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

Sensus GmbH Ludwigshafen
Industriestraße 16
67063 Ludwigshafen am Rhein
Germany

to confirm for the scope

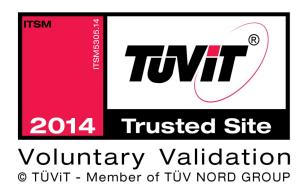# Provision of IT-Services for customers in EMEA and AP

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 the certificate.

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

The certificate is valid only in conjunction with the corresponding evaluation report until 2015-09-30.

ITSM
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15

Certificate-Registration-No.:
TUVIT-ITSM5305.14

Essen, 2014-09-29

Dr. Christoph Sutter
Head of Certification Body

TÜV Informationstechnik GmbH
Member of TÜV NORD GROUP
Langemarckstr. 20
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Member of
TÜV NORD Group

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, TÜV Informationstechnik GmbH

Audit Report

- "Audit report Organisation Audits of Sensus GmbH Ludwigshafen", audit number: 600-016-2014, version 1.0 as of 2014-09-17, TÜV Informationstechnik GmbH

Audit Requirements

- Sections 4, 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 of the scope "Provision of IT-Services for customers in EMEA and AP" of the Sensus GmbH Ludwigshafen with the processes related to ISO/IEC 20000:

- incident management,
- problem management,
- service asset and configuration management,
- change/release management.

The provision of IT-Services is used for internal and external customers in Europe, Middle East, Africa (EMEA) and Asia-Pacific (AP).

Audit Result   **TÜV**®

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

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