



ITIL FOUNDATION EXAMINATION BOOKING INFO

The ITIL Foundation (Foundation Certificate in IT Service Management) examination is available worldwide from Thomson Prometric, via a network of approved test centres.

Certain ITIL distance learning packages purchased from the IT Governance online store include the exam fee. Customers who have purchased one of these packages with the exam fee included will have received a voucher containing a code via email. Other candidates who have not purchased one of these distance learning courses with the exam fee included are also able to book the examination via Thomson Prometric.

For instructions on how to locate a test centre, check availability – date & time etc, or to book your exam please see the below information.

Locating a Test Centre

To locate a test centre to take the ITIL Foundation exam, check times & availability or to book the examination itself you can either ring one of the numbers listed below, or visit the Prometric website. Please see below for instructions on how to do this.

| | | |
|----------------|-------------------|-----------------|
| Austria | 0800 298 582 | +31 320 23 9893 |
| Australia | 1 300 368 785 | N/A |
| Belgium | 0800 1 7414 | +31 320 23 9892 |
| China | N/A | 88610-62799911 |
| Denmark | 802 40 830 | +31 320 23 9895 |
| Eastern Europe | N/A | +31 320 23 9895 |
| Finland | 800 93343 | +31 320 23 9895 |
| France | 0800 807790 | +31 320 23 9899 |
| Germany | 0800 1839 708 | +31 320 23 9891 |
| Guam | N/A | 61 2 9640 5851 |
| Hong Kong | 800-96-6375 | N/A |
| India | N/A | 0124-4147760 |
| Indonesia | N/A | +61 2 9640 5894 |
| Ireland | 1800 626104 | +31 320 23 9897 |
| Israel | 800 9242007 | +31 320 23 9895 |
| Italy | 800 878441 | +31 320 23 9896 |
| Japan | 0120-347737 | N/A |
| Latin America | N/A | +1-443-751-4300 |
| Netherlands | 0800 0227584 | +31 320 23 9890 |
| New Zealand | 0800-44-1603 | N/A |
| Norway | 800 30164 | +31 320 23 9895 |
| Malaysia | 1800 18 3377 | N/A |
| Philippines | 1-800-1-611-0126 | N/A |
| Poland | 00800 4411321 | +31 320 23 9895 |
| Portugal | 0800 203589 | +31 320 23 9985 |
| Russia | (+7 095) 580 9456 | +31 320 23 9895 |

| | | |
|----------------|---------------|-----------------|
| Singapore | 800-616-1120 | N/A |
| Spain | 900 151210 | +31 320 23 9898 |
| Sweden | 0200 117023 | +31 320 23 9895 |
| Switzerland | 0800 556 966 | +31 320 23 9894 |
| South Africa | 0800 575575 | +2711 7130605 |
| Taiwan | 008-0161-1142 | N/A |
| Thailand | N/A | +61 2 9640 5875 |
| Turkey | 800 44914073 | +31 320 23 9895 |
| United Kingdom | 0800 592 873 | +31 320 23 9895 |
| United States | 800-207-3926 | N/A |

If your country is not listed above either call one of the following numbers EMEA +31 320 239 800. East Asia / Pacific +61-2-96405830 Americas +1-443-751-4300.

Alternatively you can locate a test centre online via the Prometric website. Please see below.

Locating a Test Centre

The URL of the Prometric website is <http://www.prometric.com/>

Once have opened the Prometric website in your default web browser you can use the following steps to check the location of a test centre.

1) On the Prometric homepage in the “For Takers” box select information technology (IT) certification from the first drop down menu. In the second drop down menu now select Information Systems Examination Board. Then press the go button in the “For Takers” box.

2) You will now be on a page containing three options – schedule, reschedule, cancel or confirm exam, locate a testing centre & update my info/view my testing history. Click locate a testing centre.

3) A page will now be presented on your screen containing about containing eight options such as locate a test site, schedule an appointment etc. Click on locate a test site.

4) Another page will now appear requesting you enter the country in which you wish to take the examination. Select the appropriate country and state (if applicable), then click the next button.

5) You will now be presented with information regarding ISEB (Information Systems Examinations Board), which is one of the ITIL exam institutes. Just click the next button on this page.

6) On the next page you will asked to choose your examination select BH0 – 001 IT Service Management Foundation Certificate (ITIL) and click the next button.

A full list of all the test centres in the country / state will now be presented on screen.

To Check for Available Dates & Times

To check available dates and times to take the ITIL Foundation examination please first locate the most convenient test centre for yourself by using the steps above.

Once you have located the most convenient test centre, you can proceed to check the available dates and times to take the ITIL Foundation exam by following the steps detailed below

- 1) Click the schedule appointment button besides the test centre you have chosen.
- 2) You will now be asked to log into the web site using a username and password. If you are a new user of the Prometric website you will have to click on the appropriate button to create a profile. If not, just log in using your username and password.
- 3) Once you have logged in to the website you will be presented with a calendar showing the available dates for you to take the ITIL Foundation exam at the test centre of your choice. To see the available times on any specific day click on the appropriate date on the calendar. A list of available times will now be displayed in the box beside the calendar.

To Redeem Exam Voucher Provided with the ITIL CBT or to Confirm and Pay for the Exam

- 1) Once you have selected the appropriate date and time for you to take the ITIL Foundation exam click the next button.
- 2) You will now be on a web page requesting payment details etc. If you purchased an ITIL Foundation distance learning course from the IT Governance online store which included the exam fee click the “Yes” button in the promotion and voucher code box at the top of the screen. If you are booking the ITIL Foundation exam and have not purchased the voucher as part of one of our distance learning courses, please skip to step 4.
- 3) Once you have pressed the “Yes” button you will now be on a web page requesting you select the discount type. Select voucher number from the drop down list then enter the code you received by email. Then click validate. Once you have validated the voucher code complete the steps outlined screen to confirm your booking.
- 4) **Applies to Candidates without a voucher:** On the screen requesting payment details enter the appropriate card information and emails address. Then proof read all of the details in the exam registration summary box. Once this is done put a check in the “I agree” radio button at the bottom of the screen, then click the “Commit Registration” button. Your Foundation exam is now booked.

Once you have committed your registration with either the voucher or the by paying online with a credit/debit card a confirmation email will be sent to you from Prometric.

If you would like further information on the ITIL distance learning courses available from IT Governance please visit the links below:

<http://www.itgovernance.co.uk/products/359>

<http://www.itgovernance.co.uk/products/364>

<http://www.itgovernance.co.uk/products/366>