

MVA

Microsoft Virtual Academy

Certificate of Completion

This certificate confirms that the user:

[William Griswold](#)

has completed the contents of Course [Introduction to Systems Management & Service Delivery](#)
within the Microsoft Virtual Academy

Online 21 of April, 2015

Congratulations on your achievement and best wishes on your continued progress!



A handwritten signature in black ink that reads "Alison T. Cunard".

Alison Cunard, General Manager
Microsoft Learning Experiences Group