

# CERTIFICATE

The Certification Body  
of TÜV SÜD Management Service GmbH

certifies that



**eWerk Rechenzentrum (RZ) GmbH**

Petersstraße 1  
D-04109 Leipzig

for the scope of application

**The IT service management system  
used to support the provision of IT services  
as per service catalogue for external customers.**

has established and applies  
a Management System for IT-Services.

An audit was performed, Report No. **70764987**

Proof has been furnished that the requirements  
according to

**ISO/IEC 20000-1:2005**

are fulfilled. The certificate is valid until **2013-08-02**

Certificate Registration No. **12 410 38518 TMS**



Munich, 2010-08-11