



## INDUSTRY

Information Technology

## USE CASE

Certification, Blended Assessment

## ABOUT

Chef was founded in 2008 and is the automation leader for developer operations (devops), empowering customers to build and operate high velocity organizations. Cloud computing allows technical teams to leverage large scale server configurations and Chef provides the ability to automate tasks for efficiency at scale. Built on a strong open source foundation, using Chef enables enterprises worldwide to deliver software much faster with minimal risk.

## SITUATION

Aspiring to create an industry leading certification combining the benefits of both multiple-choice questions (MCQ) and performance-based assessment, Chef struggled to find options for hosting their exam. Utilizing separate vendors for each test-item component, a bifurcated user experience emerged that required the end-user to manage several accounts across multiple testing vendors. Confused and frustrated, the disruptive process impacted completion rates of exams. Test-takers may complete one section, but never move to complete the remaining portion of the exam hosted elsewhere. This decreased the rate of certification completion for many potential certificants. Additionally, there were substantial coordination challenges internally with administering the exam on multiple platforms.

## SOLUTION

Chef sought a unified experience and was eager to find a vendor taking an innovative approach to hosting multiple test-item types to significantly increase the number of completed exams. Learning from their research, it became obvious that by eliminating the break in end-user experience, the number of people converting through completion would improve exponentially. Utilizing TrueAbility's Blended Assessment™ option, Chef combined multiple-choice and performance-based assessment items in one environment, simplifying the process for the exam administrator while enhancing user satisfaction.

## RESULTS

Integrating both knowledge and performance assessment items into their certification program creates the opportunity for test-takers to demonstrate Chef proficiency in real world scenarios. TrueAbility eliminated the hassle of using various exam portals with different experiences, thus getting more end-users through the certification path faster and easier. Blended Assessments are rapidly scalable, exceptionally functional and more fluid than traditional testing methods. This allows the administrator to capture more educational objectives in their exam, and ultimately increase the value of their certification.