



**DEVELOP ROBUST AND
RESILIENT IT SERVICES FOR
YOUR CUSTOMER WITH
ISO/IEC 20000-1:2018**



**The
 ISO/IEC
 20000-1:2018
 IT Service
 Management
 is suitable for:**

- 1** Customer seeking services and requiring assurance regarding the quality of those services.
- 2** Customer requiring a consistent approach to the service lifecycle by all its service providers, including those in a supply chain.
- 3** An organization to demonstrate its capability for the planning, design, transition, delivery, and improvement of services.
- 4** An organization to monitor, measure and review its SMS and the services.
- 5** An organization to improve the planning, design, transition, delivery, and improvement of services through effective implementation and operation of an SMS
- 6** An organization or other party performing conformity assessments against the requirements specified in this document
- 7** A provider of training or advice in service management.



WITH CBQA GLOBAL EXPERTISE AND PROVEN TRACK RECORD IN ICT SECURITY, WE PROVIDE THE FOLLOWING SERVICES:

- Gap analysis assessment against ISO/IEC 20000-1:2018
- ISO/IEC 20000-1:2018 Certification
- Training


www.cbqaglobal.com



South Quarter Tower A
17th floor Unit B2- C1
Jl. RA. Kartini Kav. 8
Cilandak, Jakarta Selatan 12430

CONTACT US

 021 2781 4200

 0811 8468 777

 info@cbqaglobal.com

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