

# Management of information systems

## Help to attain the stakes of your organisation and manage the performance of your information systems



The essential driving force behind growth, information systems participate in a crucial manner in the rationalisation of costs, the industrialisation of services, the satisfaction of customers, the improvement of practices, and influence the capacity of an organisation to accept challenges. In this context, assessment and certification constitute ideal solutions for recognition, improvement and performance of your information systems. They allow to provide guarantees for your clients, to mobilise your teams and to reinforce a momentum for progress.

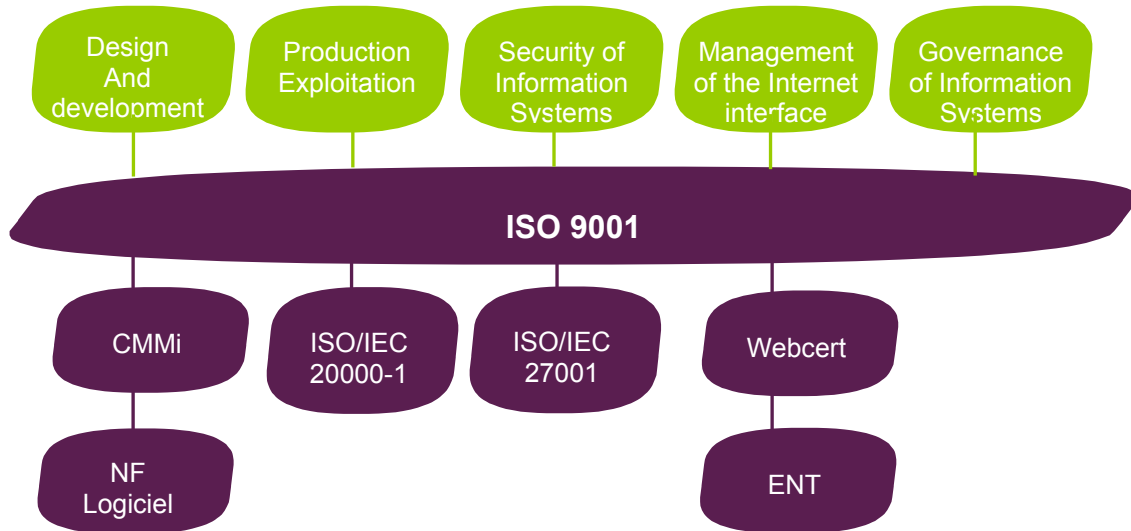
AFNOR Certification, which bases its values on experience sharing, places at your disposal the strength of its international network of experts and partners.

### A choice of solutions which correspond to your stakes

In order to confer their entire value upon the components of your organisation, AFNOR Certification orients your choice of adapted assessment and certification approaches in order to allow you:

- **to pilot your enterprise better, to optimise and enrich your processes and to adapt your services**
- **to enhance the expertise of your collaborators and to facilitate your management**
- **to differentiate yourself from your competitors**
- **to guarantee the security of your information systems**
- **to become integrated in a momentum of progress in order to anticipate the evolutions of your market**
- **to firmly establish reliable and lasting relationships with your customers and suppliers**

## Evaluation visit: the most reliable path towards certification



<ul style="list-style-type: none"> <li>Systems certifications</li> </ul>	<ul style="list-style-type: none"> <li>ISO/IEC 27001, for demonstrating the level of security of your organisation.</li> <li>ISO/IEC 20000-1, for enhancing the quality and performance of your services, integrating the Information Technology Infrastructure Library (ITIL) principles.</li> <li>ISO 9001, for controlling the effectiveness of your organisation and improving the satisfaction of your customers.</li> </ul>
<ul style="list-style-type: none"> <li>Services certifications</li> </ul>	<ul style="list-style-type: none"> <li>Under AFAQ mark: Webcert (electronic commercial transactions), ENT (Digital work environment)</li> </ul>
<ul style="list-style-type: none"> <li>Products certifications</li> </ul>	<ul style="list-style-type: none"> <li>Under AFAQ mark: NF Logiciel, for demonstrating the compliance of software packages with the quality requirements (ISO 9001), product requirements (ISO/IEC 1219) and with domain-specific requirements.</li> </ul>
<ul style="list-style-type: none"> <li>Profession assessments</li> </ul>	<ul style="list-style-type: none"> <li>Capability Maturity Model Integration (CMMi), for enhancing the maturity of your software development processes and activities.</li> </ul>
<ul style="list-style-type: none"> <li>Sustainable development assessment</li> </ul>	<ul style="list-style-type: none"> <li>AFAQ 1000NR, for assessing the ability of your enterprise in sustainable development-related thematic issues and the performances attained regarding social responsibility (environmental, social and economic results).</li> </ul>
<ul style="list-style-type: none"> <li>Auditor certifications</li> </ul>	<ul style="list-style-type: none"> <li>ICA ISO 9001, ICA ISO 20000-1, ICA 27001.</li> </ul>
<ul style="list-style-type: none"> <li>Auditor certifications</li> </ul>	<ul style="list-style-type: none"> <li>for preliminary diagnosis of your management system, for identifying your sensitive and strong points, for singling out axes of improvement with a view to preparing yourself for the certification audit.</li> </ul>
<ul style="list-style-type: none"> <li>Pre-audit survey</li> </ul>	<ul style="list-style-type: none"> <li>ISO/IEC 27001, for demonstrating the level of security of your organisation.</li> </ul>