



This is to certify that

Sian Busby

has successfully demonstrated knowledge to meet the requirements of the

ITIL® Foundation Certificate in IT Service Management

Candidate Number

GD30227859

QA Ltd

Date

11 December 2013

A handwritten signature in black ink, appearing to read 'D Clarke', is positioned above the name and title of the signatory.

David Clarke
Group Chief Executive

Official ITIL® Accreditor



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