

# MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
C641150

Initial certification date:  
08 July 2021

Valid:  
24 July 2024 – 07 July 2027  
Expiry date of last certification cycle:  
07 July 2024  
Date of last re-certification:  
06 June 2024

This is to certify that the management system of  
**SISPI - SISTEMA PALERMO INNOVAZIONE S.p.A.**  
Viale Ammiraglio Denti di Piraino, 7 - 90100 PALERMO (PA) - Italy

has been found to conform to the IT Service Management System Standard:  
**ISO/IEC 20000-1:2018**

This certificate is valid for the following scope:

**The IT Service Management System of SISPI - SISTEMA PALERMO INNOVAZIONE S.p.a supporting the following IT services provided for the Palermo Municipality: infrastructure and desktop management; operation of data processing systems and telecommunication networks; functional management of IT applications; operation and maintenance of software application and IT system integration**

Place and date:  
London, 24 July 2024

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



**Erie Koek**  
Management Representative