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CERTIFICATE No. ITSMS-152/25

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

ITALTEL SPA

VIALE LUIGI SCHIAVONETTI, 270/F 00173 ROMA (RM) ITALIA

IN THE FOLLOWING OPERATIONAL UNITS

VIALE LUIGI SCHIAVONETTI, 270/F 00173 Roma (RM) ITALIA

AND OPERATIONAL UNITS IN THE FOLLOWING PAGES

IS IN COMPLIANCE WITH THE STANDARD

ISO/IEC 20000-1:2018

FOR THE FOLLOWING FIELD(S) OF ACTIVITIES

PROGETTAZIONE ED EROGAZIONE DI SERVIZI DI HELP DESK, ASSISTENZA TECNICA, SECURITY OPERATIONS CENTER (SOC) E NETWORK OPERATIONS CENTER (NOC) E CLOUD OPERATIONS, EROGATI A CLIENTI PUBBLICI E PRIVATI

IAF:33

SERVICE MANAGEMENT SYSTEM FOR THE DESIGN AND PROVISION OF HELP DESK, TECHNICAL ASSISTANCE, SECURITY OPERATIONS CENTER (SOC), NETWORK OPERATIONS CENTER (NOC) AND CLOUD OPERATIONS SERVICES FOR PUBLIC AND PRIVATE CUSTOMERS

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	08.05.2025		
Expiry Date	07.05.2028	Revision date	08.05.2025

Marco Gandini

Head of Lombardy & Emilia Romagna
Certification

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



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CISQ è la Federazione Italiana di Organismi di
Certificazione dei sistemi di gestione aziendale
CISQ is the Italian Federation of
management system Certification Bodies



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Other operational units covered by the management system of:

ITALTEL SPA

Organization operating in accordance with the requirements of the Management System standard

ISO/IEC 20000-1:2018

**Operational units
(Registered name - Site address)**

**Specific field(s) of
activities**

ITALTEL SPA VIA CALDERA 21 20153 MILANO (MI) ITALIA

Revision date 08.05.2025



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