# Certificate

## Certificate number: 2014-011

Certified by EY CertifyPoint since: October 13, 2014

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 20000-6:2017, the Information Technology Service Management System as defined and implemented by

# Visma IT and Communications AS*

located in Karenslyst Allé 56, 0277 Oslo, Norway is compliant with the requirements as stated in the standard:

## ISO/IEC 20000-1:2011

Issue date of certificate: September 14, 2018
Re-issue date of certificate: January 6, 2020
Expiration date of certificate: September 14, 2021
Last certification cycle expiration date: October 8, 2018

EY CertifyPoint will, according to the certification agreement dated May 16, 2018, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

*The certification is applicable for the assets, services and locations as described in the scoping section on the back of this certificate.*

J. Sehgal | Director, EY CertifyPoint

# Visma IT and Communications AS

## Scope for certificate 2014-011

The scope of this ISO/IEC 20000-1:2011 certification is as follows:

Service Catalogue, Documentation management, HR management, Project management, Portfolio management, Capacity management, Availability management, Service reporting, Information Security management, Financial management, Access management, Continuity management, Service Level management, Control management, Incident management, Problem management, IT Operations, Request fulfilment, Supplier relationship management, Architecture, IT Development, Quality Management and Privacy Compliance Management.

The IT Service Management System is centrally managed out of Oslo, Norway. The scope mentioned above applies to the following location:

Visma ITC Headquarters in Skøyen, Oslo, Norway

People Involved: All applicable staff in Oslo, Norway (approximately 170)

The Information Technology Service Management System mentioned in the above scope is restricted as defined in "The Quality Handbook" version 5.4, dated October 29, 2019.

This scope is only valid in connection with certificate 2014-011.

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