




## Criminal Justice Standards and Training Commission

P.O. Box 1489 | Tallahassee, FL 32302-1489 | (850) 410-8600

### CRIMINAL JUSTICE STANDARDS AND TRAINING COMMISSION TECHNICAL MEMORANDUM 2024-11

DATE: June 11, 2024

TO: Criminal Justice Agency Administrators  
Criminal Justice Training Center Directors

FROM: Director Chad Brown   
Criminal Justice Professionalism Division

SUBJECT: Pearson VUE System Offline

---

Pearson VUE, FDLE's contract provider for the Basic Abilities Test (BAT) and State Officer Certification Exam (SOCE) will be transitioning its production environment to a new data center.

The cutover will take place between **Friday, October 11, 2024, at 1 p.m. U.S. Central Time and Sunday, October 13, 2024, at 9 a.m. Central Time**. There will be several systems/functions unavailable during this outage period, including but not limited to:

- Pearson account creation
- scheduling, rescheduling, and cancelling of appointments
- delivery of the Basic Abilities Test (BAT) or State Officer Certification Exam (SOCE)
- exam results and score reports
- statistical reports

Pearson indicates that following the cutover, once all services are restored, candidates can expect a seamless transition back to normal operations.

Please address any questions to Training and Research Manager Jack Owens at [jackowens@fdle.state.fl.us](mailto:jackowens@fdle.state.fl.us) or (850) 410-8669.

cc: Criminal Justice Standards and Training Commission