



information systems examinations board

This is to certify that

Alex Shapley

having satisfied the requirements of the
Information Systems Examinations Board
has been awarded the

**Foundation Certificate
in IT Service Management**

on

02/11/2005

Course Provider

Prometric

A handwritten signature in black ink, appearing to read "D. Clarke", is positioned above the title of the Chief Executive.

Chief Executive

Certificate
No:P831178
08/11/2005

