# Digital Infotech Achieves Quality in Business Certification:

Digital Infotech's achievement of the International Trade Council's (ITC) Quality in Business Certificate reflects our unwavering commitment to excellence in our data center and IT infrastructure services. This comprehensive certification process involves several critical stages to ensure compliance with global standards and uphold the integrity of our business practices.

The rigorous process of obtaining the ITC Quality in Business Certificate underscores Digital Infotech's dedication to adhering to global standards of excellence, particularly in our data center and IT infrastructure services. Our commitment to compliance, ethical practices, and continuous improvement not only enhances our operational efficiency but also fosters trust and reliability among our clients and partners.

## The Certification Procedure

Launched in January 2019, the Quality in Business Certification program by ITC has seen participation from over 10,000 companies across 76 countries. The program is a comprehensive assessment of business practices and values, encompassing essential functions, core criteria, and

**Digital Infotech**: 30N Gould Street, Sheridan WY 82801

**www.digital-infotech.com**

compliance indicators. Each assessment undergoes thorough review by independent auditors to ensure the highest quality standards are met.

## 1. Understanding Global Standards

**Compliance Framework**

To align with global standards, Digital Infotech adheres to guidelines established by various international organizations, including the World Trade Organization (WTO). These guidelines encompass best practices in trade, ethics, and operational efficiency, focusing on:

- **Transparency:** Ensuring all business dealings are open and can be reviewed.

- **Accountability**: Holding all parties responsible for their actions and decisions.

- **Sustainability**: Committing to environmentally and socially responsible practices within our data centers and IT operations.

## ITC Standards

The ITC Quality in Business Certification establishes specific benchmarks for assessing business performance in areas critical to IT service providers. Key criteria include:

**Operational Efficiency**: Evaluation of processes related to data center management and IT infrastructure to maximize productivity and minimize downtime.

**Customer Satisfaction**: Metrics to assess service delivery, client feedback, and response times in IT support and data center services.

**Innovation**: Commitment to continuous improvement in our IT solutions, including adopting cutting-edge technologies for data management and security.

## 2. Certification Procedure

### Initial Assessment

The certification process begins with an initial assessment of existing business practices against ITC and WTO standards. This includes:

**Self-Evaluation**: Conducting an internal review of our data center operations and IT service delivery to identify strengths and areas for improvement.

**Documentation Review**: Compiling all necessary documents, including compliance certifications, service level agreements (SLAs), and operational procedures, to demonstrate adherence to established standards.

### Comprehensive Evaluation

Following the initial assessment, a detailed evaluation takes place:

**On-Site Audit**: Independent auditors conduct on-site inspections of our data center facilities and IT infrastructure to verify adherence to standards. This may involve:

Interviews with data center staff and IT personnel.

Review of operational processes and systems, including disaster recovery and business continuity plans.

Examination of compliance with legal and regulatory requirements related to data security and privacy.

**Benchmarking**: Comparing performance metrics against industry best practices for IT services and data center management to identify gaps and opportunities for enhancement.

**Continuous Improvement**

Digital Infotech is committed to continuous improvement in our IT infrastructure and data center services. As part of the certification process:

**Action Plans**: Develop and implement action plans to address identified gaps, ensuring that our IT services remain competitive and compliant.

**Training and Development**: Provide targeted training to employees on best practices in IT infrastructure management, data security, and client engagement.

## 3. Certification and Compliance

**Final Evaluation**

Once all necessary improvements have been made, a final evaluation is conducted:

**Comprehensive Report**: Auditors compile a detailed report summarizing findings, recommendations, and evidence of compliance in our IT operations and data center management.

**Certification Decision**: Based on the evaluation, the ITC makes a certification decision, awarding the Quality in Business Certificate to organizations that meet the required standards.

**Ongoing Compliance**

Achieving certification is just the beginning. Digital Infotech is dedicated to maintaining compliance through:

**Regular Audits**: Scheduled internal and external audits to ensure ongoing adherence to standards in our IT infrastructure and data center services.

**Performance Monitoring**: Continuous monitoring of business practices, performance metrics, and client satisfaction.

## 4. Alignment with the World Trade Organization (WTO)

**Trade Practices**

Digital Infotech aligns its practices with WTO regulations, emphasizing:

**Fair Trade**: Committing to ethical trading practices that do not undermine competitors or exploit suppliers, particularly in the procurement of IT resources and data center services.

**Intellectual Property Protection**: Respecting and safeguarding intellectual property rights in all IT operations and innovations.

**Engagement with Global Markets**

By adhering to WTO standards, Digital Infotech positions itself as a trusted partner in the global market, enhancing:
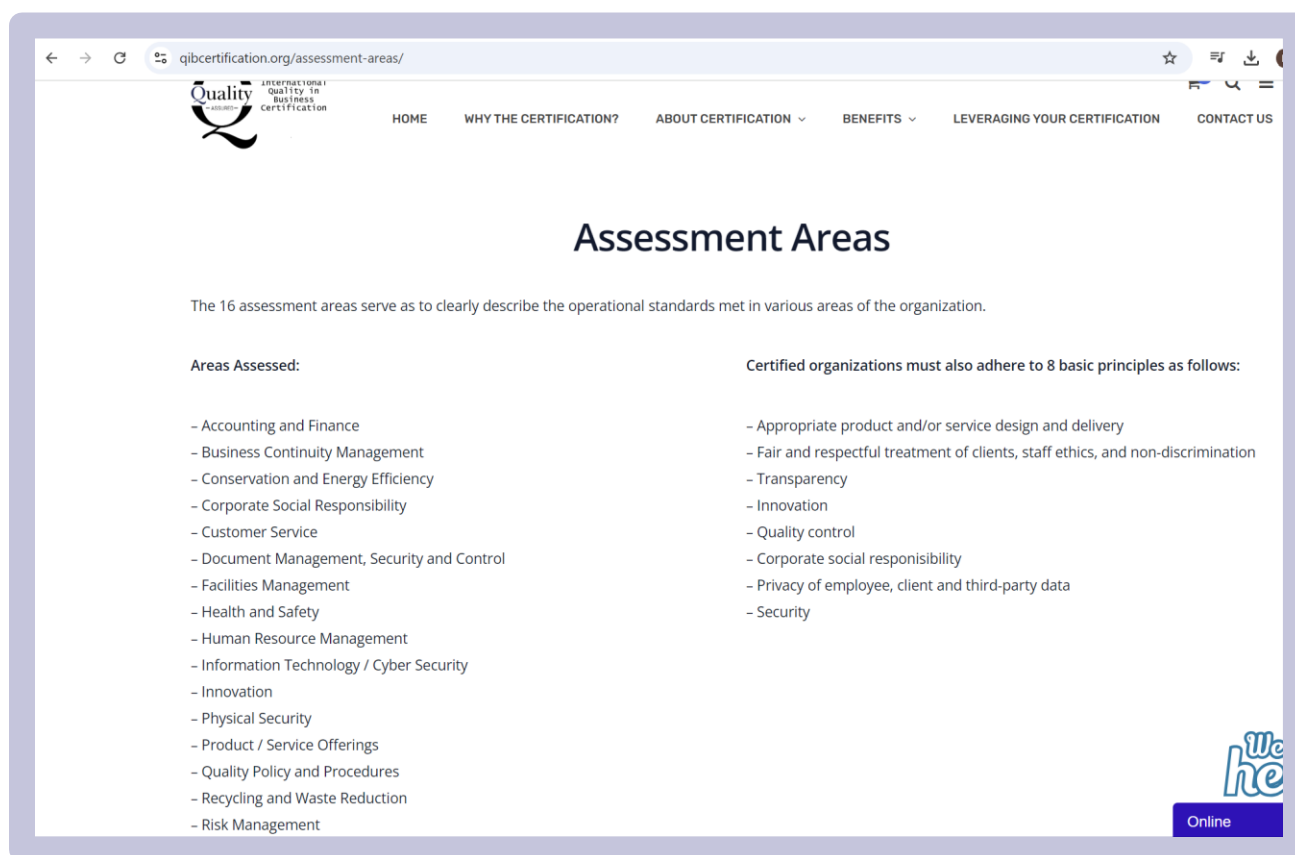
**Market Access**: Facilitating entry into new markets through compliance with international trade regulations in the technology sector.

**Client Trust**: Building confidence among clients and partners by demonstrating a commitment to ethical practices and transparency in our IT infrastructure services.

We remain focused on maintaining these high standards as we grow and innovate in the global technology marketplace.

**Assessment Area.**

https://tradecouncil.org/



**Stay tuned for updates on Digital Infotech's achievements and ongoing commitment to excellence in IT services!**