicated by ISACA
- Once ISACA confirms Observer, establish contact with Observer, and coordinate to establish meetings (daily schedule during the appraisal)
- Plan and prepare for live observation event following all applicable policies, requirements, and parameters.
- Begin setting up the Appraisal in CAS as soon as possible. Add the Observer to your appraisal team so they can review the appraisal plan in CAS and provide feedback.