

№ 3810737

# CERTIFICATE

No. 3810737



This is to certify the IT Service Management System of

**VLATACOM INSTITUT d.o.o. BEOGRAD**

Milutina Milankovica 5  
11070 Belgrade  
Serbia

has been assessed and found to be in compliance with the Standard

**ISO/IEC 20000-1:2018**

applicable to

**VLATACOM INSTITUTE's IT service management system supports the provision of customer support services in the fields of biometrics and information and communication technologies.**

The certificate has been issued under No. 3810737 for the registration period from 07 November 2023 to 06 November 2026.  
The first certificate date of issue is 19 October 2014.

Approved by

Printed by



validity code **EE9B9400-A01**

Check the validity of this certificate using this code at [www.ll-c.info](http://www.ll-c.info)