

Certificate

AENOR has issued an IQNET recognized certificate that the organization:

DINSA, DESARROLLO INFORMÁTICO, S.A.

**PRADILLO, 46 - 48 - 50.
28002 - MADRID**

has implemented and maintains a/an
Information Technology Service Management System

for the following scope:
SPECIFIED IN ANNEX TO THE CERTIFICATE

which fulfils the requirements of the following standard

ISO/IEC 20000-1:2018

Linked to the certificate ES-STI-0009/2009

Registration Number: ES-STI-0009/2009 - 002/00

First issued on: 2016-11-04 Last issued: 2024-08-04 Validity date: 2027-08-04



Alex Stoichitoiu
President of IQNET



Rafael GARCÍA MEIRO
CEO

AENOR

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

IQNET Members*:

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CCC** Cyprus **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic
Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela **ICONTEC**
Colombia **ICS** Bosnia and Herzegovina **Inspecta Sertifointi Oy** Finland **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan **KFQ** Korea
LSQA Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** México **PCBC** Poland **Quality Austria**
Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

* The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com

Certificate

Activities within the scope of IQNet Certificate **DINSA, DESARROLLO INFORMÁTICO, S.A.** Number **ES-STI-0009/2009 - 002/00** include the following:

The ITSMS that supports:

The services provided by the Service Desk and Users Support business unit (management, resolution, transfer, escalation, closure and tracking of tickets opened by customers) concerning Information Technology and Communications Systems.

The management of the requests for corrective and evolutive maintenance of applications.

From its centre in Madrid according to the current services catalogue.

First issued on: 2016-11-04 Last issued: 2024-08-04 Validity date: 2027-08-04



Alex Stoichitoiu
President of IQNET



Rafael GARCÍA MEIRO
CEO

AENOR
Confía

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

IQNET Members*:

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CCC** Cyprus **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic
Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela **ICONTEC**
Colombia **ICS** Bosnia and Herzegovina **Inspecta Sertifointi Oy** Finland **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan **KFQ** Korea
LSQA Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** México **PCBC** Poland **Quality Austria**
Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

* The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com