



This certificate is presented to  
**TIDKE ASHOK TATERAO**

for the completion of

**Organization standards: Service standards  
(Course 4: Control Processes)**

(ILB-DNQQGEQGVEPG2Q2E)

According to the IBM Learning Patterns system of record

**Completion date:** 13 Nov 2023 (GMT)

**Learning hours:** 10 mins