



# CERTIFICATE

**TÜV**  
AUSTRIA

## Management system as per ISO/IEC 20000-1:2011

In accordance with TÜV AUSTRIA CERT procedures, it is hereby certified that

**INOVA informatički inženjering d.o.o.**  
**Vidovdanska 2**  
**78000 Banja Luka**  
**Bosnia and Herzegovina**

applies a management system in line with the above standard for the following scope

**design, development and implementation of software**

Certificate Registration No. TA421173002987 / 00

Valid until 2020-12-21  
Initial certification: 2017-12-22

Certification Body  
at TÜV AUSTRIA CERT GMBH

Vienna, 2017-12-22

This certification was conducted in accordance with TÜV AUSTRIA CERT auditing and certification procedures and is subject to regular surveillance audits.  
TÜV AUSTRIA CERT GMBH Deutschstraße 10 A-1230 Wien [www.tuv.at](http://www.tuv.at)

ZERTIFIKAT | CERTIFICATE | CERTIFICAT | CERTIFICADO | СЕРТИФИКАТ | شهادة | 證書 | 인증서