

# Certificate of Approval

This is to certify that the Management System of:

## Borsa İstanbul A.Ş.

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

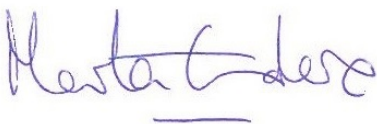
has been approved by LRQA to the following standards:

### 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 approval is shown on the next page and bears the same certificate identity number



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

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
- 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
Sariyer, Resitpasa Mahallesi Borsa, Istanbul Caddesi No: 4, 34467 Istanbul, 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 and supporting them;</li> <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 Bahcelievler, 34197 Istanbul, 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 and supporting them;</li> <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>

