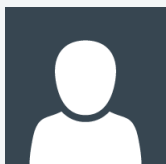




Learner Achievement Verification

This is to certify that Alison has awarded MATHEUS CARVALHO living in Brazil the certificate of completion in ITIL 4 Fundamentals - Essentials of IT Service Management.

Learner Details



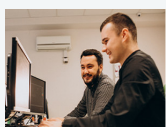
Name: MATHEUS CARVALHO

E-mail: matheus.oliveira216@fatec.sp.gov.br

Country: Brazil



Course and Result



Score
92%

Study Time
2:40:10

ITIL 4 Fundamentals - Essentials of IT Service Management

ITIL 4 is a framework for information technology service management (ITSM) that provides a holistic and integrated approach to managing IT services in organisations. It is the latest version of the ITIL framework and upgrades its previous versions by incorporating new working methods, including Agile, DevOps and Lean practices.

Modules Studied

Module 1: The Basics of the ITIL Framework

Module 2: ITIL SVS, SVC, and Certification

Module 3: Course assessment