CITI
CREATIVE INFORMATION TECHNOLOGY, INC.

ISO 20001-1:2018
Information Technology Service Management (ITSM)

Scope Statement

The service management system supporting the provision of all IT services by CITI to its internal staff, per the IT services catalogue.

About Us

OVER 25 YEARS OF EXCELLENCE

Established in 1996, headquartered in Falls Church, Virginia, and have offices located throughout the United States, Europe, South Asia, and Canada. CITI is a diverse organization filled with talented IT and certified business professionals.

We are ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2013 and CMMI-DEV Maturity Level 5 certified. As a Microsoft Gold Partner, we specialize in the creative use of agile methods and emerging technologies.

CITI Service Management Policy

- To effectively manage all IT services and underlying components and adopting a process-based approach to service management.
- To provision IT services aligned to customer and user needs.
- Continually improving IT Services and Service Management.
- To ensure that staff involved in service management activities can effectively perform through trainings and awareness measures.
- Ensuring resources from the senior management to improve service management and enhance customer service & user satisfaction with IT services.
- Continual review of service performance by the management.

Our Mission for Service Management Implementation

- Creating, delivering and supporting IT services necessary for CITI end users to conduct their job functions.
- Managing the ITSM Processes.
- Managing the entire life cycle of IT Services, it produces, delivers, and supports for its end users.
- Assisting CITI as a business to be successful in providing IT services to clients in the commercial IT Services sector.

Key Strategic Vision for Service Management Success

- To enhance/update ITSM Processes to meet changing business needs and customer expectations.
- To continue to mature IT Service Management capability.
- Seek and Achieve industry provided recognition / certification related to IT Service Management.
- Adapt and change with ever-changing business requirements and environment.
- Continue to monitor IT service performance, learn, enhance, and update service performance level and quality.
- Continue to update the IT Service Management and its components.

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nqa. ISO 9001 QUALITY MANAGEMENT

nqa. ISO 20000-1 IT SERVICE MANAGEMENT

nqa. ISO 27001 INFORMATION SECURITY MANAGEMENT

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