

Certificate of Registration

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

This is to certify that:

Ooredoo Qatar
P.O. box 217 HQ1 & HQ2 Admin
Doha
Qatar

Holds Certificate Number:

ITMS 726329

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

The SMS scope covers standard products and services as well as bespoke solutions for customers across Qatar (both consumer and business segments) derived from services or service groups as per the Service Catalogue(s) of Ooredoo Qatar as at 27/08/2020.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2020-09-21

Effective Date: 2020-09-21

Latest Revision Date: 2020-09-21

Expiry Date: 2023-09-20

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Certificate No: ITMS 726329

Location	Registered Activities
Ooredoo Qatar P.O. box 217 HQ1 & HQ2 Admin Doha Qatar	OQ SMS covers people, processes and technology assets deployed across HQ1, HQ2 Administrative departments inline with the service catalogue as at 27/08/2020.
Ooredoo Qatar Wadi El Sail Doha Qatar	OQ SMS covers people, processes and technology assets deployed across Wadi El Sail location including NOC, IT DC, ISP DC, QDC 1-2-3 inline with the live service catalogue as at 27/08/2020.
Ooredoo Qatar Abo Hamour Doha Qatar	OQ SMS covers people, processes and technology assets deployed across Abu Hamour location including Transport, Core & Radio Aggregation, Physical Security Control Room inline with the live service catalogue as at 27/08/2020.
Ooredoo Qatar Al Waab Doha Qatar	OQ SMS covers people, processes and technology assets deployed across Al Waab location including Transport & Core Aggregation, NOC DR, Contact Center DR inline with the live service catalogue as at 27/08/2020.
Ooredoo Qatar Mukaynis, Building No. 2003 Street 340 Zone 83 Doha Qatar	OQ SMS covers people, processes and technology assets deployed across HQ1 & HQ2 location including TV Head End, Earth Station, QDC-5 DR inline with the live service catalogue as at 27/08/2020.
Ooredoo Qatar Mesaimer Doha Qatar	OQ SMS covers people, processes and technology assets deployed across Mesaimer location including Core Aggregation, IT DC, ISP DC, QDC5, SOC inline with the live service catalogue as at 27/08/2020.

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An electronic certificate can be authenticated [online](#).

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