



## CERTIFICATE OF APPROVAL

This is to certify that the IT Service Management System of:

**Kelway (UK) Ltd  
London  
United Kingdom**

has been approved by Lloyd's Register Quality Assurance  
to the following IT Service Management Standards:

**ISO/IEC 20000-1:2005**

The IT Service Management System is applicable to:

**The IT Service Management System that supports the  
provision of IT networks infrastructure and business  
solutions services, including associated technical  
support to nominated contracts and internal IT services  
to Panacea, in accordance with the Service Catalogue.**

Approval  
Certificate No: LRQ 0953706/B

Original Approval: 6 August 2007

Current Certificate: 1 April 2009

Certificate Expiry: 31 July 2011

Issued by: Lloyd's Register Quality Assurance Limited



This document is subject to the provision on the reverse  
71 Fenchurch Street, London EC3M 4BS United Kingdom. Registration number 1879370  
This approval is carried out in accordance with the LRQA assessment and certification procedures and monitored by LRQA.  
The use of the itSMF Mark indicates recognition in respect of the itSMF IT Service Management Scheme  
Macro Revision 13