Certificate of Completion

deltamine Campus

ISSUED TO

Alexei Nikiforov

for successfully completing the

ITIL® 4 Foundation Certification Prep

CEU/PDU/CPE: 1.8 / 18 / 18

ITIL®



Jessica Mine
Founder/Chief Executive Officer
Deltamine Inc.

12 Apr 2024
Date

ITIL®
ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF AXELOS

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12 Apr 2024

Dear Alexei Nikiforov

This letter confirms that the named individual has completed the course offered by Deltamine Inc., an Accredited Training Organization for PeopleCert® and Axelos.

Student Name:	Alexei Nikiforov
Course:	ITIL® 4 Foundation - Roark
Credits:	1.8 CEU | 18 PDU | 18 CPE

The credits are provided for student participation in the course and learning activities, including instructor contact hours and related study activities.

THIS LETTER CONFIRMS COURSE ATTENDANCE ONLY AND DOES NOT CERTIFY THE ACHIEVEMENT OF ANY QUALIFICATION IN THE SUBJECT MATTER OF THE TRAINING COURSE.

Sincerely,

Jessica Mine
deltamine®
President, Deltamine Inc.

Deltamine Completed Course Information

Course **ITIL® 4 Foundation Course**

Continual Education Units (CEU) hrs	**1.8**	**Continual Professional Education Units (CEU) hrs**	**18**
		PMI Professional Development Units	**18**
		PMI Strategic PDUs	**12**
		PMI Leadership PDUs	**4**
		PMI Technical Project Management PDUs	**2**

Classroom Agenda:

Section	Subject	Time (hrs)
1	Key Concepts of Service Management	1:00
2	ITIL Principles (Adopt and Adapt)	2:00
3	Four Dimensions of Service Management	1:00
4	ITIL Service Value System (SVS)	1:30
5	ITIL Service Value Chain (SVC)	1:30
6	ITIL Practices	6:00
7	Mock Exam 1	1:00
7	Mock Esam 2	1:00
	Readings (Homework)	1:00
	Quizzes (Homework/Practice)	1:00
	Exam Prep Study Session (1 hour Pre-Exam)	1:00
	Total	**18:00**

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