ZERTIFIKAT ■ CERTIFICATE ■ CERTIFICAT ■ CERTIFICADO ■ شهادة ■ SERTIFIKA

Akademie

ITEMO

CERTIFICATE

TÜV SÜD Akademie GmbH hereby certifies that

Christian Walonka
born 30.12.1988 in Augsburg
has passed the examination for the

Foundation Certificate in IT Service Management according to FitSM

in line with the requirements of TÜV SÜD Akademie GmbH – Certification Body for Persons.

This Foundation Certificate proves basic knowledge of the customer-focused and process-oriented approach to IT Service Management (ITSM) according to FitSM. The certificate is based on an understanding of key ITSM concepts and terms, the process framework underlying FitSM, the requirements defined in FitSM-1, and the purpose and structure of FitSM standards, along with their relationship to other standards.

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

Number of certificate 1502#312272899
Munich, 08.10.2015

Iris Maier
Certification Body for Persons
of TÜV SÜD Akademie GmbH

Harald Koelln
Authorized examiner
of TÜV SÜD Akademie GmbH

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