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

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**Information technology service - Intelligent operation and
maintenance - Part 1: General requirements**

信息技术服务 智能运维 第1部分：通用要求

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1. Structure and Drafting Rules of Standardization Documents" Drafting. This document is Part 1 of GB/T 43208 "Intelligent Operation and Maintenance of Information Technology Services". GB/T 43208 has been released as follows part.

1. General requirements. Please note that some content in this document may be subject to patents. The publisher of this document assumes no responsibility for identifying patents. This document is proposed and coordinated by the National Information Technology Standardization Technical Committee (SAC/TC28). This document was drafted by: China Construction Bank Co., Ltd., Ping An Technology (Shenzhen) Co., Ltd., China Everbright Bank Co., Ltd. Company, China Electronics Technology Standardization Institute, Guotai Junan Securities Co., Ltd., Shanghai Pudong Development Bank Co., Ltd., Tsinghua University University, China Merchants Securities Co., Ltd., Guangdong Federation of Rural Credit Cooperatives, China UnionPay Co., Ltd., Beijing Rural Commercial Bank Co., Ltd., China CITIC Bank Co., Ltd., Agricultural Bank of China Co., Ltd., China Guangfa Bank Co., Ltd., State Grid Corporation of China Co., Ltd., New H3C Technology Co., Ltd., Cloud Wisdom (Beijing) Technology Co., Ltd., Beijing Bishi Technology Co., Ltd., Shanghai Hanwei Information Technology Ltd., State Grid Digital Technology Holdings Co., Ltd., China Minsheng Banking Co., Ltd., Hengfeng Bank Co., Ltd., China Post Savings Bank Co., Ltd., Taikang Insurance Group Co., Ltd., Civil Aviation Administration of China Information Center, China Civil Aviation Information Network Co., Ltd., China Life Insurance Co., Ltd. Shanghai Data Center, Bank of Communications Co., Ltd., Bank of Beijing Co., Ltd. Company, Hua Xia Bank Co., Ltd., Sichuan Xinwang Bank Co., Ltd., Huishang Bank Co., Ltd., and the People's Bank of China Clearing General Center, PICC Information Technology Co., Ltd., PICC Property and Casualty Co., Ltd., Taiping Financial Technology Services (Shanghai) Co., Ltd., Hainan Tong Securities Co., Ltd., Orient Securities Co., Ltd., Everbright Securities Co., Ltd., Changjiang Securities Co., Ltd., China Southern Network Digital Grid Research Institute Co., Ltd., Yunnan Power Grid Co., Ltd. Information Center, China Merchants Financial Technology Co., Ltd., China International Airlines Air China Co., Ltd., China Mobile Communications Group Zhejiang Co., Ltd., and Hunan Youdao Information Technology Co., Ltd. The main drafters of this document. Jin Panshi, Lin Leiming, Wang Lixin, Yang Xiaoqin, Zhong Jie, Chen Qi, Shi Chenyang, Peng Xiao, Zeng Hongxiang, Deng Shuguang, Li Shining, Sun Yongjing, Bao Hangyu, Wang Shiqiang, Hou Yue, Wang Gang, Sun Jizhou, Wu Yong, Feng Zhen, Shi Tingting, Xu Jingwen, Chen Jun, Fan Tao, Tan Like, Xu Hui, Wu Jike, Li Baoxu, Xiao Guobin, Kong Zaihua, Chi Kun, Wu Wei, Wang Yong, Shi Qinghong, Pan Jin, Mo Xiugang, Qian Cheng, Wei Lihao, Wang Chen, Shixuan, Guo Baoxian, Tang Haihua, Guo Xinwei, Wang Yeping, Pei Dan, Yin Kanglin, Li Jiesong, Xu Sheng, Feng Yixin, Ye Puyu, Xia Limin, Du Jidong, Yao Runcheng, Fu Qian, Geng Peng, Zhang Danqing, Zhao Luqi, Ma Meng, Chen Xuexian, Luo Dayong, Sheng Honglei, Ren Yi, Zhang Shuwei, Hou Zheng, Chen Jian, Hua Bo, Kong Lingguo, Wang Kaibo, Zhang Wei, Zhang Chao, Luo Jinlan, Deng Wei, Wang Fenglei, Sun Lei, Dai Kaiming, Zhu Xueliang, Lu Zhuangfei, Ma Wei, Jiang Enping, He Chao, Wu Zhifei, Wang Qianwei, Nimizhi, Sun Yufeng, Huang Yuan, Yang Liguang, Wang Jiling, Gao Yujie, Li Yongjiang, Liu Bo, Li Jinwu, Yao Yuqiang, Zhou Weiwei, Yang Chao, Sun Wei, Zhou Rui, Lu Weikai, Xiang Huawei, Mao Zhengxiong, Chen Chunrun, Zhou Feng, Li Chenhui, Wei Xiaoming, Fu Jiale, Li Fu, Yang Min, Li Guang, Lu Xinghai, Wang Shuhang, Cao Li, Wen

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With the rapid development of artificial intelligence, big data, cloud computing and other technologies, operation and maintenance services are shifting from system and process driven to data and computing driven. The evolution of the era of intelligent operation and maintenance driven by law. As an important application of artificial intelligence in the field of operation and maintenance, intelligent operation and maintenance is a brand-new innovation in the field of operation and maintenance. Way. The realization of intelligent operation and maintenance is guided by organizational governance, centered on scenario realization, and supported by the construction of capability domains, and applies capability items to specific tasks. In this way, we can digitize, automate, and intelligently empower the scene, and optimize and improve the ability items during the realization of the scene. It is an innovative, practical and effective method based on the best practices of intelligent operation and maintenance. Among them, data is the cornerstone of building intelligent operation and maintenance, and algorithms It is the key to mining the value of data, and technology is the means to realize intelligent operation and maintenance. Based on this, this document proposes an intelligent operation and maintenance framework, and targets data, computing The three key elements of intelligent operation and maintenance capabilities, law and technology, put forward requirements from the governance level. The relationship between the various parts is shown in Figure 1. Figure

1 Relationship between various parts of GB/T 43208 GB/T 43208 is planned to consist of 4 parts.

1.General requirements. The purpose is to provide an intelligent operation and maintenance framework for intelligent operation and maintenance organizations, and guide the organization from organizational governance, intelligent Carry out intelligent operation and maintenance construction in three aspects. operation and maintenance scenario realization and capability domain, continue to improve the level of intelligent operation and maintenance, and achieve operation and maintenance goals.

2.Operation and maintenance data governance. The purpose is to provide an operation and maintenance data governance framework for intelligent operation and maintenance organizations, and guide the organization in the capability domain Manage the data elements in the system to provide high-quality operation and maintenance data for intelligent operation and maintenance construction, and effectively support the development of intelligent operation and maintenance scenarios. accomplish.

3.Operation and maintenance algorithm governance. The purpose is to provide an operation and maintenance algorithm governance framework for intelligent operation and maintenance organizations, and guide the organization in the capability domain. Manage the algorithm elements in the system to provide safe, reliable, and effective operation and maintenance algorithms for intelligent operation and maintenance construction, and mine the value of operation and maintenance data. Value, empowering the implementation of

operation and maintenance scenarios.

4.Operation and maintenance technical governance. The purpose is to provide an operation and maintenance technology governance framework for intelligent operation and maintenance organizations and guide the organization in the capability domain Manage the technical elements in the system, provide technical application principles, methods and requirements for intelligent operation and maintenance construction, and support the intelligent operation and maintenance field. The realization of the scene. Information technology service intelligent operation and maintenance Part

1 Scope

GB/T 43208.1-2023 is Part 1 of the Chinese series on intelligent operation and maintenance of IT services - AIOps. The premise is that a modern estate produces more telemetry than any team can read, so detection, correlation and increasingly remediation have to be automated; the risk is that an organisation buys the tooling without the data quality, the runbooks or the authority to act on what it finds, and ends up with a dashboard nobody trusts. Part 1 addresses that by starting with governance rather than technology. It sets the intelligent operation and maintenance framework and its intelligent characteristics, the organisational governance - strategy, management policy, structure, culture and stakeholder expectations - and the implementation of the operational scenarios, together with the capability and evaluation requirements. It took effect on 1 April 2024.

This document establishes the intelligent operation and maintenance framework, stipulates the organizational governance of the intelligent operation and maintenance organization, the realization of intelligent operation and maintenance scenarios, and the generalization of capability domains. Require. This document applies to.

- a) The organization identifies intelligent operation and maintenance activities and evaluates its own conditions and capabilities;
- b) Intelligent operation and maintenance organization's own construction, management and evaluation;
- c) Third parties measure and evaluate the intelligent operation and maintenance organization.

2 Normative reference documents

The contents of the following documents constitute essential provisions of this document through normative references in the text. Among them, the dated quotations For undated referenced documents, only the version corresponding to that date applies to this document; for undated referenced documents, the latest version (including all amendments) applies to this document.