



BUREAU
VERITAS

Bureau Veritas Certification

Certificate

Awarded to

IBM Česká republika, spol. s r.o.

TECHNOLOGY SUPPORT SERVICES

V Parku 2294/4, 148 00 Praha 4, Czech Republic

BUREAU VERITAS CERTIFICATION CZ, s.r.o. certifies that the IT Service Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standard detailed below:

Standard

ČSN ISO/IEC 20000-1:2019

Scope of supply

IT SERVICE MANAGEMENT SYSTEM OF TECHNOLOGY SUPPORT SERVICES DELIVERED BY TECHNOLOGY SUPPORT SERVICES DEPARTMENT FOR EXTERNAL CUSTOMERS

Original Approval Date: **02-11-2009**

Certification / Recertification Cycle Start Date: **15-10-2021**

Certification / Recertification Cycle End Date: **14-10-2024**

Subject to the continued satisfactory operation of the organisation's

Management System, this certificate is valid until: **14-10-2024**

To check this certificate validity please call: +420 210 088 215

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.

Version **1/A** Issue Date: **28-06-2022**

Certificate Number: **CZ010876**



MANAGING OFFICE: BUREAU VERITAS CERTIFICATION CZ, s.r.o., Olbrachtova 1, 140 02 Praha 4, Czech Republic

ISSUING OFFICE ADDRESS: BUREAU VERITAS CERTIFICATION CZ, s.r.o., Olbrachtova 1, 140 02 Praha 4, Czech Republic