

Certificate

Management system as per
ISO/IEC 20000-1 : 2018



The Certification Body TÜV NORD CERT GmbH hereby confirms as a result of the audit, assessment and certification decision according to ISO/IEC 17021-1:2015, that the organization

Information Services JSC
2, Panayot Volov str.
1504 Sofia
Bulgaria



with the locations according to the annex

operates a management system in accordance with the requirements of ISO/IEC 20000-1 : 2018 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers from all locations

Certificate Registration No. 44 736 101474
Audit Report No. 3535 2531

Valid from 2023-11-10
Valid until 2026-11-09
Initial certification 2014

Essen, 2023-11-06

A handwritten signature in black ink, appearing to read 'J. Emma'.

Certification Body at TÜV NORD CERT GmbH

TÜV NORD CERT GmbH
Am TÜV 1, 45307 Essen
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TÜV®



Annex

to Certificate Registration No. 44 736 101474
ISO/IEC 20000-1 : 2018

Information Services JSC
2, Panayot Volov str.
1504 Sofia
Bulgaria



Certificate Reg.- No.	Location	Scope
44 736 101474-001	Information Services JSC - Central Headquarters Sofia, 11, Lachezar Stanchev str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-028	Information Services JSC - Central Headquarters Sofia, 20, Lachezar Stanchev Str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-002	Information Services JSC – Branch Blagoevgrad Blagoevgrad, 38, Dame Gruev str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-003	Information Services JSC – Branch Burgas Burgas, 3, Yanko Komitov str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-004	Information Services JSC – Branch Varna Varna, 191, Slivnitsa blvd. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-005	Information Services JSC – Branch Veliko Tarnovo Veliko Tarnovo, 61, Nikola Gabrovski str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers

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Certificate Reg.- No.	Location	Scope
44 736 101474-006	Information Services JSC – Branch Vidin Vidin, 42, South Industrial Area Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-007	Information Services JSC – Branch Vratsa Vratsa, 135, Hristo Botev blvd. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-008	Information Services JSC – Branch Gabrovo Gabrovo, 65, Aleko Konstantinov str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-009	Information Services JSC – Branch Dobrich Dobrich, 84, September 25th blvd. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-010	Information Services JSC – Branch Kardzhali Kardzhali, 3, Ekzarh Yosif str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-011	Information Services JSC – Branch Kyustendil Kyustendil, 2a, Dobrudzha str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-012	Information Services JSC – Branch Lovech Lovech, 56, Dr. Saiko Saev str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-013	Information Services JSC – Branch Montana Montana, 2, Nikola Vaptsarov str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers

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Certificate Reg.- No.	Location	Scope
44 736 101474-014	Information Services JSC – Branch Pazardzhik Pazardzhik, 20, K. Velichkov str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-015	Information Services JSC – Branch Pernik Pernik, 2, Otets Paisii str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-016	Information Services JSC – Branch Pleven Pleven, 17, San Stefano Str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-017	Information Services JSC – Branch Plovdiv Plovdiv, 59, Sankt Peterburg blvd. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-018	Information Services JSC – Branch Razgrad Razgrad, 15, Beli Lom str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-019	Information Services JSC – Branch Ruse Ruse, 16, Tsarkovna nezavizimost str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-020	Information Services JSC – Branch Silistra Silistra, 75, Shar planina str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-021	Information Services JSC – Branch Sliven Sliven, 5, Bansko shose str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers

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Certificate Reg.- No.	Location	Scope
44 736 101474-022	Information Services JSC – Branch Smolyan Smolyan, 9, Bulgaria blvd. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-023	Information Services JSC – Branch Stara Zagora Stara Zagora, 5, Armeiska str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-024	Information Services JSC – Branch Targoviste Targoviste, 51, Mitropolit Andrei blvd. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-025	Information Services JSC – Branch Haskovo Haskovo, 152, Bulgaria blvd. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-026	Information Services JSC – Branch Shumen Shumen, 47, Veliki Preslav blvd. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers
44 736 101474-027	Information Services JSC – Branch Yambol Yambol, 20, Zlaten rog str. Bulgaria	Service management system (SMS) of Information Services JSC that supports provision of services described in the Service Catalogue to internal and external customers

End of the List

Essen, 2023-11-13



Certification Body at TÜV NORD CERT GmbH