

ISO/IEC 20000-1 信息技术服务管理体系认证申请须知信息

ISO/IEC 20000-1 Information Technology Service Management System Certification Application Information

一、可开展业务范围及认可范围

Business scope available and accreditation scope

(一) 信息技术服务管理体系 (认证依据: ISO/IEC 20000-1:2018)

Information Technology Service Management System (certification basis: ISO/IEC 20000-1:2018)

| 序号 No. | | 类别 Category | 状态 Status |
|-----------|---|---|--------------|
| 1 | 01 规划与设计服务 Planning and design services | 01.01 信息系统咨询规划 Information system consulting and planning | 开展 Available |
| 2 | | 01.02 信息系统硬件设计、开发服务 Information system hardware design and development services | 开展 Available |
| 3 | | 01.03 信息系统软件设计、开发服务 Information system software design and development services | 开展 Available |
| 4 | | 01.04 信息技术咨询服务 Information technology consulting services | 开展 Available |
| 5 | 02 集成服务 Integration services | 02.01 设备系统集成服务 Equipment system integration services | 开展 Available |
| 6 | | 02.02 软件系统集成服务 Software system integration services | 开展 Available |
| 7 | 03 测试与监理服务 Testing and supervision services | 03.01 信息系统测试服务 Information system testing services | 开展 Available |
| 8 | | 03.02 软件产品测试服务 Software product testing services | 开展 Available |
| 9 | 04 运行维护服务 Operation and maintenance services | 04.01 基础设施运行维护服务 Infrastructure operation and maintenance services | 开展 Available |
| 10 | | 04.02 硬件运行维护服务 Hardware operation and maintenance services | 开展 Available |
| 11 | | 04.03 软件运行维护服务 Software operation and maintenance services | 开展 Available |
| 12 | | 04.04 其他信息技术运行维护服务 Other information technology operation and maintenance services | 开展 Available |
| 13 | 05 安全服务 Security services | 05.01 风险评估 Risk assessment | 开展 Available |
| 14 | | 05.02 安全维护 Security maintenance | 开展 Available |
| 15 | | 05.03 应急处理 Emergency response | 开展 Available |

| | | | |
|----|--|---------------------------------------|--------------|
| 16 | | 05.04 灾难恢复 Disaster recovery | 开展 Available |
| 17 | 06 业务流程服务 Business process services | 06.03 数据处理服务 Data processing services | 开展 Available |

无分包境外认证机构业务。

No subcontracting of business to overseas certification bodies.

二、认证依据标准 **Certification basis standards**

本机构依据以下国家及国际标准开展能源管理体系认证活动：

This organization carries out energy management system certification activities based on the following national and international standards:

- ISO/IEC 20000-1:2018 《信息技术 服务管理 第 1 部分：服务管理体系 要求》
- ISO/IEC 20000-1:2018 "Information technology - Service management - Part 1: Service management system requirements"

认证活动同时遵循 CNAS-CC01 《合格评定 管理体系审核认证机构的要求》（等同采用 ISO/IEC 17021-1）、《信息技术服务管理体系认证规则》及相关法律法规要求。

Certification activities also comply with CNAS-CC01 "Requirements for bodies providing audit and certification of management systems" (identical adoption of ISO/IEC 17021-1), the "Information Technology Service Management System Certification Rules" and relevant legal and regulatory requirements.

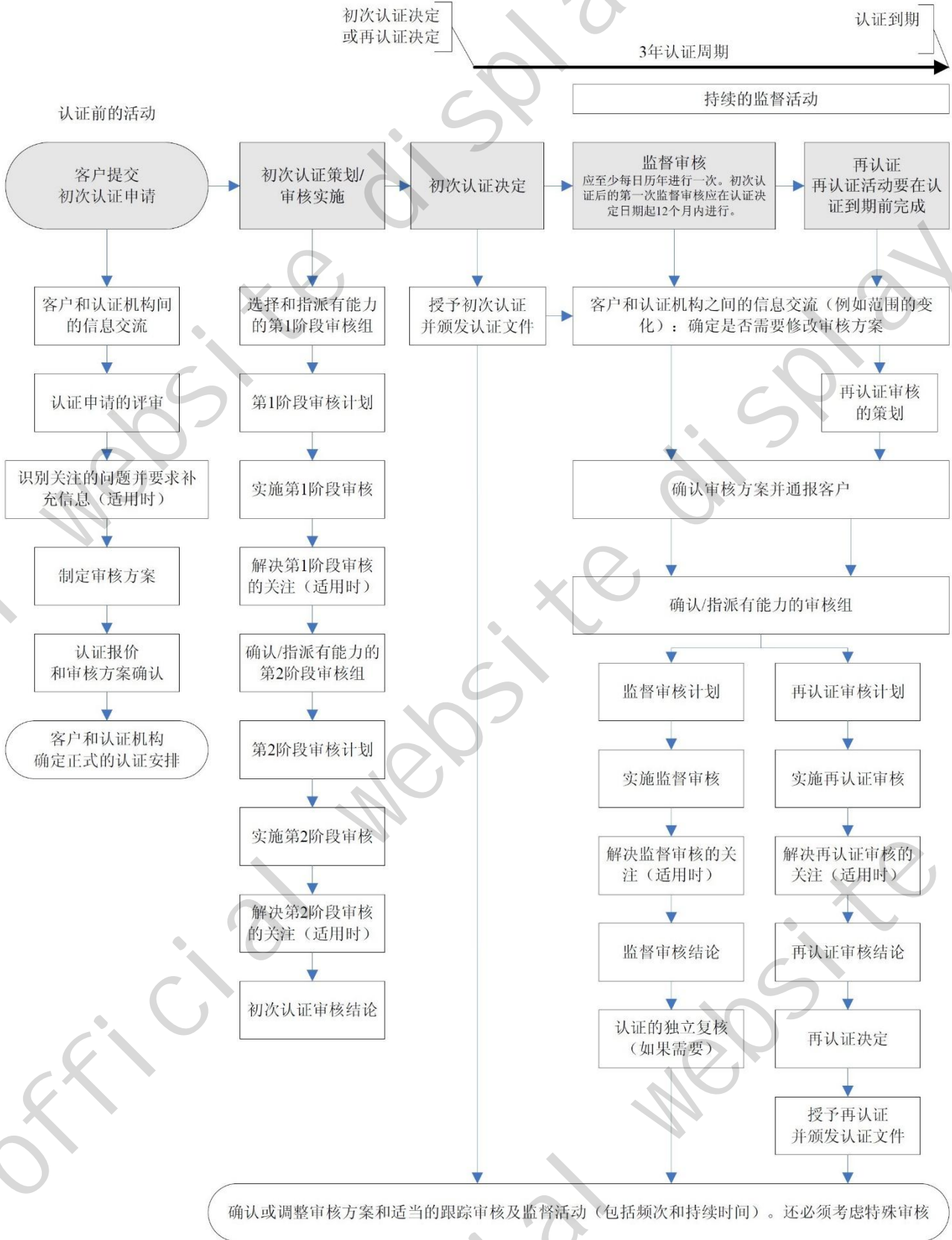
三、认证方案 **Certification scheme**

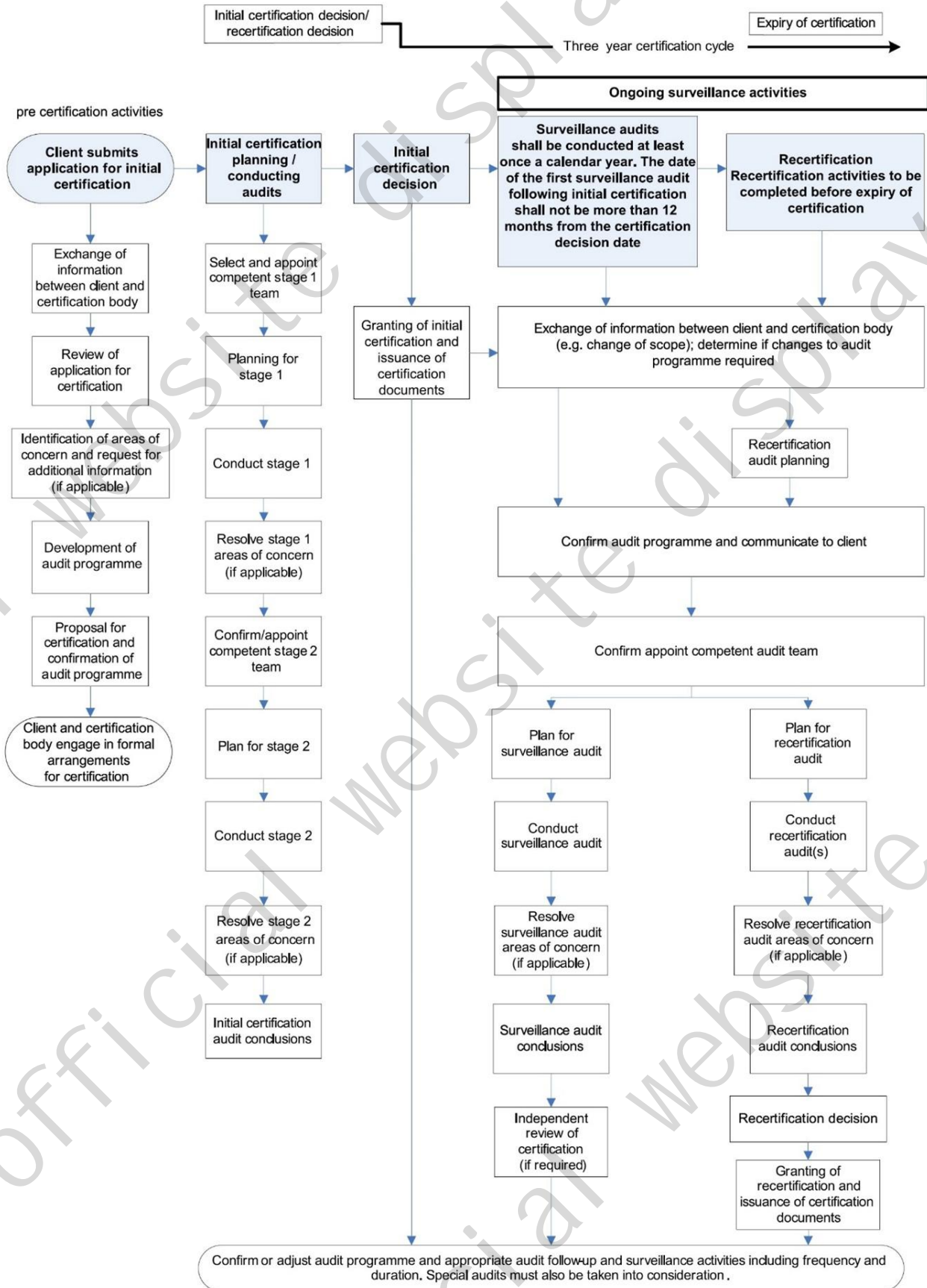
关于信息技术服务管理体系认证活动（认证标准：ISO/IEC 20000-1:2018），其认证方案依据国家认证认可监督管理委员会发布的《信息技术服务管理体系认证规则》（CNCA-ITSMS-01:2026）构建并实施。

Regarding information technology service management system certification activities (certification standard: ISO/IEC 20000-1:2018), the certification scheme is established and implemented in accordance with the "Information Technology Service Management System Certification Rules" (CNCA-ITSMS-01:2026) issued by the Certification and Accreditation Administration of China.

四、认证流程 **Certification process**

见下图所示。As shown in the figure below.





五、授予、拒绝、保持、更新、暂停（恢复）、注销、撤销认证证书以及扩大或缩小认证范围的程序规定 **Procedural provisions for granting, refusing, maintaining, updating, suspending (reinstating), cancelling, withdrawing certification certificates and extending or reducing certification scope**

详细内容见公开文件 Ti PD08 《授予/批准、拒绝、保持、更新、变更、暂停、恢复、注销、撤销认证证书或扩大、缩小认证范围的规定与程序》。

See public document Ti PD08 "Provisions and Procedures for Granting/Approving, Refusing, Maintaining, Updating, Changing, Suspending, Reinstating, Cancelling, Withdrawing Certification Certificates or Extending or Reducing Certification Scope" for details.

六、拟向认证委托人获取的信息 **Information to be obtained from the certification client**

为完成认证审核，本机构将至少获取以下必要信息：

To complete the certification audit, this organization will obtain at least the following necessary information:

- 认证申请信息：委托人名称、地址、认证依据的标准、申请的认证范围、认证范围内人员数量及影响体系有效性的外包过程；

Certification application information: client name, address, certification basis standard, applied certification scope, number of personnel within the certification scope, and outsourced processes affecting the effectiveness of the management system;

- 法律地位的证明文件（体系覆盖多个法律实体时，每个法律实体均需提供）；

Documents proving legal status (when the system covers multiple legal entities, each legal entity shall provide such documents);

- 多场所组织的各场所详情（地址、人员、范围等）（适用时）；

Details of each site of a multi-site organization (address, personnel, scope, etc.) (when applicable);

- 申请认证范围内涉及的信息技术法律法规要求的行政许可文件、资质证书；

Administrative license documents and qualification certificates required by information technology laws and regulations within the applied certification scope;

- 组织机构及职责；

Organizational structure and responsibilities;

- 信息技术服务的流程、班次及轮班情况和季节性信息；

Information technology service processes, shifts, shift rotation information and seasonal information;

- 信息技术服务管理体系文件、内部审核、管理评审记录等体系运行三个月以上的客观证据；

Information technology service management system documentation, internal audit records, management review records, and other objective evidence that the system has been in operation for more than three months;

- 原认证证书、初次认证审核报告或最近一次的再认证审核报告、监督审核报告、审核中发现的不符合及其纠正措施、三年审核方案、客户及相关方投诉情况。（仅认证转换适用）

Original certification certificate, initial certification audit report or the most recent recertification audit report,

surveillance audit reports, nonconformities found during audits and their corrective actions, three-year audit scheme, complaints from clients and interested parties (applicable only to certification transfer).

七、保密规定 **Confidentiality provisions**

本机构郑重承诺：This organization hereby solemnly undertakes:

- 对认证委托人所提供的信息严格保密；

To strictly keep confidential all information provided by the certification client;

- 除法律法规或认证认可规范要求外，未经委托人书面同意，不向任何第三方披露其非公开信息；

Except as required by laws, regulations or certification and accreditation norms, not to disclose its non-public information to any third party without the written consent of the client;

- 所有审核人员均签署保密协议，履行保密义务。

All audit personnel have signed confidentiality agreements and fulfil their confidentiality obligations.

八、认证收费标准 **Certification fee standards**

详细内容见公开文件 Ti PD02 《认证收费标准及说明》。

See public document Ti PD02 "Certification Fee Standards and Explanations" for details.

九、认证证书、认证标志及相关的规定 **Provisions for the use of certification certificates, certification marks and related matters**

详细内容见公开文件 Ti PD05 《认证证书、标志使用规则》。

See public document Ti PD05 "Rules for the Use of Certification Certificates and Marks" for details.

十、对认证过程和结果的申诉、投诉规定 **Provisions for appeals and complaints regarding the certification process and results**

详细内容见公开文件 Ti PD07 《对索要信息的请求、申诉、投诉和争议处理规定》。

See public document Ti PD07 "Provisions for Handling Requests for Information, Appeals, Complaints and Disputes" for details.

十一、提前较短时间通知的审核情形 **Audit scenarios with short notice**

例如在下列情况下，本机构可能实施提前较短时间通知的审核：

For example, this organization may implement audits with short notice in the following circumstances:

- 接到涉及管理体系严重不符合的投诉或举报；

Receiving a complaint or report involving a major nonconformity of the management system;

- 获证组织发生突发环境事件；

The certified organization experiencing an environmental emergency;

- 法律法规或行业监管要求；

Requirements of laws, regulations or industry supervision;

- 组织发生影响管理体系的重大变更（如结构、流程、范围等）；

The organization undergoing major changes affecting the management system (e.g., structure, processes, scope, etc.);

- 对被暂停的认证资格进行追踪；

Following up on suspended certification status;

- 其他可能影响认证决定的紧急情况。

Other emergencies that may affect the certification decision.

此类审核旨在确保认证的公正性、有效性和证书的持续可信度。

Such audits aim to ensure the impartiality and effectiveness of certification and the continued credibility of the certificate.

十二、查询与联系 Enquiries and contact

最新认证政策及公开文件要求请查阅本机构官方网站：

For the latest certification policies and public document requirements, please refer to this organization's official website:

www.titcgroup.com

如有疑问，请联系您的认证经理或本机构客户服务部门。

If you have any questions, please contact your certification manager or this organization's customer service department.