You can purchase your retake exam directly through PeopleCert and schedule it at the same time! The cost is $349.00 and includes the online proctoring service fee! You will be able to take it at your own computer. Your Centriq sales rep could also handle that but we would do the same steps. I like seeing the options for scheduling myself.

<https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-4-foundation-2565>

With regards to how long you need to wait, the current exam results have to be released and then you can retest. Typically 3-5 business days but sometimes it can be sooner. It depends on how fast PeopleCert is at releasing official scores.

I failed one of my ITIL exams last year but made it on the next time. All the students seem to pick it up on the next try. Good luck on your next exam if you decide to attempt it.