



This is to certify that

**João Paulo Serafim**

has been awarded the

**ITIL Foundation Certificate  
in IT Service Management**

15 February 2013

A handwritten signature in black ink, appearing to read "B.W.E. Taselaar", is placed over a series of thin, wavy blue lines that form a background pattern on the certificate.

B.W.E. Taselaar

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