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Standards & Best Practice

HEREBY CERTIFIES

Victoria Odinaka

An Accredited Professional Certification in

**ISO/IEC 20000-1:2018 – I.T SERVICE MANAGEMENT
SYSTEMS (ITSMS) LEAD IMPLEMENTER**

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

Certification No:

139414074-1512794A5-12704389D

September 26, 2025

Date Issued



PERSONNEL
NO. P0001


SBP Certification Mgt.

This certificate is valid until the version of the standard changes