

The certification body of TÜV Informationstechnik GmbH
hereby awards this certificate to the company

I.T.E.N.O.S. GmbH
Lievelingsweg 125
53119 Bonn, Germany

to confirm for the scope

**Provision and operation of
information and telecommunications
systems**

the implementation and maintenance of an IT service
management system in accordance with the sections of

ISO / IEC 20000-1:2011

cited in the appendix to the certificate. The requirements are
summarized in the appendix to this certificate.

The appendix is part of the certificate and consists of 3 pages.

The certificate is valid only in conjunction with the corresponding
audit report until 2013-09-30.



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Certificate-Registration-No.:
TUVIT-ITSM5304.11

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Essen, 2011-11-28

Dr. Christoph Sutter
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Certificate

Certification System

TÜV[®]

The certification body of TÜV Informationstechnik GmbH performs its certification on the basis of the following product certification system:

- German document: "Zertifizierungsschema für TÜVIT Trusted-Zertifikate der Zertifizierungsstelle TÜV Informationstechnik GmbH", version 1.0 as of 2010-05-18, TÜVIT GmbH

Audit Report

- German document: "Auditbericht zur Trusted Site Zertifizierung des Service Management Systems sowie der Prozesse Incident-, Problem-, Change-, Release- and Deployment-, Configuration Management, Request-Fulfilment, Access-, Event- und Financial-Management der I.T.E.N.O.S. GmbH", Version 1.1 Final as of 2011-11-23, TÜVIT GmbH

Audit Requirements

- Sections 4, 5, 6 without 6.1, 6.2 & 6.5, 8, 9 of the ISO / IEC 20000-1 - Second edition 2011-04-15 - Information technology - Service management - Part 1: Service Management System requirements
- The requirements of ISO / IEC 20000-1 Part 1 are summarized at the end. The non-audited sections are grayed out.

Audit Target

The target of audit is the IT service management system for the scope "provision and operation of information and telecommunication systems" of ITENOS GmbH with the processes:

- Incident Management
- Problem Management

- Change Management
- Release and Deployment Management
- Configuration Management
- Request Fulfilment
- Access Management
- Event Management
- Financial Management

Audit Result

The audit target fulfils all applicable audit requirements.

Summary of the requirements for the Standard ISO/IEC 20000-1 - Second edition 2011-04-15 - Information technology - Service management - Part 1: Service management system requirements

4 Service Management system general requirements

- 4.1 Management responsibility
- 4.2 Governance of processes operated by other parties
- 4.3 Documentation management
- 4.4 Resource management
- 4.5 Establish and improve the SMS

5 Design and transition of new or changed services

- 5.1 General
- 5.2 Plan new or changed services
- 5.3 Design and development of new or changed services
- 5.4 Transition of new or changed services

6 Service delivery processes

- 6.1 Service level management
- 6.2 Service reporting
- 6.3 Service continuity and availability management
- 6.4 Budgeting and accounting for services
- 6.5 Capacity management



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6.6 Information security management

7 Relationship processes

7.1 Business relationship management

7.2 Supplier management

8 Resolution processes

8.1 Incident and service request management

8.2 Problem management

9 Control processes

9.1 Configuration management

9.2 Change management

9.3 Release and deployment management