



**Pink Elephant**

5575 North Service Road  
Burlington, Ontario L7L 6M1  
Canada

Telephone: 905-331-5060  
Toll Free: 1-888-273-PINK  
Fax: 905-331-5070

[www.pinkelephant.com](http://www.pinkelephant.com)

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To Whom It May Concern:

**Re: Integrated Technologies Group CENTRE release 4.6.8 – PinkVERIFY™**

This letter is to confirm that Common Enterprise Resource (CENTRE) release 4.6.8 has passed the PinkVERIFY™ assessment and as such, the tool has been officially certified as ITIL compatible by Pink Elephant, the world's leading IT Service Management education and consulting provider.

A Pink Elephant IT Management Consultant assessed and confirmed compatibility of CENTRE release 4.6.8 in six ITIL Version 3 (V3) processes:

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

The PinkVERIFY logo is the stamp of approval issued by Pink Elephant for Service Management tools that meet the minimum functional criteria for these ITIL processes. Integrated Technologies Group is authorized to use this logo, which denotes the number of ITIL V3 processes in association with the verified tool. The product appears in the toolsets section of Pink Elephant's PinkVERIFY webpage at [www.pinkelephant.com](http://www.pinkelephant.com)

Sincerely,

Ann Lamanes  
Manager, Public Relations  
Pink Elephant