OGCIO awarded ISO/IEC 20000 certification (with photo)

The Office of the Government Chief Information Officer (OGCIO) has been awarded the International Organisation for Standardisation/International Electrotechnical Commission (ISO/IEC) 20000 certification for the data centre services provided by its Central Computer Centre (CCC). It is the first international recognition for information technology (IT) service management awarded to the Hong Kong SAR Government.

ISO/IEC 20000 is an international standard for IT service management. It sets out a comprehensive framework covering various areas of the management process including continuity and availability of service, information security, service configuration, incident handling, and business relationships to ensure the delivery of stable, reliable and high-quality IT services.

The CCC provides major IT infrastructural services to all Government departments to support communication between

Government staff and the public, information dissemination through Government websites and delivery of e-government services, including those delivered through the GovHK one-stop portal.

The OGCIO was presented with the ISO/IEC 20000 certificate by the Chief Executive Officer of the Hong Kong Quality Assurance Agency, Dr Michael Lam, at a ceremony today (June 24).

Addressing the ceremony, the Government Chief Information Officer, Mr Stephen Mak, said, "The CCC has achieved the accreditation with no non-conformity. It is a recognition of the high quality management of the government's data centre services."

He added that the OGCIO would play an exemplar role in encouraging local IT industry players to pursue international accreditation, thereby uplifting the competency and service quality of the local industry.

Also speaking at the ceremony, Dr Lam said, "The ISO/IEC 20000 certification shows that the data centre services of the OGCIO have attained the international level. It is also proof of the commitment of the Office to keep striving for professionalism and good management in its services."

So far a total of 15 organisations in Hong Kong have obtained ISO/IEC 20000 accreditation. Among these, the OGCIO is the only government organisation. In the regional context, only 10 government agencies from three nearby economies, namely Korea, Taiwan and United Arab Emirates, have obtained such accreditation.

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The Chief Executive Officer of the Hong Kong Quality Assurance Agency, Dr Michael Lam (left), today (June 24) presented the International Organisation for Standardisation/International Electrotechnical Commission (ISO/IEC) 20000 certificate to the Office of the Government Chief Information Officer. The certificate was received by the Government Chief Information Officer, Mr Stephen Mak (right).