



Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2005

This is to certify that:

Dell Marketing LP
2300 West Plano Parkway
Plano
Texas
75075-8427
USA

Holds Certificate No: **ITMS 555063**

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2005 for the following scope:

The IT service management system supporting the provision of infrastructure services by Dell to internal and external customers from the Plano Technology Center. This is in accordance with the Dell Service Catalog and includes the IT service delivery management processes and the management control of those interfaces that support the processes.

For and on behalf of BSI:

VP Regulatory Affairs, BSI Group America Inc.

Originally Registered: **01/22/2010**

Latest Issue: **10/24/2011**

Expiry Date: **01/21/2013**



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This certificate remains the property of BSI and shall be returned immediately upon request. An electronic certificate can be authenticated [online](http://www.bsigroup.com/ClientDirectory). Printed copies can be validated at www.bsigroup.com/ClientDirectory. To be read in conjunction with the scope above or the attached appendix.

Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.

