

ISO/IEC 20000-1:2018 Service Management System Transition Seminar

4 April 2019 (Thursday)

The new version of ISO/IEC 20000-1:2018 is now available!

Whether you are an internal service department or an external service provider, delivering a quality service valued by your stakeholders is essential. And that's where ISO/IEC 20000-1:2018 can help.

ISO/IEC 20000-1:2018, the international standard for Service Management Systems (SMS), has been updated to help organizations better respond to increasing service demands and a changing service delivery environment.

Organizations currently certified to ISO/IEC 20000-1:2011 will have three years to transition to ISO/IEC 20000-1:2018. After 29 September 2021, certificates for ISO/IEC 20000-1:2011 will no longer be valid.

Looking for some *tips to implement* the new ISO Standards?

We are here to help you to transit your certification, update you with the new requirements as well as identify the differences between old and new standards.

Join our *FREE Seminar* to ensure a *smooth transition!*

Date	4 April 2019 (Thursday)
Time	10:00 – 12:00 (Registration starts at 09:45)
Venue	23rd Floor, Cambridge House, TaiKoo Place, 979 King's Road, Island East, Hong Kong
Medium	Cantonese (presentation materials in English)
Admission	Free
Programme Rundown	<p>10:00 – 10:20 Welcoming address Mr Ricky Ng, Sales & Marketing Director, BSI Hong Kong</p> <p>10:20 – 11:00 ISO/IEC 20000-1:2018 Transition Highlights Mr Steve Fok, Head of ICT, BSI Hong Kong</p> <p>11:00 – 11:10 Break</p> <p>11:10 – 11:45 Tips for a Successful Transition Mr Steve Fok, Head of ICT, BSI Hong Kong</p> <p>11:45 – 12:00 Q&A</p>
Online Enrolment	https://page.bsigroup.com/l/73472/2019-02-01/h5pbqq

* Programme details are subject to change without prior notice