MISMO® Software Compliance Certification Program – Authorized Assessor Certification Process Overview
MISMO Authorized Assessor Certification Process Overview

1.0 The Authorized Assessor Certification Process

The certification process includes five parts:
- Application Process
- Assessment and Review of the Authorized Assessor Application
- Obtaining the MISMO Software Compliance Certification Authorized Assessor Mark
- Appeals Process – Authorized Assessor
- Annual Renewal

1.1 Application Process

1. The application process is initiated by obtaining and reviewing the appropriate MISMO Software Compliance Certification Program (Certification Program) materials. Materials are found on www.mismo.org. Assessor Applicants are encouraged to download and review the following documents:
- MISMO Software Compliance Certification Program Overview
- Authorized Assessor Application Package
- MISMO Compliance Assessor Authorization and Conditional License Agreement

2. Review the materials and complete a DRAFT Authorized Assessor Application Form. The Authorized Assessor Application Form is included in the Authorized Assessor Application Package. Submit this form by email to MISMO at info@mismo.org.

3. Upon receipt of the DRAFT Authorized Assessor Application Form, MISMO staff will contact the Assessor Applicant to conduct a preliminary conversation regarding the draft Application Form and answer any questions the Applicant may have regarding the process to become an Authorized Assessor for the MISMO Software Compliance Certification Program.

4. The Authorized Assessor Application Package includes important information regarding the program such as minimum requirements for becoming an Authorized Assessor as part of the Program and an overview of MISMO’s expectations for conducting a Premiere Level Software Compliance Certification assessment. It also includes the Authorized Assessor Qualifications Summary and the Authorized Assessor Reference Form. Review the contents of the package to confirm that Program requirements are consistent with your expectations. Contact your MISMO staff representative should you have any additional questions.

5. Review and sign the MISMO Compliance Assessor Authorization and Conditional License Agreement. This is the contractual agreement that accompanies the application and fee.

6. Complete Authorized Assessor Qualification Summary and include three completed Authorized Assessor Application Reference Forms.

7. Submit the completed forms listed below to info@mismo.org.
   a. Authorized Assessor Application Form,
   b. MISMO Compliance Assessor Authorization and Conditional License Agreement,
c. Authorized Assessor Qualification Summary, and
d. Reference Forms

8. Submit required Assessor Application Fee to the MISMO lock box (address below) or send credit
card information to info@mismo.org for processing. The MISMO Software Compliance
Certification Program Fee table, including details regarding the Assessor Application Fee, is available

MISMO Lockbox
P.O. Box 10370
First Data – Remitco
1150 South Avenue, Suite 201
Staten Island, NY 10314

1.2 Assessment and Review of Authorized Assessor Application Package

1. Confirm receipt of a MISMO staff acknowledgement that the Authorized Assessor Qualification
Summary and all other required materials including the Application Form and the MISMO
Compliance Assessor Authorization and Conditional License Agreement were received by
MISMO and appear complete. MISMO Staff will provide Applicant with instructions for posting
supplementary materials to SharePoint if appropriate.
2. Notify MISMO via info@mismo.org that supplementary materials are posted on SharePoint.
3. Await response from MISMO staff following MISMO review of submitted package and
supporting materials.
4. MISMO will invite the Applicant to provide an Oral Presentation of the Applicant’s Assessment
process, experience and expertise, and key personnel.
5. MISMO may conduct interviews of key personnel.
6. MISMO will also contact all references for validation and further information on Applicant
qualifications.
7. Review responses and follow up from the MISMO representative.
   • Assessor Applicant will be notified in writing by MISMO as to whether or not requirements
were met for becoming an Authorized Assessor in support of the MISMO Software
Compliance Certification Program.
   • Assessor Applicants meeting Authorized Assessor requirements should proceed to the next
section: Obtaining the Authorized Assessor Mark.
   • If Applicant does not meet the Authorized Assessor requirements, the MISMO representative
will provide Assessor Applicant with information about areas requiring remediation.
Assessor Applicant should remediate all open issues and resubmit when ready, as applicable.
If Applicant decides that items cannot be remediated, the Applicant may elect to not continue
with the assessor approval process by notifying a MISMO representative. Half (50%) of the
Authorized Assessor application fee will be forfeited upon withdrawal. These funds are
needed to cover MISMO operational costs for conducting the application assessment.
1.3 Obtaining the MISMO Compliance Certification Authorized Assessor Mark

1. Applicants who successfully complete the Authorized Assessor approval process will be notified by a MISMO representative as noted in the section above.
2. Approved Assessor Applicants should submit authorization fee to the MISMO lock box (address below) or send credit card information to info@mismo.org for processing. The MISMO Software Compliance Certification Program Fee table, including details regarding the Assessor Authorization Fee, is available on www.mismo.org.

   MISMO Lockbox  
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3. Upon receipt of the authorization fee the Assessor Applicant will receive Notification of Authorized Assessor Status and the associated Authorized Assessor Mark and may begin final steps if any required in the MISMO Compliance Assessor Authorization and Conditional License Agreement.
4. Certification and ability to use the Authorized Assessor Mark and conduct MISMO Software Compliance Certification Assessments will begin once the Notification of Authorized Assessor Status is provided and will last for one year.

1.4 Appeals Process – Authorized Assessors

If the Applicant disagrees with the results of the Authorized Assessor application process, a formal appeal can be made to MISMO to review the findings. MISMO will appoint a three-person committee consisting of Chair of the MISMO Governance Committee, Vice President of MISMO, and a member of the MISMO Board of Directors or their designees to review the assessment results and the Applicant’s formal rebuttal and evidence of compliance. The findings of this Review Board will be final and binding and may include a recommendation for remediation and reapplication at a later time.

1.5 Annual Renewal

The MISMO Compliance Assessor Authorization and Conditional License Agreement:

1. Is good for a period of one year and therefore must be renewed in order for the Authorized Assessor to retain the ability to conduct assessments and use the Authorized Assessor Mark for longer than one year following the initial certification.
2. Authorized Assessors renewing Authorization must follow the same process outlined above for the initial assessment. That is, they must submit a new Qualifications Summary, references, and participate in an Oral Presentation with MISMO evaluators. These processes must be completed
no later than four weeks prior to the end date of the Certification Period (currently one calendar year) along with submission of the Renewal Fee.

3. MISMO staff will provide Authorized Assessor with the results of their review. Authorized Assessors meeting the certification requirements will receive a Notification of Authorized Assessor Status once the review is satisfactorily completed for the current period. The renewal certificate will be good for a period of one year and Authorized Assessors may continue to use the Authorized Assessor Mark provided upon their initial certification.

4. Authorized Assessors who do not meet compliance certification requirements will be notified of items requiring remediation and afforded the opportunity to complete remediation and resubmit their renewal application for consideration.

5. Not renewing certification will result in the termination of the MISMO Compliance Assessor Authorization and Conditional License Agreement and other rights under all agreements with MISMO regarding certification. The Authorized Assessor Mark must be removed from Assessor’s web site and all marketing materials at that time. If the Assessor wishes to renew the certification at a later date, the application process can be reinitiated.