



CISQ is a member of



The International Certification Network  
www.iqnet-certification.com

# CERTIFICATE No. ITSMS-121/22

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

## **SIRTI DIGITAL SOLUTIONS S.P.A.**

**VIALE THOMAS ALVA EDISON, 110 20099 SESTO SAN GIOVANNI (MI) ITALIA**

IN THE FOLLOWING OPERATIONAL UNITS

**VIALE THOMAS ALVA EDISON, 110 20099 Sesto San Giovanni (MI) ITALIA**

IS IN COMPLIANCE WITH THE STANDARD

### **ISO/IEC 20000-1:2018**

FOR THE FOLLOWING FIELD(S) OF ACTIVITIES

EROGAZIONE DEI SERVIZI PER INFRASTRUTTURE DI RETI: MONITORAGGIO (NOC NETWORK OPERATION CENTER); MANUTENZIONE (SPOC SINGLE POINT OF CONTACT). EROGAZIONE DEI SERVIZI PER APPLICAZIONI OSS MONITORAGGIO (CONTROL ROOM, GESTIONE SISTEMI E APPLICAZIONI); SUPPORT DATI (BACK OFFICE). COME DEFINITI NEL CATALOGO DEI SERVIZI.

IAF:28

*PROVISION OF NETWORK INFRASTRUCTURES MANAGEMENT SERVICES: MONITORING (NOC NETWORK OPERATION CENTER); MAINTENANCE (SPOC SINGLE POINT OF CONTACT). PROVISION OF OSS APPLICATIONS MANAGEMENT SERVICES: MONITORING (CONTROL ROOM, SYSTEMS AND APPLICATIONS MANAGEMENT); DATA MANAGEMENT (BACK OFFICE). AS DEFINED IN THE SERVICE CATALOGUE*

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.

First Issue	<u>04.10.2022</u>	Renewal decision date	<u>29.01.2024</u>
Expiry Date	<u>29.01.2027</u>	Revision date	<u>29.01.2024</u>

Jacopo Ferrando

Italy Certification Operations,  
Senior Director

**RINA Services S.p.A.**  
Via Corsica 12 - 16128 Genova Italy



ITX N° 002 L

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



www.cisq.com