



# workshop

Save the date

## Disruptive technologies and new service models: the role of **International Standards**

24-25 June 2019, Singapore

### What

A 2-day international workshop

### When

Monday 24 and Tuesday 25 June 2019

NOTE: This event is taking place back-to-back with [Seamless Asia](#) exhibition, conference and summit, being held at Suntec City on 26-27 June, which expects 6 000 attendees from banks, retail, e-commerce, government, enterprise and technology. Workshop participants may also wish to attend Seamless Asia – see the website for further details.

### Who

ISO members and partners, industry stakeholders from the services sector, consumer organizations, government policymakers and regulators

### Where

Suntec City Convention Centre, Singapore

For further information, please contact Belinda Cleeland ([cleeland@iso.org](mailto:cleeland@iso.org))

Services constitutes the largest sector in the global economy today, accounting for 70 % of global GDP, 60 % of global employment and 46 % of global exports measured in value-added terms. But this sector is not just growing, it is evolving – rapid advances in technology are leading to significant changes in service business models and service provision methods. Faced with these potentially disruptive changes, International Standards offer businesses, governments and consumers tools to create trust, ensure the quality and safety of services, and facilitate their provision across borders.

This workshop will focus on how International Standards for services can enable new technologies and business models in the services sector, concentrating on areas such as artificial intelligence and Big Data, e-commerce, cybersecurity, and blockchain. Standardizers, policymakers and industry representatives will come together to discuss the benefits of standards, how they can be effectively implemented, and potential new areas of standardization in the services sector.

To register, and for information on the programme, see the workshop Website: [www.cvent.com/d/96qljv](http://www.cvent.com/d/96qljv).