信息技术服务标准工作组

工作简报

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【工作动态】

信息技术服务标准（ITSS）工作组 2012 年度第一次集中工作会议在西安召开

2012 年 4 月 9 日-13 日，信息技术服务标准（ITSS）工作组在陕西省西安市召开了 2012 年度第一次集中工作会议。神州数码、浪潮软件、太极计算机、广州南天、北京信城通、上海宝信、东软集团、中软、万达信息、成都勤智、快威科技、北京护航科技、北京荣之联、上海翰纬、上海北塔、上海天玑、上海银基、福建锐捷网络、西安未来国际、广州金禧、软通动力、河南九洲、万国数据、中金数据、博雅软件、北京华胜天成、北京中科金财、北京富通金信、长江计算机、四川久远银海、广州越维、用友软件、上海万隆咨询、上海企源科技，以及工业和信息化部电子工业标准化研究院、成都信息化技术应用发展中心、上海计算机软件技术开发中心、广州赛宝认证中心、中国移动研究院、大连软协、上海市计量测试技术研究院、辽宁省软件评测中心等 42 家单位的 70 余名相关负责人和代表参加了会议。会议由西安未来国际信息股份有限公司承办。

本次会议是 2012 年度第一次集中工作会议，主要围绕本年度重点任务，涉及“信息技术服务共性关键技术研究”、“IT 治理标准编写工作方案”等重点工作。会议通过分组编写、集中讨论等形式开展工作。其中信息技术服务共性关键技术小组分为一体化运维、知

识库管理、数据中心能效、大数据管理、虚拟化、服务安全等六大方面展开研讨，会后初步形成了“信息技术服务共性关键支撑技术总体框架体系及研究报告”等成果文档；IT 治理标准工作小组在范围、定位、标准立项、标准编制计划、组织保障等方面展开研讨，会后初步形成了“IT 治理标准编写及推广方案”、“IT 治理及相关标准研究报告”等成果文档，并提交 3 项 IT 治理标准立项计划。

《云计算服务交付》国际贡献讨论会议在北京召开

2012 年 3 月 30 日、4 月 11 日，工业和信息化部电子工业标准化研究院在北京龙绍衡会议中心主持召开了《云计算服务交付国际贡献》的两次讨论会议。阿里巴巴、华胜天成、百度、曙光、中国移动、IBM、华为、万国数据和电子四院等九家单位的十几位专家参与了讨论。根据两次会议的讨论结果，其产出物将在 2012 年 5 月 21 日至 25 日在德国柏林召开的 SC38 第五次全会 WG3（云计算工作

组）工作会议上提交。

中国代表团结合 2012 年 2 月温哥华会议的建议，将在 SC38 云计算工作组会议上提交成立云计算服务交付原则临时工作组的提议，并且细化《临时工作组职责与范围》和《工作计划》。同时，结合已有的工作基础，重点讨论云计算服务交付场景和用例的编写。

会上，各专家对前段时间的工作进行了总结讨论，就云计算服务交付的场景和用例进行了发散式讨论，根据现有场景确定了云服务交付应当包含哪些场景和用例,并在本次会议上初步达成了一致，且最终在贡献中体现。此外，各单位还就下一步工作进行了明确的分工，完成了云计算服务交付场景和用例的国际贡献草稿，并进行了翻译。

本次共向 SC38 提交 3 份贡献，包括《云服务交付临时工作组职责与范围》、《云服务交付临时工作组工作计划》和《云计算服务交付场景和用例》（贡献原稿见本期简报后部），此次云计算服务交付场景和用例讨论会议的顺利召开和专家的热情参与是对我们前期工作的重大肯定。并且，我们将继续推进服务交付的工作，按照工作计划吸纳更多的国家参与到云计算交付原则的相关工作中来，并通过电话会议等方式在国际范围内收集能体现云服务交付原则的用例，进一步开展并推动云计算交付原则的具体工作。

咨询设计专业组标准研讨会在北京召开

2012 年 4 月 25 日，信息技术服务标准（ITSS）工作组咨询设计专业组在北京召开标准研讨会，就总体组在今年一季度的 ITSS 验证与应用试点工作座谈会和第一次集中工作会议上的精神和主要工作内容进行了传达，并就前一阶段工作做了总结并提出了 2012 年的工作计划。随后，与会各单位代表分别就《信息技术服务 咨询设计 第 1 部分：咨询通用要求》、《信息技术服务 咨询设计 第 2 部分：知识库管理规范》、《信息技术服务 咨询设计 第 6 部分：信息化工程监理规范》的编制情况作了介绍，对标准的编制进行了深入讨论。中国软件与技术服务股份有限公司、工业和信息化部电子工业标准化研究院、中标软件有限公司、紫光华宇、中科金财、北京交通大学、未来国际等单位参加了本次会议。

【标准研制】

《信息技术服务 外包 第 5 部分：非结构化数据采集及分析规范》会议在北京召开

2012 年服务外包专业组《非结构化数据采集及分析规范》小组标准征求意见研讨会议于 4 月 20 日在北京清华大学召开。本次会议由国家信息技术服务标准工作组主办，立思辰科技股份有限公司和清华大学信息技术研究院协办。非结构化数据组成员单位：东软集团股份有限公司、大连软件行业协会、软通动力信息技术（集团）有限公司、北京赛迪时代信息产业股份有限公司及非结构化数据领域学术专家：北京电影学院数字媒体技术研究所/影视技术系、北京大学计算机系；新闻出版与数字内容企事业单位：国家外文局、Adobe、Foxit；用户单位：国家图书馆、清华图书馆；国内外相关厂商：IBM、ORACLE、EMC、EDOC 等 17 家单位三十余位专家参加了本次会议。

研讨会对《信息技术服务 外包 第 5 部分：非结构化数据采集及分析规范》的现有名称的局限性提出修订建议，改为《非结构化数据管理及服务规范》;对目前编制的规范初稿进行了介绍并广泛征求各专家意见。

本次会议最终明确了下一步工作的方向及目标：标准的框架尚需深入研究和认真思考；编写任务需进一步明确和规范。研讨会的召开对于今后顺利有效的推进完成标准的形成有着重要的指导作用。

【下一步工作计划】

咨询设计专业组下一步工作计划

下一步，专业组各成员单位将就《信息技术服务 咨询设计 第 1 部分：咨询通用要求》与其余 5 部分子标准的关系，分别提出建议。同时就《信息技术服务 咨询设计 第 1 部分：咨询通用要求》、《信息技术服务 咨询设计 第 2 部分：知识库管理规范》提出修改建议。预计 5 月中旬召开更广层面的会议，深入讨论并确定咨询设计各标准之间的关系，推动标准编制和尽早发布。

标准推进方面，将积极推动《信息技术服务 咨询设计 第 1 部分：咨询通用要求》、《信息技术服务 咨询设计 第 2 部分：知识库管理规范》、《信息技术服务 咨询设计 第 6 部分：信息化工程监理规范》等几部分标准的发布。

1.《信息技术服务 咨询设计 第 1 部分：咨询通用要求》：本标准处于征求意见阶段，计划 9 月送审，尽早发布。

2.《信息技术服务 咨询设计 第 2 部分：知识库管理规范》：本标准处已发布了组内讨论稿，计划 5 月发布征求意见稿。

3.《信息技术服务 咨询设计 第 6 部分:信息化工程监理规范》：本标准已形成征求意见第 3 稿，计划 6 月完成送审稿。

【标准化知识专栏】

标准化概述之检测和认证

在之前的专栏中已讲过标准化活动主要有三项，即：制定标准、发行标准、实施标准。还讲过，完整地考虑标准化或者说将制定、发行、实施标准三项活动具体化，可有五项活动：制定标准、检测、认证、计量、标准信息服务；这五项活动还可归成两项主要活动：制定标准、检测和认证。

本期将简要叙述标准化机构所从事的检测和认证的有关内容。

一、关于检测

先介绍检测的定义，再讲述与检测相关的概念，特别提出标准化机构从事检测应注意的问题。

（一）检测的定义

检测（testing）的定义最先出现在 ISO/IEC 指南 2:1996 中，后来出现在 ISO/IEC 17000:2004 中，并以后者替代前者。

此处将前后两次定义一并列出，以供理解检测的概念。

ISO/IEC 指南 2:1996 的定义	ISO/IEC 17000:2004 的定义
“检测”是“进行一项或多项测试的活动”（见 ISO/IEC 指南 2 第 13.1.1 条）	“检测”是“按照程序确定合格评定对象的一个或多个特性。” 通常检测适用于材料、产品或过程。 （见 ISO/IEC 17000 第 4.2 条）
“测试（testing）”是“按照规定程序，由确定某产品、过程或服务的一个或多个特性组成的技术操作。” （见 ISO/IEC 指南 2 第 13.1 条）	

上表“ISO/IEC 17000:2004 的定义”一栏，定义中所说的“合格评定对象”是指“产品、过程、体系、人员或机构”，其中“产品”

包含了“服务”（参见 ISO/IEC 17000 第 2.1 条）。尽管定义中说检测适用于合格评定对象，而在定义的注中进一步明确为检测适用于“材料、产品或过程”（其中，材料也是产品），故检测适用于产品或过程。

上表“ISO/IEC 指南 2:1996 的定义”一栏中，还列出了“测试”的定义，与“ISO/IEC 17000:2004 的定义”一栏中“检测”的定义相比较，不难发现两者的含义相似，只是适用对象的表述不同（“测试”适用于产品、过程或服务；“检测”适用于材料、产品或过程，而材料实际上属产品，并且产品中已包括了服务）。也因此，ISO/IEC 17000 已没有术语“测试”了。

（二）检测的作用

从检测的定义可以知道，检测是用来确定产品或过程的特性的活动。

各个单位都会利用检测。检测在不同的单位起着不同的作用。

1、在制造产品的组织里，利用检测可以为产品的质量控制提供数据、为防止不合格品流入用户手中提供数据、为工作人员的职业健康安全提供数据。

2、标准化机构因地位中立、与产品的生产和使用方没有利害关系，其承担检测能起到独特的作用：为认证结论提供必需的检测结果；为制定标准提供必要的研究数据；在保证产品质量、确保公平交易、保护消费者利益、保护环境方面，为管理机构提供技术支撑；

在健康、安全、环境方面，为管理机构控制进口产品。

（三）检测实验室需遵守的要求

各单位承担检测的部门都可称为检测实验室。

1、为了使检测实验室具有能够出具技术上有效的数据和结果的能力，ISO/IEC 制定了 ISO/IEC 17025《检测和校准实验室能力的通用要求》。该标准规定了实验室进行检测和校准的管理要求和技术能力要求。

检测实验室是否满足了 ISO/IEC 17025 的要求，需由认可机构来证明。经认可机构认可的检测实验室出具的检测数据和检测结果的可信度将大大提高。特别是，认可机构与别国的认可机构签署互认协议时，被认可的检测实验室出具的数据在协议范围内互认。

所谓“认可机构”是“从事认可的权威机构。”认可机构的职权通常由政府授予（见 ISO/IEC 17000 第 2.6 条）。

2、一般组织的检测实验室是否遵守 ISO/IEC 17025，由其自己决定；遵守了 ISO/IEC 17025 后是否接受认可机构的认可，也由其自己决定。

3、标准化机构的检测实验室必须遵守 ISO/IEC 17025，并且必须接受认可机构的认可。

二、关于认证

介绍什么是认证，首先从认证的定义讲起，然后再叙述与认证相关的概念、认证机构应遵守的要求。

（一）认证的定义

先列出认证的定义，再通过定义来了解认证的特征。

1、ISO/IEC 17000 对认证的定义

“认证”是“产品、过程、体系、人员的第三方证明。”（见 ISO/IEC 17000 第 5.5 条）。

下面对定义中涉及的几个术语逐一解释。

（1）“产品”、“过程”的定义已在前面介绍“标准化的对象”时列出，此处不再重述。

（2）“人员”的认证与标准化机构无关，此处不作解释。

（3）“体系（system）”是“一组相关关联或相互作用的要素。”（ISO 9000 第 3.2.1 条）。

“体系”的认证是指对“管理体系”的认证。

● “管理体系”是“建立方针和目标，并实现这些目标的体系。”一个组织的管理体系可以包括若个不同的管理体系，如：质量管理体系、环境管理体系（见 ISO 9000 第 3.2.2 条）。

（4）“第三方”是与第一方和第二方均无关系的人或机构。（参见 ISO/IEC 17000 第 2.4 条）。其中，“第一方”、“第二方”是指：

● “第一方”是提供合格评定对象（即：产品、过程、体系、人员或机构）的人或组织。（参见 ISO/IEC 17000 第 2.2 条）。

“提供产品的组织或个人”也称为“供方（supplier）”，如：制造商、批发商、零售商、服务或信息的提供方。（见 ISO9000 第 3.3.6

条）。

● “第二方”是对合格评定对象有使用方利益的人或组织。如：产品的购买方或使用方、试图信赖供方管理体系的潜在顾客、代表此类利益的组织。（参见 ISO/IEC 17000 第 2.3 条）。

“接受产品的组织或个人”也称为“顾客（customer）”。如：消费者、最终使用者、受益者、采购方。（见 ISO 9000 第 3.3.5 条）。

（5）“证明（attestation）”是合格评定操作途径的最后一个步骤，即由合格评定主体（即操作者）发布“符合性说明（statement of conformity）”（通常为：报告、公告、证书、标志）来保证合格评定对象已满足了“规定要求”。（参见 ISO/IEC 17000 第 5.2 条）。

所谓“规定要求”是“明示的需求或期望。”规定要求可以在规范性文件（如：法规、标准、技术规范）中阐明。（见 ISO/IEC 17000 第 3.1 条）。

2、从定义了解认证

从认证的定义可以归纳出认证的几点特征：

a.认证的实施者（主体）一定是第三方。

b.认证的对象是产品、过程、体系、人员。也即，如从对象来区分，认证分为：产品认证、过程认证、体系认证、人员认证。

c.认证是由第三方来保证第一方的“对象”满足了规定要求。

（二）与认证相关的几个概念

1、认证的由来

认证概念的出现，是从产品起始的。早先，产品是否满足了标准的规定要求，是由供方（第一方）来保证的；对于有条件的顾客（第二方）可能会通过验收来辨别。然而，第一方和第二方皆因利益所在，对产品满足规定要求的结论，可信度受限制。因此，就产生了由不受供需双方利益支配的第三方来对产品满足规定要求作出证明。这就是产品认证。

1970 年 ISO 成立了“认证事务委员会”（CERTICO）【1985 年 ISO 将 CERTICO 扩展为“合格评定委员会”（CASCO）】，研究认证的开展。1980 年 ISO/CERTICO 与 IEC 联合提出了进行认证的八种制度（system）。

进行产品认证时，第三方要对第一方（供方）的产品进行检测，并且还要对供方的质量管理体系（或生产过程）进行审核。当两者都满足相应的规定要求时，第三方便发布认证标志和认证证书。

在产品认证中，有的供方不打算提供产品由第三方检测，但又希望显示他们对质量的承诺及生产合格产品的能力，因此第三方只对供方的质量管理体系进行审核。这就引出了管理体系认证。审核后，供方的管理体系满足规定要求时，第三方发布认证证书。

2、认证的种类

按照认证对象应满足的规定要求的性质来分，认证分为两种，即：自愿性认证、法规性认证【我国称强制性认证】。

从上面讲过的认证的定义中已经知道，产品、体系（即认证对

象）应满足的规定要求是在规范性文件（即：标准、技术规范、法规等的通称）中阐明的。其中，标准、技术规范是自愿执行的，而法规是强制执行的。

由此，产品、体系的规定要求由标准或技术规范阐明的，则相应的认证为自愿性认证。而产品、体系的规定要求若由法规阐明的，则相应的认证为法规性认证。

在前期讲过的“WTO/TBT 对制定和应用技术法规的要求”中已讲过，为了实现国家安全要求、防止欺诈行为、保护人类健康或安全、保护动植物声明或健康、保护环境等正当目标，WTO 各成员可以制定技术法规。该技术法规所覆盖的产品，需进行法规性认证。

【顺便提一句。我国对涉及国家安全、防止欺诈、保护人类健康安全、保护动植物生命健康、保护环境的产品规定要求，均制定强制性标准，并实施强制性产品认证。强制性标准所覆盖的产品，只有通过认证后，才可出厂、销售、进口、在经营活动中使用。

我国的强制性认证称“中国强制认证”（CCC）。强制性认证的产品目录由“国家认证认可监督管理委员会”（CNCA）会同有关行业部门制定；承担强制性认证的认证机构、检测实验室由 CNCA 通过专家评审并征求行业部门意见后指定。】

3、认证对象的规定要求

上面“认证的定义”中已介绍了认证对象规定要求的有关情况，即：认证对象（如：产品、体系）都有各自的规定要求，并在规范

性文件（即：标准、技术规范、法规等）中阐明。认证是由第三方来保证第一方的产品、体系满足了规定要求。

这里有两点需说明，一是产品、体系的规定要求可以用规范性文件的任何一种形式来阐述；二是若用标准来阐述规定要求，则可用任何一层标准。下面分别说明。

（1）从“认证”及“证明”、“规定要求”、“规范性文件”的定义可以看到，产品、体系的认证是第三方通过一些操作步骤来保证第一方的产品、体系满足了规范性文件中所阐述的规定要求。而规范性文件包括标准、技术规范、法规等，因此产品、体系的规定要求不一定非用标准阐述不可。

实际上，法规性认证用的是法规。

（2）认证的定义只强调必需由第三方来证明，保证“对象”满足了规范性文件中阐述的规定要求；而并没有涉及规定要求的提出者。

也就是说，若认证对象的规定要求由标准阐述的，则可以是国际标准、区域标准、国家标准、地方标准、其他标准（如：公司标准、协会标准）。

当然，由于国际标准、区域标准、国家标准、地方标准是“公众可获得的标准”，是“公认的技术规则”，因此比起“其他标准”更能得到公众认同。

在产品认证中，阐述产品规定要求的标准是任意一层；而体系

认证的标准是 ISO/IEC 标准，如 ISO 9001《质量管理体系-要求》、ISO 14001《环境管理体系-要求及使用指南》、ISO/IEC 27001《信息技术-安全技术-信息安全管理体系-要求》。

（三）认证机构应遵守的要求

从事认证的机构称为认证机构。

1、为了确保认证机构有能力，并以公正、一致的方式实施认证，以便使认证机构得到相关方的信任，ISO/IEC 制定了相关标准，对认证机构的能力及运行提出了要求。

对于不同的认证对象，ISO/IEC 制定了不同的对认证机构要求的标准，如:

● 产品认证：ISO/IEC 指南 65《实施产品认证制度的机构的通用要求》

● 质量管理体系认证、环境管理体系认证：ISO/IEC 17021《合格评定-提供管理体系审核和认证的机构的要求》

● 信息安全管理体系认证：ISO/IEC 27006《信息技术-安全技术-提供信息安全管理体系审核和认证的机构的要求》

2、认证机构是否满足了相应的 ISO/IEC 标准的要求，需由认可机构来证明。

认证机构必须接受认可机构的认可。

【《云计算服务交付》国际贡献】

1、Chinese National Body Contribution on Use Case of service delivery

2、Chinese National Body Contribution on Service Delivery Principle

Ad-Hoc Group Work Plan

3、Chinese National Body Contribution on Terms of Reference for the

Ad-hoc Group on Cloud Service Delivery Principle

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One Cloud Delivery typical Scenario and Use Case description

In this report, PaaS-based CRM Develop Support Service is selected as a as a typical scenario which hopes to be helpful for service delivery process description, and also we expand the scenario with four use cases from different respect of delivery success factors.

1、Scenario template：

Name：PaaS-based CRM Develop Support Service	
Description： PaaS-based CRM application use cloud computing service module SaaS（software-as-a-service）and PaaS（platform-as-a-service）to provide online Customer Relationship Management process. Without the limit of local server and architecture, customers can access the CRM system with internet remotely and use related module flexibly. Developer establishes an application-oriented enterprise Customer Relationship Management system, which combines database, application logic, system integration with customer portal and could be successfully applied to actual business processes with nothing more than Internet.	
Goals and purpose: CRM applications could be generated on CRM service support system, which extends existing CRM applications to the cloud with easy used interface and provide additional cloudburst function to handle uneven computing load.	
Actor	Roles
CRM developer	the consumer of PaaS platform provider
PaaS platform provider	the provider of CRM developer
Software layers：PaaS, SaaS	
Deployment models: Public Cloud	
Delivery Content：application running environments（PHP、java、JavaScript）, supporting basic services (load balancing service, DNS CACHE)	
Delivery Process：Apply/approve, develop and test in simulation environment, operate, monitor	
Key success factors：Availability, security, scalability, measurability	

Four representative use cases are illustrated to reflect 4 characteristics of cloud service delivery process, details are as follows:

Case1：key success factors - availability

Name：Availability protection of CRM Develop Support Service
Description: The customer service of CRM vender received a report from the end user, which CRM application could not be accessed.CRM customer service also received other users report of the same problem.

<table>
<tr><td colspan="2">After analysis, the CRM developer technical support staff found that, the CRM application code BUG cause the application can not provide normal services for user. But the PaaS platform application health monitoring system shows the CRM application is running normally, because PaaS platform is unable to monitor the CRM application business logic.
CRM developers can not fix this program BUG in the short term. So, all application instances and runtime status must be reset for recovering the CRM application to serving status. But the CRM developer wants to reset all application is very hard, the application instances and runtime status must be reset in the PaaS platform layer by the PaaS provider.
The CRM developers issue an urgent notice to the provider's customer service staff, then the customer service notice to the system administrator to reset all instance and runtime status of the CRM application. After that, the PaaS provider notice to CRM developer that CRM application was reset, then the CRM developer notice to the end user, and the recovering of CRM application was confirmed finally.
Since the CRM user found the application unusable to the CRM application is recovered, Only half-hour passed. From the annual availability of indicators, the entire PaaS platform to protect the availability of the CRM application SLA performance indicators.</td></tr>
<tr><td colspan="2">Actors and roles：</td></tr>
<tr><td>Actor</td><td>Role</td></tr>
<tr><td>CRM developer</td><td>Consumer of the services delivered the customer of PaaS provider.</td></tr>
<tr><td rowspan="2">PaaS platform provider</td><td>Supplier</td></tr>
<tr><td>Provider of the services delivered the supplier of CRM developer.</td></tr>
<tr><td colspan="2">Goals and aspirations for the UC:
Customer (CRM developer) – PaaS platform can provide the technology and services to ensure high availability of its CRM applications, in order to provide more stable and reliable CRM application services to their end users.
Supplier (PaaS provider) - Want to provide an effective means of technology and service processes to safeguard the stable operation of the PaaS platform and its application to make PaaS platform availability indicators have reached the promised SLA.</td></tr>
<tr><td colspan="2">Platform, tools and the environment needed for execution of the UC: Linux…</td></tr>
<tr><td colspan="2">Components and services required for Execution:
PaaS platform should have the mechanism of health status monitoring and early warning, to alarm automatically when detect abnormal status
Customers (CRM developers) and provider (PaaS providers) should establish rapid response processes to deal with the problem in emergency.
Suppliers (PaaS providers) need to establish the emergency recovery application to protect the platform availability</td></tr>
<tr><td colspan="2">Input params needed for initialization:
SLA , some provider components should be available necessary for accessing.</td></tr>
<tr><td colspan="2">Criteria for success: rapid reply processes and mechanisms, rapid recovery methods</td></tr>
<tr><td colspan="2">Failure conditions: BUGs are not resolved after application recovery, human error in recovery operation.</td></tr>
<tr><td colspan="2">Failure handling: consumers should repair bugs and redistribute the revised application as soon as possible. Also Providers should strengthen the personnel training, and reduce human error</td></tr>
</table>

occurs.

Case 2 key success factors- measurability

Name：Periodical resource performance report	
Description: CRM development customer（user）generates resource performance report periodically，and evaluates whether to meet with the performance value described in SLA which PaaS service provider (server side) promise to offer	
Actors and roles：	
Actor	Role
CRM development customer	User
PaaS provider	Provider
Goals and aspirations for the UC: CRM development customer can access all PaaS functions described in SLA, should have performance evaluation tools. CRM development customer should discusses evaluation method with PaaS service provider, and obtain its approval and provide resource performance evaluation report； PaaS provider should provide all PaaS functions described in SLA and discussed with user and guide performance evaluation process；	
Platform, tools and the environment needed for execution of the UC: CRM development customer have the corresponding evaluation tools； PaaS management tools needed. Communication and messaging layers on-premises and provided in both user and provider side. Support for language, runtime and tools necessary to build PaaS components.	
Components and services ,the environment needed for execution of the UC： PaaS service provider provides the corresponding functional components； Hypervisor, cloud fabric controller, storage and database service, identity/access control service；	
Input params needed for initialization： Evaluation tools need to be executing in the user side, with proper componentization. Some provider components should be available necessary for the accessing of performance evaluation tools in user side.	
Criteria for success：Can generate user side performance report；	
Failure conditions ：Evaluation tools could not operate correctly, the interrupted network , the human factors in user side and service side	
Failure handling ：To deal with according to the different conditions respectively, for example, restart evaluation tools or provider components, or solve network fault.	

Case 3 key success factors-Scalability

Name：Monitoring System and Management System
Description: CRM developer can tune the system size according to business requirement. If it's necessary, service provider can provide further help, such as continuous improvement for service optimizing, updating service catalogs, service templates, and service provider can give more consultant advisory.

Actors and roles：	
Actor	Role
CRM developer	Customer of the platform provider
PaaS platform	Provider

Goals and aspirations for the UC:
CRM developer's requirements: 1)Functions can be used; 2)Scalability can be gained whatever rapid business growth or contraction.
Provider’s requirements: 1)Functions can be used; 2)Scalability can be gained whatever rapid business growth or contraction; 3) To guide customers improving the scalability
Provider: should have monitoring and early warning mechanism to the health status of applications, and have monitoring to the match of the application load bearing capacity and business scale, once error occurs there should have the service mechanism.
CRM developers can apply resources according to the business evaluation, develop applications, deploy applications. When business grows, CRM developers can automatically start the resource within the scope of the contract based on the information of the self-monitoring system, and collaborate with the application running; When resources purchased are out of range, CRM developer more resources to the provider, and update the contract; When CRM developer finds that there’s no requirement to the minimum resources purchased according to the contract, CRM developer apply to recycle resources to provider, and update the contract.
In accordance with the CRM developer 's application, service provider reviews, approvals, and provides services according to the status of resources. Provider provides support to the running applications within contract scope based on the information from the operation monitoring system; Provider expands or recycles resources according to the requirement of CRM developer, and update the contract; Provider provides application optimization recommendations and consultant service to CRM developers, and support continues business development of CRM developers.

Platform, tools and the environment needed for execution of the UC: PaaS etc.

Components and services ,the environment needed for execution of the UC：
CRM developer self-monitoring system - CRM developer can monitor and manage the required information itself, including process status, instance status and the network connection information;
System monitoring system – Service provider can monitor and manage the required information, including system information, process status, instance status, connection information;
Management system – Service provider deals with resource scheduling and management;
Consultant service – The optimization and continuous improvement service provided by Service providers to CRM developers based on relevant information;

Input params needed for initialization：
Application health status under the monitoring mechanism, including network connectivity, system utilization (CPU, MEM, the I/O), the process of status

Criteria for success： Rapid response service mechanism, elastic expansion and recycling

Failure conditions ： Network access to the amount of burst, Shrinking business

Failure handling ： Separately deal with according to the conditions.

Network access to the amount of burst: When business grows, CRM developers can automatically start the resource, When resources purchased are out of range, CRM developers ask for more resources to the provider to start Shrinking business: When CRM developer finds that there's no requirement to the the minimum resources purchased according to the contract, CRM developer apply to recycle resources to provider, and update the contract Provider provides support to the running applications within contract scope based on the information from the operation monitoring system; Provider expands or recycles resources according to the requirement of CRM developer, and update the contract

Case4： key success factors-security

Name：Security services for CRM developer	
Description: The platform provider ensures the security of account information. The provider can ensure the data integrity of CRM developers and the data in the controllable range. The platform can prevent common computer viruses and protect against common network attacks. Monitoring and recording of the security situation, the provider can quickly trace the security issues.	
Actors and roles：	
Role	Actor
CRM developer	Customer of the platform provider,to apply for resources and access to services
PaaS platform provider	Service provider to CRM developers
	To provide resources and services to customer
Goals and aspirations for the UC: CRM developer's requirements: 1) Account information security; 2) Data integrity; 3) Data in the controllable range; Provider's requirements: 1, Account information security; 2, Data integrity; 3, Data in the controllable range; 4, Anti-cyber attack capabilities; 5, Anti-virus capabilities; 6, Ability to trace the problem. The platform provider ensures the security of account information. The provider can ensure the data integrity of CRM developers and the data in the controllable range. The platform can prevent common computer viruses and protect against common network attacks. Monitoring and recording of the security situation, the provider can quickly trace the security issues, and prevent the occurrence of similar problems in the future. CRM developers can log in normally to the platform to conduct business operations. The data which they submitted to the platform is complete and available. The data cannot be spread to the area unauthorized. In order to prevent leakage of customer information, customer account information is encrypted. Using the redundancy technology, when a computer is down, the platform provider can ensure the integrity of user data. The platform provider uses the identity, roles, permissions, and other methods to ensure the data in the controllable range. The platform can prevent common computer viruses and protect against common network attacks. Monitoring and recording of the security situation, the provider can quickly trace the security issues, and	

prevent the occurrence of similar problems in the future.
Platform, tools and the environment needed for execution of the UC: Linux…..
Components and services required for Execution: Accounts and permissions systems - - The customer account information is encrypted. To ensure the data in the controllable range; Cloud storage system - - Using the redundancy technology, when a computer is down, the platform provider can ensure the integrity of user data; Anti-virus system –The platform can prevent common computer viruses; The platform can protect against common network attacks. Monitoring and recording of the security situation, the provider can quickly trace the security issues.
Input params needed for initialization: Level of data redundancy， Network traffic cleaning mechanism， Virus database， Operations or events to trigger the logging.
Criteria for success: Safe account information; Data integrity; Data under control; Anti-cyber attack; Anti-virus; Problem tracing.
Failure conditions: One of the above success criteria is unachieved.
Failure handling: Improve account information security; enhance data integrity; intensify data controlling; improve anti-cyber attack; improve anti-virus; enhance problem tracing, to deal with according to the situations respectively

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Service Delivery Principle Ad-Hoc Group Draft Work Plan

China National Body proposes the following draft work plan outline for the Ad-Hoc Group work. Recommendations, suggestions and feedbacks are well much welcome to help solidify the plan.

1.Call for member

During SC 38 WG 3 Vancouver meeting, several national bodies have already expressed their interests in join the work. In order to welcome broader participation, China national body recommend to include a call-for-participation clause in SC38 Berlin resolution so that national bodies who cannot make a decision in Berlin will have a chance to join later (preferably before June 20th) .

2. Teleconference plan

In order to promote the work of cloud computing service delivery, some teleconferences will be hold by Ad-hoc group between two plenary meetings. Conference plans are as follows:

Topic	**Date**
Scenario & Use Case discussion	June 20, 2012
Confirm the scope of cloud computing service delivery research and discuss the difference between ISO/IEC 20000-7	July 18, 2012
Content of SD principle discussion	August 15, 2012
Discussion before stockholm meeting	September 5, 2012

Exact conference time will be negotiated with other members, and between two teleconference experts exchange ideas with emails.

3.Outline of the Ad-Hoc Group work

Step1: Call for use cases stage, from now until of first time before of teleconference, about June 19th .

Step2: Before second conference call (July 18th), research the scope of cloud computing service delivery research and discuss the difference between ISO/IEC 20000-7, complement use cases library.

Step3: Before Aug. 15th , discuss the contents of SD principle.

Step4: Before the 6th SC38 plenary meeting(about Sep. 5th), according to the actual situation WG3 determines whether the Ad-Hoc Group need to continue to exist.

Step5: Completion of the work report on Ad-Hoc Group. If find some content can be a NWI, apply for project.

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ToR of Ad-hoc Group on Cloud Service Delivery Principles

According to the recommendation (N541) of SC38 WG3 working group meeting in Vancouver,

"Recommendation 10: Ad-hoc Group on Cloud Service Delivery Principle

WG 3 discussed the establishment of an ad-hoc group on Cloud Service Delivery Principle, based on a presentation provided in SC 38 N 536.

China will submit a candidate draft for a Terms of Reference as a Berlin on-time contribution. Other National Bodies are requested to provide comments."

China National Body asks WG 3 to establish "Ad-hoc Group on Cloud Service Delivery Principles" at its Berlin meeting. This Ad-hoc group reports to WG3 regularly by F2F meetings and conference call. It will work until SC38 Stockholm meeting, and will be reconstituted if needed. China proposed the following as the ToR (Terms of Reference) for

- Study use cases and scenarios of Cloud Service Delivery, and develop potential NWIP for SC38 and standards requirements for other SC's
- Feed new terminology identified to the WG3 Cloud Vocabulary Project
- Provide input to WG3 Cloud Computing Reference Architecture project
- Provide liaison to other SDO's as necessary
- If possible, provide requirements to SC7 during draft the ISO/IEC 20000-7 Information technology – Service management – Part 7: Guidance on the application of ISO/IEC 20000-1 to the cloud.