



**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

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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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