



DIR/003 (E)

CODE: SEM2-03-2019-SMTA

TITLE: Strategic perspectives for CIO : Elevating IT Services to the next level using ISO/IEC 20000

OBJECTIVE: ISO/IEC 20000-1 is the best practice framework for a service management system that helps you to provide a consistent, reliable service. It supports you to embed a service lifecycle strategy into your organization - providing best practice guidance on how to manage your portfolio of services so they remain current and add value.
The seminar aims to provide latest information on preparation of ISO/IEC 20000: 2018 for IT services, which are upgraded to the new version at the end of last year.

CONTENT:

- Introduction to the ISO 20000 family of standards
- Introduction to management systems and the process approach
- Fundamental principles in IT Service Management
- General requirements presentation of ISO/IEC 20000-1:2018 clauses
- Differences between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018
- How the standard can be used beyond IT services
- What these changes mean for your organization
- The timeline for transition for organizations already certified
- Q & A Session

DESIGNED FOR: The seminar is suitable for CIO / Executives from government agencies, public utilities, banks, entertainment, IT service providers, Application Development and Maintenance services and other related, in order to apply and modify the information technology service management system of your organization to be secured and strengthened competitiveness as well as make your customer confidence in your organization and services.

SPEAKER(S): Mr. Steve Fok, Head of ICT, BSI Hong Kong

ORGANIZED BY: Macau Productivity and Technology Transfer Center (CPTTM)

NO. OF SEATS: 50 LANGUAGE: Chinese

DATE & TIME: March 5, 2019 (Tuesday), 15:00-17:00

FEE: Free of charge REGISTRATION DEADLINE: 3/3/2019 (Sunday)

VENUE: CPTTM Head Office – 7th Fl., Auditorium
Rua de Xangai 175, Ed. ACM., 7 andar, Macau

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~ The organizer reserves the right to cancel the Seminar or modify its topic, content and/or speaker without prior notice. ~