



...global validation

# Standards & Best Practice

Hereby Certifies

**John Muia**

An Accredited Professional Certification in

**ISO/IEC 20000-1:2018 - IT 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:**

13ECBDC26-7349557269-127318A29

Accredited by:

**March 18, 2026**

**Date Issued**



*Cybrador*  
**SBP Certification Mgt.**

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