



# MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
C852522

Initial certification date:  
08 July 2021

Valid:  
08 July 2024 – 07 July 2027

This is to certify that the management system of  
**SISPI - SISTEMA PALERMO INNOVAZIONE S.p.A.**  
Viale Ammiraglio Denti di Piraino, 7 - 90100 PALERMO (PA) - Italy

has been found to conform to the IT Service Management System Standard:  
**ISO/IEC 20000-1:2018**

This certificate is valid for the following scope:

**The IT Service Management System of SISPI - SISTEMA PALERMO INNOVAZIONE S.p.a supporting the following IT services provided for the Palermo Municipality: infrastructure and desktop management; operation of data processing systems and telecommunication networks; functional management of IT applications; operation and maintenance of software application and IT system integration**

Place and date:  
Barendrecht, 18 February 2026

For the issuing office:  
DNV - Business Assurance  
Zwolseweg 1, 2994 LB Barendrecht,  
Netherlands



**Erie Koek**  
Management Representative

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.

ACCREDITED UNIT: DNV Business Assurance B.V., Zwolseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689. [www.dnv.com/assurance](http://www.dnv.com/assurance)