



## 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, Hollého 10, 949 01 Nitra

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 20000-1:2018**

This certificate is valid for the following scope of operations  
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.

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.

System 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 2021

Certificate Valid Until: 09 April 2024

Recertification audit before 09 March 2024. 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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Certificate Number: SNR 19610874/102/SUU Rev: 003

