



ConnectSphere and Testing Solutions Group Ltd (TSG) 2012 Free Seminar

Professional standards in service management and software testing - What it means to you?

Date: 19 November
Time: 08.30-10.30
Address: 117-119 Houndsditch London, EC3A 7BT

TSG and ConnectSphere invite you to a seminar to focus on how standards for service management and software testing can help your organisation improve its efficiency and competitiveness, whilst attracting more customers by demonstrating a leading role in industry.

The seminar will be presented by Stuart Reid and [Shirley Lacy](#), both leaders and standards representatives in their respective fields.

Shirley represents the UK on the ISO working group that develops the IT service management standard: ISO/IEC 20000 and related publications. Shirley is an ITIL author and was project mentor for the ITIL 2011 update. Stuart has been the convener of WG26, the working group developing the new ISO/IEC/IEEE Software Testing standards, since its inception in 2007, and is the chair of the BCS Specialist Group in Software Testing.

The use of ISO/IEC 20000 standards in relation to ITIL® service management

Shirley Lacy, Director for ConnectSphere

This session will focus on the best practices of the ITIL service lifecycle and how it can be complemented by the use of the ISO/IEC 20000 standards within the organisation using appropriate management systems. This ensures that a service provider can direct and control everything used to deliver and improve the services.

ITIL® is a registered trade mark of the Cabinet Office

New international standards for testing

Stuart Reid, Chief Technology Officer for TSG

This session will introduce the new ISO/IEC/IEEE 29119 Software Testing standards and explain what they will provide to the testing industry. It will include details on the content of these new standards, their development and their likely adoption by the testing industry.

Who should attend?

Project managers, program managers, service owners, test managers, test analysts, IT managers, service managers, and any other individuals working within the service management and software testing areas.



Agenda

- Registration and Coffee
- The use of ISO/IEC 20000 standards in relation to ITIL® service management
- New international standards for testing
- Q & A and CLOSE

Registration

This is a FREE event.

For a registration form please email: standardsseminar@testing-solutions.com