



Certificato · شهادة · Sertifika · Certificado · Certificate
Сертификат · Certificaat · Certificat · Zertifikat

CERTIFICATE

According to ICO - International Certification Organization – regulations

Klaus Peukert

born 19/01/1977 in Leipzig (Germany)

has passed an examination to receive the certificate

FitSM Expert

This expert certificate proves knowledge of the FitSM standard and other frameworks and standards for IT service management (ITSM) as well as related topic areas, including ISO 9000, ISO/IEC 20000, ITIL and COBIT. The holder of this certificate has demonstrated considerable knowledge in the following areas: understanding the organisational context of delivering and managing services, leadership and governance, planning and implementing ITSM as well as monitoring, reviewing and improving ITSM. Specific topics include governing value generation and risk, effective communication, policy enforcement, organisational change management, monitoring conformity and compliance, evaluation of effectiveness and efficiency as well as setting up an audit programme.

Certificate ID XMW4aWjKrG
Participant ID ILRZ_v4WoH
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ICO International Certification Organization
www.ico-cert.org/verify



IT Education Management Organization
www.itemo.org