

ICS 03.080.99

CCS A 20



**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 24405.1-2009

**Information technology -- Service management -- Part 1:
Specification**

信息技术 服务管理 第1部分：规范

(English Translation)

Issued on: September 30, 2009

Implemented on: December 1, 2009

Issued by: Standardization Administration of China

Table of Contents

Preface
Introduction
1 Scope
2 Terms and definitions
3 3 Management System Requirements
4 Planning and implementing service management
5 Planning and implementation of new or changed services
6 6 service delivery process
7 8 relational processes
8 9 settlement process
9 9 Process Control
10 10 publishing process
References

Foreword

GB/T 24405 in the "IT Service Management" general title, divided into the following sections.

--- Part 1. Specification;

--- Part 2. Rules of Practice.

This part of GB/T 24405 Part 1.

This part identical with ISO/IEC 20000-1:2005 "Information technology - Service management - Part 1. Specification." this part of the National Information Technology Standardization Technical Committee and centralized.

Introduction

GB/T 24405 are encouraged to use this part of the integration process approach to effectively deliver managed services to meet business and customer begging. An effective implementation of the organization of this section shall identify and manage numerous linked activities. Use of resources and be managed in order to enter Converted to the active output is considered to be a process. The output of a process often becomes the input of another process.

Coordination and implementation of integrated service management processes can provide real-time control, greater efficiency and opportunities for continuous improvement.

Implementation and Activities require the help desk personnel, service support, service delivery personnel and operations teams well organized and coordinated. Also requires a suitable work A process to ensure effective and efficient.

This section assumes implementation of the provisions by a person with appropriate qualifications and competence.

This section includes all the articles not intended to require a contract. Users of this section is responsible for the correct application of the standard.

Subject to this section does not relieve the liability.

GB/T 24405.1-2009/ISO/IEC 20000-1:2005 IT Service Management Part 1. Specification

1 Scope

GB/T 24405 Part of Defining a service provider into the delivery of acceptable quality requirements of its customers managed services. The Department Points can be used.

- a) The tender of the agency for its services;
- b) requires that all service providers in the supply chain of a consistent approach of institutions;
- c) To determine the IT service management benchmarks service provider;
- d) the basis of an independent assessment;
- e) The need to provide proof of their ability to meet customer requirements in the service;
- f) through the effective application process is intended to monitor and improve service quality, improve service organization.

This section provides a number of closely related service management processes, as shown in FIG.

Figure 1 service management processes

The relationship between these processes depend on the application within the organization, and often too complex modeling, therefore, between the clearance process Department is not represented in FIG.

Objectives and controls contained in this section is not complete, an organization may consider additional measures to control some of the objectives and meet their special Given traffic demand. Business relationships between service providers and enterprises determine how to implement the requirements of this section is essentially to satisfy all aims.

As a process based standard, purpose of this section is not used for product evaluation. However, the development of service management tools, products and systems Organizations can use this part of the Rules of Practice and support to help them develop best practices for service management tools, products and systems.

2 Terms and definitions

The following terms and definitions apply to this part of the GB/T 24405 of.

GB/T 24405.1-2009/ISO/IEC 20000-1:2005