

ITIL® Capability Certificate in Operational Support and Analysis Exam

Learn via: **Classroom**

Duration: **1 Day**

Overview

This is the exam only for the ITIL Capability Certificate in Operational Support and Analysis course.

- This examination may only be taken by delegates who have attended the QA course. Normally all candidates sit the examination at the end of the course which they attend.
- If the examination is taken at any other time, as will be the case for re-sits, delegates must bring photo ID (ie passport or full driving licence) and one other form of proof of address (ie utility bill) to the examination location.
- Please contact us for details of booking an examination only.

Outline

Possession of one of the following is mandatory. Proof of prerequisites **MUST** be produced on the day of the exam to the trainer.

- ITIL v3 or 2011 Foundation
- ITIL v2 Foundation and v2/v3 Foundation Bridge.

Acceptable forms of prerequisite confirmation are as follows:

- A copy of the candidates examination certificate
- Confirmed entry in the AXELOS Successful Candidate Register. You will need to provide the full SCR number (registration/candidate number located on your certificate).

Proof of identification:

If taking an exam, candidates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided. Please note that if proof is not provided within 40 days, candidate's exam results will be null and void and a re-sit would be required.