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CERTIFICATE

According to ICO - International Certification Organization – regulations

João da Silva

born 19/10/1971 in Lisbon (Portugal)

has passed an examination to receive the certificate

Foundation in IT Service Management according to FitSM-1 V3

Holders of this certificate know and understand essential components of FitSM. They are familiar with service management concepts and possess basic knowledge of FitSM-1 V3 requirements.

FitSM is a lightweight standards family aimed at facilitating service management in IT service provision, including federated scenarios. Its development has been co-funded by the European Commission.

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