

第 13 章 专 业 英 语

13.1 服务 (Service)

为满足顾客的需要，供方和顾客之间接触的活动以及供方内部活动所产生的结果。包括供方为顾客提供人员劳务活动完成的结果；供方为顾客提供通过人员对实物付出劳务活动完成的结果；供方为顾客提供实物使用活动完成的结果。（GB/T 15624.1-2003 服务标准化工作指南 第 1 部分 总则）

Results produced from activities between the supply-side and customers and within the supply-side, in order to meet customer needs, including results from the supply-side providing personnel labor activity to the customer, results from the supply-side providing personnel labor activity of material objects to the customer, and results from the supply-side providing utility activity of material objects to the customer. (GB/T 15624.1-2003 *Guidelines for standardization of Service, Part one General Provisions*)

13.2 信息技术 (Information Technology)

用于管理和处理信息所采用的各种技术的总称，主要应用计算机科学和通信技术来设计、开发、安装和实施信息系统及应用软件。IT 也常被称为信息和通信技术，主要包括计算机技术、通信技术和传感技术。

A generic term for an assortment of technologies used in information management and processing, mainly utilizing computer science and communication technology to design, develop, install and implement information system and application software. IT is also frequently referred to as information and communication technology, including computer technology, communication technology and sensor technology.

13.3 信息技术服务 (Information Technology Service)

供方为需方提供如何开发、应用信息技术的服务，以及供方以信息技术为手段提供支持需方业务活动的服务。（GB/T 29264-2012 信息技术服务 分类与代码）

注 1：主要表现为面向信息技术的服务和基于信息技术的服务。

注 2: 依赖于 IT 或要求掌握与 IT 相关的管理、设计、开发、集成实施、运维等技术、方法或手段, 以满足客户应用需求为目标, 面向信息系统全生命周期各个环节提供的有关设计、开发、集成实施、运维服务, 或面向客户业务运营需求、以 IT 为手段、提供支撑业务流程活动的运营服务。

The supplier provides to the demander services in regards to how to develop and apply information technology, as well as support to its business activities via means of information technology. [GB/T 29264-2012 *IT Service classification and codes*]

Note1: Mainly represented by IT-oriented service and IT-based service

Note2: Dependent on IT or mastery of technology, means, or methods of IT-related management, design, development, integration and implementation, operation and maintenance etc., aimed at satisfying customer's application needs, providing service of design, development, integration implementation, operation and maintenance etc., towards various links of a full information system life cycle; or providing operation and management service of supporting business process activities, via means of IT, towards customer's service operation needs.

13.4 信息系统 (Information System)

信息系统是由计算机硬件、网络和通信设备、计算机软件、信息资源、信息用户和规章制度组成的以处理信息流为目的的人机一体化系统。

Information system is a human-machine integrative system composed of computer hardware, network and communication equipment, computer software, information resources, information users and regulations and rules, with a purpose of processing information data.

13.5 业务流程 (Business Process)

业务流程是为达到特定的价值目标而由不同的人分别共同完成的一系列活动。活动之间不仅有严格的先后顺序限定, 而且活动的内容、方式、责任等也都必须有明确的安排和界定, 以使不同活动在不同角色之间进行流转成为可能。

Business process is a series of activities completed by different personnel, respectively doing their tasks, in order to achieve specific value objectives. There are not only strict sequential limits among these activities, but their contents, methods, and responsibilities all require explicit arrangement and definition, to enable possible transfer of different activities in many roles.

13.6 面向信息技术的服务 (IT-Oriented Service)

以咨询培训、集成开发以及运行维护等方式, 提供对信息系统的建设与支撑服务。

Utilizing methods of consultancy and training, integrated development, and operation and

maintenance etc., to provide construction and supportive service for information systems.

13.7 基于信息技术的服务 (IT-Driven Service)

利用信息系统为需方的业务提供设施、平台、软件、信息等服务。

Via information systems, provide facility, platform, software, and information etc., services for businesses on the demand-side.

13.8 信息系统集成服务 (Information System Integration Service)

基于需方业务需求提供的信息系统设计服务、集成实施服务，以及为需方软硬件系统及业务正常运行提供的支持服务。

Services provided, based on business needs on the demand-side, such as information system design and integrated implementation, as well as supportive services for the normal operation of software/hardware system and business on the demand-side.

13.9 集成实施服务 (Integration Implementation Service)

通过结构化的综合布线系统、计算机网络技术和软件技术，将各个分离的设备、功能和信息等集成到相互关联的、统一和协调的系统之中的服务。

Service that, through structural cabling system, computer network technology and software technology, incorporates separated equipment, function and information into a correlative, unified and coordinated system.

13.10 运行维护服务 (Operation Maintenance Service)

采用信息技术手段及方法，依据需方提出的服务级别要求，对其所使用的信息系统运行环境、业务系统等提供的综合服务。

Adopting IT means and methods, based on service level needs required by the demander, provides comprehensive services like information system operating environment and business system etc. that the demander uses.

13.11 运营服务 (Operation Service)

根据需方的需求提供租用软件应用系统、业务支撑平台、信息系统基础设施等的部分或全部功能的服务。

注：多数情况下，运行维护和运营是同时存在的两个活动，同一信息技术服务供方可同时提供运行维护服务和运营服务。

Based on needs of the demand-side, provides services, in part or total functions, of leasing software application system, business support platform, information system infrastructure etc.

Note: In most cases, operation and maintenance and operation and management are two coexisting activities, which can be delivered simultaneously by the same IT service provider.

13.12 信息技术服务管理 (Information Technology Service Management(ITSM))

为满足业务需求对信息技术服务进行的管理。(GB/T 24405.1-2009 信息技术 服务管理 第 1 部分 规范)

Management administrated upon IT service to meet business needs. (GB/T 24405.1-2009 *IT Service Management Part one Specifications*)

13.13 信息技术治理 (Information Technology Governance)

专注于信息技术体系及其绩效和风险管理的一组治理规则，由领导关系、组织结构和过程组成，以确保信息技术能够支撑组织的战略目标。

A set of governance rules concentrating on IT systems and its performance and risk control, consisting of leading-subordinating relationship, organizational structure, and processes, it's applied to make sure that information technology can support strategic objectives of organizations.

13.14 过程 Process

使用资源将输入转化为输出的任何一项或一组活动均可视为一个过程。(GB/T 19000-2008 质量管理体系 基础和术语)

Any one or any group of activities utilizing resources to transfer input into output can be viewed as a process. (GB/T 19000-2008 *Quality Management System Basics and Terms*)

【论文题】

试题一：论 IT 服务项目的知识管理

IT 服务的过程也是知识创造价值的过程，把 IT 服务活动中相关的知识通过整理、

分析进行知识提炼，纳入知识库，通过知识的复用、共享有助于提升组织的管理效率，降低 IT 服务成本，增值知识资产，提高运行维护服务的核心竞争力。作为系统规划与管理师，通过有效知识管理，将运维生产过程中产生的各类信息所包含的知识能够最大限度地提取、保留，通过评审后加以应用，能够提高运维响应速度和服务质量。

请围绕“IT 服务项目的知识管理”论题，分别从以下三个方面进行论述。

(1) 结合你承担的 IT 服务项目，从知识获取、知识共享、知识入库、知识评审等四方面论述知识管理应实施的活动。

(2) 概要论述 IT 服务的知识识别，以及你在项目中的实施方法。

(3) 叙述你所参与的 IT 服务项目采取的知识管理风险控制，并加以评价。

试题二：论 IT 服务的规划与设计

规划设计阶段是 IT 服务的重要阶段，规划设计从服务需求出发，终点是计出符合业务需求和成果的服务方案。在需求阶段，客户结合服务目录的定义和自身要求，提出服务级别需求，服务供方根据服务需求，进行服务模式设计、服务级别设计、服务要素设计等关键活动，同时兼顾成本控制和定价，最终形成服务级别协议、运营级别协议和支持合同。

请围绕“服务规划设计”论题，分别从以下方面进行论述。

(1) 概要叙述你参与进行规划设计的一项新服务或者变更服务的内容（新服务或者变更服务的名字，服务时间，服务对象以及服务的描述）。

(2) 结合你承担的服务规划设计任务，论述一下在规划设计阶段所要做的工作有哪些？

(3) 就上述新服务或者变更的服务，请草拟一份和用户之间的服务级别协议。