



# Certificate of Registration

**IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2005**

*This is to certify that:*

**Computacenter UK Ltd**  
Hatfield Avenue  
Hatfield Business Park  
Hatfield  
AL10 9TW  
United Kingdom

TM

*Holds Certificate No: ITMS 509739*

*and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2005 for the following scope:*

The Service Management System that covers the provision of service lines from the Computacenter Group Service Desk and Infrastructure Services locations to customers who have contracted in accordance with the Computacenter Shared Services Factory (SSF) standard processes and tools, as represented in Computacenter's Process Reference Set (PRS).

*For and on behalf of BSI:*

Gary Fenton, Global Assurance Director

Originally registered: **07/12/2007**

Latest Issue: **25/06/2012**

Expiry Date: **07/02/2014**



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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 845 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.



Certificate No: **ITMS 509739**

<b>Location</b>	<b>Registered Activities</b>
Computacenter UK Ltd Hatfield Avenue Hatfield Business Park Hatfield AL10 9TW United Kingdom	Group Service Desk; Availability Management; Capacity Management; Change Management; Major Incident Management; Problem Management; Release Management; Service Asset & Configuration Management
Computacenter (UK) Limited Capital Drive Linford Wood Milton Keynes MK14 6GE United Kingdom	Group Service Desk
Computacenter (UK) Limited Phoenix House Colliers Way Nottingham NG8 6AT United Kingdom	Group Service Desk; IT Service Continuity Management
Computacenter (UK) Ltd 3 Hawke Street Sheffield S9 2SU United Kingdom	Group Service Desk
Computacenter Services & Solutions (Pty) Ltd Building 1, Parc Du Cap Mispel Road Bellville 7535 Cape Town 7353 South Africa	Group Service Desk
Computacenter Services (Iberia) S.L.U Reception 7th Floor Balmes 236 Barcelona 08006 Spain	Group Service Desk

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