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# CERTIFICATE No. ITSMS-30/13

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

**INFOTEAM S.R.L.**

**VIALE PINDARO 14 65127 Pescara (PE) ITALIA**

IN THE FOLLOWING OPERATIONAL UNITS

**VIALE PINDARO 14 65127 Pescara (PE) ITALIA**

IS IN COMPLIANCE WITH THE STANDARD

**ISO/IEC 20000-1:2011**

FOR THE FOLLOWING FIELD(S) OF ACTIVITIES

IAF:33

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

*THE SERVICE MANAGEMENT SYSTEM THAT SUPPORTS THE SERVICES PROVIDED BY THE IT TECHNICAL ASSISTANCE 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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Genoa Management System  
Certification, Head

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