

# 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 Lloyd's Register Quality Assurance Limited to the following standards:

**ISO/IEC 20000-1:2011**

The scope of this approval is applicable to:

A range of Communications Service Management Solutions  
and Services Worldwide

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.



**David Derrick**

Area Operations Manager UK & Ireland

Issued by: Lloyd's Register Quality Assurance Limited



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# Certificate Schedule

BT ITMS Europe	ISO/IEC 20000-1:2011 Benelux Spain Germany France Hungary	LRQ00000487-0010051
BT Enterprise	ISO/IEC 20000-1:2011	
	DFTS and IUS Programmes	LRQ00000781-0015930
	DWP Programme	LRQ00001414-0005718
	NHS Digital (TN), CO and CNSP	LRQ00001187-0006542
	DCP	LRQ00000815-0015987
Enterprise Managed Services at Barlborough		LRQ4005948-0007384
BT Global	ISO/IEC 20000-1:2011	
	Nationwide	LRQ00001275-00011169
BT Ireland Managed Services	ISO/IEC 20000-1:2011	LRQ4002931-0005213

