

# EXIN Intake Form for all participants of ITIL Service Managers Training Course and Examination

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Compulsory categories are printed in italics and preceded by the symbol ⇒

⇒ *Date* \_\_\_\_\_

## Personal Information

⇒ *Last Name* \_\_\_\_\_ ⇒ *First Name* \_\_\_\_\_ Initials \_\_\_\_\_

⇒ *Address* \_\_\_\_\_

⇒ *Town/City* \_\_\_\_\_

⇒ *Prov/State* \_\_\_\_\_

⇒ *Postal/Zip code* \_\_\_\_\_

⇒ *Country* \_\_\_\_\_

E-mail address \_\_\_\_\_

⇒ *Date of birth* \_\_\_\_\_

⇒ *Date (month / year) ITIL Foundation certificate awarded*

\_\_\_\_\_

EXIN candidate number, if known

\_\_\_\_\_

*If unknown, please provide your training provider with a copy of your Foundation Certificate*

Telephone number

\_\_\_\_\_

Other courses

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Company Information

Company Name \_\_\_\_\_

⇒ *Branch / sector* \_\_\_\_\_

Your position \_\_\_\_\_

Address \_\_\_\_\_

Town/City \_\_\_\_\_

Prov/State \_\_\_\_\_

Postal/Zip code \_\_\_\_\_

Country \_\_\_\_\_

Command of the English language:  poor  fair  satisfactory  good<sup>1</sup>

⇒ *In which role have you acquired the most experience with service management<sup>1</sup>?*

- as Service Manager
- as Consultant on service management
- as Manager of one or more sub-processes
- as Project Manager in a service management organization
- as Line Manager (e.g. head of a department)
- other. Please specify:

\_\_\_\_\_

How many people did you have under you in this role? \_\_\_\_\_ persons

What is the size of the company where you had most of your IT Service Management experience? \_\_\_\_\_ persons

How many end users make use of the Infrastructure? \_\_\_\_\_ persons

What is the size of the service management organization in the company where you had most of your IT Service Management experience? \_\_\_\_\_ persons

For how many locations is the service management organization responsible? \_\_\_\_\_ locations

Which ITIL processes have been implemented? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

⇒ *Were you responsible for the implementation of one or more processes?* yes / no<sup>1</sup>

⇒ *What was your contribution to the implementation of the ITIL processes?*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

<sup>1</sup> Please circle or check that which is applicable

What is your assessment of the complexity of the IT infrastructure in the company where you had most of your IT Service Management experience?<sup>1</sup>

**simple**       **slightly complex**       **fairly complex**       **highly complex**

Brief explanation:

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What is your assessment of the complexity of infrastructure management in the company where you had most of your IT Service Management experience?<sup>1</sup>

**simple**       **slightly complex**       **fairly complex**       **highly complex**

Brief explanation:

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What is your view of the situation regarding implementation of the ITIL work processes in the company where you had most of your IT Service Management experience?

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⇒ *Brief description of your work:*

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⇒ *How many years of experience do you have in this position?* \_\_\_\_\_ years

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<sup>1</sup> Please circle or check that which is applicable

