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

GB/T 33136-2024

Replacing GB/T 33136-2016

**Information technology service - Service capability maturity
model for data center**

信息技术服务 数据中心服务能力成熟度模型

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part

1. Structure and drafting rules for standardization documents" Drafting. This document replaces GB/T 33136-2016 "Information Technology Service Data Center Service Capability Item Maturity Model" and Compared with GB/T 33136-2016, in addition to structural adjustments and editorial changes, the main technical changes are as follows:

a) Changed the names of capability domains and corresponding diagrams in the model structure (see 4.2,

4.2 of the.2016 edition);

- b) Added data center service types (see 4.3);
- c) Added the maturity of special service capabilities (see
- d) Added application scenarios of maturity model (see 4.4.3);
- e) The competency domain names, competency subdomain names and numbers, competency item names and numbers, and corresponding tables in the competency framework have been changed (see Chapter 5, Chapter 5 of the.2016 edition);
- f) The number of competency subdomains and competency items of the evaluation object has been changed (see 6.1, 6.1 of the.2016 edition);
- g) The evaluation method has been changed (see 6.2, 6.2~6.5 of the.2016 edition);
- h) The data center service capability maturity classification rules have been changed (see 6.3, 6.6 of the.2016 edition);

1 Scope

GB/T 33136-2024 establishes the service capability maturity model for data centers, the framework by which a Chinese data center's capability is graded and certified. It is the document behind a certification that Chinese banks, insurers, carriers and cloud providers actually hold and quote, which is why the 2024 revision matters commercially as much as technically. It sets the maturity model with its levels, its composition, the types of data center service it recognises and its application scenarios; the capability framework of domains, sub-domains and capability items; the evaluation method, covering the maturity of an individual capability item, the maturity of the data center service capability as a whole and the maturity of a specialised service capability, a concept new to this edition; and then thirty pages of management and technical requirements organised into strategic management, digital and intelligent operations and assurance drivers, with new capability items covering application, system, network and security operations management, cloud computing, infrastructure, big data and tool platform management. Three normative annexes give the base weights and the calculation methods for the maturity indicator values. The 2024 edition replaces GB/T 33136-2016, which is superseded. It applies to data centers assessing themselves, to third-party evaluation bodies, to data center customers and to data center suppliers.

This document establishes the Data Center Service Capability Maturity Model (abbreviated as. Maturity Model) and the Data Center Service Capability Framework (abbreviated as. Capability Framework), describes the data center service capability maturity evaluation

method (abbreviated as. evaluation method), and stipulates the data center service capability management and technical requirements. This document applies to.

- a) To achieve digital transformation and digital intelligence operations, data centers build and monitor their overall service capabilities or special service capabilities. Visualize, measure and evaluate;
- b) A third-party evaluation agency measures and evaluates the maturity of data center service capabilities or special service capabilities;
- c) Data center stakeholders measure and evaluate the maturity of data center service capabilities or special service capabilities;
- d) Data center suppliers build their own service capabilities, deliver products and services to support data center-specific specialized service capabilities. The payment will be measured and evaluated by external evaluation agencies.

2 Normative references

This document has no normative references.

3 Terms, definitions and abbreviations

3.1 Terms and Definitions The following terms and definitions apply to this document.

3.1.1 Data Center It consists of computer sites (computer rooms), computer room infrastructure, information system hardware, information system software, information resources (data) and personnel, as well as related An organization composed of corresponding rules and regulations.

3.1.2 The organization that owns and controls the data center, usually the legal entity where the data center is located.

Note. A data center is a specific organizational function that exists within the organization where the data center is located.

3.1.3 An organization that signs a contract with a data center to deliver products or services and supports the production and operation of the data center or the construction of its service capabilities.

Note. The data center provider is external to the organization where the data center is located.

3.1.4 service of data center Activities that use capabilities and resources to create value for data center stakeholders.