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

YD/T 1926.3-2010

**Technical specification for IT operations and maintenance
service management. Part 3: Service management process**

IT运维服务管理技术要求 第3部分：服务管理流程

(English Translation)

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What this standard covers

This standard specifies the types of IT operation and maintenance service management processes objectives, scope, activities, design, process the relationship between the provisions of the processes involved in the roles and responsibilities of key metrics. This standard applies to IT operation and maintenance service management processes, IT operation and maintenance service providers and customers to improve operation and maintenance efficiency and reduce operation and maintenance costs to provide the basis.

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