



# Foundation Certificate in IT Service Management

(based on ITIL®)

Presented to:

**Marcos Henrique De Oliveira**

28 March 2009

A handwritten signature in black ink, appearing to be 'B.W.E. Taselaar', written over a blue wavy background.

**B.W.E. Taselaar**  
**CEO EXIN**

790723.594284

**EXIN**  
The global certification company for Information Management







# result paper

Registration Number: 3291996  
Name: Marcos Henrique De Oliveira

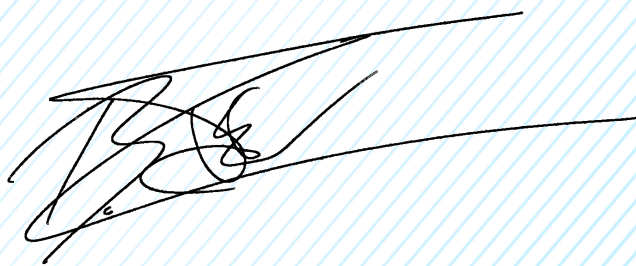
Utrecht, 28 March 2009

*EXIN hereby certifies that Marcos Henrique De Oliveira has participated in the examination*

*IT Service Management Foundation (based on ITIL®)*

*on 28 March 2009 and has*

*Passed*



B.W.E. Taselaar  
CEO EXIN