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

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Guidelines for government service hotline data application

政务服务便民热线数据应用指南

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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 is required.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is under the jurisdiction of the National Technical Committee for Standardization of Administrative Management and Services (SAC/TC 594).

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Government Service Hotline Data Application Guide

1 Scope

This document provides the basic principles, data collection, data governance, and data application of the government service hotline (hereinafter referred to as the "hotline").

Provide guidance and suggestions on data management, data application and data security.

This document applies to the application of hotline data.

2 Normative references

GB/T 22239

GB/T 35273

GB/T 37973

GB/T 44189

3 Terms and definitions

The terms and definitions defined in GB/T 44189 apply to this document.

4.1 Demand-oriented

Based on the needs of optimizing hotline services and assisting government decision-making, we will carry out hotline data collection, data governance and data application.

It can provide government services and improve administrative efficiency.

4.2 Coordinated promotion

Based on the overall planning of national government data and the actual situation of hotline work in various regions, the hotline work agencies and the undertaking departments shall unify the standards and systems.

Comprehensively plan and promote the application of hotline data.

4.3 Innovative Applications

Based on the business characteristics of hotlines in various regions, we actively use new technologies, provide digital services, improve data governance, and carry out data-specific Color application.

4.4 Security

Take security measures such as classification and grading, data desensitization, and data encryption to apply hotline data in a safe and reliable environment, strengthen data security, and Data security management ensures effective protection and legal use of data.