02ⁿᵈ Aug, 2024

<u>TO WHOMSOEVER IT MAY CONCERN</u>

This is to confirm that **Mr. Bhargoo Kul Shaurya** has successfully completed the internship in our organization.

The details of the internship are as follows:

Department : **HTPS**
Start Date : 01ˢᵗ July 2024
End Date : 31ˢᵗ July 2024

Project/ Activity –: Bhargoo Kul Shaurya key responsibilities:-

<u>Incident Management:</u> Grasped the fundamentals of incident management processes, including SLA , Requests

<u>ServiceNow Basics:</u> Acquired foundational knowledge of the ServiceNow platform for IT Service Management (ITSM) processes.

<u>SCOM:</u> Gained familiarity with System Center Operations Manager (SCOM) for monitoring and managing IT infrastructure.

<u>Data Operations:</u> Developed a basic understanding of data operations, including data management and processing.

<u>Data Center Planning:</u> Obtained insights into the planning and design of data center infrastructure.

<u>Networking Fundamentals</u>: Acquired foundational knowledge of networking concepts and protocols.

<u>Windows Server 2022 Basics:</u> Learned the essentials of Windows Server 2022 administration and management.

<u>SOP (Standard Operating Procedure):</u> Learnt about the basics of an SOP and prepared one on the topic "Incident Management"

We wish him all the best in future endeavors.

Yours Sincerely,
For Hexaware Technologies Limited

Ramesh Sreedhar
Associate Vice President