



EXAMINATIONS BY PSI SERVICES, LLC

APMG-US has contracted with PSI Services, LLC (PSI) to deliver its certification examinations.

Once you have been approved by APMG-US, you are responsible for contacting PSI to schedule an appointment to take your examination.

APPLYING FOR CERTIFICATION

Request the certification application form from APMG-US at www.apmg-us.com/home.

Once you have submitted all the required paperwork and information, your registration will be reviewed and you will receive an email notification for approval.

All general questions and requests for information about certification should be directed to APMG-US at info-us@apmg-us.com or 781-275-8604.

EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES

All scheduling questions should be directed to PSI.

PSI Services, LLC
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 • Fax (702) 932-2666
www.psiexams.com

Once you have been approved by APMG-US, you are responsible for contacting PSI to schedule an appointment to take the examination. You may either schedule via the Internet at www.psiexams.com, or schedule over the telephone at (800) 733-9267.

You may only test once per eligibility file. Each time you fail, you must reapply with APMG-US.

INTERNET SCHEDULING

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, www.psiexams.com. You may schedule for a test via the Internet 24 hours a day.

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your test.

TELEPHONE SCHEDULING

To schedule an examination by phone, please call 800-733-9267. The times of operation for live operators are as follows:

Time Zone	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at 800-733-9267.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI to speak directly to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

EXAM ACCOMMODATIONS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of this Candidate Information Bulletin and fax it to PSI (702) 932-2666.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at www.psiexams.com.



EXAMINATION SITE LOCATIONS

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination. Go to www.psiexams.com for a listing of sites.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION

You must provide 1 form of identification. This must be a VALID form of government-issued identification (Driver's License, State ID, Passport) which bears your signature and has your photograph.

If you cannot provide the required identification, you must call 800-733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement.

Failure to provide ALL of the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.

SECURITY PROCEDURES

The following security procedures will apply during the examination:

- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Please be advised that children, cell phones, pagers, cameras, programmable electronic devices and recording devices of any kind are NOT allowed to enter PSI testing centers. Additionally, **NO personal items are to enter the testing centers, including handbags, backpacks, heavy coats, etc.** PSI will not be responsible for any personal items, and suggests that you leave such items in another safe place, of your choosing.
- No smoking, eating, or drinking will be allowed at the examination site.
- You may not exit the building during the examination.
- Copying or communicating examination content is a violation of PSI security policy and the State Law. Either one may result in the disqualification of examination results and may lead to legal action.

EXAMINATIONS

Examination Name	Time Allowed
Agile PM - Foundation	60 Minutes
CHAMPS2 - Foundation	45 Minutes
Change Analyst - Foundation	60 Minutes
Change Management - Foundation	60 Minutes
CMDB - Foundation	60 Minutes
COBIT 5 - Foundation	40 Minutes
Earned Value Management - Foundation	60 Minutes
ISO/IEC 20000 - Auditor	60 Minutes
ISO/IEC 20000 - Foundation	60 Minutes
ITIL - Foundation	60 Minutes
ITIL - Intermediate: Continual Support and Improvement	90 Minutes
ITIL - Intermediate: Managing Across the Lifecycle	90 Minutes
ITIL - Intermediate: Operational Support and Analysis	90 Minutes
ITIL - Intermediate: PPO	90 Minutes
ITIL - Intermediate: RCV	90 Minutes
ITIL - Intermediate: Service Design	90 Minutes
ITIL - Intermediate: Service Offerings and Agreements	90 Minutes
ITIL - Intermediate: Service Operation	90 Minutes
ITIL - Intermediate: Service Strategy	90 Minutes
ITIL - Intermediate: Service Transition	90 Minutes
Lean IT - Foundation	60 Minutes
M_o_R - Foundation	60 Minutes
MoP - Foundation	40 Minutes
MoV - Foundation	40 Minutes
MSP - Foundation	60 Minutes
P3O - Foundation	40 Minutes
PRINCE2 2009 - Foundation	60 Minutes
PRINCE2 2009 - Practitioner	150 Minutes
PRINCE2 2009 - Re-Registration	60 Minutes
Problem Analyst - Foundation	60 Minutes
Service Catalogue - Foundation	75 Minutes

REGULATIONS AND GUIDELINES

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule www.hhs.gov/ocr/privacy/

Title VI and the Civil Rights Act of 1964 www.LEP.gov



All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request exam accommodations.

Candidates who wish to request exam accommodations because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

Requirements for exam accommodation requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Date: _____

Social Security or ID#: _____

Legal Name: _____

Last Name

First Name

Address: _____

Street

City, State, Zip Code

Telephone: (_____) _____ - _____ (_____) _____ - _____

Home

Work

Email Address: _____

Check any exam accommodations you require (requests must concur with documentation submitted):

Reader (as accommodation for visual impairment or learning disability)

Extended time (Additional time requested: _____)

Large-print written examination

Other: _____

- Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to examaccommodationscert@psionline.com.
- After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI EXAM ACCOMMODATIONS.



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