

**ITIL®**

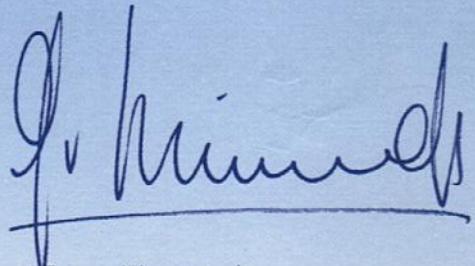
# CERTIFICATE

Foundation Certificate in  
**IT Service Management**

Presented to:

**Karthikeyan Siddhun**

04 January 2007



J.P. van Nieuwstadt  
CEO EXIN

c.539882

*Make IT to the top*

Dear Sir, Madam,

Congratulations on taking your EXIN certificate. An excellent choice! After completing training or self study, an independent EXIN certificate proves that you have gained specific IT knowledge. You also demonstrate your commitment to further your career and develop your skills.

A growing number of course participants, wishing to give their IT career a boost, decide to go for certification. An independent and globally standardized certificate adds to the value of the training.

**Focus on ISO/IEC 20000**

EXIN is always on top of new developments in the field of IT. EXIN's launch of the new ISO/IEC 20000/Service Quality Management (SQM) certification program, for example, delivers IT customers an actual tool for ascertaining proven IT SQM skills and ISO/IEC 20000 knowledge among IT service providers. Proven competence in SQM is becoming a major competitive advantage within the ever-changing IT sector. In line with worldwide demand for IT SQM standards therefore, EXIN's qualification and certification program will from now on focus on ISO/IEC 20000.

We also aim to provide IT professionals with the best services. We provide new internationally standardized examinations on a regular basis. On our website [www.exin-exams.com](http://www.exin-exams.com) you have access to the following services:

- Up to date information on international certification standards for ITIL®, ISO/IEC 20000/SQM, ASL, DSDM and MOF;
- A search engine and a list of accredited training providers to help you find excellent training nearest to you;
- Registration for computer-based testing;
- An on-line bookshop with all the necessary study materials, for instance sample exams;
- Exam requirements and top ten exam tips, to assist with exam preparation.



### Global Standards

Currently EXIN provides the following internationally recognized examinations:

- ITIL® Foundation Certificate in IT Service Management: this examination is available in over 10 languages
- ITIL® Practitioner Certificates in IT Service Management: we offer three clustered exams - Release and Control, Support and Restore and Agree and Define.
- ITIL® Managers Certificate in IT Service Management consists of two separate examinations - Service Support and Service Delivery - leading to the IT Service Manager Certification
- ISO/IEC 20000/SQM Foundation Certificate in Service Quality Management - An Advanced certificate (ISO/IEC 20000 Consultancy) is due for release in 2007.
- MOF Essentials Certificate in Microsoft Operations Framework
- ASL Foundation Certificate in Application Service Library

Whatever your next step may be, we wish you success with your career. Of course we hope to see you back when you are ready for the next test to prove your knowledge, skills and competencies.

If you would like to know more about our certification standards, please contact our Servicedesk: service@exin-exams.com or call + 31 30 234 48 25/www.exin-exams.com.

Sincerely yours,

J.P. van Nieuwstadt  
CEO

# ITIL Foundation

## Examination Score Report

CANDIDATE: KARTHIKEYAN SIDDHUN

CANDIDATE ID: SR2549339

DATE: December 29, 2006

REGISTRATION NUMBER: O3ESYD552E

SITE NUMBER: II7

EXAM: ITIL Foundation

SERIES: 100

Siddhun Karthikeyan

Datacraft India PASSING SCORE: 65 YOUR SCORE: 97 GRADE: Pass

Mumbai

MAHARASHTRA - 400025

India

This report shows the percentage of items in each section you answered correctly for the ITIL Foundation test.

Section Title	0	100	Score
General			100
Service Desk			100
Incident Management			100
Problem Management			100
Change Management			83
Configuration Management			100
Release Management			100
Service Level Management			100
Availability Management			100
Capacity Management			100
IT Service Continuity Management			100
Financial Management for IT Services			100
Other ITIL Topics			100
Relationships			100

J.P. van Nieuwstadt  
CEO EXIN

209731-5937

