

CA Inc.
1 CA Plaza
Islandia
NY 11746

1st April 2011

To Whom It May Concern

Re: ITIL® Software Scheme – Endorsed Software Tool

I am pleased to be able to confirm that CA Inc. has been endorsed to the following levels for the purposes of the ITIL Software Scheme.

Software tool: CA Service Desk Manager r12.5

Processes assessed to Bronze level:

Event Management
Knowledge Management
Service Portfolio Management
Service Level Management
Financial Management
Service Catalog Management
Availability Management
Capacity Management
Release & Deployment Management
IT Service Continuity Management

Processes assessed to Gold Level:

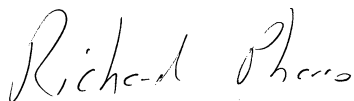
Change Management
Request Fulfillment
Service Asset & Configuration Management
Incident Management
Problem Management

As per your Trade Mark Licence Agreement, your licensed and endorsed status is valid up until 17th March 2013, at which point you will need to re-apply.

Please contact Amrita Ghattaora, who will be able to assist if you have any additional queries.

I wish you every success with your business and thank you for supporting this programme.

Yours sincerely



Richard Pharro
MANAGING DIRECTOR

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