



...global validation

# Standards & Best Practice

Hereby Certifies

## Michael Tedela

An Accredited Professional Certification in

### ISO/IEC 20000:2018 - I.T SERVICE MANAGEMENT SYSTEMS (ITSMS) FOUNDATION

*After a formal evaluation, we confirm the demonstrated knowledge and outstanding skills in the subject matter requirements of this professional certification*

**Certification No:**

**139037680-35EF8EB-34F17AB**

Accredited by:

**September 25, 2024**

**Date Issued**



*Captheadon*  
**SBP Certification Mgt.**

**This certificate is valid until the version of the standard changes**