Certificado
Certificate

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

A0002
ISO/IEC 17021-1
Sistemas de Gestão

José Leitão
CEO

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

APCER – Associação Portuguesa de Certificação
o'Porto Bessa Leite Complex
Rua António Bessa Leite, 1430 - 1º Esq.
4150-074 Porto
www.apcergroup.com

THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

APCER has issued an IQNet recognized certificate that

the organization

B2B – SERVIÇOS PARTILHADOS, LDA.

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

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration Number: PT- 2021/SGI.0024

Alex Stoichitoiu
President of IQNet

José Leitão
APCER CEO

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FCAV *Brazil* FONDONORMA *Venezuela* ICONTEC *Colombia* Inspecta Sertifiointi Oy *Finland* INTECO *Costa Rica*
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