



RINA

CERTIFICATE ITSMS-5/10

**IT IS HEREBY CERTIFIED THAT THE INFORMATION TECHNOLOGY
SERVICE MANAGEMENT SYSTEM OPERATED BY**

INFOTEAM S.R.L.

VIALE MARCONI 310 65126 PESCARA (PE) ITALIA

IN THE FOLLOWING OPERATIONAL UNITS

VIALE MARCONI 310 65126 PESCARA (PE) ITALIA

IS IN COMPLIANCE WITH THE STANDARD

ISO 20000-1:2005

FOR THE FOLLOWING FIELD(S) OF ACTIVITIES

IL SISTEMA DI GESTIONE DEI SERVIZI IT CHE SUPPORTA I SERVIZI FORNITI DALL'AREA OPERATIVA DI
ASSISTENZA TECNICA IT AI CLIENTI ESTERNI

*THE IT SERVICE MANAGEMENT SYSTEM THAT SUPPORTS THE SERVICES PROVIDED BY THE IT TECHNICAL
ASSISTENZA OPERATIVE AREA TO EXTERNAL CUSTOMERS*

The validity of this certificate is dependent on an annual audit and on a complete review, every three years, of the management system.

The use and validity of this certificate are subject to compliance with the RINA Rules for the certification of Information Technology Service Management Systems.

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(Director of Certification Division)



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