bsi.

By Royal Charter

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2011

This is to certify that:

Synaptek Corporation
1760 Reston Parkway, Suite 515
Reston
Virginia
20190
USA

Holds Certificate No: **ITMS 649581**

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2011 for the following scope:

The Information Technology Service Management System applies to operational IT support services delivered by the Synaptek IT Services Department to the user community. Services will be rendered as defined in the SMS Service Catalog and agreed in the Internal Agreement for Services.

For and on behalf of BSI:

Reg Blake, VP Regulatory Affairs, BSI Group America Inc.

Original Registration Date: 05/19/2016
Latest Revision Date: 05/19/2016

Effective Date: 05/19/2016
Expiry Date: 05/18/2019

...making excellence a habit.™

This certificate remains the property of BSI and shall be returned immediately upon request.
An electronic certificate can be authenticated online. Printed copies can be validated at www.bsigroup.com/ClientDirectory
To be read in conjunction with the scope above or the attached appendix.
Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 845 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.