

# Certificate of Approval

This is to certify that the Management System of:

## BORSA İSTANBUL A.Ş.

Reşitpaşa Mahallesi, Borsa İstanbul Caddesi, No: 4, Sarıyer, 34467 İstanbul, Turkey

has been approved by LRQA to the following standards:

### ISO/IEC 20000-1:2018

Approval number(s): ISO/IEC 20000-1 – 00034114

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.

#### The scope of this approval is applicable to:

All IT Services, Addressed In The Service Catalogue And Delivered By Borsa İstanbul A.Ş. İstinye Campus (Main Campus) And At The Office Facility And The Disaster Recovery Operation Center In Yenibosna Campus To Its Internal And External Stakeholders Include:

- Information Management Application Development
- Project Management
- System Management
- System Operations
- Enterprise Solutions
- IT Network and Security Management
- Market Systems Application Development

#### And Supporting Them;

- Process and Planning Service
- Project Management Service
- Application Infrastructure Service
- Data Warehouse Service
- Active Directory and Database Service
- Server and Virtualization Service
- IT Helpdesk Service
- Application Management Service
- Data Center Management Service

**Paul Graaf**

Area Operations Manager, Europe

Issued by: LRQA Turkey Belgelendirme Hizmetleri Limited Şirketi

for and on behalf of: LRQA Limited



LRQA Group Limited, its affiliates and subsidiaries and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'LRQA'. LRQA assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant LRQA entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract.

Issued by: LRQA Turkey Belgelendirme Hizmetleri Limited Şirketi, 19 Mayıs Mah. Turaboğlu Sk., No: 2/1 Sıtkıbey Bey Plaza Kat:1 D:8, Kadıköy 34736 İstanbul Turkey for and on behalf of: LRQA Limited, 1 Trinity Park, Bickenhill Lane, Birmingham B37 7ES, United Kingdom

# Certificate of Approval

- Corporate Solutions and Business Intelligence Service
- Enterprise Solutions Application Development Service
- Network Management Service
- Infrastructure Security Service
- Index Applications Service
- Surveillance Applications Service
- Precious Metals and Diamond Markets Service
- Communication Channels Service
- Trading Systems Service
- BISTECH Enterprise Architecture Services

All IT Services And Products, And All Processes That Support Them, Are In The Scope Of The IT Service Management.



# Certificate Schedule

Location	Activities
Reşitpaşa Mahallesi, Borsa İstanbul Caddesi, No: 4, Sarıyer, 34467 İstanbul, Turkey	<p><b>ISO/IEC 20000-1:2018</b></p> <p>All IT Services, Addressed In The Service Catalogue And Delivered By Borsa İstanbul A.Ş. İstinye Campus (Main Campus) And At The Office Facility And The Disaster Recovery Operation Center In Yenibosna Campus To Its Internal And External Stakeholders Include:</p> <ul style="list-style-type: none"> <li>- Information Management Application Development</li> <li>- Project Management</li> <li>- System Management</li> <li>- System Operations</li> <li>- Enterprise Solutions</li> <li>- IT Network and Security Management</li> <li>- Market Systems Application Development</li> </ul> <p>And Supporting Them;</p> <ul style="list-style-type: none"> <li>• Process and Planning Service</li> <li>• Project Management Service</li> <li>• Application Infrastructure Service</li> <li>• Data Warehouse Service</li> <li>• Active Directory and Database Service</li> <li>• Server and Virtualization Service</li> <li>• IT Helpdesk Service</li> <li>• Application Management Service</li> <li>• Data Center Management Service</li> <li>• Corporate Solutions and Business Intelligence Service</li> <li>• Enterprise Solutions Application Development Service</li> <li>• Network Management Service</li> <li>• Infrastructure Security Service</li> <li>• Index Applications Service</li> <li>• Surveillance Applications Service</li> <li>• Precious Metals and Diamond Markets Service</li> <li>• Communication Channels Service</li> <li>• Trading Systems Service</li> <li>• BISTECH Enterprise Architecture Services</li> </ul> <p>All IT Services And Products, And All Processes That Support Them, Are In The Scope Of The IT Service Management</p>



# Certificate Schedule

Location	Activities
Yenibosna Merkez Ladin Sk. No:24, Bahçelievler, 34197 İstanbul, Turkey	<p><b>ISO/IEC 20000-1:2018</b></p> <p>All IT Services, Addressed In The Service Catalogue And Delivered By Borsa İstanbul A.Ş. İstinye Campus (Main Campus) And At The Office Facility And The Disaster Recovery Operation Center In Yenibosna Campus To Its Internal And External Stakeholders Include:</p> <ul style="list-style-type: none"> <li>- Information Management Application Development</li> <li>- Project Management</li> <li>- System Management</li> <li>- System Operations</li> <li>- Enterprise Solutions</li> <li>- IT Network and Security Management</li> <li>- Market Systems Application Development</li> </ul> <p>And Supporting Them;</p> <ul style="list-style-type: none"> <li>• Process and Planning Service</li> <li>• Project Management Service</li> <li>• Application Infrastructure Service</li> <li>• Data Warehouse Service</li> <li>• Active Directory and Database Service</li> <li>• Server and Virtualization Service</li> <li>• IT Helpdesk Service</li> <li>• Application Management Service</li> <li>• Data Center Management Service</li> <li>• Corporate Solutions and Business Intelligence Service</li> <li>• Enterprise Solutions Application Development Service</li> <li>• Network Management Service</li> <li>• Infrastructure Security Service</li> <li>• Index Applications Service</li> <li>• Surveillance Applications Service</li> <li>• Precious Metals and Diamond Markets Service</li> <li>• Communication Channels Service</li> <li>• Trading Systems Service</li> <li>• BISTECH Enterprise Architecture Services</li> </ul> <p>All IT Services And Products, And All Processes That Support Them, Are In The Scope Of The IT Service Management</p>

