

ISO/IEC 20000:2018 认证

信息技术服务管理体系认证

通过IT服务管理体系确保您的IT服务提供者的有效性。



组织的信息技术系统决定着企业的业务运营。通过了ISO/IEC 20000认证，可确保您的IT系统的正常运行并被正确的管理。

信息技术系统往往被忽视，或者仅仅作为一个技术问题，但是IT系统内的信息却是一个组织所拥有的最重要的战略资产，正确管理IT服务是业务成功的关键组成。

交付高质量的信息技术服务

ISO 20000 认证能使您的组织在技术服务管理方面，展现出高水平的质量与极强的可靠性，并在在竞标国际合同以及寻求新商机时，获得更多助益。

通过应用ISO 20000，您可以持续监控和改进IT服务管理体系及其流程。这进而增强了内部流程的可靠性，更好的满足客户的需求。

ISO 20000 认证为业务功能和满足客户需求提供了充分的支持。这包括服务级别管理，连续性和可用性管理，容量管理、预算管理、事件管理和问题管理。

IT服务管理体系可帮助您保持已实施和已维护的安全控制，以应对不同阶段的事故影响，并降低其发生的可能性。策划的服务识别、控制和保护用于存储、传输和处理信息的相关资产。

ISO 20000 专注于管理变更和配置服务，以支持业务及其客户。变更和配置的综合方法包括识别、控制、评估、批准和跟踪服务组件和基础架构的版本。

Intertek为您助力

自1992年以来，Intertek已为全球数千家组织颁发了认证。这些经验及知识使我们能够为所有客户提供高效的认证流程。

Intertek 致力于ISO 20000认证价值再创造，并处于领先地位。与其他机构不同，我们寻求在首次认证之后，体系生命周期的每个阶段成为您的业务合作伙伴。从分享最佳实践和新的行业要求，到根据您的目标评估您的绩效，我们致力于提供满足您的业务需求并使组织受益的审核结果。

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ISO/IEC 20000:2018 CERTIFICATION

INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEMS CERTIFICATION

Ensure the effectiveness of your IT service provider with an IT Service Management System.



Your organisation's IT system is critical to the running of your business. Certification to ISO/IEC 20000 allows you to ensure that your IT system is running and being managed properly.

Information technology (IT) systems are often overlooked or only superficially addressed as a technology issue, but the information they hold is the most important strategic asset an organization has at its disposal. Properly managed IT services are a critical component of business success.

Technology meets quality

ISO 20000 certification enables your organization to demonstrate high levels of quality and reliability. It is even more helpful when bidding for international contracts or while pursuing new opportunities. By applying ISO 20000 in your system, you continually monitor and improve your IT Service Management System and its processes. This in turn enhances the reliability of your internal process to well meet your consumer needs.

ISO 20000 certification in your system provide adequate support for business functions and for fulfilling customer requirement. This includes service level management, continuity & availability management, capacity management, budget management, incident management and problem management.

IT Service Management System helps you maintain the security control implemented and maintained to address the impact and likelihood of incidents at various stages. Services are planned to identify, control and protect assets used in connection with the storage, transmission and processing of information.


ISO 20000 focuses on managing the change and configuring services to support business and its customers. An integrated approach to changes and configuration includes identifying, controlling, assessing, approving and tracking versions of service components and infrastructure.

How Intertek can help

Since 1992, Intertek has issued certification to thousands of organizations across the world. The knowledge imparted by this experience allows us to provide an efficient certification process to all of our clients.

When it comes to creating value in ISO 20000 certification, Intertek is ahead of the curve. Unlike other registrars, we look beyond "Stage 1 and Stage 2" to be your business partner at every stage of your QMS's life cycle. From sharing best practices and new industry requirements, to assessing your performance against your own objectives, we're dedicated to providing audit results that address your business needs and benefit the organisation.

FOR MORE INFORMATION

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