

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

Adexus S/A.
Miraflores, 383 - Piso 21
Santiago
6500783
Chile

Holds Certificate No:

ITMS 517683

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

Please see scope page.

For and on behalf of BSI:



Carlos Pitanga, Chief Operating Officer Assurance – Americas

Original Registration Date: 2007-11-23

Latest Revision Date: 2019-09-23

Effective Date: 2019-10-25

Expiry Date: 2022-10-24

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...making excellence a habit.™

Certificate No: **ITMS 517683**

Registered Scope:

The IT Service Management System that covers the provision of Support Services to External and Internal Qualified Customers from within the technical and organizational framework of Service Desk of ADEXUS. This includes all and every IT service management processes (Incident, Problem, Configuration, Change, Release, Service Level & Service Reporting, Business & Supplier Relationship, Budgeting & Accounting, Capacity, Service Continuity & Availability, Information Security management processes) and the management control of those interfaces that support them.

El Sistema de Gestión de Servicios de TI que cubre la provisión de Servicios de Soporte a Clientes Calificados Externos e Internos, en el marco organizacional y técnico del Service Desk de ADEXUS. Esto incluye todos y cada uno de los procesos de gestión de servicios de TI (esto es, procesos de gestión de Incidentes, Problemas, Configuraciones, Cambios, Releases, Nivel de Servicio & Reporte de Servicio, Relaciones de Negocios & Contratistas, Presupuesto & Contabilidad, Capacidad, Continuidad de Servicio & Disponibilidad y Seguridad de Información) y el control de gestión de las interfaces que lo soportan.



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This certificate remains the property of BSI and shall be returned immediately upon request.

An electronic certificate can be authenticated [online](http://www.bsigroup.com/ClientDirectory). Printed copies can be validated at www.bsigroup.com/ClientDirectory To be read in conjunction with the scope above or the attached appendix.

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