



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 Advanced - Service Operation and Control

This advanced level certificate proves the knowledge necessary to support taking a coordinating role in IT Service Management processes related to the operation and control of IT services according to the requirements and recommendations of FitSM. These processes include incident and service request management, problem management, configuration management, change management, release and deployment management and continual service improvement management.

Certificate ID A6UwXI2lla
Participant ID ILRZ_v4WoH
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ICO International Certification Organization
www.ico-cert.org/verify



IT Education Management Organization
www.itemo.org