bsi.

By Royal Charter

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM

This is to certify that:

Alibaba Cloud Computing Ltd.
Block 1, Apsara Park
Shilongshan Road, Zhuantang
Xihu District
Zhejiang
311121
China

阿里云计算有限公司
中国
浙江省
杭州市西湖区
转塘石龙山路
阿里云飞天园区 1 号楼
311121

Holds certificate No: ITMS 649827

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.

For and on behalf of BSI:

Chris Cheung, Head of Compliance & Risk - Asia Pacific

Originally Registration Date: 11/03/2016

Expiry Date: 10/03/2022

ANAB ACCREDITED ISO/IEC 17021 MANAGEMENT SYSTEMS CERTIFICATION BODY

...making excellence a habit.™

This certificate is not the legal certificate and is for presentation purposes only.
Refer to the legal certificate for full details of schemes and scopes.
This certificate remains the property of BSI and is bound by the conditions of contract.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: +44 845 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.

Certificate No: ITMS 649827

Registered Scope:

The management of IT service in the following areas: The provision of Alibaba cloud's cloud computing services, including:
---Cloud Computing Infrastructure Services (Elastic Compute Service, Block Storage, Auto Scaling, BatchCompute, Resource Orchestration Service, Function Compute, Simple Application Server, Elastic HPC, Container Registry, ECS Bare Metal Instance, Super Computing Cluster, Dedicated Host, Alibaba Cloud Container Service for Kubernetes, Elastic Container Instance, FunctionFlow, Elastic GPU Service, Graphics WorkStation, app service, ApsaraDB for MySQL, ApsaraDB for Redis, ApsaraDB for MongoDB, ApsaraDB for Memcache, AnalyticDB for PostgreSQL, Data Management, Table Store, AnalyticDB for MySQL, Distributed Relational Database Service, ApsaraDB for SQL Server, ApsaraDB for PostgreSQL, ApsaraDB for PPAS, ApsaraDB for Hbase, ApsaraDB for POLARDB, Database Backup, Hybrid Cloud Database Management, Data Lake Analytics, Graph Database, Database Expert Service, Object Storage Service, Apsara File Storage NAS, Hybrid Cloud Storage Array, Cloud Storage Gateway, Hybrid Backup, Hybrid Disaster Recovery, Intelligent Media Management, Express Connect, Data Transfer Plan, Global Acceleration, Server Load Balancer, NAT Gateway, Virtual Private Cloud, VPN Gateway, Elastic IP Address, Shared bandwidth, Alibaba Cloud DNS PrivateZone, Cloud Enterprise Network, Smart Access Gateway, Alibaba Cloud CDN, P2P CDN, scdn, edge node service, dcdn, Enterprise Distributed Application Service, Message Queue, Performance Testing, Message Service, Global Transaction Service, Application Configuration Management, MQ for Kafka, Application High Availability Service, Data Transmission, Lightning Cube, Adavanced Database & Application Migration, OpenAPI Explorer, Cloud Shell, Application Real-Time Monitoring Service, Cloud Monitor, Intelligent Advisor)
---Big Data (Quick BI, Log Service, Open Search, Elasticsearch, MaxCompute, Realtime Compute（StreamCompute）, E-MapReduce, Dataphin, Data Integration, DataWorks, AIRec, DataV)
---Security (Identity as a service, Threat Detection , KeyManagementService, Resource Access Management, ActionTrail, bastionhost, Anti-DDoS Pro, gameshield, Cloud Firewall, Alibaba Content Security Service, ID Verification, Fraud Detection, Web Application Firewall, SSL Certificates Service, Cloud Security Scanner, Anti-Bot Service, Server Guard, Data Encryption Service, dbaudit, Sensitive Data Discovery and Protection, Managed Security Service, Crowdsourced Security Testing)
---Enterprise Applications (AI Design, Smart Conversation Analysis, BeeBot, Elastic Web Hosting, Domain, Alibaba Cloud DNS, Cloud Web Hosting, HTTPDNS, API Gateway, Direct Mail, Alibaba Mail, Robotic Process Automation, Cloud Display, Resource Management, Alibaba Cloud Mobile Push, Mobile Analytics, Mobile Hotfix, Mobile Feedback, Mobile Testing, Mini Program Cloud, video surveillance system, IntelligentVision, ApsaraVideo for VOD, ApsaraVideo for Media Processing, ApsaraVideo for Live, Real-Time Communication, Blockchain as a Service, DingTalk Suit)
---Artificial Intelligence (Machine Learning, Intelligent Speech Interaction, OCR, Face Service, Image Recognition, Natural Language Processing, image search, intelligent mobility engine, Visual Compute Service)
---Internet of Things (LinkAnalytics, IoT Platform, Time Series and Spatial-Temporal Database, IoV Command Center, Internet Device ID, Security Operation Center, Fireware Security Scanner, Alibaba Cloud Link WAN, IoT Edge, LinkVisual)
---Developer Service (Apsara Devops, CodePipeline, Node.js Performance Platform, Tracing Analysis)
Registration address: Building 8, No.16 Zhuantang Technogoly Economic Zone, Xihu District, Hangzhou, Zhejiang

IT 服务管理覆盖以下范围：提供阿里云云计算服务，包括：
---云计算基础服务（云服务器 ECS、块存储、弹性伸缩、批量计算、资源编排、函数计算、轻量应用服务器、弹性高性能计算 E-HPC、容器镜像服务、弹性裸金属服务器、超级计算集群、专有宿主机、容器服务 Kubernetes 版、弹性容器实例 ECI、函数工作流、GPU 云服务器、图形工作站、Web 应用托管服务、云数据库 MySQL 版、云数据库 Redis 版、云数据库 MongoDB 版、云数据库 Memcache 版、分析型数据库 PostgreSQL 版、数据管理、表格存储、分析型数据库 MySQL 版、分布式关系型数据库服务、云数据库 SQL Server 版、云数据库 PostgreSQL 版、云数据库 PPAS 版、云数据库 HBase 版、云数据库 POLARDB、数据库备份、混合云数据库管理、Data Lake Analytics、图数据库、数据库专家服务、对象存储、文件存储 NAS、混合云存储阵列、云存储网关、混合云备份服务、混合云容灾服务、智能媒体管理、高速通道、共享流量包、全球加速、负载均衡、NAT 网关、专有网络 VPC、VPN 网关、弹性公网 IP、共享带宽、云解析 PrivateZone、云企业网、智能接入网关、CDN、PCDN、安全加速 SCDN、边缘节点服务 ENS、全站加速、企业级分布式应用服务、消息队列 MQ、性能测试、消息服务、全局事务服务、应用配置管理、消息队列 Kafka、应用高可用服务、数据传输、闪电立方、数据库和应用迁移、OpenAPI Explorer、云命令行、应用实时监控服务、云监控、智能顾问）
---大数据（Quick BI、日志服务、开放搜索、Elasticsearch、大数据计算服务、实时计算（流计算）、E-MapReduce、智能数据构建与管理 Dataphin、数据集成、DataWorks、智能推荐、DataV 数据可视化）
---安全（应用身份服务、云安全中心（态势感知）、密钥管理服务、访问控制、操作审计、堡垒机、DDoS 高防 IP、游戏盾、云防火墙、内容安全、实人认证、风险识别、Web 应用防火墙、SSL 证书（CA 证书服务、数据安全）、漏洞扫描、爬虫风险管理、云安全中心（安骑士）、加密服务、数据库审计、敏感数据保护、安全管家、安全众测）
---企业应用（智能设计、智能对话分析、云小蜜、弹性 Web 托管、域名、云解析 DNS、云虚拟主机、HTTPDNS、API 网关、邮件推送、阿里邮箱、机器人流程自动化、云投屏、资源管理、移动推送、移动数据分析、移动热修复、移动用户反馈、移动测试、小程序云、视频监控、智能视觉、视频点播、媒体处理、视频直播、音视频通信、区块链服务、钉钉移动办公智能硬件套件）
---人工智能（机器学习、智能语音交互、印刷文字识别、人脸识别、图像识别、自然语言处理、图像搜索、智能出行引擎、视觉计算服务）
---物联网（物联网数据分析服务、物联网平台、时序时空数据库、智联车管理云平台、物联网设备身份认证、物联网安全运营平台、物联网固件安全检测、物联网络管理平台、物联网边缘计算、物联网智能视频服务）
---开发者服务（云效、CodePipeline、Node.js 性能平台、链路追踪）
注册地址：浙江省杭州市西湖区转塘科技经济区块 16 号 8 幢

Originally Registration Date: 11/03/2016 Expiry Date: 10/03/2022

This certificate is not the legal certificate and is for presentation purposes only.
Refer to the legal certificate for full details of schemes and scopes.
This certificate remains the property of BSI and is bound by the conditions of contract.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: +44 845 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.

Certificate No: ITMS 649827

Registered Activities:

The management of IT service in the following areas: The provision of cloud computing data center operation and maintenance services based on third-party IDC. In association with ISO/IEC 27001 certificate IS 591687.
Registration address: Building 8, No.16 Zhuantang Technogoly Economic Zone, Xihu District, Hangzhou, Zhejiang

IT 服务管理覆盖以下范围：基于第三方 IDC 提供云计算数据中心的运行维护服务。
注册地址：浙江省杭州市西湖区转塘科技经济区块 16 号 8 幢

Location	
ALIBAB-0047453910-003	Hangzhou 杭州
ALIBAB-0047453910-004	Hangzhou 杭州
ALIBAB-0047453910-005	Hangzhou 杭州
ALIBAB-0047453910-006	Beijing 北京
ALIBAB-0047453910-007	Beijing 北京
ALIBAB-0047453910-008	Beijing 北京
ALIBAB-0047453910-009	Shanghai 上海
ALIBAB-0047453910-010	Shanghai 上海
ALIBAB-0047453910-011	Shenzhen 深圳
ALIBAB-0047453910-012	Shenzhen 深圳
ALIBAB-0047453910-013	Qingdao 青岛
ALIBAB-0047453910-014	Singapore 新加坡
ALIBAB-0047453910-015	USA 美国
ALIBAB-0047453910-016	USA 美国
ALIBAB-0047453910-017	Hong Kong 香港
ALIBAB-0047453910-019	Singapore 新加坡
ALIBAB-0047453910-020	Australia 澳大利亚
ALIBAB-0047453910-021	Germany 德国
ALIBAB-0047453910-022	United Arab Emirates 阿联酋迪拜
ALIBAB-0047453910-023	USA 美国
ALIBAB-0047453910-025	Beijing 北京
ALIBAB-0047453910-026	Beijing 北京
ALIBAB-0047453910-027	Shenzhen 深圳

Originally Registration Date: 11/03/2016 Expiry Date: 10/03/2022

This certificate is not the legal certificate and is for presentation purposes only.
Refer to the legal certificate for full details of schemes and scopes.
This certificate remains the property of BSI and is bound by the conditions of contract.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: +44 845 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.

Certificate No: ITMS 649827

Location	
ALIBAB-0047453910-028	Zhangjiakou 张家口
ALIBAB-0047453910-029	Zhangjiakou 张家口
ALIBAB-0047453910-031	Qingdao 青岛
ALIBAB-0047453910-032	Shanghai 上海
ALIBAB-0047453910-033	Shanghai 上海
ALIBAB-0047453910-034	Hangzhou 杭州
ALIBAB-0047453910-035	Hangzhou 杭州
ALIBAB-0047453910-036	Hangzhou 杭州
ALIBAB-0047453910-038	Inner Mongolia 内蒙古
ALIBAB-0047453910-039	Hong Kong 香港
ALIBAB-0047453910-040	Inner Mongolia 内蒙古
ALIBAB-0047453910-041	Australia 澳大利亚
ALIBAB-0047453910-042	Germany 德国
ALIBAB-0047453910-043	Singapore 新加坡
ALIBAB-0047453910-044	USA 美国
ALIBAB-0047453910-045	Malaysia 马来西亚
ALIBAB-0047453910-046	Malaysia 马来西亚
ALIBAB-0047453910-047	Indonesia 印度尼西亚
ALIBAB-0047453910-048	Japan 日本
ALIBAB-0047453910-049	India 印度
ALIBAB-0047453910-051	Shanghai 上海
ALIBAB-0047453910-052	Beijing 北京
ALIBAB-0047453910-054	UK 英国
ALIBAB-0047453910-055	Shenzhen 深圳
ALIBAB-0047453910-056	UK 英国
ALIBAB-0047453910-057	Shanghai 上海
ALIBAB-0047453910-058	Hangzhou 杭州
ALIBAB-0047453910-059	Japan 日本
ALIBAB-0047453910-060	Shanghai 上海
ALIBAB-0047453910-061	Shenzhen 深圳
ALIBAB-0047453910-062	Indonesia 印度尼西亚
ALIBAB-0047453910-063	India 印度

Originally Registration Date: 11/03/2016 Expiry Date: 10/03/2022

This certificate is not the legal certificate and is for presentation purposes only.
Refer to the legal certificate for full details of schemes and scopes.
This certificate remains the property of BSI and is bound by the conditions of contract.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: +44 845 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.