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

YD/T 1926.2-2009

**IT Operations and Maintenance Service Management Technical
Specification. Part 2: Managed Service Definition**

IT运维服务管理技术要求 第2部分：管理服务定义

(English Translation)

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Table of Contents

What this standard covers	1
Document data	2
Standards quoted by this document	3

What this standard covers

This standard specifies the types of IT operation and maintenance services, content, service mode, service conditions and other content related to quality of service indicators, provides IT operation and maintenance services report template. This standard applies to IT operation and maintenance service provider and the customer service standards for services, and to reach a consensus, the preparation services for service providers and customers to buy products catalog services provide a reference.

Document data

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Standards quoted by this document

YD/T 1926.1; ISO/IEC 20000-1; ISO/IEC 20000-2; ITU-T M.3342; ITU-T M.3000; OGC ITIL V2; OGC ITIL V3; IETF RFC 1213