

The Okta logo is rendered in a bold, lowercase, blue sans-serif font. The letters are thick and rounded, with a consistent weight throughout. The 'o' and 'a' have a slightly wider base, while the 'k' and 't' are more vertical and narrow. The overall appearance is clean, modern, and professional.

okta

Professional Exam

Study Guide

Okta Inc.

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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 exam. Passing this exam is a requirement for attaining the Okta Certified Professional certification. It is also a pre-requisite for those seeking 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.

It is minimally recommended that this candidate has:

- 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 are generally involved in defining secure identity strategy and/or daily operation and support of an Okta solution. They may be Identity Leaders, Project Managers, Business App Owners, or Help Desk Administrators.

About the Exam

Exam Format

Format: 60 Discrete Option Multiple Choice (DOMC) questions

Time allotted: 90 minutes

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

Prerequisites: None. Recommended training and resources listed below.

- Once a question 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.
- Some exam forms may contain ungraded questions that are being evaluated. While the examinee may be presented with more questions, only 60 questions count towards the score.

Understanding DOMC Question Types

This exam uses **Discrete Option Multiple Choice** (DOMC) items. This item type is a powerful measurement tool, which produces test scores that can be counted on. It does so by removing several “contaminants” that affect test outcomes but are unrelated to the knowledge and skills being tested. The DOMC 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 questions in an exam. DOMC removes this test taking advantage and serves as a powerful method to assess actual examinee knowledge.

Security. Instead of showing all options at the same time, options are randomly presented one at a time. For each presented option, examinees click YES or NO indicating whether they think the option is correct. Examinees do not see the same options and in most instances, do NOT see all available options. Limiting item exposure makes it difficult to steal the exam and minimizes the security risks that cheating can introduce to a certification program.

Scoring

Test takers can rest assured that the new 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 of these correct responses for the item to be completed and to be considered as 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 the response is 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 breakup 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 questions, 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 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 the examinee to take the exam.

Training

Okta Training offers a range of classes and materials that will help prepare you for the certification exam. While training alone does not guarantee certification, we strongly recommend that candidates take the Okta Basics self-paced training courses in preparation for the exam. These courses can be accessed from the following link:

<http://okta.litmos.com/online-courses>

- 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 for the complete course catalog.

Resources

- The [Okta Help Center](#) contains a knowledge library of articles and videos 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

The exam blueprint identifies the minimum topics and skills Okta expects a qualified certification candidate to possess, and the extent to which they are represented in the exam. Use this 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 Application Network (OAN) 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"> – http://okta.litmos.com/self-signup/register/113230?type=1 – 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://www.okta.com/services/training-and-certification/ – 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 – https://support.okta.com/help/articles/Knowledge_Article/30122358-Security-Image-Overview

Okta Application Network	
<ul style="list-style-type: none"> ✓ Describe the OAN and how to deploy Okta's out-of-the-box app integrations. ✓ Identify pre-built integration application 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 Questions

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

[Professional Practice Exam](#)