



## FREQUENTLY ASKED QUESTIONS

### 1. Why is this partnership important?

itSMF has thousands of practitioners world-wide. As AXELOS continues to develop and improve its collection of best practices, itSMF members will be in demand to share those practices for improving the way IT Services are delivered. Both itSMF and AXELOS have the capability to market this information - now we are joining to co-develop and co-market - it's a great way to amplify and strengthen the message across the world.

### 2. How does this help my Chapter?

Through this partnership, itSMF Chapters will be exposed to many people who are keen to become part of the community (who are not currently members of itSMF or who are new to the AXELOS Professional Development Program). These prospective members will be invited to attend Chapter events for an introductory period, giving Chapters a market opportunity to share the value of joining itSMF.

In addition, Chapter will be recognized for their member's creation of Case Studies and White papers, and their involvement in Corporate Forums will be publicized globally - showcasing the chapter and its members who contribute...

### 3. How do itSMF members get involved in the different initiatives being delivered through the partnership?

Contact your local chapter's Leadership to find out more information or to volunteer.

### 4. What if there is no chapter for me to contact?

If there is no chapter near you, contact: [www.itsmfi.org](http://www.itsmfi.org)

### 5. I am interested in joining the AXELOS Professional Development Program, how do I register?

For now, contact your Local Chapter Contact or your local Chapter Office and tell them you are interested. If you are not affiliated with a chapter, you can contact itSMF International's office at [www.itsmfi.org](http://www.itsmfi.org). More information will be coming out to each Chapter in the next few weeks.

To find out more about how itSMF members and chapters can get involved in this exciting new partnership visit <http://www.itsmfi.org/>



6. How does this partnership impact on priSM?

itSMF is retiring priSM at an appropriate point in the near future. priSM credential holders will be invited to join the AXELOS Professional Development Program.

7. The only thing that seems to be part of the AXELOS Professional Development Program is credit for ITIL and/or Prince2. What else will be included?

itSMF and AXELOS are forming an Advisory Group that will work to jointly enhance ITSM related aspects of priSM. For example, years of experience will become part of the AXELOS Professional Development Program in the future. We recognize that it is in its infancy.

8. Will my accomplishment levels (Professional, etc.,) be included?

It is not expected that the AXELOS Professional Development Program will carry the current priSM badges for levels of qualification. itSMF will continue to research its membership base to understand how best to reward IT Service Management accomplishments.

9. What is the cost of joining the AXELOS Professional Development Program?

The one time application fee is £25. The annual subscription fee is £100. This fee is however suspended for the rest of 2015 and if you as an itSMF member joins before March 31st 2016, you'll get a 25% discount year on year.

10. Are there any prerequisites for joining the AXELOS Professional Development Program?

You need to hold a certificate in either ITIL or PRINCE2 in order to join. More specifically ITIL if you want to join the ITIL subscription. This certificate needs to be in the AXELOS Successful Candidate Register in order for you to be able to associate your certificate with your profile used at the AXELOS Professional Development Program system.

11. Will other qualification earn me Continual Professional Development points?

Yes, all relevant qualifications including non-AXELOS qualifications will give you points towards the annual CPD requirements.

To join the AXELOS Professional Development Programme  
visit [www.axelos.com/itSMF](http://www.axelos.com/itSMF)