



Certificate no: UC-c45b9bf5-bca4-4494-8374-e4adb7490c5c
Certificate url: ude.my/UC-c45b9bf5-bca4-4494-8374-e4adb7490c5c
Reference Number: 0004

CERTIFICATE OF COMPLETION

CM103: Mastering Service Level Agreements (SLAs)

Instructors **Koray Demir, MRICS, PMP** | **1.2 M+ Student Minutes Across the World**

Magret Kadiri

Date **March 11, 2026**

Length **1.5 total hours**