ISO/IEC 20000 para pymes

Implementing ISO/IEC 20000 in SMEs

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Publisher: AENOR [3]
Year of Publication: 2010
Pages: 144
Number of editions: 1
Spanish Retail price: 25.00€
ISBN: 9788481436754
Genre: Others
SPRING
2011
Season: SPRING 2011

Improvement in productive processes would be unthinkable without information systems. The adoption of ISO/IEC 20000 Standard involves the implementation of an ITSMS which the company loans to its clients. Offering such services involves designing or adapting the architecture of processes to the requirements or priorities of the business. With its innovative, practical content, this publication aims to discuss the process of implementation in a SME in a way which makes it easy to understand the needs of an ITSMS and the difficulties in meeting standards in the implementation, emphasising the basic requirements of its daily activities and its clients expectations in relation to the quality and availabilty of said services.

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