



PRESS RELEASE

CSME GAINS ITIL EXAMINATION INSTITUTE STATUS

21st April 2009, High Wycombe, Buckinghamshire, UK.... The APM Group, which is responsible for the ITIL Accreditation and Qualification scheme, has announced that CSME has become an accredited Examination Institute (EI).

CSME has been providing ITIL Certification Services to the US for the past seven years. It sought accreditation as an ITIL EI from The APM Group after careful consideration on how best to service the US market.

Ian Daykin, CEO, CSME said, “CSME has always been committed to delivering the highest level of customer service to both the Accredited Training Organizations (ATOs) it supports and their customers. CSME has brought many service level innovations to the US market including integrated paper and online-based exams, guaranteed twenty-four hour results, and detailed result reporting to candidates. Now CSME is a fully Accredited Examination Institute and has a vote on the Qualification Board, we will be in an even better position to represent the needs of the US ITIL Market.”

Richard Pharro, CEO, APM Group, said: “We’d like to extend a warm welcome to CSME as they take their place on the ITIL Qualification Board. Their commitment to excellence, along with innovative services that benefit their candidates means it’s a place that is well-deserved. We look forward to establishing a close working partnership as ITIL qualifications continue to be taken up around the world by candidates who want proof of their professionalism.”

Daykin reported that since becoming the Official ITIL Accreditor, The APM Group has provided a very stable and consistent environment for ITIL in support of the creation of the Accreditor role, and the roll-out of ITIL Version 3.

“The initial discussions with The APM Group in 2006 told us they would be an outstanding organization to work with, and as we completed the accreditation process we are absolutely convinced we were right, as the level of service and support has been nothing short of outstanding,” Daykin said.

“CSME is the benefactor of having been able to work with all the ITIL founding parties over the years, and will continue to benefit as a peer with them going forward as an Accredited ITIL Examination Institute. We look forward to working with the US ATO’s and ITIL user communities, and their affiliates around the globe,” he said.

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About CSME

CSME has been providing the highest level of ITIL Certification Services to the US for the past seven years. This March we advanced that level of service by becoming a fully accredited ITIL Examination Institute. There are only eight in the entire world, and CSME is the only one of these eight that is based in the US, to best service the US and the Americas.

Contact: Ian W Daykin

Email: idaykin@me.com

www.csme.us

About The APM Group

The APM Group's role as OGC's Official Accreditor for the ITIL Qualification scheme allows us to license other Examination Institutes to administer ITIL qualification and accreditation activities.

The Examination Institutes are: APMG, BCS-ISEB, CSME, Dansk IT, DF Certifying AB, EXIN, LCS and Tüv-Süd. We work in close partnership with these organizations to approve training organizations and administer examinations.

All approved Examination Institutes are assessed by independent auditors appointed by The APM Group in accordance with the principles of international best practice standards. The organizations listed have been granted permission to administer the scheme for ITIL accreditation and qualifications and have a place on the Qualifications Board.

Examination Institutes undertake the following activities:

- Approve training organizations through the standards and mechanisms audited and agreed by The APM Group.
- Administer examinations via those organizations they have approved using the standards and mechanisms agreed by The APM Group.

For more details on our accreditation services please visit: www.apmgrouppltd.com

Contact: Kate Winter

Email kate.winter@apmgroup.co.uk