



IT Service Management System

Certificate of Approval

This is to certify that the ITSMS of

QBSW, a.s.

Prievozská 6, 821 09 Bratislava, Slovakia

Operation - Branche office, Hviezdoslavova 18, 974 01 Banská Bystrica

Operation - Branche office, Veľká okružná 38, 010 01 Žilina

Operation - Branche office, QBSW CZECH, s.r.o., Na Strži 1702/65, 140 62 Praha 4, Czech Republic

Has been assessed and found to meet the requirements of

ISO/IEC 20000-1:2011

This certificate is valid for the following scope of operations

EN: Provision of operational services to information systems and applications that were developed by QBSW, a.s. and infrastructure services related to their operation for contractual customers of the company, in compliance with the service catalog of QBSW, a.s.

SK: Poskytovanie prevádzkových služieb k informačným systémom a aplikáciám, ktoré boli vyvinuté spoločnosťou QBSW, a.s. a infraštruktúrne služby súvisiace s ich prevádzkou pre zmluvných zákazníkov spoločnosti, a to v súlade s Katalógom služieb QBSW, a.s.

CZ: Systém managementu služeb IT na podporu poskytování provozních a infrastrukturních služeb souvisejících s provozem informačních systémů a aplikací pro externí zákazníky společnosti v souladu s Katalogem služeb QBSW a.s.

Authorised by:

R N Cooke
Director

Date of Certificate Issue: 10 April 2018

Certificate Valid Until: 09 April 2021

Recertification audit before 09 March 2021. Certified since 16 December 2013.

This certificate is the property of SNR Certification and remains valid subject to satisfactory annual Surveillance audits.

SNR Certification

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