

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

YD/T 1926.1-2009

**IT Operations and Maintenance Service Management Technical
Specification. Part 1: Architecture**

IT运维服务管理技术要求 第1部分：体系架构

(English Translation)

Issued on: June 15, 2009

Implemented on: September 1, 2009

Issued by: Ministry of Industry and Information Technology

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What this standard covers

This standard specifies the operation and maintenance of IT service management framework (including management reference model, service management processes, management, operation and maintenance support systems and IT service management information model and other parts), and provides the regulatory framework for the relationship between the various parts. This standard specifies the concept of IT operation and maintenance services (including service classification, service targets and service lifecycle). This standard applies to guide IT operation and maintenance service management tools, products and systems development, guidance services both sides have completed planning and design services, service implementation, service monitoring and evaluation, and service improvement four stages of the life cycle management of IT operation and maintenance services.

Document data

Chinese classification (CCS): M21.

Estimated length of the Chinese original: 17,193 words.

Standards quoted by this document

ISO/IEC 20000-1; OGC ITIL V3; ITU-T M.3342; ITU-T E.860