

# Certificate of Approval

This is to certify that the Management System of:  
**British Telecommunications plc and wholly-owned subsidiaries including  
separately traded companies, as detailed in the attached schedule**

has been approved by LRQA to the following standards:  
**ISO/IEC 20000-1:2011**



David Derrick

Issued by: Lloyd's Register Quality Assurance Ltd

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.

Current Issue Date: 1 April 2018

Original Approvals:  
1 April 2011

Expiry Date: 31 March 2019

Certificate Number: LRQ 0950000

The scope of this approval is applicable to:

**A range of Communications Service Management Solutions  
and Services Worldwide**



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# Certificate Schedule

Certificate Identity Number: LRQ 0950000

Location

BT ITMS Europe	ISO/IEC 20000-1:2011	
	Benelux	4002892/A
	Spain	4002892/B
	Germany	4002892/C
	France	4002892/D
BT Global Service	ISO/IEC 20000-1:2011	
	DFTS	4001939
	BT DWP Programme	4004350
	N3 Service, National Spine Service, London	4004435
	Local Service providers (LSP) and Southern LSP	
	DCP	4009251
BT Ireland Managed Services	ISO/IEC 20000-1:2011	4002931
BT IT Services Ltd	ISO/IEC 20000-1:2011	4005948



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