

**HKQAA has become a ISO/IEC 20000-1:2018 Registered
Certification Body approved by APM Group (APMG)**

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce the Agency has become a ISO/IEC 20000-1:2018 Registered Certification Body approved by APM Group (APMG) since 2 August 2019.

The International Organization for Standardization (ISO) officially released ISO/IEC 20000-1:2018 in September 2018. This is the international management system standard in the field of information technology-service management. It specifies requirements for an organisation to plan, design, transit, deliver and improve the services to meet the service requirements and deliver value in the information technology sector.

For further details on HKQAA's certification service, please contact us at:

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**本局现已成为获 APM Group (APMG) 认可之
ISO/IEC 20000-1:2018 认可注册认证机构**

自 2019 年 8 月 2 日起，香港品质保证局已成为获 APM Group (APMG) 认可之 ISO/IEC 20000-1:2018 认可注册认证机构。

国际标准化组织 (ISO) 于 2018 年 9 月正式发布了 ISO/IEC 20000-1:2018。这是信息技术服务管理领域的国际管理体系标准，明确说明了机构在信息技术领域中于规划、设计、转移、交付和改进服务方面的要求，以满足服务要求并传递价值给顾客。

欲知更多有关本局认证服务的详情，请联络我们：

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