

The Okta logo is rendered in a bold, lowercase, blue sans-serif font. The letters are thick and closely spaced, with a clean, modern aesthetic. The 'o' and 'a' have a slightly rounded, friendly feel, while the 'k' and 't' are more angular and upright.

okta

Professional
Certification Exam

Study Guide

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Introduction

Congratulations on taking the first step toward earning your Okta Certification!

This exam study guide is designed to help you prepare for the Okta Professional certification exam. Passing this exam is a requirement for attaining the Okta Certified Professional certification. It is also a pre-requisite for those seeking the Certified Administrator certification. Detailed exam topics and available preparation resources are highlighted.

Candidate Description

Okta Certified Professionals possess knowledge about secure identity management and mobility concepts. They have hands-on experience completing day-to-day operational tasks to support users of the Okta service. Professionals have familiarity with Okta technology and processes related to simple directory integration, single-sign on federation, and application provisioning aspects of User Life Cycle Management.

Candidates for the Okta Certified Professional certification should meet the following requirements at minimum:

- 1+ year experience in a technical role, working in security and/or identity management
- 3 - 6 months of on-the-job experience working with the Okta service
- Successfully completed Okta Essentials or equivalent training

While roles within different organization may vary, candidates for the Okta Certified Professional certification are generally involved in defining secure identity strategies or assisting with daily operation and support of Okta instances. Candidates for certification may be Identity Leaders, Project Managers, Business App Owners, or Help Desk Administrators.

About the Exam

Exam Format

Format: 82 Discrete Option Multiple Choice (DOMC) items (22 are unscored)

- Unscored items are included for research purposes.
- There are no grades for answering them correctly or incorrectly.

Time allotted: 90 minutes

Exam Fee: USD \$150. Same fee applies to retakes

Prerequisites: None. Recommended training and resources listed below.

- Once an item is answered, you will not be able to go back and modify your response.
- Upon completion, you will be notified if you Passed or Failed the exam. No score is given.
- No Reference Materials are allowed during testing.
- This exam contains ungraded items for research purposes. Only 60 items count toward the final pass/fail decision.

Understanding DOMC Item Type

This exam uses **Discrete Option Multiple Choice** (DOMC) items. This item type is a powerful measurement tool, which produces reliable test scores. It does so by removing several “contaminants” that affect test outcomes but are unrelated to the knowledge and skills being tested. The DOMC item type levels the playing field, more fairly measuring candidate skills by improving:

Readability. Because examinees are required read less, the exam tends to take less time and places fewer demands on the slow reader or the non-native speaker.

Fairness. When savvy test takers are unsure of an answer, they look for clues by comparing options or gleaning information from other items on an exam. DOMC removes this test taking advantage and serves as a powerful method to assess an examinee’s actual knowledge.

Security. Instead of displaying all options at the same time, options are randomly presented one at a time. For each presented option, examinees must make a YES or NO decision to indicate whether they think the option is correct. Answer options are presented in random order, and in

most instances, examinees are NOT presented with all available options associated with a DOMC item. Item exposure is limited by presenting only a subset of the available options to any given examinee. Limiting item exposure makes it difficult for an exam to be compromised.

Scoring

Test takers can rest assured that the DOMC item type is scored fairly and with precision.

- If a test taker is presented with a correct option, and responds YES, then that response is scored as “correct”.
Items may require 1 or more correct responses in order to be completed and to be considered answered correctly. Typically, however, only one correct response is required.
- If a test taker is presented with a correct option, and responds NO, then that response is scored as “incorrect”.
- If a test taker is presented with an incorrect option, and responds YES, then that response is scored as “incorrect”.
- If a test taker is presented with an incorrect option, and responds NO (technically, a correct response), scoring of the item is postponed, and another option is presented.
- At times, a correct or incorrect option may be presented but the test taker’s response will not be scored at all. This is done to break up any feedback response that might give a clue as to the correctness or incorrectness of a response.

The DOMC format requires test takers to make some adjustments to usual test-taking approaches. The reward of such effort is confidence that those examinees who are certified are truly competent in the area tested and will represent excellence in the field.

To learn more about DOMC items, visit <http://trydomc.com/home>. In addition, the Okta **Professional practice exam** will help you become accustomed to the new test format. It is highly recommended that candidates practice the format before taking any Okta certification exams.

Exam Scheduling

Certification exams are administered and proctored by Examity®. Okta has partnered with Examity®, a secure online proctoring service, to protect the integrity of its certification exams in the market. Online proctoring means that exams can be taken from most any location at a time that is convenient for you, without travel to a test center. Exams must be scheduled at least 24 hours in advance of the time you wish to sit for the test.

Preparing for the Exam

A combination of instructor led training courses, self-paced learning, self-study on the Okta Help Center, and on-the-job experience will prepare an examinee to take this exam.

Training

Okta Education Services offers a range of classes and materials that will help prepare an examinee for this certification exam. While attending a training class alone does not guarantee success on the certification exam, we strongly recommend that candidates for certification take the Okta Basics self-paced training courses in preparation for this exam. Those courses can be accessed from the following link: <https://www.okta.com/services/training-and-certification/>.

Select → Basic Training

- Admin 1: Set Up People and Manage Directories – Self-paced
- Admin 2: Manage SSO and Provisioning – Self-paced
- Admin 3: Implement MFA – Self-paced
- Okta Mobile Setup and Administration – Self-paced
- Universal Directory – Self-paced

Additional Self-paced training courses useful in exam preparation:

- Configure Cloud Provisioning with Office 365 – Self-paced
- Okta Help Desk – Self-paced

Visit [okta.com/training](https://www.okta.com/training) for the complete course catalog.

Resources

- The [Okta Help Center](#) contains a knowledge library of articles and videos, some of which are pertinent to topics covered on the exam.
- The [Okta Content Library](#) offers searchable white papers with a rich body of information to explore before your exam.
- Join the [Okta Community](#) to review Questions, Discussions, Ideas, and Blogs for additional exam preparation.

Professional Exam Subject Areas

Below are the topics that are covered on this exam. This list of topics is grouped into topics areas, and topic areas roll up into domains/exam sections. Use this list as an outline to guide your study and validate your readiness for the Professional Exam.

Identity & Access Management	22.5%
Industry Knowledge	
<ul style="list-style-type: none"> ✓ Define SaaS, IAM, and IDaaS and how they relate to Okta. ✓ Explain the challenges to SaaS and the advantages over on-premises solutions. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/Documentation/Knowledge_Article/Okta-ESSENTIALS-Training-Description – https://support.okta.com/help/Documentation/Knowledge_Article/Identity-Management-101 – https://support.okta.com/help/articles/Knowledge_Article/27838096-Okta-Terminology – https://www.okta.com/resources/whitepaper-8idmc/
Single Sign-On (SSO) Federation	
<ul style="list-style-type: none"> ✓ Define how, when and why to use SAML/WS-FED to configure an Okta application. ✓ Distinguish between Identity Provider (IDP) versus Service Provider (SP) initiated sign on flows. ✓ Distinguish benefits of using Federation vs. Password Vaulting (Secure Web Authentication). ✓ Describe how, when and why to use Secure Web Authentication (SWA) to configure applications. ✓ Explain advantages of Okta Integration Network (OIN) Secure Web Authentication 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/Documentation/Knowledge_Article/Okta-ESSENTIALS-Training-Description – https://support.okta.com/help/articles/Knowledge_Article/Configuring-WS-Fed – https://support.okta.com/help/articles/Knowledge_Article/29510977-Configuring-the-Okta-Template-WS-Federation-Application?id=kA0F000000AY2P&q=ws-fed&l=en_US&fs=Search&pn=1 – https://support.okta.com/help/articles/Knowledge_Article/40561903-Configuring-Inbound-SAML – https://support.okta.com/help/articles/Knowledge_Article/28328856-Overview-of-Managing-Apps-and-SSO – https://support.okta.com/help/articles/Knowledge_Article/27831638-Troubleshooting-Sign-In-Unsupported – https://support.okta.com/help/articles/Knowledge_Article/27598176-About-the-

<p>(SWA) apps.</p> <ul style="list-style-type: none"> ✓ Describe browser plug-ins and how to troubleshoot issues. ✓ Explain the reveal password feature. 	<p>Browser-Plugin</p> <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/Revealing-the-Password-of-an-App
Mobility	
<ul style="list-style-type: none"> ✓ Differentiate between Okta Mobile and Okta Mobility Management (OMM). ✓ Define Okta Mobile and Okta Mobility Management (OMM) capabilities and the customer value proposition. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/Documentation/Knowledge_Article/Okta-Mobile-534735783 – https://support.okta.com/help/articles/Knowledge_Article/91154496-Configuring-Okta-Mobility-Management
User Lifecycle Management	
45.5%	
Okta as a Directory	
<ul style="list-style-type: none"> ✓ Describe Universal Directory (UD) as a user store and hub for identity management. ✓ Define user profiles and attributes in Okta. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/Documentation/Knowledge_Article/Using-Universal-Directory-1147421734 – https://support.okta.com/help/articles/Knowledge_Article/Importing-Users-From-a-CSV-File – https://support.okta.com/help/Documentation/Knowledge_Article/Okta-ESSENTIALS-Training-Description
Single Directory Integration	
<ul style="list-style-type: none"> ✓ Identify Active Directory integration options with Okta. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/28774118-Installing-and-Configuring-the-Active-Directory-Agent#InstallationAndConfiguration – https://support.okta.com/help/articles/Knowledge_Article/29718717-Configuring-Your-Authentication-Settings – https://support.okta.com/help/articles/Knowledge_Article/46749316-On-Premises-Provisioning-Deployment-Guide – https://support.okta.com/help/Documentation/Knowledge_Article/Universal-Directory-and-Provisioning-Knowledge-Hub

Provisioning	
<ul style="list-style-type: none"> ✓ Describe when, why, and how to use provisioning. ✓ Identify how Okta performs create, read, update, and delete operations in applications. ✓ Define the normal flow of a user lifecycle and identify features that automate it. ✓ Describe group capabilities and how to manage group assignments. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/Provisioning-Concepts-and-Methods – https://support.okta.com/help/articles/Knowledge_Article/46749316-On-Premises-Provisioning-Deployment-Guide – https://www.okta.com/resources/whitepaper-top-5-reasons-to-automate-identity-lifecycle – https://www.okta.com/blog/2016/08/an-integrated-approach-to-lifecycle-management/ – https://support.okta.com/help/articles/Knowledge_Article/30431837-Converting-Application-Assignments-from-Individually-Owned-to-Group-Managed
Workflow	
<ul style="list-style-type: none"> ✓ Explain how to suspend, unsuspend, and verify the status of a user. ✓ Differentiate between automatic and manual de-provisioning. ✓ Distinguish between deactivation triggered by directory integration and Okta mastered users. ✓ Define impacts of application de-provisioning. ✓ Describe the mobile de-provisioning process. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/Documentation/Knowledge_Article/Manage-people-1860061112 – https://support.okta.com/help/articles/Knowledge_Article/27597016-Using-the-Deprovisioning-Task-Manager – https://support.okta.com/help/articles/Knowledge_Article/Managing-Enrolled-Devices#DeprovByDevice
Self-Service (End-user)	
<ul style="list-style-type: none"> ✓ Describe Self-Service options for user management. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/Documentation/Knowledge_Article/End-User-Password-Reset-175671218 – https://support.okta.com/help/articles/Knowledge_Article/End-User-FAQ
Okta Integration Network	
<ul style="list-style-type: none"> ✓ Describe the OIN and how to deploy Okta's out-of-the-box app integrations. ✓ Identify pre-built integration capabilities. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://www.okta.com/resources/find-your-apps/

Security	16%
Basic Multifactor Authentication (MFA)	
<ul style="list-style-type: none"> ✓ Define multifactor authentication (MFA) and its purpose. ✓ Describe multifactor authentication (MFA) strategy and user authentication flow. ✓ Identify available factor types and supported forms. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/Using-the-Multifactor-Page – https://support.okta.com/help/articles/Knowledge_Article/65540238-Configuring-Duo-Security
Policies	
<ul style="list-style-type: none"> ✓ Define policy types and their functionalities. ✓ Explain when and why to use each policy. ✓ Explain policy hierarchy. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/27355417-Setting-Up-Security-Policies – http://developer.okta.com/docs/api/resources/policy
Administrator Access Control	
<ul style="list-style-type: none"> ✓ Define Administrator access across an Okta organization. 	<p>Reference Links:</p> <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/99850906-Administrator-Roles – https://support.okta.com/help/articles/Knowledge_Article/The-User-Admin-Role

Administration and Troubleshooting	16%
Okta Personalization	
<ul style="list-style-type: none"> ✓ Explain personalization and multi-language capabilities in Okta. 	Reference Links: <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/38350598-About-Email-Customization – https://support.okta.com/help/articles/Knowledge_Article/27605443-Using-the-Okta-Settings-Page#Email – https://support.okta.com/help/articles/Knowledge_Article/Setting-Language-Preferences
Logging and Reporting	
<ul style="list-style-type: none"> ✓ Identify reports and extract information through the Okta Admin interface. 	Reference Links: <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/27605453-Using-the-Okta-Reports-Page#Reports
API and API Token Management	
<ul style="list-style-type: none"> ✓ Describe the purpose of API tokens and why they are used. ✓ Identify the impact of changes associated with a token and API best practices. 	Reference Links: <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/259126533-API-Tokens
Customer Support Practices	
<ul style="list-style-type: none"> ✓ Explain support process severity and priority levels. ✓ Identify when to engage support, who can file support cases, & available case creation methods. ✓ Explain usage of Trust.okta.com, the support portal, and available customer success resources. 	Reference Links: <ul style="list-style-type: none"> – https://support.okta.com/help/articles/Knowledge_Article/Customer-Support-Ticket-Severity-Priority-Definition – https://support.okta.com/help/articles/Knowledge_Article/Using-The-Okta-Trust-Page – https://support.okta.com/help/articles/Knowledge_Article/Using-The-Okta-Trust-Page – https://trust.okta.com/

Sample Items

Know what to expect. Take the Okta Professional Practice Exam to try actual test items and familiarize yourself with DOMC. Click the button below to try it now!

[Professional Practice Exam](#)