

CERTIFICATE No. ITSMS-131/23**IT IS HEREBY CERTIFIED THAT THE INFORMATION TECHNOLOGY SERVICE
MANAGEMENT SYSTEM OPERATED BY****S.M.I. TECHNOLOGIES AND CONSULTING S.R.L.**

VIA MOTTON, 83 36061 BASSANO DEL GRAPPA (VI) ITALIA

IN THE FOLLOWING OPERATIONAL UNITS

VIA SIERRA NEVADA, 60 00144 Roma (RM) ITALIA

IS IN COMPLIANCE WITH THE STANDARD

ISO/IEC 20000-1:2018

FOR THE FOLLOWING FIELD(S) OF ACTIVITIES

Sistema di gestione dei Servizi IT della SMI per la fornitura di prestazioni relative a implementazione, configurazione, manutenzione e gestione di servizi relativi ad Application e System Management attinenti piattaforme tecnologiche, infrastrutture ICT (sistemi, rete e sicurezza logica) e soluzioni applicative (comprese le basi dati). Supporto specialistico, manutenzione hardware, supporto ambienti client erogati presso le sedi aziendali e/o sedi dei clienti esterni.

IAF:33

SMI's IT Services Management System for the provision of services relating to the implementation, configuration, maintenance and management of services relating to Application and System Management pertaining to technological platforms, ICT infrastructures (systems, network and logical security) and application solutions (including databases). Specialist support, hardware maintenance, client environment support provided at corporate offices and/or external customer offices.

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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Organization with Management System certified since: 06/08/2019

Marcello Manno

Taranto Management System
Certification, HeadRINA Services S.p.A.
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ITX N° 002 L

Membro degli Accordi di Mutuo
Riconoscimento EA, IAF e ILAC
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Mutual Recognition Agreements