

Leaving Awards

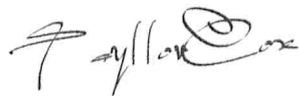
# ITIL 2011 Intro™

IT Infrastructure Library & IT Service Management

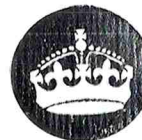
**Robert Tichý**

Has been accepted by TAYLLORCOX - RCB (Registered Certification Body) and ATO (Accredited Training organisation) as introduction to the service lifecycle and awareness on the following topics:

- ITIL Qualification scheme
- Key Principles and Models
- Generic Concepts, Selected Processes
- Selected Roles, Selected Functions, Technology and Architecture
- Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement



TAYLLOR&COX Examination Board



Certificate Issue Date: 16.07.2015  
Certificate - series No.: PCE ATO 31150758  
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