



DIR/003 (E)

CODE: SEM6-04-2014-QM
 TITLE: Seminar on "ISO/IEC 20000 IT Service Management"

CONTENT:

1. Why you need ISO/IEC 20000?
2. What is ISO/IEC 20000 IT Service Management System?
3. How to establish IT Service Management System (ITSMS)?
4. Successful case sharing – Institute for Tourism Studies
5. Q&A session

DESIGNED FOR: Directors/Managers/Practitioners or who would like to implement ISMS or ITSMS

SPEAKER(S):

- Mr. Sherman Lo, Marketing & Sales Executive, Bureau Veritas Certification Hong Kong Limited
- Mr. Peter Miao, Chairman, itSMF HK Chapter
- Mr. Wesly Lai, Functional Head of Information Technology, Institute for Tourism Studies

ORGANIZED BY: Macau Productivity and Technology Transfer Center

NO. OF SEATS: 50

LANGUAGE: Cantonese

DATE: April 29, 2014 (Tuesday)

TIME: 15:00 – 17:30

FEES: Free of Charge

VENUE: Rua de Xangai 175, Ed. ACM., 7 andar, Macau – Auditorium

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