

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that: **Alibaba Cloud (Singapore) Private Limited**
3F, 51 Brash Basah Road
#04-08 Lazada One
189554
Singapore

Is included as a location on Certificate number: **ITMS 649827-108**

And BSI location is: 0047453910-108

Operates an IT SERVICE MANAGEMENT SYSTEM which complies with the requirements of ISO/IEC 20000-1:2018 for the activities detailed in the scope of registration.

Please see scope page.

For and on behalf of BSI:

Michael Lam - Managing Director Assurance, APAC

Original Registration Date: 2016-03-11

Latest Revision Date: 2024-10-16

Effective Date: 2024-11-04

Expiry Date: 2027-11-03

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Registered Scope:

The provision of management and sales of Alibaba Cloud's cloud computing products and services, including:

1. Cloud Essentials & Infrastructure

Cloud Architect Design Tools, Distributed Cloud Container Platform for Kubernetes, Cloud Control API, Alibaba Cloud DNS PrivateZone, Cloud Enterprise Network, Edge Node Service, Smart Access Gateway, ApsaraMQ for Kafka, Dynamic Content Delivery Network, Fraud Detection, Dedicated Host, WUYING Workspace, Blockchain as a Service, Container Service for Kubernetes, Edge Network Acceleration, Application High Availability Service, IPv6 Gateway, OpenAPI Explorer, Cloud Shell, Elastic Container Instance, Data Security Center, CloudConfig, Apsara File Storage for HDFS, Network Intelligence Service, Managed Service for OpenTelemetry, CloudFlow, Alibaba Cloud Linux, Identity as a Service, PrivateLink, Serverless App Engine, Cloud connector, Cloud migration hub, Microservices Engine, Storage Capacity Unit, Dragonwell, Mobile PaaS, CloudOps Orchestration Service, Elastic Compute Service, Elastic Block Storage, Auto Scaling, Container Compute Service, BatchCompute, Object Storage Service, Apsara File Storage NAS, Tablestore, CDN, Server Guard, Web Application Firewall, Anti-DDoS, Cloud Hardware Security Module (HSM), Managed Security Service, Content Moderation, Certificate Management Service (Original SSL Certificate), Security Center, Crowdsourced Security Testing, Cloud Web Hosting, Enterprise Distributed Application Service, Application Real-Time Monitoring Service, ApsaraMQ, Simple Log Service, API Gateway, Message Service, Cloud Monitor, Resource Orchestration Service, Key Management Service, Resource Access Management, ActionTrail, Server Load Balancer, Express Connect, NAT Gateway, Virtual Private Cloud, Function Compute, VPN Gateway, Elastic IP Address, Apsara Devops, Data Transport, Hybrid Cloud Storage, Cloud Storage Gateway, Bastionhost, Internet Shared Bandwidth, Data Transfer Plan, Global Accelerator, Cloud Firewall, Simple Application Server, Elastic High Performance Computing, Elastic GPU Service, Container Registry, ID Verification, Intelligent Advisor, Cloud Backup, Hybrid Disaster Recovery, ECS Bare Metal Instance, Cloud Hosting, VMware Service, Cloud Data Transfer, TransitRouter, Compute Nest, Quota Center, Managed Service for Grafana, Managed Service for Prometheus, Cloud Governance Center, Service Mesh, Drive and Photo Service, EventBridge, CloudBox, ApsaraMQ for Confluent.

2. Data Management & Services

Tair, ApsaraDB RDS, Dataphin, Hologres, GraphCompute, ApsaraDB for OceanBase, ApsaraDB RDS for MySQL, ApsaraDB for Redis, ApsaraDB for MongoDB, AnalyticDB for PostgreSQL, Data Transmission Service, Data Management, Data Integration, DataV, Quick BI, DataWorks, AnalyticDB for MySQL, MaxCompute, Realtime Compute for Apache Flink, PolarDB-X, E-MapReduce, ApsaraDB RDS for SQL Server, ApsaraDB RDS for PostgreSQL, ApsaraDB for Hbase, Lindorm, PolarDB, Elasticsearch, Database Backup, Database Autonomy Service, Data Lake Formation, ApsaraDB for ClickHouse, DataHub, ApsaraDB for MyBase.

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Registered Scope:

3. Artificial Intelligence & Machine

Learning Autodrive Cloud Develop Platform, AI Design, Machine Translation, AIRec, Cloud Traffic Control Center, Visual Compute Service, Platform for AI, Intelligent Speech Interaction, Open Search, Smart Conversation Analysis, Beebot, Cloud Contact Center, Natural Language Processing, Image search, Optimization Solver, Vector Retrieval Service, Intelligent Computing LINGJUN, Alibaba Cloud Model Studio.

4. Enterprise Services

Chat App Message Service, Apsara Video SDK, Intelligent Media Services, Savings Plans, Coupon, Real-Time Communication, Phone Number Verification Service, IoT Edge, Support plan, Trademark, IntelligentVision, CloudQuotation, Domain Names, Alibaba Cloud DNS, ApsaraVideo VOD, ApsaraVideo Media Processing, ApsaraVideo Live, IoT Platform, Short Message Service, Voice Service, Alibaba Mail, IoT Mobile Connection Package, Multiexperience Development Platform EMAS, Innovative swproduct, Energy Expert, Direct Mail, LinkedMall, Cell Phone Number Service.

提供阿里云云计算产品及服务的管理和销售, 包括:

1. Cloud Essentials & Infrastructure

Cloud Architect Design Tools, Distributed Cloud Container Platform for Kubernetes, Cloud Control API, Alibaba Cloud DNS PrivateZone, Cloud Enterprise Network, Edge Node Service, Smart Access Gateway, ApsaraMQ for Kafka, Dynamic Content Delivery Network, Fraud Detection, Dedicated Host, WUYING Workspace, Blockchain as a Service, Container Service for Kubernetes, Edge Network Acceleration, Application High Availability Service, IPv6 Gateway, OpenAPI Explorer, Cloud Shell, Elastic Container Instance, Data Security Center, CloudConfig, Apsara File Storage for HDFS, Network Intelligence Service, Managed Service for OpenTelemetry, CloudFlow, Alibaba Cloud Linux, Identity as a Service, PrivateLink, Serverless App Engine, Cloud connector, Cloud migration hub, Microservices Engine, Storage Capacity Unit, Dragonwell, Mobile PaaS, CloudOps Orchestration Service, Elastic Compute Service, Elastic Block Storage, Auto Scaling, Container Compute Service, BatchCompute, Object Storage Service, Apsara File Storage NAS, Tablestore, CDN, Server Guard, Web Application Firewall, Anti-DDoS, Cloud Hardware Security Module (HSM), Managed Security Service, Content Moderation, Certificate Management Service (Original SSL Certificate), Security Center, Crowdsourced Security Testing, Cloud Web Hosting, Enterprise Distributed Application Service, Application Real-Time Monitoring Service, ApsaraMQ, Simple Log Service, API Gateway, Message Service, Cloud Monitor, Resource Orchestration Service, Key Management Service, Resource Access Management, ActionTrail, Server Load Balancer, Express Connect, NAT Gateway, Virtual Private Cloud, Function Compute, VPN Gateway, Elastic IP Address, Apsara Devops, Data Transport, Hybrid Cloud Storage, Cloud Storage Gateway, Bastionhost, Internet Shared Bandwidth, Data Transfer Plan, Global Accelerator, Cloud Firewall, Simple Application Server, Elastic High Performance Computing, Elastic GPU Service, Container Registry, ID Verification, Intelligent Advisor, Cloud Backup, Hybrid Disaster Recovery, ECS Bare Metal Instance, Cloud Hosting, VMware Service, Cloud Data Transfer, TransitRouter, Compute Nest, Quota Center, Managed Service for Grafana, Managed Service for Prometheus, Cloud Governance Center, Service Mesh, Drive and Photo Service, EventBridge, CloudBox, ApsaraMQ for Confluent.

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3. Artificial Intelligence & Machine Learning

Autodrive Cloud Develop Platform, AI Design, Machine Translation, AIRec, Cloud Traffic Control Center, Visual Compute Service, Platform for AI, Intelligent Speech Interaction, Open Search, Smart Conversation Analysis, Beebot, Cloud Contact Center, Natural Language Processing, Image search, Optimization Solver, Vector Retrieval Service, Intelligent Computing LINGJUN, Alibaba Cloud Model Studio.

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Registered Activities:

The provision of cloud computing data center operation and maintenance services based on third-party IDC.
基于第三方 IDC 提供云计算数据中心的运行维护服务。

Location

ALIBAB-0047453910-014	新加坡 可用区A	Singapore Zone A
ALIBAB-0047453910-015	硅谷 可用区A	Silicon Valley Zone A
ALIBAB-0047453910-016	硅谷 可用区B	Silicon Valley Zone B
ALIBAB-0047453910-017	香港 可用区B	Hong Kong Zone B
ALIBAB-0047453910-019	新加坡 可用区B	Singapore Zone B
ALIBAB-0047453910-020	法兰克福 可用区A	Frankfurt Zone A
ALIBAB-0047453910-022	迪拜 可用区A	Dubai Zone A
ALIBAB-0047453910-023	弗吉尼亚 可用区A	Virginia Zone A
ALIBAB-0047453910-039	香港 可用区C	Hong Kong Zone C
ALIBAB-0047453910-042	法兰克福 可用区B	Frankfurt Zone B
ALIBAB-0047453910-043	新加坡 可用区C	Singapore Zone C
ALIBAB-0047453910-044	弗吉尼亚 可用区B	Virginia Zone B
ALIBAB-0047453910-045	吉隆坡 可用区A	Kuala Lumpur Zone A
ALIBAB-0047453910-046	吉隆坡 可用区B	Kuala Lumpur Zone B
ALIBAB-0047453910-047	雅加达 可用区A	Jakarta Zone A
ALIBAB-0047453910-048	东京 可用区A	Tokyo Zone A
ALIBAB-0047453910-054	伦敦 可用区A	London Zone A
ALIBAB-0047453910-056	伦敦 可用区B	London Zone B
ALIBAB-0047453910-059	东京 可用区B	Tokyo Zone B
ALIBAB-0047453910-062	雅加达 可用区B	Jakarta Zone B
ALIBAB-0047453910-092	马尼拉 可用区A	Manila Zone A
ALIBAB-0047453910-095	曼谷 可用区A	Bangkok Zone A
ALIBAB-0047453910-097	香港 可用区D	Hongkong Zone D
ALIBAB-0047453910-103	东京 可用区C	Tokyo Zone C
ALIBAB-0047453910-104	雅加达 可用区C	Jakarta Zone C
ALIBAB-0047453910-105	首尔 可用区A	Soul Zone A
ALIBAB-0047453910-106	法兰克福 可用区C	Frankfurt Zone C

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