

MANAGEMENT SYSTEM CERTIFICATE

Site certificate No.:
C637193-CC1

Valid:
11 August 2022 – 10 August 2025

Belongs to main certificate number:
C637193

This is to certify that the centrally implemented management system for

ALMAVIVA S.p.A.

Via Di Casal Boccone 188-190 - 00137 Rome (RM) - Italy

and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the IT Service Management System Standard:

ISO/IEC 20000-1:2018

This certificate is valid for the following site scope:

The IT service management system of ALMAVIVA S.p.A. supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.

Place and date:
London, 08 January 2025

For the issuing office:
DNV - Business Assurance
5th Floor, Vivo Building, 30 Stamford Street,
London, SE1 9LQ, United Kingdom



MS N°0181

Membro degli Accordi di Mutuo Riconoscimento EA, IAF e ILAC. Signatory of EA, IAF and ILAC Mutual Recognition Agreements



Erië Koek
Management Representative

Appendix to Certificate

ALMAVIVA S.p.A.

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
ALMAVIVA S.p.A.	Via Di Casal Boccone 188-190 - 00137 Rome (RM) - Italy	The IT service management system of ALMAVIVA S.p.A. supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.
ALMAVIVA S.p.A.	Via dello Scalo Prenestino, 15 - 00159 Roma (RM) - Italy	The IT service management system of ALMAVIVA S.p.A. supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.

