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CERTIFICATO N. **0117.2018**
CERTIFICATE N.

SI CERTIFICA CHE IL SISTEMA DI GESTIONE DEL SERVIZIO DI
WE HEREBY CERTIFY THAT THE SERVICE MANAGEMENT SYSTEM OPERATED BY

TD GROUP ITALIA SRL

VIA DEL FISCHIONE 19 LOC. MIGLIARINO - 56019 VECCHIANO (PI)
UNITA' OPERATIVE / OPERATIVE UNITS

VIA DEL FISCHIONE 19 LOC. MIGLIARINO - 56019 VECCHIANO (PI)
E' CONFORME ALLA NORMA / IS IN COMPLIANCE WITH THE STANDARD

ISO/IEC 20000-1:2011

PER LE SEGUENTI ATTIVITA' / FOR THE FOLLOWING ACTIVITIES

Erogazione di servizi di assistenza off-site e on-site a postazioni
di lavoro informatiche di clienti pubblici e privati
*Provision of off-site and on-site assistance services to computer
workstations of public and private clients*

IL PRESENTE CERTIFICATO E' SOGGETTO AL RISPETTO DEL
REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE
THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE
REQUIREMENTS OF THE RULES FOR CERTIFICATION OF MANAGEMENT SYSTEMS

| | | | |
|--------------|-----------------------------|---------------------------|-----------------|
| DATE: | PRIMA CERTIFICAZIONE | EMISSIONE CORRENTE | SCADENZA |
| | <i>FIRST CERTIFICATION</i> | <i>CURRENT ISSUE</i> | <i>EXPIRY</i> |
| | 2018-02-20 | 2018-02-20 | 2021-02-19 |

IMQ S.p.A. - VIA QUINTILIANO, 43 - 20138 MILANO ITALY
Management Systems Division - Flavio Ormago



*IQNet, the association of the world's first class
certification bodies, is the largest provider of management
System Certification in the world.
IQNet is composed of more than 30 bodies and counts
over 150 subsidiaries all over the globe.*



ITX N° 005 L

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

IAF: 33

La validità del certificato è subordinata a sorveglianza annuale e riesame completo
del Sistema di Gestione con periodicità triennale
The validity of the certificate is submitted to annual audit and a reassessment
of the entire Management System within three years



Organismo di Certificazione Federato CISQ
www.imq.it



www.cisq.com

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

®



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

CISQ/IMQ has issued an IQNet recognized certificate that the organization:

TD GROUP ITALIA SRL

VIA DEL FISCHIONE 19 LOC. MIGLIARINO - 56019 VECCHIANO (PI)

has implemented and maintains a

Service Management System

for the following scope:

Provision of off-site and on-site assistance services to computer workstations of public and private clients

which fulfills the requirements of the following standard:

ISO/IEC 20000-1:2011

Issued on: 2018 - 02 - 20

Expires on: 2021 - 02 - 19

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration Number: IT - 112592



Alex Stoichitoiu
President of IQNET



Ing. Claudio Provetti
President of CISQ

IQNet Partners*:

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* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com