



Accredited Certification International

ISO 20000 Information Technology Services Management System Certification

Nowadays, lot of companies are heavily relying IT in supporting their business strategies and objectives. Therefore, reliable and quality of IT service management are the key challenge in supporting business operations. In view of the importance of IT service management, ISO 20000 international standards were released in 2005 aiming at providing requirements and codes of practices to the industry. No matter you are serving internally or providing services to your valuable customers, you and your company should not miss this opportunity to learn and apply the best practice into their daily operation to better manage existing IT services in an effective approach.

Benefit

- Customer confidence, satisfaction and trust
- Business partner confidence, satisfaction and trust e.g. Handling sensitive information of customers & business partners
- Demonstration of high level IT service quality and reliability
- Improvement over the reliability of your company
- Level of assurance in organizational security & quality
- Employee motivation and participation in security
- Organizational profitability



國際認可認證有限公司
Accredited Certification International Limited

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國際認可認證

ISO 20000 信息服務管理系統認證

今天，許多企業都十分依重IT以支持他們的業務戰略及目標。因此，可靠及高質量的IT服務管理是維持企業營運的關鍵挑戰。有鑑於IT的重要性，國際標準ISO 20000於2005年制定以為行業提供作業守則及其要求。不管你是為寶貴的顧客或公司內部服務，你及你的公司均不應錯過學習和運用最佳方法以納入其日常運作之中，以一個有效的辦法更好地管理現有的IT服務。

好處

- 客戶信任度，滿意度和信任
- 商業夥伴的信任，滿意和信任，如：處理客戶、商業夥伴的敏感信息
- 展現高層次的IT服務質量和可靠性
- 改善你公司的可靠性
- 組織安全性與品質的程度保證
- 員工的鼓勵和參與安全
- 組織盈利率



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TIT1	ISO 20000 Introduction	3 hours
Details ~ ISO 20000 Business Continuity Management principle ~ ISO 20000 certification worldwide ~ Certification process and its necessary requirements		
TIT2	ISO 20000 Effective Application	1 day
Details ~ ISO 20000 management principle ~ Review on the requirements and implementation guidelines of ISO 20000 ~ ISO 20000 certification worldwide ~ Certification process and its necessary requirements		
TIT3	ISO 20000 Documentation	1 day
Details ~ISO 20000 requirements for documentation and why documentation required ~Process approach to create practical documents ~System Documentation ~Updating and Maintenance of Information Technology Services Management System		
TIT4	ISO 20000 Internal Auditor Training	2 days
Details ~ Documentation review ~ Comparison between internal and external audit ~ Information Technology Services Management System auditing ~ Internal audit results evaluation and reporting		



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Date	Courses are organized once a month. Detailed schedule can be found on our website.
Venue	ACI Training Centre
Methodology	Presentation, Workgroup Discussion, Case Study & Exercise
Certificate	Certificate of successful completion will be issued to delegates who have attended full course



國際認可認證

ISO 20000 信息服務管理系統認證

TIT1	ISO 20000入門	3小時
<p>內容</p> <ul style="list-style-type: none"> ~ ISO 20000 活動項目可持續性管理體系原理 ~ ISO 20000 體系認證在全球的發展概況 ~ 瞭解認證程序及基本要求 		
TIT2	ISO 20000 信息安全管理體系有效應用	1 日
<p>Details</p> <ul style="list-style-type: none"> ~ISO 20000 管理原理 ~回顧實行ISO 20000 之指引與要求 ~全球ISO20000 認證 ~認證程序及其基本要求 ~討論ISO20000 要求之詮釋及其影響 		
TIT3	ISO 20000文件處理	1 日
<p>內容</p> <ul style="list-style-type: none"> ~ISO 20000 對文件的要求及為何有此要求 ~過程方法以建立實用文件 ~系統文件 ~更新和維護信息服務管理系統認證體系 		
TIT4	ISO 20000 內部審核員培訓	2 日
<p>內容</p> <ul style="list-style-type: none"> ~ 體系文件系統檢視 ~ 內部與外部審核之比較 ~ 信息服務管理系統認證體系之審核(包括審核方法、準備、審核技巧和報告) ~ 內部審核結果評估和報告 		

上課日期	培訓課程會於每月舉行一次，詳細日期可瀏覽本公司的網頁
地點	ACI 培訓中心
上課模式	講解、小組討論、練習及個案研習
獲取資格	完成課程之學員將獲頒發課程完成證書乙張



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