

This certifies that the IT Service Management System of

Eastern Research Group, Inc.

561 Virginia Road Building 4, Suite 300 Concord, Massachusetts, 01742, United States

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

ISO/IEC 20000-1:2018

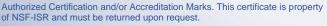
Scope of Certification:

ERG's service management system applies to the management of website and IT application help desk services for contracted customers. Currently includes CAPD, DERA, ECHO and WaterSense helpdesks.

81

Sameer Vachani Senior Director, NSF-ISR Certificate Number:C0581966-ST5Certificate Decision Date:26-SEP-2025Certificate Issue Date:29-SEP-2025Cycle Effective Date:10-FEB-2024Certificate Expiration Date*:09-FEB-2027









ANNEX PAGE FOR CERTIFICATE NUMBER: C0581966-ST5

This Annex is only Valid in connection with the above-mentioned certificate issued by NSF-ISR

CERTIFICATE ISSUE DATE: 29-SEP-2025
CERTIFICATE EXPIRATION DATE: 09-FEB-2027

Eastern Research Group, Inc. 561 Virginia Road Building 4, Suite 300 Concord, Massachusetts, 01742, United States Location:

Eastern Research Group, Inc.-C0581967 2677 Prosperity Ave Suite 450 Fairfax, Virginia, 22031, United States Scope:

This location is part of site C0581966. Supporting processes include: Quality, Program Management

Issued by: NSF International Strategic Registrations (NSF-ISR) 789 N. Dixboro Road, Ann Arbor, MI 48105 USA

Authorized Certification and/or Accreditation Marks. This certificate is property of NSF-ISR and must be returned upon request.



