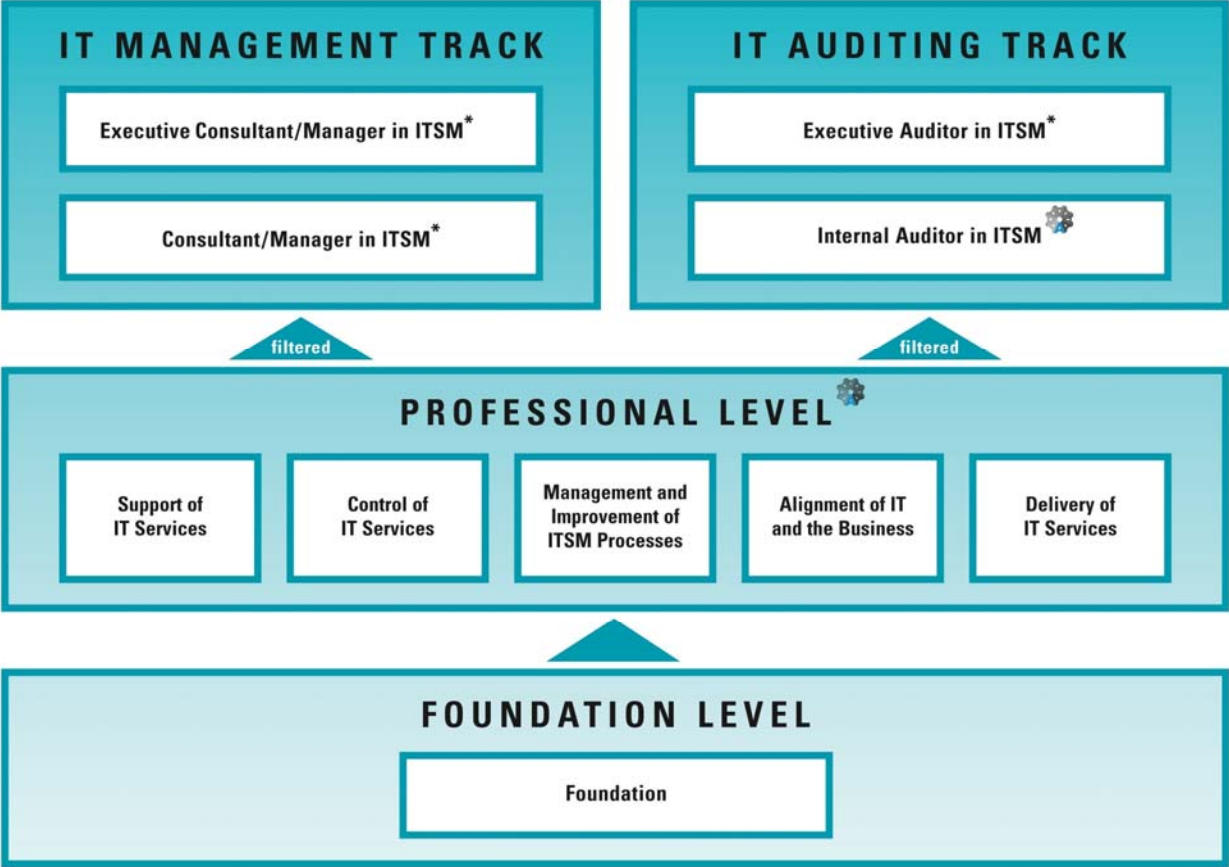


# IT Service Management according to ISO/IEC 20000 Basic Qualification Scheme for Personnel



## Competence certificate according to EN ISO/IEC 17024



**Internal Auditor in ITSM (TGA accredited)**  
**Professional in ITSM (TGA accredited)**



\* Accreditation planned for 2009