



Certificate



Certificate number: 2014-011

Certified by EY CertifyPoint since: October 13, 2014

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 20000-6:2017, the Service Management System as defined and implemented by

Visma IT*

located in Karenslyst Allé 56, 0277 Oslo, Norway is compliant with the requirements as stated in the standard:

ISO/IEC 20000-1:2018

Issue date of certificate: September 8, 2021

Expiration date of certificate: September 14, 2024

Last certification cycle expiration date: September 14, 2021

EY CertifyPoint will, according to the certification agreement dated May 18, 2021, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

**The certification is applicable for the assets, services and locations as described in the scoping section at the back of this certificate.*

DocuSigned by:

14 September 2021 | 12:42:29 PM CEST
Jatin Sehgal
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J. Sehgal | Director, EY CertifyPoint

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Visma IT

Scope for certificate 2014-011

The scope of this ISO/IEC 20000-1:2018 certification is as follows:

Legal entities:

- ▶ Visma IT & Communications AS
- ▶ Visma IT & Communications AB
- ▶ Visma IT & Communications BV

Services:

- ▶ Workspace services
 - SC-0006-VIT Citrix
 - SC-0027-VIT Standard Client
 - SC-0032-VIT-OTRS
 - SC-0050-VIT G Suite for Visma
 - SC-0082-VIT Managed Chromebook
 - SC-0094-VIT Mac Workstations
 - SC-0095-VIT Visma Space by Happeo
 - SC-0101-VIT Linux Ubuntu Workstations
 - SC-0070-VIT Tableau Business Intelligence
 - SC-0108-VIT Email as a Service
- ▶ Data Center Infrastructure Network Services
 - SC-0007-VIT Database
 - SC-0008-VIT Storage
 - SC-0009-VIT Backup
 - SC-0010-VIT Virtual Machine as-a-Service (VMaaS)
 - SC-0060-VIT ASP
- ▶ Public Cloud Services
 - SC-0063-VIT Direct Connect AWS
 - SC-0068-VIT Managed Public Cloud - AWS
 - SC-0071-VIT Express Route Azure
- ▶ Network services
 - SC-0047-Application Delivery Controller as a Service
 - SC-0057-VIT Virtual NetScaler WEB Services
 - SC-0073-VIT Client VPN
 - SC-0097-VIT Office Network Set-Up
 - SC-0098-VIT SD WAN
 - SC-0045-VIT Serv-U FTP service
 - SC-0107-VIT Domain Names Management
- ▶ Security services
 - SC-0043-VIT Centralized Logging System
 - SC-0061-VIT Password Management System
 - SC-0091-VIT SSL/TLS Certificates by Entrust
 - SC-0092-VIT Secure Email Certificates by Entrust
 - SC-0100-VIT Private Certificates by EJBCA
 - SC-0902-VIT Automated Vulnerability Scans
 - SC-0904-VIT Cyber Intrusion Detection
 - SC-0905-VIT Endpoint Detection and Response for workstations
- ▶ Process Automation Services
 - SC-0099-VIT Process Mining as-a-service (PMaaS)

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- SC-0077-VIT Image Patching for Public Cloud
- SC-0096-VIT Managed Public Cloud - Azure
- SC-0084-VIT Ticketing Classification as-a-service (TCaaS)

▶ Business Enablement Services

- SC-0026-VIT Monitoring
- SC-0106-Project Management and Governance consultancy
- SC-0004-VIT Service Desk
- SC-0016-VIT Local Support
- SC-0053-VIT SaaS release management
- SC-0056-VIT 24/7/365 Operations
- SC-0072-VIT Disaster Recovery As A Service
- SC-0103-VIT Meeting Rooms (VCOM managed installations)

▶ Identity and Access

- Management Services
- SC-0033-VIT Active Directory
- SC-0065-VIT Privileged User Management
- SC-0088-VIT Visma Organization Master

QMS Framework:

- ▶ VCOM

Customer Solutions:

- | | |
|--------------------------------------|-------------------------------|
| ▶ Azets | ▶ Visma ASSI |
| ▶ Visma HRM Talent | ▶ HR-plus 8 |
| ▶ Visma Payroll (Finland) | ▶ Medvind |
| ▶ Visma Flyt Sampro / Samspill | ▶ Personec P |
| ▶ Visma Flyt Skole | ▶ Affärslösningar (FMS) |
| ▶ Visma Flyt Arkiv (Archive) | ▶ SuperOffice Online |
| ▶ Visma Flyt PPT | ▶ HRM Enterprise AB |
| ▶ Visma Flyt BVV / Barnevernvakt | ▶ Proceedo |
| ▶ Visma Flyt Omsorg (Health Care) | ▶ Visma InSchool |
| ▶ Visma Flyt Sikker Sak (SecureCase) | ▶ Visma Easycruit |
| | ▶ VMware Cloud Director (vCD) |

Departments:

- | | |
|----------------------|--------------------------|
| ▶ Service Management | ▶ Product & Architecture |
|----------------------|--------------------------|

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- ▶ IT Delivery
- ▶ Project Management Office
- ▶ Information Security Management
- ▶ Quality Management
- ▶ HR Management
- ▶ Financial Management
- ▶ Management

Locations:

- ▶ Visma IT Headquarters in Skøyen, 4th floor, Oslo, Norway

Personnel:

- ▶ Personnel who have access to the servers and data stored on the servers in the data center's specified above.
- ▶ Personnel who have access to office devices and data on the office devices on the office locations specified above
- ▶ Personnel who are involved in the software development of the supporting applications for in-scope services.
- ▶ Personnel that works in Visma IT office locations included in the scope
- ▶ Personnel that works in Visma IT office locations not included in the scope, as they are considered remote workers
- ▶ The quality of SMS applications developed is dependent on these supporting services, hence, personnel developing these services are in scope for the SMS.

Scope Exclusions & Boundaries:

- ▶ All Visma IT services hosted in the data center's listed above that are not related to the above-mentioned services and solutions
- ▶ Visma IT uses co location center's offered by DigiPlex in Norway, Wexnet in Sweden and Equinix in the Netherlands. DigiPlex, Wexnet and Equinix are responsible for the physical access, infrastructure and power and network connections, where Visma IT is responsible for all other activities performed within their own facility inside DigiPlex Rosenholm and Ulven, Växjö Sweden sites and Equinix in Zwolle and Enschede. Therefore, both suppliers and their supporting processes are out of scope. However, the assets within the Rosenholm and Ulven, Växjö Sweden sites and Equinix Zwolle and Enschede, are in-scope.
- ▶ Applications that provide additional features to Visma IT customers are hosted on a Visma IT cloud. However, since Visma IT has a contractual agreement with customers regarding hosting customers' data on Visma private cloud, these applications are out of scope.
- ▶ Visma IT personnel under the IT Solutions department (ASP Accounting Office) that are located in Norway, Romania, Lithuania, Sweden and the

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Netherlands and are not related to the in-scope components are out of scope for the SMS.

- ▶ All sites located outside of Norway, Romania, Lithuania, Sweden and the Netherlands offices.
- ▶ All processes performed in the organization that are not directly or indirectly connected with this scope document, are to be considered excluded.

The Information Technology Service Management System is centrally managed out of Karenslyst Allé 56, 0277 Oslo, Norway.

The Information Technology Service Management System mentioned in the above scope is restricted as defined in "SMS Scope and Boundaries", signed on September 7, 2021.

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