



Arabian Centre of Excellence (ACE) Project in Dubai Municipality

The IT Department is now in the process of implementing a new project that is based on the IT-Infrastructure Library (ITIL). This will ensure that best practices implemented across the organization. The Arabian Centre of Excellence (ACE) Project will achieve the ISO/IEC 20000 certification, an international standard on IT service management and delivery.



Mr. Abdulmajeed Abdulraheem, The assistant Director of Information Technology Department.

The ACE Project Benefits:

- Increase customer satisfaction.
- Increase DM's reputation.
- Reduce the risk and impact of IT failures and optimize the cost effectiveness of the department.
- Integrate IT services with business needs.
- Improve quality and efficiency of the services delivered.