



EXIN USA presents the Second ISO 20K Launch and Pilot

Launch Information:

Please join EXIN and David Clifford at the North American launch of the ISO/IEC 20000 Professional Certifications, Support of IT Services Certification and the Management and Improvement Certification.

David Clifford will join us for this Launch and provide participants with an introduction to these exams. David is an international authority on ISO/IEC 20000, the IT Service Management Standard. He has consulted, lectured and spoken internationally on the Standard and on IT Service Management frameworks. David is also a Fellow of the Institute of IT Service Management (ISM®-www.ioSM.com) and is President of the ISM. He represents the ISM on the British Standards Institution committee contributing to the next version of the Standard.

Any participant interested will be offered the opportunity to take either or both examinations. Please see our website, www.exin-us.org, for the prerequisites to take these examinations.

- ❖ Date & Time: June 12, 2008 9 A.M. to 4 P.M.
Lunch will be served
- ❖ Location: St. Edward's University, Professional Education Center, Austin, TX
Please go to the Contact and Direction tab of www.seupec.com for directions and hotel information
- ❖ RSVP: Please fill out the enclosed registration form

On Wednesday June 11, 2008 EXIN will hold a ISO20K Foundation Exam for those who wish to attend the above two sessions but do not meet the required Prerequisites. This exam will be held at St. Edwards University at 7 P.M.

Pilot Information:

In addition to the Launch, there will be a Pilot to introduce two new Professional Certifications associated with ISO 20000, Alignment of IT and the Business as well as Control of IT Services. David Clifford will again join us for these sessions. Please see our website, www.exin-us.org, for the prerequisites to take these exams.

All participants will be offered the opportunity to take either or both examinations. There will also be an evaluation of each exam as well as a feedback session at the end of the workshop that will help us to improve this new exam.

- ❖ Date & Time: June 13, 2008 from 9 A.M. to 4:30 P.M.
Lunch will be served
- ❖ Location: St. Edward's University, Professional Education Center, Austin, TX
Please go to the Contact and Direction tab of www.seupec.com for directions and hotel information
- ❖ RSVP: Please fill out the enclosed registration form.



ISO / IEC 20000 Registration Form

Participant Name: _____

Participant Email: _____

Company: _____

If you wish to take the exam please fill out the following information:

Payment Info:

Type of Card



Card Number: _____

Card Code: _____

Expiration Date: ____/____

Name on Card: _____

Business Name: _____

Billing Address: _____

City, State, Zip: _____, _____

Please check Certification Exam you would like to participate in:

- ISO 20 K Foundation (\$160)
- ISO 20K Management and Improvement (\$225)
- ISO 20K Support of IT Services (\$225)

**Please return this registration form to Larry McMenemy
by fax at 781-878-4332 by May 29, 2008**

Examination institute for
Information Science





ISO IEC 20000 Professional Certification Pilot Registration Form

Participant Name: _____

Participant Email: _____

Company: _____

Please check Certification Exam you would like to participate in:

- Alignment of IT and the Business
- Control of IT Services

**Please return this registration form as well
as a copy of your prerequisite certification
by fax to Larry McMenamy at
781-878-4332 by May 29, 2008**

