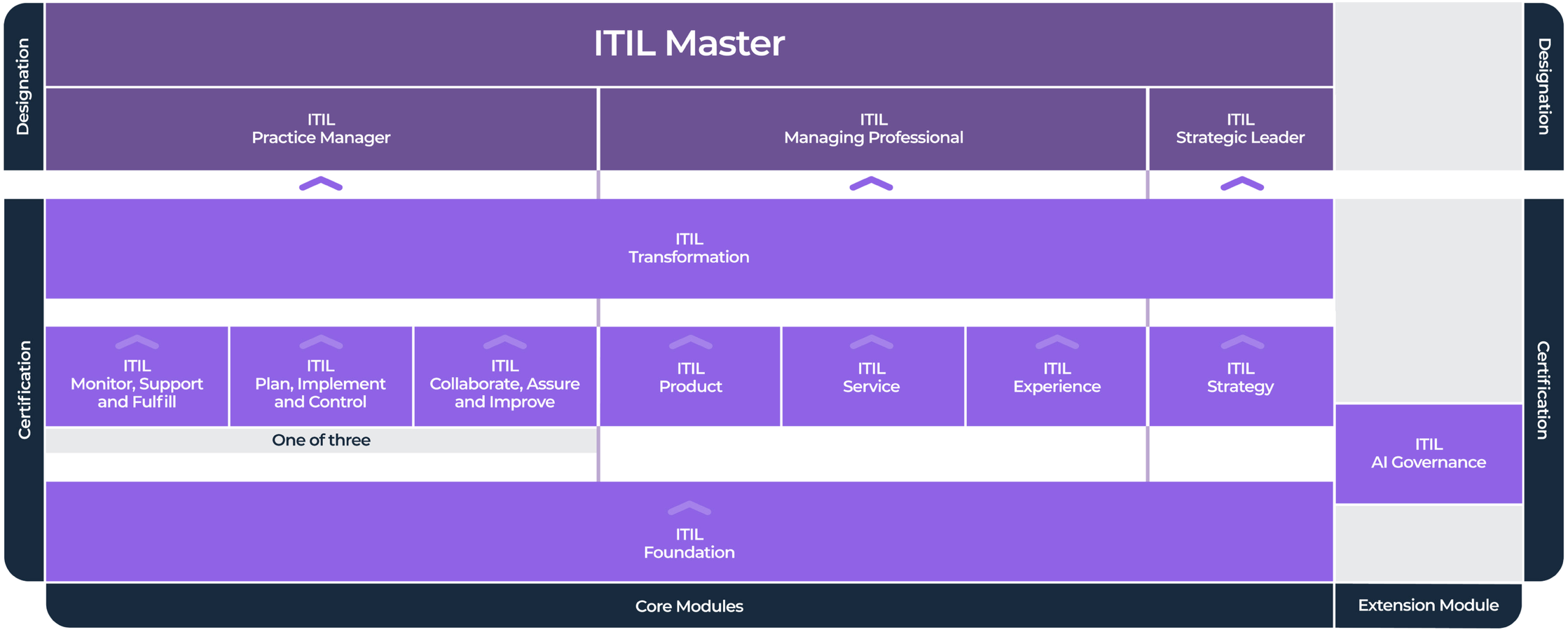ITIL® Official Qualification Scheme