

# Lockheed Martin Achieves ISO 20000 Certification For ITA Program

*First program in Lockheed Martin history to achieve milestone*

Lockheed Martin has achieved International Organization for Standardization (ISO) 20000 certification for the Information Technology Agency (ITA) program based in the Pentagon. The ISO auditors reviewed more than 70 Lockheed Martin standard operating procedures, providing the customer with the satisfaction and advantage of a third party verification that Lockheed Martin uses the best IT practices in the world to support their mission.

This new certification is fully IT Infrastructure Library (ITIL) compliant. As the most widely accepted approach to IT Service management in the world, ITIL provides a cohesive set of best practices, drawn from the public and private sectors internationally, and supported by a comprehensive qualification scheme, accredited training organizations, and implementation and assessment tools.

The ITA-Lockheed Martin program spent six rigorous months of procedure and documentation auditing and on-site compliance verification.

"We are thrilled to have this expansive program accomplish this milestone," said Ron Stefano, Vice President of Enterprise IT at Lockheed Martin Information Systems and Global Services-Defense. "This achievement is a testament that our employees and partners are committed to supporting the ITA's mission and have worked tirelessly to ensure the best practices and solutions are provided to our customer."

Lockheed Martin's ITA program provides network operations maintenance, management, and security support for all security levels of data networks within the Pentagon and the National Capital Region. The program provides constant, round-the-clock support through the Network Operations Security Center. Before achieving ISO 20000, the program had been ISO 9001 certified since October 9, 2003.

ISO (International Organization for Standardization) is the world's largest developer and publisher of International Standards. ISO is a network of the national standards institutes of 161 countries, one member per country, with a Central Secretariat in Geneva, Switzerland, that coordinates the system.

Headquartered in Bethesda, Md., Lockheed Martin is a global security company that employs about 140,000 people worldwide and is principally engaged in the research, design, development, manufacture, integration and sustainment of advanced technology systems, products and services. The corporation reported 2008 sales of \$42.7 billion.

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