

# CERTIFICATE

Management system as per  
**ISO/IEC 20000-1 : 2018**

The Certification Body TÜV NORD CERT GmbH hereby confirms as a result of the audit, assessment and certification decision according to ISO/IEC 17021-1:2015, that the organization

**KERNEL GROUP DOOEL**  
Bukureshka 133-b  
1000 Skopje  
Republic of North Macedonia



operates a management system in accordance with the requirements of ISO/ IEC 20000-1:2018 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

**The Service Management System supporting the provision of ICT services to all customers from all locations world wide in accordance with the services catalogue**

Certificate Registration No. 44 736 160764  
Audit Report No. 3532 8301

Valid from 2022-09-08  
Valid until 2025-09-07  
Initial certification 2016



Certification Body  
at TÜV NORD CERT GmbH

Essen, 2022-09-07