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**ITIL**

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**Abbreviations And Acronyms**





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**Abstract**

*This document provides the abbreviations and acronyms to be used throughout the IT Infrastructure Library (ITIL) processes. All abbreviations are presented in the singular, but are equally applicable to the plural.*



## Modification History

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0.2	27.01.2007	Alexander Gola	Changed company address, enhancements
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## 1 Scope

This document provides the abbreviations and acronyms to be used throughout the (IT Infrastructure Library) ITIL processes.



## 2 Abbreviations and Acronyms

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## **A**

### **Absorbed Overhead**

Overhead which is included in costs of specific products or saleable services, in a given period of time. Under- or over-absorbed overhead. The difference between overhead cost incurred and overhead cost absorbed: it may be split into its two constituent parts for control purposes.

(Financial Management)

### **Absorption Costing**

A principle whereby fixed as well as variable costs are allotted to cost units and total overheads are absorbed according to activity level. The term may be applied where production costs only or costs of all functions are so allotted.

### **ACC**

Accommodation Cost Center

### **Accounting Period**

A period of time for which budgets, charges, depreciation and other financial calculations are made. Usually one year. (Financial Management)

### **Action Lists**

Defined actions, allocated to recovery teams and individuals, within a phase of a plan. These are supported by reference data.

### **Activity**

A set of actions designed to achieve a particular result. Activities are usually defined as part of processes or plans and are documented in procedures.

### **ACU**

Accommodation Cost Unit

### **Agreed Service Time**

A synonym for service hours, commonly used in formal calculations of availability. (Availability Management)

### **Agreement**

A document that describes a formal understanding between two or more parties. An agreement is not legally binding, unless it forms part of a contract.

### **Alert Phase**

The first phase of a business continuity plan in which initial emergency procedures and damage assessments are activated.

### **Allocated Cost**

A cost that can be directly identified with a business unit. (Financial Management)

### **AMDB**

See "Availability Management Database"

### **Analytical Modeling**



A technique that uses mathematical models to predict the behavior of a configuration item or IT service. (Capacity Management, Availability Management)

**ANSI**

American National Standards Institute

**Application**

Software that provides functions that are required by an IT service. Each application may be part of more than one IT service. An application runs on one or more servers or clients.

**Application Service Provider**

An external service provider that provides IT services using applications running at the service providers premises.

**Application Sizing**

The activity responsible for understanding the resource requirements needed to support a new application or a major change to an existing application. Application sizing helps to ensure that the IT service can meet its agreed service level targets for capacity and performance. (Capacity Management)

**Apportioned Cost**

A cost that is shared by a number of business units (an indirect cost). This cost must be shared out between these units on an equitable basis. (Financial Management)

**ASP**

See "Application Service Provider"

**Assembly Configuration Item**

A configuration item that is made up from a number of other configuration items. (Configuration Management)

**Asset**

A component of a business process. Assets can include people, accommodation, computer systems, networks, paper records, fax machines, etc.

**Asset Management**

Asset management is the business process responsible for tracking and reporting the value and ownership of financial assets throughout their lifecycle. (Financial Management)

**Asset Register**

A list of assets, which includes their ownership and value. The asset register is maintained by Asset Management. (Financial Management)

**Assurance**

The activity that obtains management agreement that a process, plan or other deliverable is complete, accurate, reliable and meets its specified requirements. Assurance is different from audit, which is more concerned with compliance to a formal standard.

**AST**

See "Agreed Service Time"



**ATM**

Auto Teller Machine

**Attribute**

A piece of information about a configuration item. Examples are name, location, version number and cost. Attributes of configuration items are recorded in the Configuration Management Database (CMDB).

**Audit**

Formal inspection and verification to check whether a standard or set of guidelines is being followed, that records are accurate or that efficiency and effectiveness targets are being met. An audit may be carried out by internal or external groups.

**Availability**

Ability of a configuration item or IT service to perform its agreed function when required. Availability is determined by reliability, maintainability, serviceability, performance and security. It is usually expressed as the availability ratio, i.e. the proportion of time that the service is actually available for use by the customers within the agreed service hours.

**Availability Management**

The process responsible for defining, analyzing, planning, measuring and improving all aspects of the availability of IT services. Availability Management is responsible for ensuring that all IT infrastructure, processes, tools, roles etc are appropriate for the agreed service level targets for availability.

**Availability Management Database**

A database containing all data needed to support Availability Management. This database may be part of the Configuration Management Database (CMDB). (Availability Management)



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## **B**

### **Balance Check**

A calculation to verify that the sum of all individual costs or charges equals the total cost or charge. Used to check that all amounts have been fully accounted for. (Financial Management)

### **Balanced Scorecard**

A management tool enables a strategy to be broken down into key performance indicators. Performance against the key performance indicators is used to demonstrate how well the strategy is being achieved. A balanced scorecard has 4 major areas, each of which has a small number of key performance indicators. The same 4 areas are considered at different levels of detail throughout the organisation. It helps to focus, not only on the financial targets but also on the internal processes, customers and learning and growth issues.

### **Baseline**

A snapshot or a position which is recorded. Although the position may be updated later, the baseline remains unchanged and available as a reference of the original state and as a comparison against the current position (PRINCE2). See also "Configuration Baseline"

### **Baseline Security**

The minimum level of security required throughout an Organisation. (Security Management)

### **BCM**

See "Business Continuity Management"

### **Benchmark**

A baseline used as a reference point.

### **Best Practice**

A proven activity or process that has been successfully used by multiple organisations. ITIL is an example of best practice.

### **BIA**

See "Business Impact Analysis"

### **BITA**

See "Business IT Alignment"

### **Brainstorming**

A technique that helps a team to generate ideas. Ideas are not reviewed during the brainstorming session, but at a later stage. (Problem Management)

### **BRM**

See "Business Relationship Management"

### **BS15000**

The British Standards Institution Specification and Code of Practice for IT Service Management. BS 15000 is based on ITIL best practice and has been superseded by ISO/IEC 20000.

### **BS7799**



British Standards Institution Specification and Code of Practice for Information Security Management. BS 7799 has been superseded by ISO/IEC 17799 and ISO/IEC 27001.

**BSI**

British Standards Institute

**Budget**

A list of all the money an organisation or business unit plans to receive and plans to pay out, over a specified period of time. (Financial Management)

**Budgeting**

The activity of predicting and controlling the spending of money. Consists of a periodic negotiation cycle to set future budgets and the day-to-day monitoring and adjusting of current budgets. (Financial Management)

**Build**

The activity of assembling a number of configuration items to create part of an IT service. (Release Management)

**Business Capacity Management**

Business Capacity Management is the activity responsible for understanding future business requirements for use in the capacity plan. (Capacity Management)

**Business Case**

A justification for a significant item of expenditure. Includes information about costs, benefits, options, issues, risks and possible problems.

**Business Continuity Management**

Business Continuity Management is the business process which sets the objectives, scope and requirements for IT service Continuity Management. It is responsible for managing risks that could seriously impact the business. Also the process ensures that the business can always operate to a minimum agreed level, by reducing the risk to an acceptable level and planning to restore business processes. (IT Service Continuity Management)

**Business Continuity Plan**

A plan defining the steps required to restore business processes following a disruption. The plan will also identify the triggers for invocation, people to be involved, communications etc. IT Service Continuity Plans form a significant part of Business Continuity Plans. (IT Service Continuity Management)

**Business Function**

A business unit within an organisation, e.g. a department, division or branch.

**Business Impact Analysis**

This analysis is the activity in Business Continuity Management that identifies vital business functions and their dependencies. These dependencies may include suppliers, people, other business processes, IT services



etc. It defines the recovery requirements for IT services, which include recovery time objectives, recovery point objectives and minimum service level targets for each IT service. (IT Service Continuity Management)

### **Business IT Alignment**

Understanding how the IT service provider provides value to the business and ensuring that IT strategy, plans and services support the business objectives and vision.

### **Business Objective**

The objective of a business process or of the business as a whole. Business objectives support the business vision, provide guidance for the IT strategy and are often supported by IT services.

### **Business Process**

A group of business activities undertaken by an organisation in pursuit of a common goal. Typical business processes include receiving orders, marketing services, selling products, delivering services, distributing products, invoicing for services, accounting for money received. A business process usually depends upon several business functions for support, e.g. IT, personnel, accommodation. A business process rarely operates in isolation, i.e. other business processes will depend on it and it will depend on other processes.

### **Business Recovery Objective**

The desired time within which business processes should be recovered and the minimum staff, assets and services required within this time.

### **Business Recovery Plan Framework**

A template business recovery plan (or set of plans) produced to allow the structure and proposed contents to be agreed before the detailed business recovery plan is produced.

### **Business Recovery Plan**

A document that describe the roles, responsibilities and actions necessary to resume business processes following a business disruption.

### **Business Recovery Team**

A defined group of personnel with a defined role and subordinate range of actions to facilitate recovery of a business function or process.

### **Business Relationship Management**

The process responsible for maintaining a relationship with the business. This process usually includes managing personal relationships with business managers and to ensuring that the IT service provider is satisfying the business needs of the customers. This process has strong links with Service Level Management.

### **Business Service**



A service that is delivered to business customers by business units. Successful delivery of business services often depends on one or more IT services.

**Business Unit**

A segment of the business entity by which both revenues are received and expenditure are caused or controlled, such revenues and expenditure being used to evaluate segmental performance.



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## C

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### **CAB**

See "Change Advisory Board"

### **CAE**

Common Application Environment

### **Call**

A phone call to the service desk from a user. It could result in an incident or a service request being logged. (Incident Management)

### **Call Type**

A category that is used to distinguish incoming requests to a service desk. Common call types are incident, service request and complaint. (Incident Management)

### **Capacity**

The maximum throughput that a configuration item or IT service can deliver whilst meeting agreed service level targets. For some types of configuration items, capacity may be the size or volume, for example a disk drive. (Capacity Management)

### **Capacity Management**

The process responsible for ensuring that the capacity of IT services and the IT infrastructure is able to deliver agreed service level targets in a cost effective and timely manner. Capacity Management considers all resources required to deliver the IT service and plans for short, medium and long term business requirements.

### **Capacity Management Database**

A database containing all data needed to support Capacity Management. The Capacity Management Database (CDB) is usually separate from the Configuration Management Database (CMDB), because it contains large amounts of rapidly changing data. (Capacity Management)

### **Capacity Plan**

A capacity plan is used to manage the resources required to deliver IT services. The plan contains scenarios for different predictions of business demand and costed options to deliver the agreed service level targets. (Capacity Management)

### **Capital Costs**

Typically those cost applying to the physical (substantial) assets of the organisation. Traditionally this was the accommodation and machinery necessary to produce the enterprises product. Capital costs are the purchase or major enhancement of fixed assets. (Financial Management)

### **Capital Expenditure (CAPEX)**

Synonym for capital costs.

### **Capital Investment Appraisal**



The process of evaluating proposed investment in specific fixed assets and the benefits to be obtained from their acquisition. The techniques used in the evaluation can be summarized as non-discounting methods (i.e. simple pay-back), return on capital employed and discounted cash flow methods (i.e. yield, net present value and discounted pay-back).

**Capital Item**

Synonym for an asset that is of interest to Financial Management because it is above an agreed financial value. (Financial Management)

**Capitalisation**

The process of identifying major expenditure as capital, whether there is a substantial asset or not, to reduce the impact on the current financial year of such expenditure. The most common item for this to be applied to is software, whether developed in-house or purchased.

**Category**

Classification of a group of configuration items, change documents or problems.

**CCTA**

Central Computer and Telecommunication Agency

**CDB**

See "Capacity Management Database"

**CFIA**

See "Component Failure Impact Analysis"

**Change**

The addition, modification or removal of approved, supported or base lined hardware, network, software, application, environment, system, desktop build or associated documentation.

**Change Advisory Board**

A group of people who can give expert advice to Change Management on the implementation of changes. This board is likely to be made up of representatives from all areas within IT and representatives from business units. (Change Management)

**Change Advisory Board / Emergency Committee (CAB/EC)**

A sub-set of the change advisory board who make decisions about emergency changes. Membership of the CAB/EC may be decided at the time a meeting is called and depends on the nature of the emergency change. (Change Management)

**Change Authority**

A group that is given the authority to approve change, e.g. by the project board. Sometimes referred to as the configuration board.

**Change Control**

The procedure to ensure that all changes are controlled, including the submission, analysis, decision making,



approval, implementation and post-implementation of the change.

**Change Document**

A request for change, change control form, change order, change record.

**Change History**

Auditable information that records, for example, what was done, when it was done, by whom and why.

**Change Log**

A log of requests for change raised during the project, showing information on each change, its evaluation, what decisions have been made and its current status, e.g. raised, reviewed, approved, implemented, closed.

**Change Management**

The process is responsible for controlling the lifecycle of all changes. The primary objective of Change Management is to enable beneficial changes to be made, with minimum disruption to IT services.

**Change Record**

A record containing details of which configuration items are affected by an authorised change (planned or implemented) and how.

**Charging**

The process of establishing charges in respect of business units and raising the relevant invoices for recovery from customers. (Financial Management)

**CI**

See "Configuration Item"

**Classification**

Process of formally grouping configuration items by type e.g. software, hardware, documentation, environment, application.

Process of formally identifying changes by type e.g. project scope change request, validation change request, infrastructure change request.

**Closure**

When the customer is satisfied that an incident has been resolved.

**CMDB**

See "Configuration Management Database"

**COBIT**

Control Objectives for Information and related Technology (COBIT) provides guidance and best practice for the management of IT processes. COBIT is published by the IT Governance Institute.

**Cold Stand-by**

See "Gradual Recovery"

**Command, Control and Communications**

The process which an organisation retains overall coordination of its recovery effort during invocation of business recovery plans. This term is typically used in



the management of major incidents, business continuity and IT service continuity.

**Compliance**

Ensuring that a standard or set of guidelines is followed.

**Component**

A general term that is used to mean one part of something more complex. Components that need to be managed should be configuration items. (Configuration Management)

**Component Configuration Item**

A configuration item that is part of an assembly configuration item. (Configuration Management)

**Component Failure Impact Analysis**

A technique that helps to identify the impact of configuration item failure on IT services. A matrix is created with IT services on one edge and configuration items on the other. This enables the identification of critical configuration items (that could cause the failure of multiple IT services) and of fragile IT services (that have multiple single points of failure). (Problem Management, Availability Management)

**Configuration Baseline**

Configuration of a product or system established at a specific point in time, which captures both the structure and details of the product or system and enables that product or system to be rebuilt at a later date. See also "Baseline"

**Configuration Type**

A category that is used to classify configuration items. These types identifies the required attributes and relationships for a configuration record. Common configuration item types include hardware, document, user etc. (Configuration Management)

**Confidentiality**

A security principle that requires that data should only be accessed by authorized people. (Security Management)

**Configuration**

A generic term, used to describe a group of configuration items that work together to deliver an IT service or a recognizable part of an IT service. Configuration is also used to describe the parameter settings for one or more configuration items.

**Configuration Control**

Activities comprising the control of changes to configuration items after formally establishing its configuration documents. It includes the evaluation, coordination, approval or rejection of changes. The implementation of changes includes changes, deviations and waivers that impact on the configuration. (Configuration Management)

**Configuration Documentation**



Documents that define requirements, system design, builds, production and verification for a configuration item. (Configuration Management)

### **Configuration Identification**

Activities that determine the product structure, the selection of configuration items and the documentation of these items physical and functional characteristics including interfaces and subsequent changes. It includes the allocation of identification characters or numbers to the configuration items and their documents. It also includes the unique numbering of configuration control forms associated with changes and problems. (Configuration Management)

### **Configuration Item**

Component of an infrastructure - or an item, such as a request for change, associated with an infrastructure - which is (or is to be) under the control of Configuration Management. Configuration items may vary widely in complexity, size and type - from an entire system to a single module or a minor hardware component. (Configuration Management)

### **Configuration Management**

The process responsible for maintaining information about configuration items required delivering an IT service, including their relationships. This information is managed throughout the lifecycle of the configuration item. The primary objective of Configuration Management is to underpin the delivery of IT services by providing accurate data to all IT service management processes when and where it is needed.

### **Configuration Management Database**

A database used to manage records throughout their lifecycle. The database records the attributes of each configuration item and relationships with other items. This database may also contain other information linked to configuration items, for example incident, problem or change records. The database is maintained by Configuration Management and is used by all IT service management processes. (Configuration Management)

### **Configuration Management Plan**

A document setting out the organisation and procedures for the Configuration Management of a specific product, project, system, support group or service. (Configuration Management)

### **Configuration Management Tool**

A software product providing automatic support for change, configuration or version control.

### **Configuration Record**

A record which contains the details of a configuration item. Each record documents the lifecycle of a single item. (Configuration Management)

### **Configuration Structure**



A hierarchy of all the configuration items that comprise a configuration.

### **Configuration Verification and Audit**

The activities responsible for ensuring that information in the Configuration Management Database is accurate and that all configuration items have been identified and recorded. Configuration verification includes routine checks that are part of other processes. (Configuration Management)

### **Contingency Planning**

Planning to address unwanted occurrences that may happen at a later time. Traditionally, the term has been used to refer to planning for the recovery of IT systems rather than entire business processes.

### **Continuous Planning**

An approach or design to achieve 100% availability. (Availability Management)

### **Continuous Improvement**

The process responsible for managing improvements to IT service management processes and IT services. Continuous improvement continually measures achievement and modifies processes and the IT infrastructure to improve efficiency, effectiveness and cost effectiveness.

### **Continuous Service Improvement Programme**

A formal programme to implement and manage a continuous improvement process.

### **Cost**

The amount of money spent on a specific activity, IT service or business unit. Costs consist of real cost, notional cost such as peoples time and depreciation. Cost is also used as the name of a charging policy that recovers the exact cost of providing the service. (Financial Management)

### **Cost Center**

A business unit or project to which costs are assigned. A cost center does not charge for services provided. (Financial Management)

### **Cost Effectiveness**

Ensuring that there is a proper balance between the quality of service on the one side and expenditure on the other. Any investment that increases the costs of providing IT services should always result in enhancement to service quality or quantity. (Financial Management)

### **Cost Management**

All the procedures, tasks and deliverables that are needed to fulfil an organisations costing and charging requirements. (Financial Management)

### **Cost Unit**



The cost unit is a functional cost unit which establishes standard cost per workload element of activity, based on calculated activity ratios converted to cost ratios.

### **Costing**

The process of identifying the costs of the business and of breaking them down and relating them to the various activities of the organisation.

### **Countermeasure**

A check or restraint on the service designed to enhance security by reducing the risk of an attack (by reducing either the threat or the vulnerability), reducing the impact of an attack, detecting the occurrence of an attack and/or assisting in the recovery from an attack.

### **CRAMM**

A CCTA Risk Analysis and Management Method, which is a methodology and tool for analyzing and managing risks. It was developed by the UK Government.

### **Crisis Management**

The process is responsible for managing the implications of business continuity. A crisis management team is responsible for strategic issues such as managing media relations and shareholder confidence and decides when to invoke business continuity plans. (IT Service Continuity Management)

### **Critical Success Factor**

Something that must happen if a process, project, plan or IT service is to succeed. Key Performance Indicators are used to measure the achievement of each factor.

### **CSBC**

Computer Services Business Center

### **CSF**

See "Critical Success Factor"

### **CSIP**

See "Continuous Service Improvement Programme"

### **CSS**

Customer Satisfaction Survey

### **Customer**

The owner of the service. Usually the customer has responsibility for the cost of the service, either directly through charging or indirectly in terms of demonstrable business need. It is the customer who will define the service requirements.



## **D**

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### **Database**

A database is a structured collection of data, used to support one or more processes. A database of this sort does not need to be a single physical database, but may consist of various data sources and tools that together meet the requirements.

### **Definitive Hardware Store**

A location or a number of locations, set aside for the secure storage of definitive hardware spares maintained at the same level as the equivalent hardware configuration items in the live environment. Only authorised hardware should be accepted into the DHS, strictly controlled by Change and Release Management. (Release Management)

### **Definitive Software Library**

The library in which the definitive authorized versions of all software configuration items are stored and protected. It is a physical library or storage repository where master copies of software versions are placed. This one logical storage area may in reality consist of one or more physical software libraries or file stores. They should be separate from development and test file store areas. The DSL may also include a physical store to hold master copies of bought-in software, e.g. fire-proof safe. Only authorised software should be accepted into the DSL, strictly controlled by Change and Release Management. (Release Management)

### **Delta Release**

A release that includes only those configuration items within the release unit that have actually changed or are new since the last full or delta release - see also "Full Release". (Release Management)

### **Demand Management**

Optimizing the use of capacity by moving workload to less utilized times, servers or places. Demand Management often uses differential charging to encourage customers to use IT services at less busy times. (Capacity Management)

### **Dependency**

The reliance, either direct or indirect, of one process or activity upon another.

### **Depreciation**

The loss in value of an asset due to its use and/or the passage of time. The annual depreciation charge in accounts represents the amount of capital assets used up in the accounting period. It is charged in the cost accounts to ensure that the cost of capital equipment is reflected in the unit costs of the services provided using the equipment. There are various methods of calculating



depreciation for the period, but the treasury usually recommends the use of current cost asset valuation as the basis for the depreciation charge. (Financial Management)

**Detection**

A stage in the incident lifecycle. Detection can be automatic or can be the result of a user logging an incident. (Incident Management)

**DHS**

See "Definitive Hardware Store".

**Diagnosis**

A stage in the incident and problem lifecycle. The purpose of diagnosis is to identify a workaround for an incident or the root cause of a problem. (Incident Management, Problem Management)

**Differential Charging**

Charging business customers different rates for the same work, typically to dampen demand or to generate revenue for spare capacity. This can also be used to encourage off-peak or night time running. (Financial Management)

**Direct Cost**

A cost that is incurred for and can be traced in full to a product, service, cost center or department. This is an allocated cost. Direct costs are direct materials, direct wages and direct expenses. (Financial Management)

**Disaster Recovery Planning**

A series of processes that focus only upon the recovery processes, principally in response to physical disasters that are contained within Business Continuity Management.

**Discounted Cash Flow**

An evaluation of the future net cash flows generated by a capital project by discounting them to their present-day value.

**Discounting**

The offering to business customers of reduced rates for the use of off-peak resources.

**Do nothing**

A recovery option, which can formally agrees with the customer that recovery of this IT service will not be performed.

**Downtime**

The time when a configuration item or IT service is not available during its agreed service time. The availability of an IT service is often calculated from agreed service time and downtime. (Availability Management)

**DSL**

See "Definitive Software Library".

**DT**

See "Downtime"



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## **E**

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### **ECC**

Equipment Cost Center

### **ECU**

Equipment Cost Unit

### **Effectiveness**

A measure of whether the objectives of a process, service or activity have been achieved. An effective process or activity is one that achieves its agreed objectives.

### **Efficiency**

A measure of whether the right amount of resources have been used to deliver a process, service or activity. An efficient process achieves its objectives with the minimum amount of time, money, people or other resources.

### **EFQM**

European Foundation for Quality Management

### **EIFIT**

Environmental Infrastructure for Information Technology

### **Elements of Cost**

The constituent parts of costs according to the factors upon which expenditure is incurred viz., materials, labor and expenses.

### **Emergency Change**

A change that must be introduced as soon as possible. (Change Management)

### **End-User**

See "User".

### **Environment**

A collection of hardware, software, network communications and procedures that work together to provide a discrete type of computer service. There may be one or more environments on a physical platform e.g. test, production. An environment has unique features and characteristics that dictate how they are administered in similar, yet diverse manners.

### **Error**

A design flaw or malfunction that causes a failure of one or more configuration items or IT services. A mistake made by a person or a faulty process that impacts a configuration item or IT service is also an error.

### **Error Control**

The activity responsible for managing known errors until they are resolved by the successful implementation of changes. (Problem Management)

### **Escalation**

An activity that obtains additional resources when these are needed to meet service level targets or customer expectations. Escalation may be needed within any IT



service management process, but is most commonly associated with Incident Management, Problem Management and the management of customer complaints.

**EUA**

End User Availability

**EUDT**

End User Down Time

**EUPT**

End User Processing Time

**Event**

An alert or notification created by any IT service, configuration item or monitoring tool. Events typically require IT operations personnel to take actions and often lead to incidents being logged.

**Event Management**

The process is responsible for managing events throughout their lifecycle.

**External Target**

One of the measures, against which a delivered IT service is compared, expressed in terms of the customers business.



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## **F**

### **Failure**

Loss of ability to operate to specification or to deliver the required output. The term failure may be used when referring to IT services, processes, activities, configuration items etc. A failure often causes an incident.

### **Fault**

Synonym for "Error"

### **Fault Tree Analysis**

A technique that can be used to determine the chain of events that leads to a problem. Fault Tree Analysis represents a chain of events using Boolean notation in a diagram. (Problem Management, Availability Management)

### **Financial Management (for IT services)**

The process responsible for managing an IT service providers budgeting, accounting and charging requirements.

### **Financial Year**

An accounting period covering 12 consecutive months. In the public sector this financial year generally coincides with the fiscal year which runs from 1 April to 31 March.

### **First-Line Support**

The first level in a hierarchy of support groups involved in the resolution of incidents. Each level contains more specialist skills or has more time or other resources. (Incident Management)

### **Forward Schedule of Changes**

Contains details of all the changes approved for implementation and their proposed implementation dates. It should be agreed with the customers and the business, Service Level Management, the Service Desk and Availability Management. Once agreed, the Service Desk should communicate to the user community at large any planned additional downtime arising from implementing the changes, using the most effective methods available.

### **FSC**

See "Forward Schedule Of Changes"

### **FTA**

See "Fault Tree Analysis"

### **Fixed Cost**

A cost that does not vary with IT service usage. (Financial Management)

### **Follow the Sun Support**

A methodology for using service desks and support groups around the world to provide seamless 24\*7



service. Calls, incidents, problems and service requests are passed between groups in different time zones.

**Full Cost**

The total cost of all the resources used in supplying a service i.e. the sum of the direct costs of producing the output, a proportional share of overhead costs and any selling and distribution expenses. Both cash costs and notional (non-cash) costs should be included, including the cost of capital – see also “Total Cost of Ownership”. (Financial Management)

**Full Release**

All components of the release unit are built, tested, distributed and implemented together – see also “Delta Release”. (Release Management)

**Function**

An intended purpose of a configuration item, person, team, process or IT service.

**Functional Escalation**

Transferring an incident, problem or change to a technical team with a higher level of expertise to assist in an escalation.



## **G**

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### **GDN**

Government Data Network

### **Gradual Recovery**

Previously called "Cold stand-by", this is applicable to organisations that do not need immediate restoration of business processes and can function for a period of up to 72 hours or longer, without a re-establishment of full IT facilities. This may include the provision of empty accommodation fully equipped with power, environmental controls and local network cabling infrastructure, telecommunications connections and available in a disaster situation for an organisation to install its own computer equipment. (IT Service Continuity Management)

### **Guideline**

A document describing best practice, which recommends what should be done. Compliance to a guideline is not normally enforced.



## **H**

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### **Hard Charging**

Descriptive of a situation where, within an organisation, actual funds are transferred from the customer to the IT organisation in payment for the delivery of IT services.

### **Hard Fault**

The situation in a virtual memory system when the required page of code or data, which a program was using, has been redeployed by the operating system for some other purpose. This means that another piece of memory must be found to accommodate the code or data and will involve physical reading/writing of pages to the page file.

### **Hierarchical Escalation**

Informing or involving more senior levels of management to assist in an escalation.

### **Hot Stand-by**

See "Immediate Recovery"



## **I**

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### **ICMB**

ITIL Certification Management Board

### **ICT**

The convergence of information technology, telecommunications and data networking technologies into a single technology.

### **Immediate Recovery**

Previously called "Hot stand-by", provides for the immediate restoration of services following any irrecoverable incident. It is important to distinguish between the previous definition of "hot stand-by" and "immediate recovery". Hot stand-by typically referred to availability of services within a short timescale such as 2 or 4 hours whereas immediate recovery implies the instant availability of services. (IT Service Continuity Management)

### **Impact**

Measure of the business criticality of an incident, problem or request for change. Often equal to the extent of a distortion of agreed or expected service levels.

### **Impact Analysis**

The identification of critical business processes and the potential damage or loss that may be caused to the organisation resulting from a disruption to those processes. It identifies the form the loss or damage will take, how that degree of damage or loss is likely to escalate with time following an incident, the minimum staffing, facilities and services needed to enable business processes to continue to operate at a minimum acceptable level and the time within which they should be recovered. The time within which full recovery of the business processes is to be achieved is also identified.

### **Impact Scenario**

Description of the type of impact on the business that could follow a business disruption. Usually related to a business process and will always refer to a period of time, e.g. customer services will be unable to operate for two days.

### **Incident**

Any event which is not part of the standard operation of a service and which causes or may cause, an interruption to or a reduction in, the quality of that service. (Incident Management)

### **Incident Management**

The process is responsible for managing the lifecycle of all incidents. The primary objective of Incident Management is to return the IT service to customers as quickly as possible.



### **Incident Record**

A record containing the details of an incident. Each incident record documents the lifecycle of a single incident. (Incident Management)

### **Indirect Cost**

A cost incurred in the course of making a product providing a service or running a cost center or department, but which cannot be traced directly and in full to the product, service or department, because it has been incurred for a number of cost centers or cost units. These costs are apportioned to cost centers/cost units. Indirect costs are also referred to as overheads. (Financial Management)

### **Information Security Management**

The process that ensures the confidentiality, integrity and availability of organisations assets, information, data and IT services. Information Security Management usually has a wider scope than the service provider. It normally includes handling of paper, building access, phone calls etc., for the entire organisation. (Security Management)

### **Informed Customer**

An individual, team or group with functional responsibility within an organisation for ensuring that spend on IS/IT is directed to best effect, i.e. that the business is receiving value for money and continues to achieve the most beneficial outcome. In order to fulfill its role the "informed" customer function must gain clarity of vision in relation to the business plans and assure that suitable strategies are devised and maintained for achieving business goals.

### **Infrastructure Service**

An IT service that is not directly used by the business, but is required by the IT service provider so they can provide other IT services.

### **Integrity**

A security principle that ensures data and configuration items are only modified by authorized personnel and activities. Integrity considers all possible causes of modification, including software and hardware failure, environmental events and human intervention. (Security Management)

### **Interface**

Physical or functional interaction at the boundary between configuration items.

### **Intermediate Recovery**

Previously called "Warm stand-by", typically involves the re-establishment of the critical systems and services within a 24 to 72 hour period and is used by organisations that need to recover IT facilities within a predetermined time to prevent impacts to the business process. (IT Service Continuity Management)



**Internal Target**

One of the measures against which supporting processes for the IT service are compared. Usually expressed in technical terms relating directly to the underpinning service being measured.

**Investment Appraisal**

The activity is responsible for carrying out a cost benefit analysis to justify capital expenditure for a new or changed IT services. (Financial Management)

**Invocation**

Initiation of the steps defined in a plan. (IT Service Continuity Management)

**Invocation (of Business Recovery Plans)**

Putting business recovery plans into operation after a business disruption.

**Invocation (of Stand-by Arrangements)**

Putting stand-by arrangements into operation as part of business recovery activities.

**Invocation and Recovery Phase**

The second phase of a business recovery plan.

**IPW**

Integrated Process Workflow

**IR**

See "Incident Record"

**ISEB**

Information Systems Examination Board

**ISDN**

Integrated Systems Data Network

**ISO/IEC 1799**

ISO Code of Practice for Information Security Management, based on BS 7799 Part 1. (Security Management)

**ISO/IEC 20000**

ISO Specification and Code of Practice for IT service Management. It is aligned with ITIL Best Practice and supersedes BS 15000.

**ISO/IEC 27001**

ISO Specification for Information Security Management. The corresponding Code of Practice is ISO/IEC 17799. ISO/IEC 27001 supersedes BS7799 Part 2. (Security Management)

**ISO9000**

A generic term that refers to a number of international standards and guidelines for Quality Management Systems.

**ISO9001**

The internationally accepted set of standards concerning quality management systems.

**ISP**

Internet Service Provider

**IT Accounting**



The process is responsible for identifying actual costs of delivering IT services, comparing these with budgeted costs and managing variance from the budget. (Financial Management)

### **IT Availability Metrics**

A model that helps to ensure all aspects of availability is considered when defining availability metrics and reports. (Availability Management)

### **IT Service**

A service provided to one or more customers by an IT service provider. An IT service is based on the use of information technology and supports the customer's business processes. An IT service is made up from a combination of people, processes and technology and should be defined in a service level agreement.

### **IT Service Continuity Management**

The process responsible for managing risks that could seriously impact IT services. It ensures that the IT service provider can always provide minimum agreed service levels, by reducing the risk to an acceptable level and planning for the recovery of IT services.

### **IT Service Management**

The implementation and management of quality IT services that meet the needs of the business. IT Service Management is performed by IT service providers through an appropriate mix of people, process and information technology.

### **IT Service Management Forum**

The IT Service Management Forum is an independent organisation dedicated to promoting a professional approach to IT Service Management. The itSMF is a not-for-profit membership organisation with representation in many countries around the world. The itSMF and its membership contribute to the development of ITIL and associated IT Service Management Standards.

### **IT Steering Group**

A formal group that is responsible for ensuring that business and IT service provider strategies and plans are closely aligned. IT Steering Group includes senior representatives from the business and the IT service provider.

### **ITAMM**

See "IT Availability Metrics Model"

### **ITEC**

IT Executive Committee

### **ITIL**

The OGC IT Infrastructure Library. A set of best practice guidance for IT Service Management. ITIL is developed in conjunction with the itSMF. ITIL consists of a series of publications giving guidance on the provision of quality



	IT services and on the processes and facilities needed to support them.
<b>ITIMF</b>	
	IT Infrastructure Management Forum
<b>ITPS</b>	
	IT Planning Secretariat
<b>ITSC</b>	
	IT Service Continuity
<b>ITSCM</b>	
	See "IT Service Continuity Management"
<b>ITSM</b>	
	See "IT Service Management"
<b>ITSMF</b>	
	See "IT Service Management Forum"
<b>IWR</b>	
	Indirect Workload Rate



# J

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## **K**

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### **KEDB**

See "Known Error Database"

### **KER**

See "Known Error Record"

### **Key Performance Indicator**

A metric that is used to help manage a process, IT service or activity. Many metrics may be measured, but only the most important of these are defined as key performance indicators and used to actively manage and report on the process, IT service or activity. Key performance indicators should be selected to ensure that efficiency, effectiveness and cost effectiveness are all managed.

### **Knowledge Base**

A database containing information about incidents, problems and known errors. The Knowledge Base is used to match new incidents with historical information, improving resolution times and first time fix rates. (Incident Management)

### **Known Error**

An incident or problem for which the root cause is known and for which a temporary workaround or a permanent alternative has been identified. If a business case exists, a request for change will be raised, but, in any event, it remains a known error unless it is permanently fixed by a change. (Problem Management)

### **Known Error Database**

A database containing all known error records. This database is created by Problem Management and used by Incident and Problem Management.

### **Known Error Record**

A record containing the details of a known error. Each record documents the lifecycle of a known error, including the status, root cause and workaround. In some implementations a known error is documented using additional fields in a problem record. (Problem Management)

### **KPI**

See "Key Performance Indicator"



## **L**

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### **Latency**

The elapsed time from the moment when a seek was completed on a disk device to the point when the required data is positioned under the read/write heads. It is normally defined by manufacturers as being half the disk rotation time.

### **Lifecycle**

A series of states, connected by allowable transitions. The lifecycle represents an approval process for configuration items, problem reports and change documents.



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## **M**

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### **Maintainability**

A measure of how quickly and effectively a configuration item or IT service can be restored to normal working after a failure. Maintainability is often measured and reported as MTTR. (Availability Management)

### **Marginal Cost**

The cost of providing the service now, based upon the investment already made. (Financial Management)

### **Maturity Level / Milestone**

The degree to which Business Continuity Management activities and processes have become standard business practice within an organisation.

### **Mean Time Between Failures**

A metric for measuring and reporting reliability. It is the average time that a configuration item or IT service can perform its agreed function without interruption. This is measured from when the configuration item or IT service starts working, until it next fails. (Availability Management)

### **Mean Time Between System Incidents**

A metric used for measuring and reporting reliability. It is the mean time from when a system or IT service fails, until it next fails. MTBSI is equal to MTBF+MTTR. (Availability Management)

### **Mean Time To Repair**

A metric for measuring and reporting maintainability. It is the average time taken to restore a configuration item or IT service after a failure. MTTR is measured from when the configuration item or IT service fails until it is fully restored and delivering its normal functionality. (Availability Management)

### **Metric**

Measurable element of a service process or function.

### **MIM**

Major Incident Management

### **Mission Statement**

The Mission Statement of an organisation states what is to be achieved, but not how this should be done.

### **Modeling**

Any technique used to predict the future behaviour of an IT service, configuration item or business process. Models are commonly used in Financial Management, Capacity Management and Availability Management.

### **MTBF**

See "Mean Time Between Failures"

### **MTBSI**

See "Mean Time Between System Incidents"

### **MTTR**

See "Mean Time To Repair"



## **N**

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### **Notional Charging**

A charging policy where customers are sent bills for the IT services they have used, but money is not actually transferred. (Financial Management)



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## O

### **Objective**

The defined purpose or aim of a process, an activity or an organisation as a whole. Objectives are usually expressed as measurable targets.

### **OCC**

Organisation Cost Center

### **OCU**

Organisation Cost Unit

### **Office Of Government Commerce**

OGC own the copyright to the ITIL publications. They are a UK Government department that works with public sector organisations to help them improve their efficiency, gain better value for money from their commercial activities and deliver improved success from programmes and projects.

### **OGC**

See "Office Of Government Commerce"

### **OLA**

See "Operational Level Agreement"

### **OLTP**

On-line Transaction Processing

### **Operational Acceptance**

Part of the release acceptance activity, responsible for ensuring that everything needed for IT operations is in place before the release is deployed. (Release Management)

### **Operational Costs**

Those costs resulting from the day-to-day running of the IT services section, e.g. staff costs, hardware maintenance and electricity and relating to repeating payments whose effects can be measured within a short timeframe, usually less than the 12-month financial year.

### **Operational Level Agreement**

An internal agreement covering the delivery of services which support the IT organisation in their delivery of services.

### **Opportunity Cost (or True Cost)**

The value of a benefit sacrificed in favour of an alternative course of action. That is the cost of using resources in a particular operation expressed in terms of foregoing the benefit that could be derived from the best alternative use of those resources. (Financial Management)

### **Outsource**

The process by which functions performed by the organisation are contracted out for operation, on the organisations behalf, by third parties.

### **Overheads**



The total of indirect materials, wages and expenses.



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## **P**

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### **Package Release**

A single release that includes a number of full or delta releases. (Release Management)

### **PD0005**

Alternative title for the BSI publication "A Code of Practice for IT Service Management".

### **Percentage Utilization**

The amount of time that a component is busy over a given period of time. (Capacity Management)

### **Performance Management**

The process responsible for day-to-day capacity management activities. These include monitoring, threshold detection, performance analysis and tuning and implementing changes related to performance and capacity. (Capacity Management)

### **PDCA**

A four stage cycle for Process Management, devised by Edward Deming. Plan-Do-Check-Act is also called the Deming Cycle.

### **Phantom Line Error**

A communications error reported by a computer system that is not detected by network monitoring equipment. It is often caused by changes to the circuits and network equipment (e.g. re-routing circuits at the physical level on a backbone network) while data communications is in progress.

### **PIR**

See "Post Implementation Review"

### **PKI**

Public Key Infrastructure

### **Plan**

A document which identifies a series of activities and the resources required to achieve an objective.

### **Planned Downtime**

Agreed time when an IT service will not be available. It is often used for maintenance, upgrades and testing. (Availability Management)

### **PM**

See "Problem Management"

### **Policy**

Policies are used to direct decisions and to ensure consistent and appropriate development and implementation of processes, standards, roles, activities, IT infrastructure etc.

### **Post Implementation Review**

A review that takes place after a change or a project has been implemented. It determines if the change or project was successful and identifies opportunities for improvement.



**PR**

Problem Report

**Prime Cost**

The total cost of direct materials, direct labour and direct expenses. The term prime cost is commonly restricted to direct production costs only and so does not customarily include direct costs of marketing or research and development.

**PRINCE**

Projects In Controlled Environments

**PRINCE2**

The standard UK government method for project management.

**Priority**

Sequence in which an incident or problem needs to be resolved, based on impact and urgency.

**Proactive Problem Management**

The objective of Proactive Problem Management is to identify problems that might otherwise be missed. Proactive Problem Management analyses incident records and uses data collected by other IT service management processes to identify trends or significant problems. (Problem Management)

**Problem**

Unknown underlying cause of one or more incidents.

**Problem Control**

Problem Control is the activity responsible for identifying the root cause and developing a workaround or structural solution for a problem. (Problem Management)

**Problem Management**

The process responsible for managing the lifecycle of all problems. The primary objectives of Problem Management are to prevent incidents from happening and to minimize the impact of incidents that cannot be prevented. Problem Management includes problem control, error control and proactive problem management.

**Process**

A structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. A process may include any of the roles, responsibilities, tools and management controls required to reliably deliver the outputs. A process may define policies, standards, guidelines, activities and work instructions if they are needed.

**Process Control**

The process of planning and regulating, with the objective of performing the process in an effective and efficient way.

**Process Maturity**



A measure of how reliable, efficient and effective a process is and of how well it is integrated with other processes. The most mature processes are formally aligned to business objectives and strategy and are supported by a framework for continuous improvement.

**Programme**

A collection of activities and projects that collectively implement a new corporate requirement or function.

**Project**

A temporary organisation, with people and other Resources required achieving an objective. Each project has a lifecycle that typically includes initiation, planning, execution, closure etc.

**Projected Service Availability**

A document that identifies the effect of planned changes on agreed service levels, based on the forward schedule of change. (Change Management)

**PSA**

See "Projected Service Availability"



## **Q**

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### **QA**

See "Quality Assurance"

### **Quality**

The ability of a product, service or process to provide the intended value. Process quality also requires an ability to monitor effectiveness and efficiency and to improve them if necessary.

### **Quality Assurance**

The process responsible for gaining assurance that the quality of a product, service or process will provide its intended value.



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## **R**

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### **RAG**

Red-Amber-Green

### **RCA**

See "Root Cause Analysis"

### **RCM**

See "Resource Capacity Management"

### **Real Charging**

A charging policy where actual money is transferred from the customer to the IT service provider in payment for the delivery of IT services. (Financial Management)

### **Record**

A document containing the results or other output from a process or activity. Records are evidence of the fact that an activity took place and may be paper or electronic.

### **Recovery**

Returning a configuration item or an IT service to a working state. Recovery of an IT service often includes recovering data to a known consistent state. (Incident Management, IT Service Continuity Management)

### **Recovery Point Objective**

The point in time to which data will be restored after recovery of an IT service. This may involve loss of data. Recovery Point Objectives for each IT service should be negotiated, agreed and documented. (IT Service Continuity Management)

### **Recovery Time Objective**

The maximum time allowed for recovery of an IT service following an interruption. The service level to be provided may be less than normal service level targets. Recovery Time Objectives for each IT service should be negotiated, agreed and documented. (IT Service Continuity Management)

### **Reference Data**

Information that supports the plans and action lists, such as names and addresses or inventories, which is indexed within the plan.

### **Release**

A collection of new and/or changed configuration items which are tested and introduced into the live environment together. (Release Management)

### **Release Acceptance**

The activity responsible for testing a release and its implementation and back-out plans, to ensure they meet the agreed business and IT operations requirements. (Release Management)

### **Release Identification**

A naming convention used to uniquely identify a release. The release identification typically includes a reference



to the configuration item and a version number.  
(Release Management)

### **Release Management**

The process is responsible for planning, scheduling and controlling the movement of releases to test and live environments. The primary objective of Release Management is to ensure that the integrity of the live environment is protected and that the correct components are released. Release Management works closely with Configuration Management and Change Management.

### **Release Type**

A category that is used to classify releases. A release type may be one of full, delta or package release.  
(Release Management)

### **Reliability**

A measure of how long a configuration item or IT service can perform its agreed function without interruption. Usually measured as MTBF or MTBSI. (Availability Management)

### **Request for Change**

Form or screen, used to record details of a request for a change to any configuration item within an infrastructure or to procedures and items associated with the infrastructure. (Change Management)

### **Requirement**

A formal statement of what is needed.

### **Resilience**

The ability of a configuration item or IT service to resist failure or to recover quickly following a failure.

### **Resolution**

Action which will resolve an incident. This may be a workaround. (Incident Management, Problem Management)

### **Resource Capacity Management**

The process responsible for understanding the capacity, utilization and performance of configuration items. Data is collected, recorded and analyzed for use in the capacity plan. (Capacity Management)

### **Resource Profile**

The total resource costs that are consumed by an individual online transaction, batch job or program. It is usually expressed in terms of CPU seconds, number of I/O operations and memory usage.

### **Resource Unit Costs**

Resource units may be calculated on a standard cost basis to identify the expected cost for using a particular resource. Because computer resources come in many shapes and forms, units have to be established by logical groupings.

### **Resources**



The IT services section needs to provide the customers with the required services. The resources are typically computer and related equipment, software, facilities or organisational people.

### **Restore**

Taking action to return an IT service to the users after repair and recovery from an incident. (Incident Management)

### **Return On Capital Employed**

A measurement of the expected benefit of an investment. It is used by business analysts to judge the effectiveness of the organisation as a whole. Any changes to IT services or products are expected to improve this figure. (Financial Management)

### **Return On Investment**

A measurement of the expected benefit of an investment. (Financial Management)

### **Return to Normal Phase**

The phase within a business recovery plan which re-establishes normal operations.

### **Review**

An evaluation of a change, problem, process, project etc. Reviews are typically carried out at predefined points in the lifecycle and especially after closure. The purpose of a review is to ensure that all deliverables have been provided and to identify opportunities for improvement.

### **RfC**

See "Request for Change"

### **RIRO**

See "Roll in, Roll out"

### **Risk**

A measure of the exposure to which an organisation may be subjected. This is a combination of the likelihood of a business disruption occurring and the possible loss that may result from such business disruption.

### **Risk Analysis**

The identification and assessment of the level (measure) of the risks calculated from the assessed values of assets and the assessed levels of threats to and vulnerabilities of those assets.

### **Risk Assessment**

The initial steps of Risk Management. Analyzing the value of assets to the business, identifying threats to those assets and evaluating how vulnerable each asset is to those threats.

### **Risk Management**

The process is responsible for identifying, assessing and managing risks. Risk Management can be quantitative (based on numerical data) or qualitative.

### **Risk Reduction Measure**



Measures taken to reduce the likelihood or consequences of a business disruption occurring (as opposed to planning to recover after a disruption).

**ROCE**

See "Return On Capital Employed"

**ROI**

See "Return On Investment"

**Role**

A set of responsibilities, activities and authorizations.

**Roll in, Roll out**

Used on some systems to describe swapping.

**Rollout**

Synonym for deployment. Most often used to refer to complex or phased deployments. (Release Management)

**Root Cause**

The underlying or original cause of an incident or problem. (Problem Management)

**Root Cause Analysis**

An activity that identifies the root cause of an incident or problem. Typically it concentrates on IT Infrastructure failures. (Problem Management)

**Rotational Position Sensing**

A facility which is employed on most mainframes and some computers. When a seek has been initiated the system can free the path from a disk drive to a controller for use by another disk drive, while it is waiting for the required data to come under the read/write heads (latency). This facility usually improves the overall performance of the I/O subsystem.



## **S**

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### **Scalability**

The ability of an IT service, process, configuration item etc. to perform its agreed function when the workload or scope changes.

### **SCC**

Software Cost Center

### **SCM**

See "Service Capacity Management"

### **Scope**

The boundary, to which a process, procedure, certification, contract etc. applies.

### **SCU**

Software Cost Unit

### **Second-Line Support**

The second level in a hierarchy of support groups involved in the resolution of incidents and investigation of problems. Each level contains more specialist skills or has more time or other resources. (Incident Management, Problem Management)

### **Security Principle**

A strategic objective in an information security policy. Common security principles include confidentiality, integrity and availability. (Security Management)

### **Self-Insurance**

A decision to bear the losses that could result from a disruption to the business as opposed to taking insurance cover on the risk.

### **Service**

One or more IT systems which enable a business process.

### **Service Achievement**

The actual service levels delivered by the IT organisation to a customer within a defined life-span.

### **Service Capacity Management**

The activity is responsible for understanding the performance and capacity of IT services. The resources used by each IT service and the pattern of usage over time are collected, recorded and analyzed for use in the capacity plan. (Capacity Management)

### **Service Catalogue**

Written statement of IT services, default levels and options.

### **Service Delivery**

The core IT service management processes that have a tactical or strategic focus. In ITIL these are Service Level Management, Capacity Management, IT Service Continuity Management, Availability Management and Financial Management for IT Services.

### **Service Desk**



The single point of contact within the IT organisation for users of IT services.

**Service Improvement Plan**

A formal plan to implement improvements to a process or IT service. A Service Improvement Plan is managed as part of a Continuous Improvement Process.

**Service Improvement Programme**

A formal project undertaken within an organisation to identify and introduce measurable improvements within a specified work area or work process.

**Service Level**

Measured and reported achievement against one or more service level targets.

**Service Level Agreement**

Written agreement between a service provider and the customer, that documents agreed service levels for a service.

**Service Level Management**

The process of defining, agreeing, documenting and managing the levels of customer IT service, that are required and cost justified.

**Service Level Requirement**

A customer requirement for an aspect of an IT service. Service Level Requirements are based on business objectives and are used to negotiate agreed service level targets.

**Service Maintenance Objective**

The expected time that a configuration item will be unavailable due to planned maintenance activity. (Availability Management)

**Service Management**

Management of services to meet the customer requirements.

**Service Outage Analysis**

An activity that identifies underlying causes of an IT service interruption. The analysis identifies opportunities to improve the IT service provider processes and tools and not just the IT infrastructure. The result is a time constrained, project-like activity, rather than an ongoing process of analysis. (Problem Management, Availability Management)

**Service Provider**

Third-party organisation supplying services or products to customers.

**Service Quality Plan**

The written plan and specification of internal targets designed to guarantee the agreed service levels.

**Service Reporting**

The process responsible for producing and delivering reports of achievement and trends against service levels. Service reporting should agree the format,



content and frequency of reports with customers.  
(Service Level Management)

**Service Request**

Every incident not being a failure in the IT infrastructure. (Incident Management)

**Serviceability**

The ability of a third party supplier to meet the terms of their contract. This contract will include agreed levels of reliability, maintainability or availability for a configuration item. (Availability Management)

**Services**

The deliverables of the IT services organisation as perceived by the customers. The services do not consist merely of making computer resources available for customers to use.

**Simulation Modeling**

Using a program to simulate computer processing by describing in detail the path of a job or transaction. It can give extremely accurate results. Unfortunately, it demands a great deal of time and effort from the modeler. It is most beneficial in extremely large or time-critical systems where the margin for error is very small.

**Single Point Of Contact**

Providing a single consistent way to communicate with an organisation or business unit. For example, a Single Point of Contact for an IT service provider is usually called a service desk.

**Single Point Of Failure**

Any configuration item that can cause an incident when it fails and for which a countermeasure has not been implemented. A single point of failure may be a person or a step in a process or activity, as well as a component of the IT infrastructure.

**SIP**

See "Service Improvement Plan"

**SITA**

Supplier IT Alignment

**SLA**

See "Service Level Agreement"

**SLAM**

Service Level Agreement Monitoring

**SLM**

See "Service Level Management"

**SLR**

See "Service Level Requirement"

**SLU**

Service Level Understanding

**SMO**

See "Service Maintenance Objectives"

**SOA**

See "Service Outage Analysis"

**Soft Fault**



The situation in a virtual memory system when the operating system has detected that a page of code or data was due to be reused, i.e. it is on a list of free pages, but it is still actually in memory. It is now rescued and put back into service.

**Software Asset Management**

The process is responsible for management, control and protection of software assets throughout their lifecycle.

**Software Configuration Item**

A configuration item, excluding hardware and services.

**Software Environment**

Software used to support the application such as operating system, database management system, development tools, compilers and application software.

**Software Library**

A controlled collection of software configuration items designated to keep those with like status and type together and distinctly segregated, to aid in development, operation and maintenance.

**Software Work Unit**

Software work is a generic term devised to represent a common base on which all calculations for workload usage and IT resource capacity is then based. A unit of software work for I/O type equipment equals the number of bytes transferred; and for central processors it is based on the product of power and CPU time.

**SOR**

See "Statement Of Requirements"

**Specsheet**

Specifies in detail what the customer wants (external) and what consequences this has for the service provider (internal) such as required resources and skills.

**SPOC**

See "Single Point Of Contact"

**SPOF**

See "Single Point Of Failure"

**SQP**

Service Quality Plan

**SSADM**

Structured Systems Analysis and Design Methodology

**Standard Change**

A pre-approved change that is low risk, relatively common and follows a procedure or work instruction.

**Standard Cost**

A pre-determined calculation of how much costs should be under specified working conditions. It is built up from an assessment of the value of cost elements and correlates technical specifications and the quantification of materials, labour and other costs to the prices and/or wages expected to apply during the period in which the standard cost is intended to be used. Its main purposes are to provide bases for control through variance



accounting, for the valuation of work in progress and for fixing selling prices. (Financial Management)

**Standard Costing**

A technique which uses standards for costs and revenues for the purposes of control through variance analysis. (Financial Management)

**Standby**

Used to refer to resources that are not required to deliver the live IT services, but are available to support IT service continuity plans. (IT Service Continuity Management)

**Standby Arrangements**

Arrangements to have available assets which have been identified as replacements should primary assets be unavailable following a business disruption. Typically, these include accommodation, IT systems and networks, telecommunications and sometimes people.

**Statement Of Requirements**

A document which contains all requirements for a product purchase or a new or changed IT service.

**Status**

The name of a required field in many types of record. It shows the current stage in the lifecycle of the associated configuration item, incident, problem etc.

**Storage Occupancy**

A defined measurement unit that is used for storage type equipment to measure usage. The unit value equals the number of bytes stored.

**Super User**

In some organisations it is common to use expert users (commonly known as Super or Expert Users) to deal with first-line support problems and queries. This is typically in specific application areas or geographical locations, where there is not the requirement for full-time support staff. This valuable resource however needs to be carefully coordinated and utilized.

**Surcharging**

Surcharging is charging business users a premium rate for using resources at peak times.

**Swapping**

The reaction of the operating system to insufficient real memory, swapping occurs when too many tasks are perceived to be competing for limited resources. It is the physical movement of an entire task.

**System**

An integrated composite that consists of one or more of the processes, hardware, software, facilities and people, that provides a capability to satisfy a stated need or objective.

**System Management**

The part of IT Service Management that focuses on the management of IT infrastructure rather than process.



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## T

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### **TCC**

Transfer Cost Center

### **TCO**

See "Total Cost Of Ownership"

### **TCU**

Transfer Cost Unit

### **Technical Observation Post**

A technique used in service improvement, problem investigation and Availability Management. Technical support staff meets to monitor the behaviour and performance of an IT service and make recommendations for improvement.

### **Terms Of Reference**

A document specifying the requirements, scope, deliverables, resources and schedule for a project or activity.

### **Third Line Support**

The third level in a hierarchy of support groups involved in the resolution of incidents and investigation of problems. Each level contains more specialist skills or has more time or other resources. (Incident Management, Problem Management)

### **Third Party**

A person, group or business that is not part of the service level agreement for an IT service, but is required to ensure successful delivery of that IT service.

### **Third Party Supplier**

An enterprise or group, external to the customers enterprise, which provides services and/or products to that customers enterprise.

### **Thrashing**

A condition in a virtual storage system where an excessive proportion of CPU time is spent moving data between main and auxiliary storage.

### **Threat**

A threat is any thing that might exploit a vulnerability. Any potential cause of an incident can be considered to be a threat. This term is commonly used in information security management and IT service continuity management, but also applies to other areas such as problem and availability management.

### **Threshold**

The value of a metric which should cause an alert to be generated or management action to be taken.

### **TOP**

See "Technical Observation Post"

### **TOR**

See "Terms Of Reference"

### **Total Cost Of Ownership**



A methodology used to make investment decisions. It assesses the full lifecycle costs of a configuration item, not just the initial cost or purchase price. (Financial Management)

## **TQM**

Total Quality Management

## **Transfer Cost**

Transfer cost is a cost type, which records expenditure made on behalf of another part of the organisation. (Financial Management)

## **Tree Structures**

In data structures, a series of connected nodes without cycles. One node is termed the root and is the starting point of all paths, other nodes termed leaves terminate the paths.

## **Trend Analysis**

Trend Analysis is used in Problem Management to identify common failures or fragile configuration items and in Capacity Management as a modelling tool to predict future behaviour. It is also used as a management tool for identifying deficiencies in IT service management processes.

## **Tuning**

The activity is responsible for planning changes to make the most efficient use of resources. Tuning is part of Performance Management, which also includes performance monitoring and implementation of the required changes. (Capacity Management)



## **U**

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### **UC**

See "Underpinning Contract"

### **UCC**

See "Utility Cost Center"

### **Underpinning Contract**

A contract with an external supplier covering delivery of services that support the IT organisation in their delivery of services.

### **Unit Cost**

Costs distributed over individual component usage.  
(Financial Management)

### **Urgency**

Measure of the business criticality of an incident or problem based on the impact and on the business needs of the customer.

### **Usability**

The ease with which an application, product or IT service can be used. Usability requirements are often included in a statement of requirements.

### **User**

The person who uses the service on a day-to-day basis. Users are distinct from customers, as some customers do not use the IT service directly.

### **Utility Cost Center**

A cost center for the provision of support services to other cost centers.



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## V

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### **Value Chain**

A sequence of processes that creates a product or service that is of value to a customer. Each step of the sequence builds on the previous steps and contributes to the overall product or service.

### **Variable Cost**

A cost that depends on how much the IT service is used, how many products are produced or something else that cannot be fixed in advance. (Financial Management)

### **Variance**

A variance is the difference between planned, budgeted or standard cost and actual cost (or revenues).

### **Variance Analysis**

Variance analysis is an analysis of the factors that have caused the difference between the pre-determined standards and the actual results. Variances can be developed specifically related to the operations carried out in addition to those mentioned above.

### **Variant**

A configuration item that is identical to another configuration item except for specific attributes. Variants are used to group similar configuration items together for analysis.

### **VBF**

See "Vital Business Functions"

### **Version**

A Version is used to identify a specific baseline of a configuration item within a product breakdown or configuration structure for the purpose of tracking and auditing change history. Also used for software configuration items to define a specific identification released in development for drafting, review or modification, test or production.

### **Version Identifier**

A version number, version date and/or time stamp.

### **Vision**

A description of what the organisation intends to become in the future. A vision is created by senior management and is used to help influence culture and strategic planning.

### **Vital Business Functions**

A function of a business process which is critical to the success of the business. These functions are an important consideration of Business Continuity Management, IT Service Continuity Management and Availability Management.

### **Vulnerability**

A weakness of the system and its assets, which could be exploited by threats.



## **W**

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Warm Stand-by

See "Intermediate Recovery".

Waterline

The lowest level of detail relevant to the customer.

Work Instruction

A document containing detailed instructions that specify exactly what steps to follow to carry out an activity. A work instruction contains much more detail than a procedure and is only created if very detailed instructions are needed.

Workaround

Method of avoiding an incident or problem, either by a temporary fix or by a technique that means the customer is not reliant on a particular aspect of the service that is known to have a problem.

Workload

In the context of capacity management modelling, a set of forecasts which detail the estimated resource usage over an agreed planning horizon. Workloads generally represent discrete business applications and can be further sub-divided into types of work (interactive, timesharing, batch).



**X**

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# Y

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## **Z**

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## References

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Articles:            *Best Management Practice Definitions*, May 2006