

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

PT Astra Graphia Information Technology
Head Office:
Jl. Kramat Raya No. 43
Jakarta Pusat
DKI Jakarta
Indonesia 10450

Holds Certificate No:

ITMS 600468

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

The IT SMS that supports the provision of IT Services (Colocation, Helpdesk and CCTV and IT Infrastructure operational support) to AGIT's internal and external customers from its sites in Jakarta (Kemayoran, Kramat and TB Simatupang). This is in accordance with the latest service catalogue.

For and on behalf of BSI:

Chris Cheung, Head of Compliance & Risk - Asia Pacific

Original Registration Date: 2013-09-03

Effective Date: 2019-09-03

Latest Revision Date: 2021-08-30

Expiry Date: 2022-09-02

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This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +62 21 806 49 600 or +62 21 227 678 09.

Further clarifications regarding the scope of this certificate and the applicability of ISO/IEC 20000-1:2018 requirements may be obtained by consulting the organization.

This certificate is valid only if provided original copies are in complete set.

Certificate No: **ITMS 600468**

Location	Registered Activities
PT Astra Graphia Information Technology Head Office: Jl. Kramat Raya No. 43 Jakarta Pusat DKI Jakarta Indonesia 10450	Kramat site: Helpdesk services, Infrastructure support
PT Astra Graphia Information Technology Menara FIF Jl. RA Kartini Kav. 15 Lebak Bulus, Cilandak Jakarta Selatan DKI Jakarta Indonesia 12440	TB Simatupang site: Colocation services from Data centre, Infrastructure support
PT Astra Graphia Information Technology 11th Floor KEM Tower, Jln. Landas Pacu Barat Blok B 10 Kav.2 Kota Baru Bandar Kemayoran Jakarta Pusat Indonesia 10610	Kemayoran site: MR Functions, CCTV Services, Infrastructure support

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