

AtoS, Doudlebská 1699/5, Polygon House, 140 00 Praha 4-Nusle

To Whom It May Concern

30 August 2012

Dear Madam, Sir,

I met Mr. J. Hospes in 2011 when he led the training ITIL v3 Intermediate Certificate in Release, Control and Validation (RC&V) that I attended as a student. Later I participated in another ITIL course Mr. Hospes was teaching - ITIL® v3 Managing Across the Lifecycle (MALC).

I especially appreciated that Mr. Hospes demonstrated not only a deep knowledge of ITIL as a methodology but he was also able to give good examples from the real life and to help to apply what we had learned in the real situations students came up with. The learning activities were appropriate to the subjects of the courses; the atmosphere was friendly and cooperative. Mr. Hospes encouraged discussions and he conducted them effectively. Both times he actively helped students to prepare for the ITIL certifications.

Performance of Mr. Hospes as the teacher of the ITIL courses which I attended met my personal expectations.

Kind regards,



Vojtěch Wostrý
Business Manager
AtoS