

Certificate of Approval

This is to certify that the Management System of:

Dubai Health Authority

IT Department DHA Head Office, Oud Metha Road, Umm Hurair 2, Dubai, United Arab Emirates

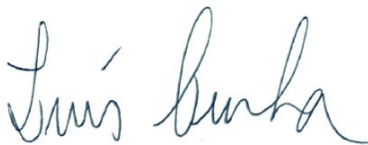
has been approved by Lloyd's Register to the following standards:

ISO/IEC 20000-1:2011

Approval number(s): ISO/IEC 20000-1 – 0046379

The scope of this approval is applicable to:

The information technology service management system for the provision of services related to end user information system support and IT infrastructure management services by Dubai Health Authority's IT Department as per the organisations service catalogue



Luis Cunha

Area Operations Manager - SAMEA

Issued by: Lloyd's Register Quality Assurance Limited



001