

# Certificate of Approval

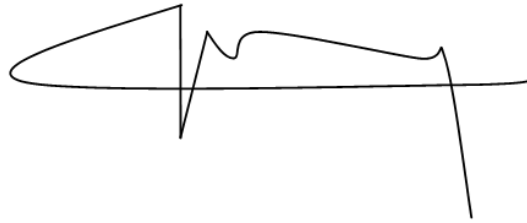
This is to certify that the IT Service Management System of:

## IST-INTERNATIONAL SOFTWARE TECHNIQUES S.A.

1, Flias & Salaminos Str., 15124 Marousi, Greece

has been approved by LRQA to the following IT Service Management Standards:

ISO/IEC 20000-1:2011



Gilles Bessiere - Area Technical Manager

Issued by: Hellenic Lloyd's S.A.

for and on behalf of: Lloyd's Register Quality Assurance Limited

Current issue date: 27 September 2018

Expiry date: 06 August 2021

Certificate identity number: 10137371

Original approval(s):

ISO/IEC 20000-1 – 7 August 2015

Approval number(s): ISO/IEC 20000-1– 0028793

The IT Service Management System is applicable to:

All the services provided to external and internal customers in accordance with the current service catalogue.



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