



**Pink Elephant**

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March 25, 2010

To Whom It May Concern:

**Re: PinkVERIFY™**

This letter is to confirm that USU Valuation 3.6 (including the suites USU KnowledgeCenter 4.8 and ZIS-System 5.3) has passed the PinkVERIFY™ assessment and as such, the tool is 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 USU's aforementioned software in twelve (12) ITIL Version 3 (V3) processes:

- Incident Management
- Problem Management
- Change Management
- Request Fulfillment
- Service Portfolio Management
- Service Catalog Management
- Service Asset & Configuration Management
- Service Level Management
- Availability Management
- Knowledge Management
- Event Management
- Financial 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. USU AG is authorized to use this logo, which denotes the number of ITIL V3 processes, in association with their verified tools until May 11, 2012. The products appear in the toolsets section of Pink Elephant's PinkVERIFY webpage at [www.pinkelephant.com](http://www.pinkelephant.com)

Sincerely,

Brent Artemchuk  
Director, Marketing & Communications  
Pink Elephant