**ITIL® Software Endorsement Scheme**  
**Licensed Software Assessor Application Form**

Assessment bodies, for the assessment of ITIL Software tools, require conformance with key requirements of international standards; ISO9001 (in relation to their quality management systems), EN45011 (in relation to their accreditation of products relating to ITIL) and ISO17024 (in relation to their accreditation of personnel).

*Before completing this form you should refer to the following:*

1. Licensed Software Assessor (LSA) application eligibility requirements (as listed under Declaration)  
2. ITIL Software Scheme Brochure – Licensed Software Assessors/Tool Vendors

**PART 1**

<table>
<thead>
<tr>
<th><strong>Company name:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company registration no:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Month/year of registration:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Registered with (name of relevant authority):</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Names of Directors (or equivalent) as registered with the relevant authority:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Vat registration no:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Correspondence address:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Registered office:</strong></td>
<td></td>
</tr>
<tr>
<td><em>(if different)</em></td>
<td></td>
</tr>
<tr>
<td><strong>Type of organisation:</strong></td>
<td><em>(partnership, plc, etc)</em></td>
</tr>
<tr>
<td><strong>Size of organisation</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Number of permanent employees</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Number of voluntary employees</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Number of offices</strong></td>
<td></td>
</tr>
<tr>
<td>Name &amp; region of offices authorised to conduct ITIL software assessments under this application:</td>
<td>1.</td>
</tr>
<tr>
<td>-</td>
<td>2.</td>
</tr>
<tr>
<td>-</td>
<td>3.</td>
</tr>
<tr>
<td>-</td>
<td>4.</td>
</tr>
<tr>
<td>-</td>
<td>5.</td>
</tr>
</tbody>
</table>

| Main contact name & position (permanent): |  |
| Purchase order number (if applicable): |  |
| Telephone: |  |
| Facsimile: |  |
| E-mail: |  |
| Web site: |  |
| Name of company’s legally authorised signatory: |  |

**PART 2**

| Estimated number of ITIL assessments expected within next 12 months: |  |
| Does your organisation, its directors or any other person within your organisation/s have any link/s with organisation/s that may or possibly contribute to a conflict of interest? | Yes / No |
| If yes please provide details of the link and/or interest: |  |
### PART 3

1. **Please provide an outline of your organisation's experience in the assessment field (if any):**

2. **Please outline your proposed area of operation including indications of where assessments may take place:**

3. **Please provide details of proposed experienced and qualified subject matter experts who can act as assessors.**
DECLARATION

I declare that the Licensed Software Assessor applicant organisation named above meets the following minimum eligibility criteria for Licensed Software Assessor status on the ITIL Software Accreditation Scheme:

1. The organisation will declare any real/apparent conflict of interest arising out of any relationship with any other party where there is a real/apparent conflict of interest between the activities to be performed under the Licensed Software Assessor Agreement, in which the organisation engages.

2. The organisation is a legally constituted and recognised body according to the laws of the country in which it is based.

3. The organisation is able to demonstrate, through audited accounts, its financial viability to operate and maintain the scheme for a reasonable period in the future.

4. The organisation is capable of establishing a set of documentation, aligned with the key requirements of international standards ISO9001 (in relation to their quality management systems), EN45011 (in relation to their accreditation of products relating to ITIL) and ISO17024 (in relation to their accreditation of personnel).

5. The organisation has defined processes for the appointment of assessors including eligibility criteria.

6. The organisation has access to at least one experienced and qualified subject matter expert who can act as an assessor for the purposes of the software scheme.

7. All approved assessors will sign a confidentiality agreement to protect the integrity of the process.

8. The organisation will provide statistics covering the following, but to the level of detail defined in the LSA Software Scheme agreement:
   - Assessment booking dates
   - Processes to be assessed at each assessment
   - Assessment dates
   - Software Vendor names & contact details
   - Software Vendor addresses and country bases
   - All relevant additional comments
   - Languages to be assessed in
   - Assessment marks
   - Pass/fail results

I further declare that:

9. The information on this Application Form and any other information given in support of this application is correct to the best of my belief.

10. I have received, read and understood the documents listed above detailing the requirements for LSA status and undertake that the organisation will comply with all of these requirements. I undertake that the organisation will pay all fees due to AXELOS Limited, whether or not LSA status is granted.

ITIL® is a Registered Trade Mark of the AXELOS Limited
11. We will not infringe the intellectual property rights or copyright of material owned by any other organisation or individual.

12. I understand that by signing this application form I declare to give AXELOS access to all documents, records, relevant insurances, internal audit results, complaints logs etc on request and as needed for the assessment process.

Please send a copy of last year’s Audited Account or a Director’s statement that the company is solvent and not the subject of proceedings for a declaration of bankruptcy, for compulsory winding-up or administration.

Please Note: the name & signature below must match that of the named authorised signatory above

Name: .........................................................................................................................
(please print)

Position: .....................................................................................................................
(please print)

Signed: ......................................................................................................................

Date: ...........................................................................................................................

Please return the completed form to:

Accredited Organisation Licensing
AXELOS Limited
Rosebery Court
St Andrew’s Business Park
Norwich NR7 0HS
United Kingdom
LSA Audit – Supporting Documentation Checklist

In order for AXELOS to progress your application and audit, you will need to submit the following documentation:

- A signed application form, confirming that you have read and understood the requirements for licensing.

- Electronic copy of your Quality Management System, which identifies:
  - Organisational Structure (including any subsidiary organisations, international offices and/or agents)
  - Roles & Responsibilities
  - Competence & eligibility requirements for Assessors
  - Competence requirements for all persons involved in the assessment process

If not included above, company details covering:

- Full company name and address of registered office
- Name and country of Authority with whom registered
- Copies of registration documents
- Names of all Directors, with disclosure of any potential conflicts
- Description of Roles and Responsibilities of all staff
- Names of legally responsible permanent member of staff
- Length of time for which your organisation has been operating assessments (if applicable)
- Financial details that demonstrate viability
- Most recent set of audited accounts
- Proposed or current area of operation, including from where assessments will take place
- Details of proposed experts for use as Assessors

Declarations and prevention of conflicts:

- Any links with organisations that may have an interest in software tools
- Details of all offices, with full address, scope of activities and details of ownership if different to the above
- Declaration by Senior Management that your organisation is independent from any course provider/Accredited Training Organisation/Software tool provider.