



UAEU is the 1st academic institute in UAE to be able to achieve both ISO 20000 and ISO 27001 certifications

The ISO/IEC 1:2011-20000 standard sets requirements for an IT Service Management system, including the expectation that the organization follows the necessary processes to deliver effective, consistent and high quality IT services. The focus on services, management systems and controls helps to ensure an integrated process approach to providing managed services. The standard is aligned with the IT Infrastructure Library (ITIL) framework, globally recognized as the set of best practices for IT Service Management.

ISO/IEC 27001 is a well-structured auditable standard with International recognition which provides a comprehensive set of controls comprised of best practices in information security. It also formally specifies how to establish what is known as an Information Security Management System (ISMS). Compliance with ISO27001 can be formally assessed and certified. ISO Certification increases trust in an organization and gives assurance to its customers that security best practices have been adopted.

UITs team of experts worked together over a period of 1 year to achieve this important milestone. We are excited to be part of elite group of organizations around the globe who have previously been certified.

These certifications demonstrate our commitment that UITs provide secure, reliable, robust, consistent, customer focused and documented services to UAEU community. Both certifications are valid for a period of 3 years considering successful completion of audit annually by certified ISO auditors to ensure the consistent maintenance and improvement.

We are continuously striving to enhance our infrastructure and service to provide the best technology platform as per UAEU academic requirements.

By Eltigani Tawfig