

NÚMERO 2021/SGI.0024

Number



**O Sistema de Gestão de Serviços de Tecnologias de Informação da**  
*The Information Tecnology Service Management System of*

### **B2B – SERVIÇOS PARTILHADOS, LDA.**

**Sede do Sistema Gestão – Tojal**  
*Tojal - Management System Head Office*  
Rua Arquiteto Dias Coelho, 52/54  
2660-394 SÃO JULIÃO DO TOJAL  
PORTUGAL

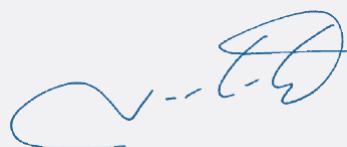
**Maia – Filial**  
*Maia – Branch*  
Rua Cardosas 1579  
4425-510 MAIA  
PORTUGAL

implementado na prestação de Serviços na área de Sistemas de Informação da B2B, a partir das instalações da organização no Tojal e filial da Maia, às empresas do Grupo Trivalor: i) Suporte de 1º nível: HelpDesk, Suporte Aplicacional e Manutenção Corretiva a aplicações e a infraestruturas de sistemas de informação; ii) Suporte de 2ª nível: Manutenção Evolutiva - Desenvolvimento - a aplicações e a infraestruturas de sistemas de informação; iii) Manutenção Preventiva e Proteção da Informação aos sistemas de informação de acordo com o catálogo de serviços em vigor,

**cumpre os requisitos da norma**

*implemented in the provision of Services in the area of B2B Information Systems, of the organization's facilities in Tojal and Maia branch, to the companies of the Trivalor Group: i) 1st level support: HelpDesk, Application Support and Corrective Maintenance to applications and information systems infrastructures; ii) 2nd level support: Evolutionary Maintenance - Development - to applications and infrastructures of information systems; iii) Preventive Maintenance and Protection of Information to information systems, according to the service catalog in force, meets the requirements of the standard*

### **ISO/IEC 20000-1:2018**



José Leitão  
CEO

Emitido em 2024-05-13  
*Date of issue*  
Válido até 2027-05-26  
*Valid until*

NÚMERO 2022/GI.0073

Number



### O Sistema de Gestão da Segurança da Informação

*The Information Security Management System of*

## B2B – SERVIÇOS PARTILHADOS, LDA.

#### Sede Social e Data Center

*Registered Office and Data Center*

Rua da Garagem, 10  
2790-078 CARNAXIDE  
PORTUGAL

#### Maia (Escritórios e Data Center)

*Maia (Office and Data Center)*

Rua Cardosas, 1579  
4425-510 MAIA  
PORTUGAL

#### Tojal (Sede SG e Data Center)

*Tojal (MS Head Office and Data Center)*

Rua Arquiteto Dias Coelho, 52/54  
2660-394 SÃO JULIÃO DO TOJAL  
PORTUGAL

implementado na prestação de serviços na área de Sistemas de Informação da B2B a partir do Tojal e da Maia, com infraestruturas geridas no Datacenter de Carnaxide e Maia e através da gestão de contratos de prestação de serviços relativos aos demais sistemas de informação relevantes para o serviço prestado pela B2B SI e de acordo com a declaração de Aplicabilidade MX04\_V2022, cumpre os requisitos da norma

*implemented in the provision of services in the area of B2B Information Systems from Tojal and Maia, with infrastructures managed at the Datacenter in Carnaxide and Maia and through the management of service provision contracts relating to other information systems relevant to the service provided by B2B SI and in accordance with the statement of Applicability MX04\_V2022, meets the requirements of the standard*

## NP ISO/IEC 27001:2013



José Leitão  
CEO

Emitido em 2024-05-14

*Date of issue*

Válido até 2025-06-22

*Valid until*



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the organization

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### **Tojal - Management System Head Office**

Rua Arquiteto Dias Coelho, 52/54  
2660-394 SÃO JULIÃO DO TOJAL  
PORTUGAL

### **Maia – Branch**

Rua Cardosas 1579  
4425-510 MAIA  
PORTUGAL

has implemented and maintains an

## **Information Tecnology Service Management System**

for the following scope:

Provision of Services in the area of B2B Information Systems, of the organization's facilities in Tojal and Maia branch, to the companies of the Trivalor Group: i) 1st level support: HelpDesk, Application Support and Corrective Maintenance to applications and information systems infrastructures; ii) 2nd level support: Evolutionary Maintenance - Development - to applications and infrastructures of information systems; iii) Preventive Maintenance and Protection of Information to information systems, according to the service catalog in force

which fulfils the requirements of the following standard

## **ISO/IEC 20000-1:2018**

Issued on: 2024-05-13

Expires on: 2027-05-26

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*Registration Number: PT- 2021/SGI.0024*

*Alex Stoichitoiu  
President of IQNet*

*José Leitão  
APCER CEO*



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the organization

## **B2B – SERVIÇOS PARTILHADOS, LDA.**

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and Data Center**  
Rua da Garagem, 10  
2790-078 CARNAXIDE  
PORTUGAL

**Maia  
(Office and Data Center)**  
Rua Cardosas, 1579  
4425-510 MAIA  
PORTUGAL

**Tojal  
(MS Head Office and Data  
Center)**  
Rua Arquitecto Dias Coelho, 52/54  
2660-394 SÃO JULIÃO DO TOJAL  
PORTUGAL

has implemented and maintains an

## **Information Security Management System**

for the following scope:

Provision of services in the area of B2B Information Systems from Tojal and Maia, with infrastructures managed at the Datacenter in Carnaxide and Maia and through the management of service provision contracts relating to other information systems relevant to the service provided by B2B SI and in accordance with the statement of Applicability MX04\_V2022

which fulfils the requirements of the following standard

## **ISO/IEC 27001:2013**

Issued on: 2024-05-14

Expires on: 2025-06-22

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**Registration Number: PT- 2022/GI.0073**



*Alex Stoichitoiu*  
President of IQNet



*José Leitão*  
APCER CEO



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