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

GB/T 24405.2-2010

**Information technology -- Service management -- Part 2: Code
of practice**

信息技术 服务管理 第2部分：实践规则

(English Translation)

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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 section GB/T 24405 Part 2.

This part identical with ISO/IEC 20000-2:2005 "Information Technology Service Management Part 2. Rules of Practice." this part is proposed by the National Standardization Management Committee.

This part of the National Information Technology Standardization Technical Committee (SAC/TC28) centralized.

Introduction

As a rule practice, this part of GB/T 24405 takes the form of guidelines and recommendations. This section should not be construed as a specification reference and IST Do not concern to ensure compliance statement will not cause misunderstanding.

This section should be consistent with GB/T 24405 is used in conjunction with Part 1, Part 1 is associated with this practice rule specifications.

It is assumed that this part of the implementation of the provisions entrusted to appropriately qualified and competent staff. This standard does not claim to include all the necessary contract Required terms. Users of this standard responsible for the proper application of the standard.

For compliance with this standard does not mean immunity from legal obligations.

This section describes the best practices in GB/T 24405 Part 1 covered service management processes.

Due to the needs of customers increasingly advanced facilities (at minimum cost) to meet business requirements, service delivery becomes increasingly important. same it should be appreciated, services and service management to help organizations generate revenue and cost-effective is critical.

GB/T 24405 Part 1 is a service management standards, should be read in conjunction with this section.

This standard enables service providers to understand how to improve the quality of service delivered to the customer, whether internal or external customers.

With the gradual increase in support dependent, as well as the diversification of available technologies, service providers can only try to maintain a high level of customer service. If the passive work, they spend very little time planning, training, evaluation, and investigation work for the customer, resulting in no shoe Line a structured, proactive working practices.

Those same service providers were asked to improve quality, lower costs, greater flexibility, faster customer response. Effective service management Deliver a higher level of customer service and customer satisfaction.

This standard describes the difference between the best practice processes, these processes are not affected or scale form, the name and structure of the organization. this Standards applicable for both large scale and to be applied to small-scale service provider, and the demand for best practice service management processes Does not vary with the form of organization, form of organization provides a framework to manage those processes.

IT Service Management Part 2. Rules of Practice

1 Scope

This section GB/T 24405 describes a consistent industry-recognized information technology (IT) service management process quality standards. To meet Gu Customer business requirements, these service management processes deliver the best possible

service in the consensus level of resources. That is, the service is professional, Economy, with risk is understandable and manageable.

Diversity of term for the same process and between processes and functional groups (and position) between the new managers will make the service pipe Li this theme confused. Misinterpreted the terms of the establishment of an effective process may be an obstacle. According to the present understanding of the standard terminology cut Real and important benefits. This section recommends that service providers should adopt common terminology and a more consistent approach to service management. In order to improve the standard Services provide a common foundation for service management tools for use provided by the framework.

As a process based standard, purpose of this section is not used for product evaluation. However, organizations in developing service management tools, products and System, you can use the GB/T Part 124 405 and this section, in order to help support the development of best practice service management tools, production Products and systems.

This section provides guidance auditor, but also for service providers planning service improvements or according to GB/T 24405.1 provides for review help.

GB/T 24405 Part 1 provides a set of related service management processes, as shown in FIG.

Figure 1 service management processes

2 Terms and definitions

GB/T 24405.1 of the terms and definitions apply to this section.

3 Management System

Objectives. To provide a management system, including guidelines and framework for the effective management and implementation of all IT services.

3.1 Management Responsibilities

Ensure the use of best practices and maintaining process management tasks, any service provider to meet the GB/T 24405.1 requirements for foundation.