CERTIFICATE OF EVALUATION

To whomsoever it may concern

This is to certify that **Mr. Abuzar Shaikh, Ms. Needa Shaikh** and **Mr. Shivam Tiwari** have jointly undertaken their final year outhouse project entitled "**IT Service Management System (ITSM)**" for the academic year 2020-21 as per guidelines stated by Mumbai University.

In brief, ITSM is a cloud-based web app designed to ensure smooth workflow of IT projects undertaken by a company; thereby adhering to the policies, guidelines and aim of the organisation.

I hereby confirm that they have completed all the assigned tasks/backlog items. However, the final code delivery and project documentation are yet to be presented.
The project was executed under the guidance of the undersigned.

We wish them all the best in their future endeavours.

Irfan Rashid Kasmani

Managing Director
For KASMASOFT LTD Limited

Place: Mumbai
Date: 19ᵗʰ May 2021