

# Acme Certifications

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Acme, Inc. is a holding that encompasses many companies worldwide. One of them is Acme Certifications, Inc., which specialises in personal certifications regarding technologies, tools, methodologies, best practices, languages, and so on. Their headquarters are located in Sevilla, but they have 100+ offices in major EU, USA, and Latin-American cities. Their expansion plans involve opening 100 new offices worldwide in the forthcoming 10 years.

Their current catalogue offers 500+ certifications and roughly 10 new certifications are added every year. Acme Certifications, Inc. acts as an intermediary amongst the companies that issue the certifications and the customers who wish to attain them. For instance, Microsoft, Inc. issues a certification for Windows Server 2012 technicians and Universität Humboldt issues a certification for German Level A1 speakers. The role of Acme Certifications, Inc. is to guarantee that customers who get a certification have passed an exam that is designed by the issuing company.

The exams are taken by an average of 25 customers and the examinations are announced every now and then depending on the customers' demand. There are exams that are announced in four sittings per day for four weeks in a row, and there are exams that are announced once every six months. There are even exams that have not been announced for more than one year.

The exams consist of a number of test or open questions. Test questions have a number of predefined answers, one or more of which can be valid; open questions do not have predefined answers. Test questions are expected to be marked automatically, and are thus very common; contrarily, open questions require Acme Certifications, Inc. to hire a reviewer to mark them. The exams require the customers to attain a minimum number of points so that they can be considered passed; a few very demanding certifications have exams that also require a minimum score to be passed. Commonly, each certification has a number of different exams, typically 15-20, just to avoid people from learning the answers by heart. The exams are sent to Acme Certifications, Inc. in a variety of formats, including photocopies, PDF documents, Calc spread sheets, Access databases, XML documents, or plain text files.

Before attaining a certification, customers must first register for an examination and pay a fee, then get to an Acme office when the examination is announced, sit for the exam, produce an exam paper, wait until it is marked, and see the results. If a customer passes an exam, then his or her personal and contact data are transferred to the company that issues the certificates; if he or she does not pass it, then he or she has to reinitiate the process (including paying a new fee).

Acme Certifications, Inc. accepts money transfers and credit cards as payment methods; cash, cheques, PayPal, or Google Wallet, to mention a few, are being screened and might be offered in the near future.

The goal of this project is to develop a web-based information system to help Acme Certifications, Inc. manage their certification exams.