



IT Service Management Foundation

based on ISO/IEC 20000

Presented to:

Vitor Teixeira De Melo

18 December 2014

A handwritten signature in black ink, appearing to be "B. Taselaar", written over a blue wavy background.

drs. Bernd W.E. Taselaar
Chief Executive Officer

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EXIN
The global independent certification institute for ICT Professionals

