



IT Service Management System Certificate



STI-0006/2022

AENOR certifies that the organization

**TELEFÓNICA CYBERSECURITY TECH MÉXICO
S.A. DE C.V.**

has an IT service management system according to the ISO/IEC 20000-1:2018 Standard

for the activities: SPECIFIED IN ANNEX TO THE CERTIFICATE

which is/are carried out in: PROLONGACIÓN PASEO DE LA REFORMA 1200, PISO 7 COL CRUZ
MANCA. C.P. 05349 - ALCALDIA CUAJIMALPA DE MORELOS
(México)

First issued on:2022-05-09

Last issued:2025-07-15

Last certification cycle validity date:2025-05-09

Validity date:2028-05-09

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AENOR



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AENOR**IT SERVICE
MANAGEMENT****ISO/IEC 20000-1**

STI-0006/2022

Annex to Certificate

Scope: The ITSMS for the Security Operations Center (SOC) regarding the provision of the following:

- Managed Security Services.
 - Administration of security equipment.
 - Health monitoring.
 - Generation of reports and alarms.
 - Response to security incidents.
- according to the current Service Catalogue.

First issued on:2022-05-09
Last certification cycle validity
date:2025-05-09
Validity date:2028-05-09

Last issued:2025-07-15
Audit date:2025-05-02

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