

ICS 35.080
CCS L 77



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

GB/T 44601-2024

Information technology service-Service life cycle processes

信息技术服务 服务生存周期过程

Issued on: September 29, 2024

Implemented on: April 1, 2025

**Issued by: State Administration for Market Regulation;
Standardization Administration of the PRC**

Table of Contents

Preface... III 1 Scope	1
2 Normative references	1
3 Terms and Definitions	1
4 Process Framework	2
5 Service Strategy Process	3
5.1 Strategic Planning	3
5.2 Strategic Deployment	4
6 Service Analysis and Design Process	4
6.1 Service Analysis	4
6.2 Service Design	5
7 Service Implementation Process	5
7.1 Service Construction	5
7.2 Service Testing	6
7.3 Service Release	7
8 Service Operation Process	7
8.1 Service Delivery Preparation	7
8.2 Service Delivery	8
8.3 Service Monitoring	8
8.4 Service Operation Improvement	9
8.5 Service Value Assessment	9
9 Service Decommissioning Process	10
9.1 Service Suspension	10
9.2 Service Retirement	10
10 Service Support Process	11
10.1 Risk Management	11
10.2 Quality Management	11
10.3 Asset Management	12
10.4 Human Resource Management	12
10.5 Knowledge Management	13
References	14

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 was proposed and coordinated by the National Technical Committee for Information Technology Standardization (SAC/TC 28).

This document was drafted by: Beijing Xinchengtong Digital Technology Co., Ltd., China Electronics Technology Standardization Institute, Beijing CCID Certification Center Co., Ltd., Suzhou University School of Applied Technology, Shanghai Xi'ang Technology Co., Ltd., Beijing Kingsoft Office Software Co., Ltd., Dalian Software Industry Association, Golden Tax Information Technology Service Co., Ltd., Guangzhou Saibo Lianrui Information Technology Co., Ltd., China Certification and Inspection (Group) Co., Ltd., Chengdu Aircraft Industry Group Co., Ltd., Hunan Xiangchuang Technology Co., Ltd., Chengdu Industrial Internet Development Center, Zhejiang Huashi Technology Co., Ltd., Xinhuaixin Technology Co., Ltd., Beijing Huizhi Zhuoyuan Technology Co., Ltd., Wanda Information Co., Ltd., Hefei Bosheng Information Technology Service Co., Ltd., State Grid Blockchain Technology (Beijing) Co., Ltd., and Huhang Technology Co., Ltd.

Ltd., Beijing Renke Information Technology Co., Ltd., Jiangsu New Hope Technology Co., Ltd., Suzhou Shuoya Environmental Protection Technology Co., Ltd., Zhongping Xin Information Technology Co., Ltd., Shandong Zhengzhong Information Technology Co., Ltd., Xinjiang Uygur Autonomous Region Software Industry Association, Lenovo (Beijing) Co., Ltd., China Mobile Communications Group Heilongjiang Co., Ltd., Beijing Guqi Data Technology Co., Ltd., Hefei Bosheng Information Technology Co., Ltd.

Technology Services Co., Ltd., NetDing Mingtian Technology Co., Ltd., Shanghai Huaxun Network Systems Co., Ltd., Capital Information Development Co., Ltd., China Southern Power Grid Internet Services Co., Ltd. and Beijing Dexin Yongdao Information Technology Services Co., Ltd.

The main drafters of this document are: Liu Ling, Wang Yeping, Ma Lie, Chen Zhifeng, Bai Lu, Zhang Shuling, Yin Hong, Xiong Jiansong, Huang Jianxin, Sun Yuyou, Wang Shibing, Liu Pengfei, Yang Haitao, Wu Xiande, Liu Hong, Xu Shenglin, Yue Sulin, Zhou Pengcheng, Tang Baihui, Xiao Xiaohua, Yang Hao, Zhou Hexiang, Wang Fei, Li Zhuoyue, Shi Zhuyu, Shi Liwei, Su Aixia, Yu Hao, Yang Kaicon, Zuo Yan, Zheng Xiaoxia, Zhang Hongwei, Lu Quanli, Wu Peng, Wang Meng, Zhao Zhen, Ren Chao, Xia Hejun, Xu Guangjin, Wang Peijie, Zhao Lei, Wu Yun, Gao Shang, and Yang Quan.

Information Technology Service Service Life Cycle Process

1 Scope

This document establishes the framework of the service life cycle process and specifies the information technology service life cycle process and the requirements for each process.

This document applies to the establishment and evaluation of an organization's service life cycle processes.

2 Normative references

This document has no normative references.

3 Terms and definitions

The following terms and definitions apply to this document.

3.1 Information technology service

The supplier provides the demander with services such as development and application of information technology, and the supplier uses information technology as a means to support the demander's business activities. Serve.

Note. "Services" mentioned in this document refer to information technology services.

[Source. GB/T 29264-2012, 2.1, modified]

3.2 life cycle

The evolution of a system, product, service, project, or other human-made entity from beginning to end.

[Source. GB/T 30999-2014, 2.3]

3.3 Organization

A person or group of people whose functions consist of responsibilities, authorities and relationships to achieve goals.

[Source. GB/T 19000-2016, 3.2.1]

3.4 process

A set of interrelated or interacting activities that utilize inputs to achieve desired results.

[Source. GB/T 19000-2016, 3.4.1]

3.5 activity

A collection of cohesive tasks within a process.

[Source. GB/T 30999-2014, 2.1]

3.6 Service strategy

The organization plans (or decides) appropriate development plans based on environmental changes, industry development trends, and its own resources and strengths.

Medium- and long-term goals, clarify development tasks and directions.