

Бр. 03-1404/1
Скопје, 08.06.2009

Интернационален Картичен Систем АД
СКОПЈЕ
Бр. 03-1404/1
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Предмет: Препорака за ТРАЈКОВСКИ & ПАРТНЕРИ Консалтинг

Во периодот јануари 2009 – април 2009 беше реализиран проектот за воведување на систем за управување со ИТ услуги според ИСО 20000:2005 во КаСис. Потребата на КаСис за воведување на систем за управување со ИТ услуги беше регулативата од НБРМ, подобрување на работењето и нивото на услугите кои КаСис ги нуди на своите клиенти. Реализацијата на проектот беше доделена на Трајковски & Партнери Консалтинг за кого истата претставуваше професионален предизвик и шанса своето искуство и знаење да го имплементира во една нова сфера.

Основна цел на проектот беше подготовка на документацијата која се бара согласно стандардот и прилагодување на истата кон работата на КаСис. Исто така како дел од проектот беше спроведена и соодветна обука за КаСис проектниот тим кој е одговорен за одржување на системот. Главни резултати од овој проект беа:

- ☛ Извештај за подготвеноста на КаСис за воведување на систем за управување со ИТ услуги според ИСО 20000:2005
- ☛ Дефинирање на опсегот на системот за управување со ИТ услуги и политика за управување со ИТ услуги
- ☛ Прирачник за системот за управување со ИТ услуги
- ☛ Документирани процеси и процедури
- ☛ Обука за проектниот тим за управување со ИТ услуги и за интерни оценувачи

Во текот на реализацијата на проектот остварував континуирана соработка со проектниот тим на Трајковски & Партнери, сите планирани активности беа реализирани согласно договорената динамика и со очекуван квалитет. Тимот на Трајковски & Партнери оствари квалитетна комуникација со сите учесници во проектот и беше отворен за нивни сугестии и предлози што резултираше во прифаќањето на предложените резултати од страна на КаСис.

Успешноста на реализираниот проект беше потврдена со успешно спроведената оценка од страна на надворешно сетификациско тело (Stage 1 audit). По завршување на сертификацијата (Stage 2 audit) КаСис ќе стане првата фирма во регионот со воведен и сертифициран систем за управување со ИТ услуги според ИСО 20000:2005.

Од тие причини чувствуваме обврска да го изразаме нашето задоволство од соработката со консултантскиот тим на Трајковски & Партнери, притоа потенцирајќи ја нивната посветеност кон работните задачи, навремената достава на резултатите, сериозноста во пристапот кон работата и одличната соработка која ја имавме во текот на целото времетраење на проектот.

Лидија Вучидолова Богоевска

Интернационален Картичен
Систем АД Скопје

Менаџер за внатрешна логичка и физичка контрола





CaSys streamlines processes for management of client services

Card processing company strengthens capacities for improving client services through implementation of IT Service Management based on ISO20000 with Trajkovski & Partners Consulting

“We needed a company to guide us through the process and help us meet the deadline for documenting and establishing the IT Service Management System based on ISO2000 which will meet the certification requirements”

“Trajkovski & Partners Consulting were dedicated to the tasks at hand, delivered results on time, had a serious approach to the assignment and established an excellent cooperation with our team for the entire duration of the project”

Lidija Vucidolova – Bogoevska

Manager for Internal logical and physical control
CaSys International

Customer Profile:

CaSys International provides operational maintenance of card processing as well as development and implementation of strategic projects for issuing and acquiring smart cards, Internet payments and e-banking services. Their affiliation with VISA INTERNATIONAL and MasterCard drive their dedication to operation based on state-of-the-art service based on PCI DSS, ISO9001 and ISO27001.

Key services provided include: Personalization, Authorization and processing of transaction with payment cards, setup of ATM/POS terminals in CaSys Network, Key management, Dispute Transaction Management, Multilingual customer support center, 24 hours a day, 365 days a year and establishment of new card payment canals (e-commerce / M—banking / T-banking) . Their clients are primarily banks in Macedonia and the Region.

Business Challenge:

Due to the regulation requirements for ISO20000 certification imposed by the National Bank by the end of 2009, the top management in CaSys has defined a deadline for certification based on this standard by the end of June 2009. This decision was translated in a responsibility for the Department for Internal logical and physical control to actually establish, document and implement the IT Service Management System in accordance with the ISO20000 requirements in 4 months, and prepare for certification by independent 3rd party.

The company already has implemented a technical standard PCI DSS and two organizational standards for quality and information security management based on ISO9001 and ISO27001, which as well are certified by independent 3rd party, SGS. The newly established system needs to co-exist with the already implemented systems, and at the same time should not pose a significant burden to the staff in CaSys or in any way negatively influence the services provided on daily basis.

Trajkovski & Partners Consulting Success Story

AT A GLANCE:

Customer:

CaSys International

Location:

Skopje, Macedonia

Industry:

Card Processing

Business Challenge:

Get ready for certification of the IT Service Management System based on ISO20000 in 3 months

Solution:

Trajkovski & Partners Consulting offers consultancy and training for establishing, documenting and implementing IT Service Management Systems based on ISO20000

Results:

Certified ITSM System based on ISO20000 by SGS in June 2009



Trajkovski & Partners Success Story: Implementation of ISO20000 in CaSys

Solution Overview:

CaSys entrusted **Trajkovski & Partners Consulting** with the support and guidance in the process for implementation of the IT Service Management System which will be compliant with ISO20000. They were able to capitalize on the know-how and experience of the consultant team with various tools and methodologies which contributed to the successful realization of the project. For the assessment of the readiness for implementation of ITSM based on ISO20000, the consultant team leveraged on its affiliation as BSI's Accredited Consulting Practice and used the BSI's tool *Self-Assessment Workbook*. The documentation of the IT Service Management System's processes was supported with IBM's referent model *ITUP* which provided best practices and linkages with ITIL and ISO27001.

The results from the project included:

- Readiness assessment for implementation of IT Service Management
- ITSM framework with processes, policies, plans
- Training for the key staff

Business Benefits:

Utilization of external consultants from **Trajkovski & Partners Consulting** enabled transfer of knowledge and best practices and effectively lowered the time and effort the CaSys team needed to put into the project. The understanding reached at the beginning of the project about the level of effort to be provided by the CaSys team and the **Trajkovski & Partners Consulting** team respectively ensured that expectations are reasonable and that everyone know what was expected from them as input and as result.

The frequent progress reports provided by **Trajkovski & Partners Consulting** allowed the client to be able to follow the progress and achievement of the milestones and results.

The support thru the certification process from the **Trajkovski & Partners'** Consultants ensured that the client was confident and at ease with the entire process, which lead to successful certification by SGS in June 2009.

Trajkovski & Partners Consulting managed the customer experience in such a way that thru the usage of collaborative environment *Lotus Live* enabled access to all team members to the draft and finalized results at their own convenience, as well as a structured platform for communication and planning of the project activities.

“The consultant team from **Trajkovski & Partners Consulting** enabled us to reduce the time and effort needed from our staff for the establishment and documentation of the IT Service Management System. At the same time they transferred the knowledge to our team so we can continue to operate the system”

Lidija Vucidolova – Bogoevska

Manager for Internal logical and physical control
CaSys International

FOR MORE INFORMATION CONTACT US AT:

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