



## 15th Annual Conference – Nov. 6<sup>th</sup>, 2023

<b>Presentation Title</b>	Overview on ISO 20000-1:2018
<b>Speaker</b>	<p>Ms. Rania Al-Maghraby is an experienced management consultant and entrepreneur. Rania is the owner and general manager of the OneWayForward Inc., a sole proprietary management consultation firm based in Egypt, with business activities extending across the regional and global landscape (<a href="http://www.OneWayForward.com">www.OneWayForward.com</a>). She is the founder of the EAiTSM Inc. NPO (<a href="http://www.eaitsm.org">www.eaitsm.org</a>), an activist organization in the IT Service Management field with region-wide extension.</p> <p>Personal Website: <a href="http://www.OneWayForward.info">www.OneWayForward.info</a>.</p>
<b>Abstract</b>	<p>This session is an overview on ISO 20000 standard, with its current edition in 2018. We will discuss how ISO standards are developed, and the audit and certification process, and then we will explore the structure and contents of the ISO 20000-1:2018 standard and the components of the Service Management System (SMS).</p>