**Exam Specifications**

This chart will help you with the details behind each ITIL exam

**ITIL Examination Institutes (EI)**

This document will help you understand what an EI is and the function they serve in the examination process.

**Locating a CSME Testing Center**

This link will help you locate a CSME testing center in your area should you choose testing center as you method of delivery.

**CSME Web Cam Specifications**

This document will help you understand the specifications for the web cam should you choose CSME to deliver you web cam exam.

**PEOPLECERT Web Cam Specifications**

This document will help you understand the specifications for the web cam should you choose PEOPLECERT to deliver you web cam exam.

**ITIL Credit Profiler**

The purpose of the ITIL Credit Profiler is to advise ITIL candidates of the total credit value they have attained within the scheme and to provide general guidance on potential routes for further study based on candidate educational or qualification objectives.

**Upgrading Your ITIL V2 Service Manager to ITIL Expert**

The purpose of this link is to make students aware of the options that are available for holders of earlier ITIL certificates to enter the current qualifications scheme.