



Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2011

This is to certify that:

Integration Technologies Group, Inc. 2745 Hartland Road Falls Church Virginia 22043 USA

Holds Certificate No:

ITMS 510075

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2011 for the following scope:

The service management system for providing Call Management Support Services, the management and coordination of IT Field Support Services provided to government and commercial customers, and the provision of internal IT support services to ITG employees at the Falls Church, VA headquarters.

For and on behalf of BSI:

Original Registration Date: 2007-01-15 Latest Revision Date: 2019-05-29



tongo Carlos Pitanga, Chief Operating Office

icer Assurance – Americas

Effective Date: 2019-01-15 Expiry Date: 2021-09-29

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...making excellence a habit."

This certificate remains the property of BSI and shall be returned immediately upon request. An electronic certificate can be authenticated <u>online</u>. Printed copies can be validated at www.bsigroup.com/ClientDirectory To be read in conjunction with the scope above or the attached appendix. Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000 BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK. A Member of the BSI Group of Companies.