



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 2024-19

DATE: December 20, 2024

TO: Criminal Justice Agency Administrators
Criminal Justice Training Center Directors

FROM: Director Chad Brown 

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, January 31, 2025, at 1:00 p.m. Central Standard Time and Sunday, February 2, 2025, at 2:00 p.m. Central Standard Time**. There will be several systems and 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.

If you have any questions, please contact Training and Research Manager Jack Owens at jackowens@fdle.state.fl.us or (850) 410-8669.

cc: Criminal Justice Standards and Training Commission