

# Certificate

Certification Standard **Certified Service Quality**

Certificate Registr. No **01 359 1500186**

Certificate Holder:

**T · · Systems ·**

**T-Systems International GmbH**

Hahnstr. 43d  
60528 Frankfurt am Main

Scope:

Within the scope of voluntary process audits  
the following processes were successfully audited  
and certified according to the Zero Outage Program

**Zero Outage Program with the processes:**

- **Incident Management**
- **Problem Management**
- **Change Management**
- **Transition & Transformation Management**
- **Supplier Management**
- **Quality-Academy**
- **Zero Outage@Service**

Validity:

This certificate is valid from 2018-03-20 until 2019-03-19.

2018-03-20



TÜV Rheinland Cert GmbH  
Am Grauen Stein · 51105 Köln