ITIL® Service Management V2 Qualifications Scheme

Contents

copy missing

1 Scope and purpose of document

1.1 Synopsis

The purpose of this document is to inform all parties interested in ITIL qualifications or training of the rules and guidelines of the official ITIL Qualifications Scheme.

The document will outline the roles and responsibilities of all official parties within the ITIL Version 2 Qualifications scheme as well as the overarching principles and guidelines of the scheme.

1.2 Suggested reading

Potential examination candidates are advised to read sections 2, 6, 7 and 9 of this document.

Training providers who are interested in becoming officially recognized within the qualification scheme are advised to read this document and ITIL Accredited Training Organization Scheme Brochure.

Examination Institutes seeking approval to administer the ITIL qualification scheme are advised to read this entire document and the ITIL Examination Institute Scheme Brochure..

2 ITIL Overview

2.1 What is ITIL?

ITIL is Best Practice IT Service Management which is used by many hundreds of organizations around the world. A whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting certification and qualification scheme.

The ethos behind the development of ITIL is the recognition that organizations are becoming increasingly dependent on IT in order to satisfy their corporate aims and meet their business needs. This leads to an increased requirement for reliable, high-quality IT services.

ITIL provides the foundation for quality IT Service Management through documented, proven processes that cover the entire Service Lifecycle. It is easy for organizations to learn, tailor and implement to suit their environment.

The widespread adoption of the ITIL guidance has encouraged organizations worldwide, both commercial and non-proprietary, to develop supporting products as part of a shared 'ITIL Philosophy'. The ITIL publications and supporting schemes are kept up to date with current best practice and changes within the marketplace through a regular review cycle to update content in collaboration with a wide range of international users and stakeholders in the IT service management community.

ITIL is aligned with various international quality standards including international standard ISO/IEC 20000 (IT Service Management Code of Practice).

2.2 What does 'official scheme' mean?

The term official scheme refers to the rules documented in this brochure for the administration of the ITIL qualification scheme recognized and endorsed by OGC, their Official Accreditor for ITIL (The APM Group), and all licensed Examination Institutes (details of which can be found at http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp). This is the only ITIL qualification scheme sanctioned by OGC, owners of ITIL, and administered by the APM Group, OGC's Official Accreditor for ITIL.

There are many organizations claiming to offer ITIL qualifications and many publications claiming to be part of the official ITIL set which are not approved or recognized under the licensing scheme run by the Official Accreditor on behalf of OGC.

This document outlines the roles of the organizations within the scheme and the rules of the scheme, with contact details and reference points for anyone wishing to check if a company is operating within the scheme.

Candidates are urged to ensure that when buying training or consulting services within the ITIL arena, they check that the organization delivering the service is recognized within the scheme (see section 7). Any organizations delivering services that are not accredited through one of the scheme partners may be operating illegally.

Training/consulting providers are urged to ensure they secure appropriate recognition from a recognized scheme member before delivering services within the ITIL arena. Delivery of services without such approval may be in breach of IPR, copyright and trademark laws and may result in legal action being taken.

2.3 Who is involved in the official scheme?

In 2006, OGC completed a re-tendering process to run ITIL accreditation services and the qualifications scheme, following which The APM Group became the Official Accreditor for ITIL. This has changed (effective as of 1st January 2007) to the governance structure around the delivery of the ITIL qualifications and certification scheme which are shown on the diagram below. The roles of each body within the diagram are explained in full throughout sections 3 – 8 of this brochure.

3 About OGC

ITIL was originally developed by the UK government organization CCTA (Central Computer and Telecommunications Agency) which in 2000 was merged into the Office of Government Commerce (OGC) an office of HM Treasury.

OGC are the owners of several best practice products and are committed to maintaining and improving the guidance, working with organizations internationally to develop and share business and practitioner guidance within a world-class best practice framework.

OGC have now established collaborative partnerships with two organizations to provide support for their ITIL portfolio. As the Official Accreditor APM Group provides accreditation services related to training, registration and the examination scheme. The Stationery Office (TSO) is the official publisher of all official ITIL library books. For further information on TSO please visit their website at www.tso.co.uk

OGC retain the rights to all IPR, copyright and trademarks relating to ITIL though permit APM Group to use this within certain contexts on the ITIL work. Their predominant role in the official scheme is one of ownership and stewardship of the ITIL library content and qualifications. APM Group chair the Qualifications Board (the steering committee made up of representatives from the community who make decisions about qualification policy) and ensure decisions made are to the benefit of both ITIL and users alike. OGC are responsible for initiating the consultation and update process to the official publications library, though they may outsource the management of this project to TSO.

4 About APM Group

APM Group are an international professional accreditation and certification body which is accredited to international standards by UKAS (United Kingdom Accreditation Service) which ensures the effectiveness, impartiality and quality of APM Group scheme administration services. APM Group run a wide variety of schemes throughout the professional disciplines such as Project Management and Change Management. APM Group have worked with OGC and their Best Practice Portfolio since 1996, successfully helping to make products such as PRINCE2™ an international standard. On 20th July 2006, APM Group also became OGC's Official Accreditor for ITIL and as of 1st January 2007 has been responsible for the monitoring and promotion of the official scheme for Examination Institutes, training, consulting and qualifications.

Within their role as the Official ITIL Accreditor, APM Group are responsible for setting the standards and syllabuses throughout the market which any delivering EI (Examination Institute) must adhere to as well as creating, maintaining and delivering the ITIL qualifications themselves. APM Group also promotes the awareness of the ITIL official scheme through a variety of international marketing activities, often in conjunction with OGC TSO and itSMFI. APM Group is also responsible for the successful operation of the ITIL Qualifications Board, further explained within section 5 of this brochure.

APM Group are also responsible for the accreditation and monitoring of any Examination Institute (EI) applying to the official scheme to run ITIL qualifications and to accredit training organizations.

In addition to ensuring the continuation of the official scheme, APM Group are also assisting OGC in protecting the IPR of ITIL, through the issue of agreed licenses on behalf of OGC to allow those training and consulting organizations approved through an EI to use the associated IPR and trademarks of ITIL.

5 About the ITIL Qualifications Board

As the Official Accreditor, APM Group are responsible for running the ITIL Qualifications Board.

The Board includes representatives from all interested parties within the community from around the world. Members of the Board include (though are not limited to) representatives from OGC, APM Group, TSO, Examination Panel, EIs and itSMF International as the recognized user group.

The Qualifications Board act as a steering committee for the official scheme, ratifying any decisions made relating to those organizations which are accredited, as well as changes to standards and syllabuses proposed by APM Group as the Official Accreditor.

The Board will also be available to consider any complaints escalated to this forum regarding any accredited member of the official scheme and to advise on an appropriate course of action in relation to that complaint, leading ultimately to suspension or withdrawal of accreditation.

The Board operate in accordance with the following terms of reference: -

5.1 Functions

The main functions of the ITIL Qualifications Board are to: -
- Provide advice on the certification of training organizations, individual trainers and examination candidates
- Provide advice on the technical basis for granting certification (qualifications) i.e. the standards for certification set in accordance with the ITIL framework
- Safeguard impartiality on the part of APM Group in its certificating activities
- Consider appeals by candidates against results awarded for the ITIL Qualifications after the EIs appeals procedures and the Accreditor's procedures have been exhausted
- In conjunction with APM Group, appoint a Chief Examiner and review such appointment on a regular basis
- Request, receive and consider reports from the ITIL Qualifications Panel at occasional intervals, as may be appropriate to the working of the ITIL Qualifications Board

5.2 Working practices

The working practices of the ITIL Qualifications Board are as follows: -
- Meetings will take place at least 4 times each year
- Any five members of the ITIL Qualifications Board will constitute a quorum
A Chairman will be elected from those present in the absence of the Chairman and the Deputy Chairman
- APM Group are responsible for convening meetings, the circulation of ITIL Qualifications Board papers and drafting of minutes. Full minutes of each meeting will be taken and distributed by APM Group to the full ITIL Qualifications Board
- In the event of disagreement, decisions can be reached by

voting. Each member of the ITIL Qualifications Board has a single vote and the views of the majority will prevail. If an organization is represented by more than one person, that organization will be limited to one vote. The Chairman can use an additional casting vote only in extremis if warranted by the situation
- In any instance where a decision of the ITIL Qualifications Board is reached through a voting process, the number of votes cast "for" and "against" will be recorded

6 About Examination Institutes

APM Group as the Official Accreditor is authorized to license EIs to administer ITIL qualification and accreditation activities. APM Group will also use their international offices to act as an EI to deliver the scheme to the market place in the form of training and consulting accreditation and the delivery of qualifications.

All organizations approved by APM Group as EIs will be audited by independent auditors appointed by APM Group in accordance with the principles of international best practice standards. APM Group will also submit their EI to this audit process. If the systems used by the applicant organizations are found to be in line with these guidelines, they will be granted permission to administer the official scheme for ITIL accreditation and qualifications and will also be offered a place on the Qualifications Board.

Under the contracts signed with APM Group, EIs are not permitted to complete any of the following activities: -
- Amend approved ITIL syllabuses
- Develop their own ITIL qualifications
- Develop products which may be perceived by the market as competition to those within the official ITIL scheme.
- Offer training or consulting in ITIL in competition with those organizations they approve to do this
- Make any amendments to the pass mark agreed by the Qualification Board
- Authorize the use of intellectual property and/or issue trademark licenses to their approved organizations directly
- Outsource the running of their ITIL activities to any third party, except where those agreements are already in place for version 2 qualifications, in which case they may be continued until the introduction of version 3 qualifications
- Sub-license or grant any rights associated with the use of OGC Trade Marks, Crown copyright or other ITIL related intellectual property.

Under the contracts signed with APM Group, EIs are allowed to complete the following activities: -
- Approve training organizations through the standards and mechanisms audited and agreed by APM Group
- Administer examinations via those organizations they have approved using the standards and mechanisms agreed by APM Group.

Any EI can operate internationally. Further information about becoming an EI can be found in ITIL Examination Institute Scheme Brochure.

7 About Accredited Training Organizations

Accredited Training Organizations (ATOs) sometimes known as Accredited Course Providers (ACPs) are companies who have been assessed and approved by an EI to run officially accredited training courses and administer examinations in ITIL.

As part of their assessment these accredited organizations must submit:
- Their QMS (Quality Management Systems) detailing their processes for administration of the training courses and examinations
- The course material they utilize during training ITIL candidates for the examinations and
- Their trainers for assessment by an EI.

Following approval by an EI, ATOs are granted a licence by APM Group as the Official Accreditor to use the relevant OGC owned IPR and trademarks relating to ITIL.

8 About the ITIL user group

itSMF International is the not-for-profit user and vendor group for the ITIL community. With chapters in over 40 countries, they are able to provide local support to those individuals and organizations using and implementing ITIL while adhering to the over-arching guidelines from the central international group.

itSMF International are recognized as an integral part of the ITIL community and as such are a collaborative partner to the ITIL official scheme and participate in the Qualifications Board.

9 About ITIL examinations

9.1 What qualifications are available under ITIL version 2?

There are three types of examinations within the official ITIL scheme, which are: -
- Foundation Certificate
- Practitioner Certificate
- Service Manager Certificate

Further details about the different levels of certification can be found in sections 9.4, 9.5 and 9.6 below. It should be noted that there are no formal pre-requisites to attend a foundation training course or take the examination, but before attending a training course for either the Practitioner or Manager examination, a pass at foundation level is required. When attending a training course, candidates should check that their chosen training provider has been accredited by one of the ITIL Examination Institutes to ensure quality delivery and official examinations.

The ITIL® Accred

as from Janu

Responsibilities

The UK's Office of Government Commerce (OGC) manages the ITIL® portfolio on behalf of the UK government, which owns the intellectual property rights in the ITIL® content and data

OG

HAS

APPOIN

The APM Group are a certification body independently accredited by UKAS, a member of the International Accreditation Forum, Inc. This means that the APM Group have been judged against internationally recognized standards that demonstrate the competence, impartiality, and performance capability of their assessment processes

The APM G its officia Accredit

WHO

LICENSE

Examination Institutes have to demonstrate their quality and professionalism in offering the ITIL® suite of qualifications either directly or through a network of Accredited Training Organizations

Examination Institutes

E

WH

ACCRE

Accredited Training Organizations will need to demonstrate their professionalism in:
• delivering engaging high-quality courses
• producing suitable training material
• training and developing skilled trainers
• selling and marketing courses

Accred Training Orga

WHO DE

TRAININ

Candidates include both individuals and corporate purchasers of training, who may require:
• general training courses and/or briefings
• courses leading to one of the recognized qualifications

Candid

WHO PERFOR
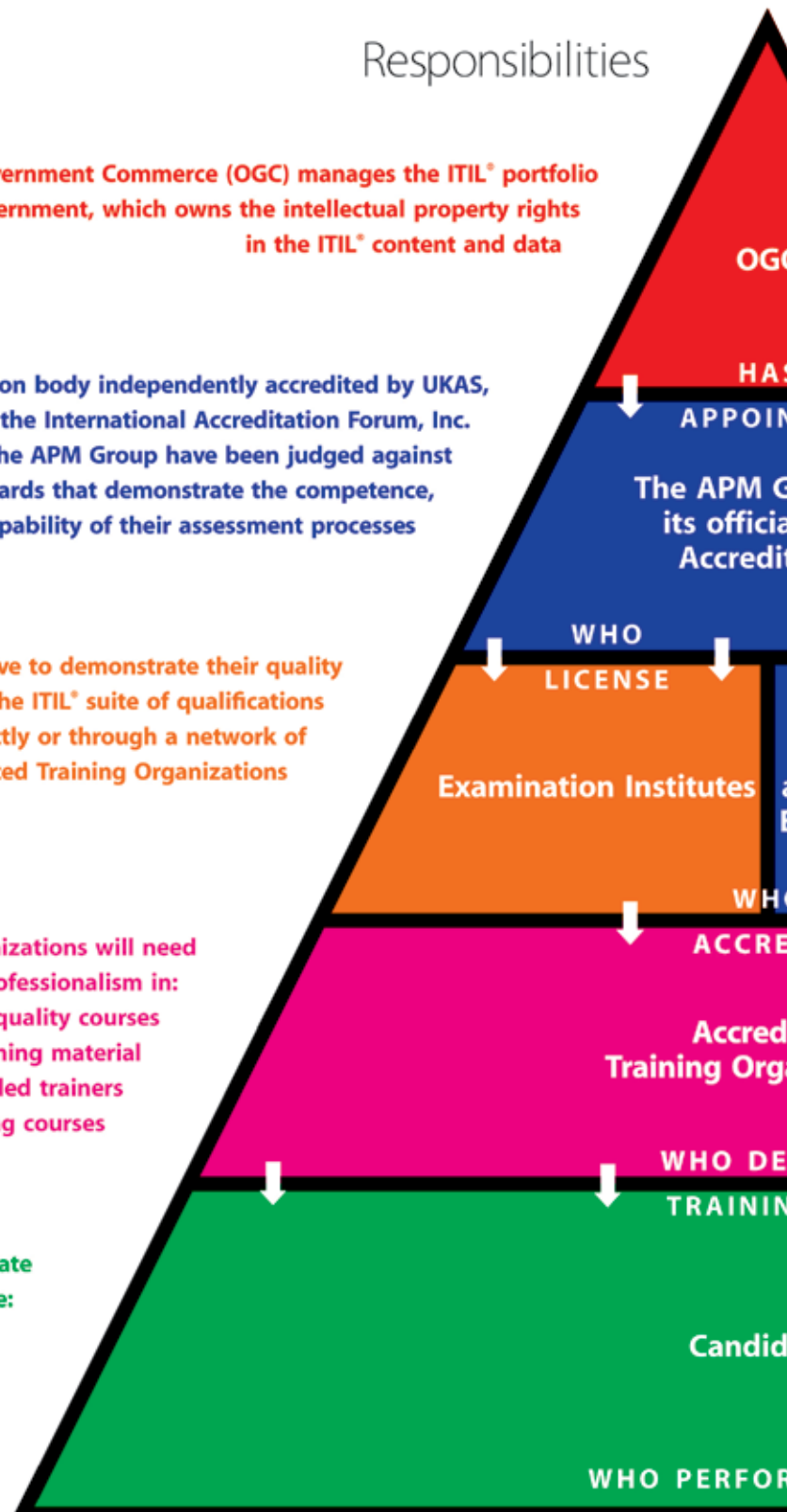
itation Process

uary 2007

Objectives

To encourage the widest possible adoption of the ITIL® philosophy
to help enable more effective service management in
both the public and private sectors

Working with the international ITIL® community to provide:
• a wide range of approved training providers
• appropriate qualifications to support the user community
• competitively priced products
To assist in the management of the ITIL® intellectual property rights
by licensing training organizations (on the recommendation of
Examination Institutes)

Working with the existing and future ITIL® training community
to provide:
• approval schemes to give the public confidence in the quality
of training provided
• opportunities for individuals to take the ITIL® suite of qualifications
in a variety of languages to reflect the international growth of ITIL®
• a competitive marketplace for high-quality training

Working with Examination Institutes and their clients to:
• deliver cost-effective and targeted training for all sectors
of the ITIL® community
• provide the opportunity for the ITIL® community
to gain qualifications that demonstrate their understanding
and knowledge of the ITIL® philosophy at various stages
in their career

Working with an Accredited Training Organization,
candidates will:
• gain a better understanding of the
ITIL® philosophy relevant to their professional role
• obtain a qualification that will enhance their
professional standing and improve their
motivation

c

s

NTED

Group as
l ITIL®
tor...

...and also to act
as one of the licensed
Examination Institutes

o

EDIT

ited
anizations

LIVER

G TO

ates

RM BETTER

9.2 Generic examination rules

The following rules are applicable to all examination levels and should be read by any candidate wishing to take one or more of the qualifications.

9.2.1 Examination provision

All accredited Examination Institutes are authorized to provide official ITIL qualifications. A current list of accredited Examination Institutes can be found at http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp

Examinations can be delivered either via ATOs or where applicable, directly to candidates at public examination sessions. Where examinations are taken through an ATO, they will order the examinations from their EI and organize the administration of the examinations to their candidates for a fee, usually following a training course.

Where examinations are taken at a public sitting, candidates can book through an EI authorized examination centre or ATO and attend the examinations at their chosen time and venue from those published by the EI or ATO.

Some of the ITIL examinations are available in both paper and electronic format as detailed in sections 9.4.4, 9.5.4 and 9.6.4 below. Where a candidate has a preference as to the delivery format of the qualification they wish to sit, they should register this at the time they book the examination to ensure their expectations are met.

To validate a certification decision following an examination, details of all examinations and candidates must be submitted to the Official Accreditor. Successful examination candidates may have their achievement published on the Accreditor's Successful Candidate Register. To publish this information the candidate must provide their permission at the time of examination in accordance with the EIs procedure and relevant data protections laws.

9.2.2 Syllabuses

For ITIL version 2, the EIs will publish their own syllabuses for all levels of examinations. Candidates are advised to obtain a copy of the syllabus to ensure they receive appropriate training, as some EIs include topics beyond the core ITIL guidance in their current qualification portfolio.

9.3 Competition

ATOs have a choice of EI, therefore EIs will publish their own rules regarding the following areas of scheme operation: -
• Rules for the accreditation of ATOs, trainers and course materials
• Fees for accreditation scheme and examinations
• Invigilation/Proctoring of examinations
• Issue and timing of results
• Issue and timing of certificates
• Appeals process
• Complaints process
• Data Protection Policy
• Discrimination Policy

It should be noted however, that while EIs are permitted to compete with each other on the areas of scheme delivery outlined above, they must satisfy over-arching scheme principles in order for them to be accredited. EIs are not permitted to act in such a manner as to bring the official ITIL scheme into disrepute.

9.4 Foundation Certificate

9.4.1 Audience

The Foundation certificate is aimed at anyone who may need to be involved with Service Management and wishes to understand the underlying principles and terminology of ITIL.

9.4.2 Entry criteria

There are no pre-requisites in order to take the Foundation examination, although a Foundation certificate is a pre-requisite for either the Practitioner or Manager examination.

9.4.3 Examination format

The Foundation examination is a closed book, multiple choice question paper which consists of 40 questions to be answered within one hour. All questions have four possible answers, from which the candidate must select the correct one. There are no trick questions in the paper and only one answer is correct.

All questions on the paper should be answered and there is one mark available per question. Candidates must achieve a score of 26 marks or more in order to pass.

A sample paper is available via any ATO, an approved EI or upon payment for a public examination to all candidates.

9.4.4 Examination delivery

The Foundation examination is available either online or paper based from an ATO or directly via an Examination Institute's Public Exam Scheme.

9.4.5 Training delivery

Attendance at an accredited course or equivalent via an accredited e-learning provider based on the syllabus is strongly recommended but is not mandatory as examinations can be taken via an ATO or directly via an Examination Institute's Public Exam Scheme.

Training providers are free to structure and organize their training in a way they find most appropriate, provided the units of the syllabus are sufficiently covered.

Training can be delivered via an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course,

9.5 Practitioner Certificate

9.5.1 Audience

The Practitioner examinations are targeted at people who manage processes within IT Service Management in their organization. The Practitioner level examinations develop and test for an in-depth understanding of different ITIL process disciplines and for an ability to apply the theory within the work place.

In some instances combined examinations are available for candidates who wish to sit related subjects within the same paper.

The following papers are currently available at practitioner level, though candidates are advised to check which are offered by their EI and/or ATO at the time of booking as this can vary between organizations: -
• Availability Management
• Capacity Management
• Change Management
• Change, Configuration and Release Management (Clustered examination)
• Configuration Management
• Financial Management
• Service Level Management and Financial Management (Clustered examination)
• Incident Management
• Problem Management
• Release Management
• Security Management
• Service Level Management
• Service Desk and Incident Management
• Service Desk, Incident and Problem Management (Clustered examination)
• Availability, Capacity and IT Service Continuity (Clustered examination)

9.5.2 Entry criteria
The only official pre-requisites for the Practitioner examination is that the Foundation qualification must have been sat and passed by any applicant candidate and that they should have a minimum of 1 years service within the industry. It should be noted however that some EIs may have additional eligibility criteria for the Practitioner level qualifications so candidates are advised to check with their provider before enrolling for the examination.

9.5.3 Examination format
There are currently two examination formats for the Practitioner certificates, both of which are closed book.

The first format is a multiple choice paper containing 40 questions for completion within 2 hours.

All questions must be answered and there is one mark available per question. Candidates must achieve a score of 26 marks or more in order to pass their examination.

The second format consists of a 1 hour, 25 question multiple choice examination and a 1 hour in-course written assignment. The pass mark is 65% overall with a minimum of 50% in both the exam and the in-course assignment.

All multiple choice questions at Practitioner level are based around case studies and mini scenarios. Case Studies are provided to the candidate via the ATO.

A sample paper is available via any ATO or an EI.

9.5.4 Examination delivery
The multiple choice Practitioner level papers are available in both paper and web- based format from most EIs.

The examination can be taken via an ATO or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).

9.5.5 Training delivery
Attendance of an accredited course is mandatory for this examination.

Training can be delivered via an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.

Training providers are free to structure and organize their training in a way they find most appropriate, provided the units of the syllabus are sufficiently covered.

Please Note:- Criteria around an in-course assessment element of the Practitioner examination varies between Examination Institutes and may require some face-to-face contact time so candidates should check all requirements prior to course enrolment.

9.6 Manager Certificate

The Service Manager's examination is aimed at those people who need to demonstrate a wider ability to manage ITIL Service Management within their organization. The syllabus covers the range of ITIL processes, though does not go into the process detail required in the Practitioner examinations.

9.6.2 Entry criteria
The only official pre-requisite for the Manager examination is that the Foundation qualification must have been sat and passed by any applicant candidate. It should be noted however that some EIs may have additional eligibility criteria for the Manager level qualification, so candidates are advised to check with their provider before enlisting for the examination.

9.6.3 Examination format
The Manager's examination consists of two papers; one with a focus on Service Support and one with a focus on Service Delivery.

Both papers are three hour, essay based question papers based on information drawn from a case study which is made available to candidates at least two weeks in advance of the examination date.

Both papers are closed book examinations and as such candidates are not permitted to take their copy of the case study into the examination room. A clean copy of the case study is provided to candidates with their examination questions.

Each paper at Manager's level contains 5 questions, mostly drawn from the case study although some questions are of a more generic nature. Candidates must attempt all questions and may either hand-write or type their answers for submission. Candidates who wish to use their own machine to type their answers will take full responsibility for any problems they may experience throughout the examination and must

submit their machine to a check by the EI or their nominated invigilator, to ensure no unsuitable material is stored on it prior to sitting the examination.

Candidates must score 50% or above in both the Service Support and Service Delivery papers to be awarded a pass at this level.

A sample paper is available via any ATO or EI.

9.6.4 Examination delivery

The Manager's examinations are currently only available in paper based format from an ATO or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).

9.6.5 Training delivery

Attendance of an accredited course is mandatory for this examination.

Training can be delivered via an ATO. E-learning products are prohibited at this level.

Training providers are free to structure and organize their training in a way they find most appropriate, provided the units of the syllabus are sufficiently covered.

9.7 Appeals and complaints

All EIs have their own individual processes for appeals against accreditation or certification decisions as well as complaints against them or an ATO they accredit. Candidates should use this procedure in the first instance.

However, should a candidate be dissatisfied by the processing or result of an appeal or complaint they make through their EI, they have the right to escalate this to OGC's Official Accreditor The APM Group Ltd.

Candidates who wish to escalate a concern to the Official Accreditor should contact APM Group for further details. If necessary APM Group may take the appeal or complaint to the ITIL Qualifications Board for consideration and resolution (APM Group co-ordinate and chair the ITIL Qualifications Board in their role as Official Accreditor.) In this instance APM Group will submit the issue or complaint to the next meeting of the ITIL Qualifications Board and ensure feedback is provided in a timely fashion after the meeting.

10 Examination translation

APM Group will liaise with itSMF International to find suitable ITIL experts to translate the qualifications into key languages for the use of training organizations and EIs.

APM Group will contract directly with those individuals to ensure that qualifications are available and are maintained and updated in line with the master question library.

Up to date details of all currently available languages can be viewed at http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp

Should candidates wish to take the examination in a language other than those listed they should contact their EI to check availability.

11. Glossary of Terms

ACP	Accredited Course Provider	Alternative name for Accredited Training Organization (ATO)
ATO	Accredited Training Organization	Organization approved by an Examination Institute (EI) to run training courses leading to ITIL qualifications
APMG	APM Group Limited	Partner to OGC and contracted as OGC's Official Accreditor for the ITIL qualification and accreditation scheme trading as APM Group. Also operate as an EI trading under APMG.
EI	Examination Institute	Organization approved by APM Group to administer the assessment of course accreditation for ATOs and delivery of ITIL examinations to the market place.
ITIL	IT Infrastructure Library	The core OGC owned publications from TSO on which the ITIL official scheme is based
itSMFI	IT Service Management Forum International	The international, independent membership organization which acts as a user group for those within the ITIL market
OGC	Office of Government Commerce	A UK government department (formally CCTA) who developed and owns the ITIL publications and official scheme
OPSI	Office of Public Sector Information	The UK government department responsible for managing Crown Copyright
TSO	The Stationery Office	OGCs official publishing partner responsible for the publication and distributions of the ITIL core library
QMS	Quality Management Systems	Details of the organization, including all processes, procedures and policies.

12. Contact Details

Office of Government Commerce (OGC)

Tel: +44 845 000 4999

Email: ServiceDesk@ogc.gsi.gov.uk

OGC's Official Publisher – The Stationery Office (TSO)

Tel: +44 (0)870 243 0123

Textphone +44 (0)870 240 3701

Fax +44 (0)870 243 0129

Email: OGC@TSO.co.uk

OGC's Official Accreditor – The APM Group

Tel: +44 (0) 1494 452 450

Email: servicedesk@apmgroup.co.uk

itSMF International

Email: info@itsmfi.org

A full and current list of Examination Institutes can be found at http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp

Examination Institutes as of 01 July 2008

APMG – Examination Institute

Tel: +44 (0) 1494 452 450

Email: servicedesk@apmgroup.co.uk

DANSK IT

Tel: +45 33 11 15 60

Email: certificering@dansk-it.dk

DF Certifiering (DFC)

Tel: +46 70 644 90 80

Email: Certifiering@dfs.se

Examination Institute for Information Science (EXIN)

Tel: +31 (0)30 234 48 25

Email: service@exin-exams.com

Information Systems Examination Board (ISEB)

Tel: +44 (0)1793 417655.

Email: isebenq@hq.bcs.org.uk

Loyalist Certification Services (LCS)

Tel: +001 613-969-1707

Email: lcsservicedesk@loyalistc.on.ca