



Certificate no: UC-d6f0035b-bc69-4e96-9262-78c529eedf0a  
Certificate url: [ude.my/UC-d6f0035b-bc69-4e96-9262-78c529eedf0a](https://ude.my/UC-d6f0035b-bc69-4e96-9262-78c529eedf0a)  
Reference Number: 0004

CERTIFICATE OF COMPLETION

# Creating Measures and Metrics in ITSM

Instructors **Jason Dion • 2.5 Million+ Enrollments Worldwide, Dion Training Solutions • ATO for ITIL & PRINCE2, Dion Training Solutions • ATO for ITIL & PRINCE2**

**Kokila S**

Date **June 19, 2025**

Length **1.5 total hours**