

# ITIL® APPROVED TRAINER

This is to confirm that

**Alberto Ciardelli**

is an Approved Trainer for the following programs

- ITIL® 4 Foundation in IT Service Management
- ITIL® 4 Managing Professional Transition
- ITIL® 4 Specialist Create, Deliver and Support
- ITIL® 4 Strategist Direct, Plan and Improve
- ITIL® Foundation in IT Service Management
- ITIL® in Managing Across the Lifecycle (MALC)
- ITIL® Intermediate in IT Continual Service Improvement
- ITIL® Intermediate in IT Operational Support and Analysis
- ITIL® Intermediate in IT Planning, Protection and Optimization
- ITIL® Intermediate in IT Release, Control and Validation
- ITIL® Intermediate in IT Service Design
- ITIL® Intermediate in IT Service Offerings and Agreements
- ITIL® Intermediate in IT Service Operation

14/07/2017

QRP International S.R.L.

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This is to confirm that

**Alberto Ciardelli**

is an Approved Trainer for the following programs

ITIL® Intermediate in IT Service Strategy

ITIL® Intermediate in IT Service Transition

ITIL® Practitioner in IT Service Management

14/07/2017

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