

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



TEL: (852) 3977 8988 FAX: (852) 2806 1940
EMAIL: ENQUIRY@ACI-LIMITED.COM
WEBSITE: WWW.ACI-LIMITED.COM



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



www.aci-limited.com



TEL: (852) 3977 8988 FAX: (852) 2806 1940 EMAIL: ENQUIRY@ACI-LIMITED.COM WEBSITE: WWW.ACI-LIMITED.COM



Accredited Certification International

ISO 20000 Information Technology Services Management System Certification

TIT1	ISO 20000 Introduction	3 hours
~ ISO 20	0000 Business Continuity Management principle 0000 certification worldwide cation process and its necessary requirements	7
TIT2	ISO 20000 Effective Application	1 day
~ Revie	0000 management principle w on the requirements and implementation guidelines of IS 0000 certification worldwide cation process and its necessary requirements	O 20000
TIT3	ISO 20000 Documentation	1 day
~Proces	0000 requirements for documentation and why documentation rec as approach to create practical documents on Documentation on and Maintenance of Information Technology Services Managen	
	g and manner or management g, common g,	
A COLUMN TO THE REAL PROPERTY AND ADDRESS OF THE PERTY ADDRE	ISO 20000 Internal Auditor Training	2 days





EL: (852) 3977 8988 FAX: (852) 2806 194 EMAIL: ENQUIRY@ACI-LIMITED.COM WEBSITE: WWW.ACI-LIMITED.COM

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

内容

- ~ 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

Details

- ~ISO 20000 管理原理
- ~回顧實行ISO 20000 之指引與要求
- ~全球ISO20000 認証
- ~認証程序及其基本要求
- ~討論ISO20000 要求之詮釋及其影響

TIT3 ISO 20000文件處理 1日

內容

- ~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

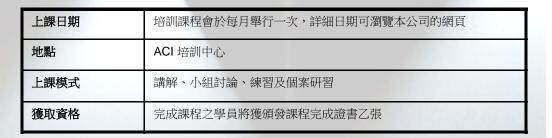
TIT4 ISO 20000 內部審核員培訓

內容

- ~ 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)

2 日

~ 內部審核結果評估和報告





www.aci-limited.com



FEL: (852) 3977 8988 FAX: (852) 2806 194 EMAIL: ENQUIRY@ACI-LIMITED.COM WEBSITE: WWW.ACI-LIMITED.COM