



# Glossary of Terms, Definitions and Acronyms

Baseline v01, 1 May 2006

## Note for readers

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## ITIL® Glossary of Terms, Definitions and Acronyms

Term	Definition
Absorbed Overhead	<b>(Financial Management)</b> Indirect cost of providing a <a href="#">Service</a> , which can be fairly allocated to specific <a href="#">Customers</a> . This can be based on usage or some other fair measurement. For example cost of providing network bandwidth or shared servers. See also <a href="#">Direct Cost</a> , <a href="#">Indirect Cost</a> , <a href="#">Unabsorbed Overhead</a> .
Acceptance	Synonym for <a href="#">Assurance</a> .
Account Manager	<b>(Business Relationship Management)</b> A <a href="#">Role</a> that is very similar to <a href="#">Business Relationship Manager</a> , but includes more commercial aspects. Most commonly used when dealing with <a href="#">External Customers</a> .
Accounting	In the context of <a href="#">ITSM</a> , this is a synonym for <a href="#">IT Accounting</a> .
Accounting Period	<b>(Financial Management)</b> A period of time for which <a href="#">Budgets</a> , <a href="#">Charges</a> , <a href="#">Depreciation</a> and other financial calculations are made. Usually one year. See <a href="#">Financial Year</a> .
Accredited	Officially authorised to carry out a <a href="#">Role</a> . For example an Accredited body may be authorised to provide training or to conduct <a href="#">Audits</a> . See <a href="#">Registered Certification Body (RCB)</a> . <b>(Security Management)</b> Official authorisation for a <a href="#">Certified Configuration</a> to be used for a specific purpose.
Activity	A set of actions designed to achieve a particular result. Activities are usually defined as part of <a href="#">Processes</a> or <a href="#">Plans</a> , and are documented in <a href="#">Procedures</a> .
Agreed Service Time	<b>(Availability Management)</b> A synonym for <a href="#">Service Hours</a> , commonly used in formal calculations of <a href="#">Availability</a> . See <a href="#">Downtime</a> .
Agreement	A <a href="#">Document</a> that describes a formal understanding between two or more parties. An Agreement is not legally binding, unless it forms part of a <a href="#">Contract</a> . See <a href="#">Service Level Agreement</a> , <a href="#">Operational Level Agreement</a> .
Alert	A warning that a threshold has been reached, something has changed, or a <a href="#">Failure</a> has occurred. Alerts are often created and managed by <a href="#">System Management</a> tools and are managed by the <a href="#">Event Management Process</a> .
Analytical Modelling	A technique that uses mathematical models to predict the behaviour of a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> . Analytical Models are commonly used in <a href="#">Capacity Management</a> and <a href="#">Availability Management</a> . See <a href="#">Modelling</a> .
Application	Software that provides <a href="#">Functions</a> that are required by an <a href="#">IT Service</a> . Each <a href="#">Application</a> may be part of more than one <a href="#">IT Service</a> . An Application runs on one or more <a href="#">Servers</a> or <a href="#">Clients</a> . See <a href="#">Application Management</a> , <a href="#">Application Portfolio</a> .
Application Management	The <a href="#">Process</a> responsible for managing <a href="#">Applications</a> throughout their <a href="#">Lifecycle</a> . See <a href="#">Application Portfolio</a> .
Application Portfolio	A <a href="#">Database</a> used to manage <a href="#">Applications</a> throughout their <a href="#">Lifecycle</a> . An Application Portfolio contains key <a href="#">Attributes</a> of all <a href="#">Applications</a> deployed in the <a href="#">Business</a> . See <a href="#">Portfolio of Services</a> .

ITIL® Glossary v01, 1 May 2006  
Application Service Provider (ASP) to Availability

Term	Definition
Application Service Provider (ASP)	An <a href="#">External Service Provider</a> that provides <a href="#">IT Services</a> using <a href="#">Applications</a> running at the <a href="#">Service Provider's</a> premises. <a href="#">Users</a> access the <a href="#">Applications</a> by network connections to the <a href="#">Service Provider</a> .
Application Sizing	<b>(Capacity Management)</b> The <a href="#">Activity</a> responsible for understanding the <a href="#">Resource Requirements</a> needed to support a new <a href="#">Application</a> , or a major <a href="#">Change</a> to an existing <a href="#">Application</a> . Application Sizing helps to ensure that the <a href="#">IT Service</a> can meet its agreed <a href="#">Service Level Targets</a> for <a href="#">Capacity</a> and <a href="#">Performance</a> .
Assembly CI	<b>(Configuration Management)</b> A <a href="#">Configuration Item</a> that is made up from a number of other <a href="#">CIs</a> . For example a <a href="#">Server CI</a> may contain <a href="#">CIs</a> for CPUs, Disks, Memory etc.; an <a href="#">IT Service CI</a> may contain many <a href="#">Hardware</a> , <a href="#">Software</a> and other <a href="#">CIs</a> . See <a href="#">Component CI</a> , <a href="#">Build</a> .
Asset	Something that contributes to an <a href="#">IT Service</a> . Assets can include people, accommodation, <a href="#">Servers</a> , software, data, networks, paper <a href="#">Records</a> , telephones etc. Assets that need to be individually managed are also <a href="#">Configuration Items</a> . For example the door lock on a computer room, or a consumable item would not be a <a href="#">Configuration Item</a> . In the context of <a href="#">Financial Management</a> , items below a specific value are not considered to be <a href="#">Assets</a> as it would not be <a href="#">Cost Effective</a> to track and manage them. See <a href="#">Asset Management</a> , <a href="#">Depreciation</a> , <a href="#">Risk Assessment</a> .
Asset Management	<b>(Financial Management)</b> Asset Management is the <a href="#">Business Process</a> responsible for tracking and reporting the value and ownership of financial <a href="#">Assets</a> throughout their <a href="#">Lifecycle</a> . See <a href="#">Asset Register</a> .
Asset Register	<b>(Financial Management)</b> A list of <a href="#">Assets</a> , which includes their ownership and value. The Asset Register is maintained by <a href="#">Asset Management</a> .
Assurance	The <a href="#">Activity</a> that obtains management agreement that a <a href="#">Process</a> , <a href="#">Plan</a> , or other <a href="#">Deliverable</a> is complete, accurate, reliable and meets its specified <a href="#">Requirements</a> . Assurance is different from <a href="#">Audit</a> , which is more concerned with <a href="#">Compliance</a> to a formal <a href="#">Standard</a> .
Attribute	<b>(Configuration Management)</b> A piece of information about a <a href="#">Configuration Item</a> . Examples are name, location, <a href="#">Version</a> number, and <a href="#">Cost</a> . Attributes of <a href="#">CIs</a> are recorded in the <a href="#">Configuration Management Database (CMDB)</a> . See <a href="#">Relationship</a> .
Audit	Formal inspection and verification to check whether a <a href="#">Standard</a> or set of <a href="#">Guidelines</a> is being followed, that <a href="#">Records</a> are accurate, or that <a href="#">Efficiency</a> and <a href="#">Effectiveness</a> targets are being met. An <a href="#">Audit</a> may be carried out by internal or external groups. See <a href="#">Certification</a> , <a href="#">Assurance</a> .
Authorised Examination Centre	A body authorised by an <a href="#">Examination Board</a> to host examinations. The Authorised Examination Centre provides a place where examinations may be taken, and may also provide exam supervision and automated marking.
Automatic Call Distribution (ACD)	<b>(Service Desk)</b> Use of <a href="#">Information Technology</a> to direct an incoming telephone call to the most appropriate person in the shortest possible time. ACD is sometimes called Automated Call Distribution.
Availability	<b>(Availability Management) (Security Management)</b> Ability of a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> to perform its agreed <a href="#">Function</a> when required. Availability is determined by <a href="#">Reliability</a> , <a href="#">Maintainability</a> , <a href="#">Serviceability</a> , <a href="#">Performance</a> , and <a href="#">Security</a> . Availability is usually calculated as a percentage. This calculation is often based on <a href="#">Agreed Service Time</a> and <a href="#">Downtime</a> . It is <a href="#">Best Practice</a> to calculate Availability using measurements of the <a href="#">Business</a> output of the <a href="#">IT Service</a> . See <a href="#">Security Principle</a> .

ITIL® Glossary v01, 1 May 2006  
Availability Management to Brainstorming

Term	Definition
Availability Management	<b>(Availability Management)</b> The <a href="#">Process</a> responsible for defining, analysing, <a href="#">Planning</a> , measuring and improving all aspects of the <a href="#">Availability</a> of <a href="#">IT services</a> . Availability Management is responsible for ensuring that all <a href="#">IT Infrastructure</a> , <a href="#">Processes</a> , <a href="#">Tools</a> , <a href="#">Roles</a> etc are appropriate for the agreed <a href="#">Service Level Targets</a> for <a href="#">Availability</a> .
Availability Management Database (AMDB)	<b>(Availability Management)</b> A <a href="#">Database</a> containing all data needed to support <a href="#">Availability Management</a> . The AMDB may be part of the <a href="#">Configuration Management Database</a> .
Availability Plan	<b>(Availability Management)</b> A <a href="#">Plan</a> to ensure that existing and future <a href="#">Availability Requirements</a> for <a href="#">IT Services</a> can be provided <a href="#">Cost Effectively</a> .
Back-out Plan	<b>(Change Management) (Release Management)</b> A <a href="#">Plan</a> that documents the steps required to recover to a known working state if a <a href="#">Change</a> or <a href="#">Release</a> fails.
Backup	<b>(Availability management) (IT Service Continuity Management)</b> Copying data to protect against loss of <a href="#">Integrity</a> or <a href="#">Availability</a> of the original.
Balance Check	<b>(Financial Management)</b> A calculation to verify that the sum of all individual <a href="#">Costs</a> or <a href="#">Charges</a> equals the total <a href="#">Cost</a> or <a href="#">Charge</a> . Used to check that all amounts have been fully accounted for.
Balanced Scorecard	A management tool developed by Drs. Robert Kaplan (Harvard Business School) and David Norton. A Balanced Scorecard enables a <a href="#">Strategy</a> to be broken down into <a href="#">Key Performance Indicators</a> . <a href="#">Performance</a> against the <a href="#">KPIs</a> is used to demonstrate how well the <a href="#">Strategy</a> is being achieved. A Balanced Scorecard has 4 major areas, each of which has a small number of <a href="#">KPIs</a> . The same 4 areas are considered at different levels of detail throughout the <a href="#">Organisation</a> .
Baseline	The recorded state of something at a specific point in time. A Baseline can be created for a <a href="#">Configuration</a> , a <a href="#">Process</a> , or any other set of data. For example, a baseline can be used in: <ul style="list-style-type: none"> <li>• <a href="#">Continuous Service Improvement</a>, to establish a starting point for <a href="#">Planning</a> improvements.</li> <li>• <a href="#">Capacity Management</a>, to document performance characteristics during normal operations.</li> <li>• <a href="#">Configuration Management</a>, to enable the <a href="#">IT Infrastructure</a> to be restored to a known configuration if a <a href="#">Change</a> fails. Also used to specify a standard <a href="#">Configuration</a> for data capture, release or <a href="#">Audit</a> purposes.</li> </ul>
Baseline Security	<b>(Security Management)</b> The minimum level of security required throughout an <a href="#">Organisation</a> .
Benchmark	A <a href="#">Baseline</a> used as a reference point. For example: <ul style="list-style-type: none"> <li>• An <a href="#">ITSM</a> Benchmark can be used to compare one <a href="#">Organisation's ITSM Processes</a> with another</li> <li>• A <a href="#">Performance</a> Benchmark may be established by taking measurements of a simulated environment.</li> <li>• See <a href="#">Simulation Modelling</a>.</li> </ul>
Best Practice	A proven <a href="#">Activity</a> or <a href="#">Process</a> that has been successfully used by multiple <a href="#">Organisations</a> . <a href="#">ITIL</a> is an example of Best Practice.
Billing	<b>(Financial Management)</b> Part of the <a href="#">Charging Process</a> . Billing is the <a href="#">Activity</a> responsible for producing an invoice or a bill and recovering the money from <a href="#">Customers</a> . See <a href="#">Pricing</a> .
Brainstorming	A technique that helps a team to generate ideas. Ideas are not reviewed during the Brainstorming session, but at a later stage. Brainstorming is often used by <a href="#">Problem Management</a> to identify possible causes.

ITIL® Glossary v01, 1 May 2006  
British Standards Institution (BSI) to Business Customer

Term	Definition
British Standards Institution (BSI)	The UK National Standards body, responsible for creating and maintaining British Standards. See <a href="http://www.bsi-global.com">http://www.bsi-global.com</a> for more information. See <a href="#">ISO</a> .
BS 15000	<a href="#">British Standards Institution Specification and Code of Practice for IT Service Management</a> . BS 15000 is based on <a href="#">ITIL Best Practice</a> , and has been superseded by <a href="#">ISO/IEC 20000</a> .
BS 7799	<a href="#">British Standards Institution Specification and Code of Practice for Information Security Management</a> . BS 7799 has been superseded by <a href="#">ISO/IEC 17799</a> and <a href="#">ISO/IEC 27001</a> .
Budget	<b>(Financial Management)</b> A list of all the money an <a href="#">Organisation</a> or <a href="#">Business Unit</a> plans to receive, and plans to pay out, over a specified period of time. See <a href="#">Budgeting</a> , <a href="#">Planning</a> .
Budgeting	<b>(Financial Management)</b> The <a href="#">Activity</a> of predicting and controlling the spending of money. Consists of a periodic negotiation cycle to set future <a href="#">Budgets</a> (usually annual) and the day-to-day monitoring and adjusting of current <a href="#">Budgets</a> . See <a href="#">Accounting Period</a> .
Build	<b>(Release Management)</b> The <a href="#">Activity</a> of assembling a number of <a href="#">Configuration Items</a> to create part of an <a href="#">IT Service</a> . The term Build is also used to refer to a <a href="#">Release</a> that is authorised for distribution. For example <a href="#">Server Build</a> or <a href="#">laptop Build</a> . See <a href="#">Assembly CI</a> .
Build Environment	<b>(Release Management)</b> A controlled <a href="#">Environment</a> where <a href="#">Applications</a> , <a href="#">IT Services</a> and other <a href="#">Builds</a> are assembled prior to being moved into a <a href="#">Test</a> or <a href="#">Live Environment</a> .
Business	An overall corporate entity or <a href="#">Organisation</a> formed of a number of <a href="#">Business Units</a> . In the context of <a href="#">ITSM</a> , the term Business includes public sector and not-for-profit organisations, as well as companies. An <a href="#">IT Service Provider</a> provides <a href="#">IT Services</a> to a <a href="#">Customer</a> within a <a href="#">Business</a> . The <a href="#">IT Service Provider</a> may be part of the same Business as their <a href="#">Customer</a> ( <a href="#">Internal Service Provider</a> ), or part of another <a href="#">Business</a> ( <a href="#">External Service Provider</a> ).
Business Capacity Management (BCM)	<b>(Capacity Management)</b> In the context of <a href="#">ITSM</a> , Business Capacity Management is the <a href="#">Activity</a> responsible for understanding future <a href="#">Business Requirements</a> for use in the <a href="#">Capacity Plan</a> . See <a href="#">Service Capacity Management</a> .
Business Case	Justification for a significant item of expenditure. Includes information about <a href="#">Costs</a> , benefits, options, issues, <a href="#">Risks</a> , and possible problems. See <a href="#">Cost Benefit Analysis</a> , <a href="#">Investment Appraisal</a> .
Business Continuity Management (BCM)	<b>(IT Service Continuity Management)</b> Business Continuity Management is the <a href="#">Business Process</a> which sets the <a href="#">Objectives</a> , <a href="#">Scope</a> and <a href="#">Requirements</a> for <a href="#">IT Service Continuity Management</a> . BCM is responsible for managing <a href="#">Risks</a> that could seriously impact the <a href="#">Business</a> . BCM ensures that the <a href="#">Business</a> can always <a href="#">Operate</a> to a minimum agreed level, by reducing the <a href="#">Risk</a> to an acceptable level and <a href="#">Planning</a> to <a href="#">Restore Business Processes</a> .
Business Continuity Plan (BCP)	<b>(IT Service Continuity Management)</b> A <a href="#">Plan</a> defining the steps required to <a href="#">Restore Business Processes</a> following a disruption. The <a href="#">Plan</a> will also identify the triggers for <a href="#">Invocation</a> , people to be involved, communications etc. <a href="#">IT Service Continuity Plans</a> form a significant part of <a href="#">Business Continuity Plans</a> .
Business Continuity Team	<b>(IT Service Continuity Management)</b> The team of people responsible for carrying out <a href="#">Activities</a> defined in a <a href="#">Business Continuity Plan</a> .
Business Customer	A recipient of a product or a <a href="#">Service</a> from the <a href="#">Business</a> . For example if the <a href="#">Business</a> is a car manufacturer then the Business Customer is someone who buys a car.

ITIL® Glossary v01, 1 May 2006  
 Business Driver to Call Centre

Term	Definition
Business Driver	Something that influences the definition of <a href="#">Business Objectives</a> and <a href="#">Strategy</a> . For example new legislation or the actions of competitors. The term Business Driver is sometimes used as a synonym for <a href="#">Business Objective</a> or <a href="#">Strategy</a> .
Business Impact Analysis (BIA)	<b>(IT Service Continuity Management)</b> BIA is the <a href="#">Activity</a> in <a href="#">Business Continuity Management</a> that identifies <a href="#">Vital Business Functions</a> and their dependencies. These dependencies may include <a href="#">Suppliers</a> , people, other <a href="#">Business Processes</a> , <a href="#">IT Services</a> etc. BIA defines the recovery requirements for <a href="#">IT Services</a> . These requirements include <a href="#">Recovery Time Objectives</a> , <a href="#">Recovery Point Objectives</a> and minimum <a href="#">Service Level Targets</a> for each <a href="#">IT Service</a> .
Business IT Alignment (BITA)	Understanding how the <a href="#">IT Service Provider</a> provides value to the <a href="#">Business</a> , and ensuring that <a href="#">IT Strategy</a> , <a href="#">Plans</a> , and <a href="#">Services</a> support the <a href="#">Business Objectives</a> , and <a href="#">Vision</a> . See <a href="#">Service Culture</a> .
Business Objective	The <a href="#">Objective</a> of a <a href="#">Business Process</a> , or of the <a href="#">Business</a> as a whole. Business Objectives support the <a href="#">Business Vision</a> , provide guidance for the <a href="#">IT Strategy</a> , and are often supported by <a href="#">IT Services</a> .
Business Operations	The day-to-day execution, monitoring and management of <a href="#">Business Processes</a> . See <a href="#">Operate</a> .
Business Perspective	An understanding of the <a href="#">Service Provider</a> and <a href="#">IT Services</a> from the point of view of the <a href="#">Business</a> , and an understanding of the <a href="#">Business</a> from the point of view of the <a href="#">Service Provider</a> . See <a href="#">Business IT Alignment</a> .
Business Process	A <a href="#">Process</a> that is owned and carried out by the <a href="#">Business</a> . A <a href="#">Business Process</a> contributes to the delivery of a product or <a href="#">Service</a> to a <a href="#">Business Customer</a> . For example, a retailer may have a purchasing <a href="#">Process</a> which helps to deliver <a href="#">Services</a> to their <a href="#">Business Customers</a> . Many Business Processes rely on <a href="#">IT Services</a> . See <a href="#">Vital Business Function</a> , <a href="#">Value Chain</a> .
Business Relationship Management (BRM)	<b>(Business Relationship Management)</b> The <a href="#">Process</a> responsible for maintaining a <a href="#">Relationship</a> with the <a href="#">Business</a> . This <a href="#">Process</a> usually includes: <ul style="list-style-type: none"> <li>• Managing personal <a href="#">Relationships</a> with <a href="#">Business</a> managers</li> <li>• <a href="#">Portfolio Management</a></li> <li>• Ensuring that the <a href="#">IT Service Provider</a> is satisfying the <a href="#">Business</a> needs of the <a href="#">Customers</a></li> </ul> This <a href="#">Process</a> has strong links with <a href="#">Service Level Management</a> . See <a href="#">Account Manager</a> .
Business Relationship Manager	<b>(Business Relationship Management)</b> A <a href="#">Role</a> responsible for maintaining the <a href="#">Relationship</a> with one or more <a href="#">Customers</a> . This <a href="#">Role</a> is often combined with the <a href="#">Service Level Manager Role</a> . See <a href="#">Account Manager</a> .
Business Service	A <a href="#">Service</a> that is delivered to <a href="#">Business Customers</a> by <a href="#">Business Units</a> . For example delivery of financial services to <a href="#">Customers</a> of a bank, or goods to the <a href="#">Customers</a> of a retail store. Successful delivery of Business Services often depends on one or more <a href="#">IT Services</a> .
Business Unit	A segment of the <a href="#">Business</a> which has its own <a href="#">Plans</a> , <a href="#">Metrics</a> , income and <a href="#">Costs</a> .
Call	<b>(Service Desk) (Incident Management)</b> A telephone call to the <a href="#">Service Desk</a> from a <a href="#">User</a> . A Call could result in an <a href="#">Incident</a> or a <a href="#">Service Request</a> being logged.
Call Centre	<b>(Service Desk)</b> An <a href="#">Organisation</a> or <a href="#">Business Unit</a> which handles large numbers of incoming and outgoing telephone calls. See <a href="#">Service Desk</a> .

ITIL® Glossary v01, 1 May 2006  
 Call Type to Category

Term	Definition
Call Type	<b>(Service Desk)</b> A <a href="#">Category</a> that is used to distinguish incoming requests to a <a href="#">Service Desk</a> . Common call types are <a href="#">Incident</a> , <a href="#">Service Request</a> and <a href="#">Complaint</a> .
Capability Maturity Model (CMM)	The Capability Maturity Model for Software (also known as the CMM and SW-CMM) is a model used to identify <a href="#">Best Practices</a> to help increase <a href="#">Process Maturity</a> . CMM was developed at the Software Engineering Institute (SEI) of Carnegie Mellon University. In 2000, the SW-CMM was upgraded to <a href="#">CMMI®</a> ( <a href="#">Capability Maturity Model Integration</a> ). The SEI no longer maintains the SW-CMM model, its associated appraisal methods, or training materials.
Capability Maturity Model Integration (CMMI)	Capability Maturity Model® Integration (CMMI) is a process improvement approach developed by the Software Engineering Institute (SEI) of Carnegie Mellon University. CMMI provides organizations with the essential elements of effective processes. It can be used to guide process improvement across a project, a division, or an entire organization. CMMI helps integrate traditionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for appraising current processes. See <a href="http://www.sei.cmu.edu/cmmi/">http://www.sei.cmu.edu/cmmi/</a> for more information. See <a href="#">CMM</a> , <a href="#">Continuous Improvement</a> , <a href="#">Process Maturity</a> .
Capacity	<b>(Capacity Management)</b> The maximum <a href="#">Throughput</a> that a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> can deliver whilst meeting agreed <a href="#">Service Level Targets</a> . For some types of <a href="#">CI</a> , Capacity may be the size or volume, for example a disk drive.
Capacity Management	<b>(Capacity Management)</b> The <a href="#">Process</a> responsible for ensuring that the <a href="#">Capacity</a> of <a href="#">IT Services</a> and the <a href="#">IT Infrastructure</a> is able to deliver agreed <a href="#">Service Level Targets</a> in a <a href="#">Cost Effective</a> and timely manner. Capacity Management considers all <a href="#">Resources</a> required to deliver the <a href="#">IT Service</a> , and plans for short, medium and long term <a href="#">Business Requirements</a> .
Capacity Management Database (CDB)	<b>(Capacity Management)</b> A <a href="#">Database</a> containing all data needed to support <a href="#">Capacity Management</a> . The Capacity Management Database is usually separate from the <a href="#">Configuration Management Database (CMDB)</a> because it contains large amounts of rapidly changing data.
Capacity Plan	<b>(Capacity Management)</b> A Capacity Plan is used to manage the <a href="#">Resources</a> required to deliver <a href="#">IT Services</a> . The <a href="#">Plan</a> contains scenarios for different predictions of <a href="#">Business demand</a> , and costed options to deliver the agreed <a href="#">Service Level Targets</a> .
Capacity Planning	<b>(Capacity Management)</b> The <a href="#">Activity</a> within <a href="#">Capacity Management</a> responsible for creating a <a href="#">Capacity Plan</a> .
Capital Cost	<b>(Financial Management)</b> The cost of purchasing something that will become a financial <a href="#">Asset</a> , for example computer equipment and buildings. The value of the <a href="#">Asset</a> is <a href="#">Depreciated</a> over multiple <a href="#">Accounting Periods</a> . See <a href="#">Operational Cost</a>
Capital Expenditure (CAPEX)	Synonym for <a href="#">Capital Cost</a> .
Capital Item	<b>(Financial Management)</b> Synonym for an <a href="#">Asset</a> that is of interest to <a href="#">Financial Management</a> because it is above an agreed financial value.
Capitalisation	<b>(Financial Management)</b> Identifying major <a href="#">Cost</a> as Capital, even though no <a href="#">Asset</a> is purchased. This is done to spread the impact of the <a href="#">Cost</a> over multiple <a href="#">Accounting Periods</a> . The most common example of this is software development, or purchase of a software license.
Category	A named group of things that have something in common. Categories are used to group similar things together. For example <a href="#">Cost Types</a> are used to group similar types of <a href="#">Cost</a> . <a href="#">Incident Categories</a> are used to group similar types of <a href="#">Incident</a> , <a href="#">CI Types</a> are used to group similar types of <a href="#">Configuration Item</a> .

ITIL® Glossary v01, 1 May 2006  
Cause / Effect Diagram to Change Schedule

Term	Definition
Cause / Effect Diagram	<b>(Problem Management)</b> A technique that helps a team to identify all the possible causes of an effect, such as a <a href="#">Problem</a> . Originally devised by Kaoru Ishikawa and often called an Ishikawa Diagram, The output of this technique is a diagram that looks like a fishbone.
CCTA	The UK Government "Central Communications and Telecommunications Agency" was the original author of ITIL. This <a href="#">Organisation</a> no longer exists and its functions are now carried out by the <a href="#">Office of Government Commerce (OGC)</a> .
CCTA Risk Analysis & Management Method (CRAMM).	See <a href="#">CRAMM</a>
Central Communications and Telecommunication Agency (CCTA)	See <a href="#">CCTA</a>
Certification	Issuing a certificate to confirm <a href="#">Compliance</a> to a <a href="#">Standard</a> . Certification includes a formal <a href="#">Audit</a> by an independent and <a href="#">Accredited</a> body. The term Certification is also used to mean awarding a certificate to verify that a person has achieved a qualification.
Change	<b>(Change Management)</b> The addition, modification or removal of anything that could have an effect on <a href="#">IT Services</a> . The <a href="#">Scope</a> should include all <a href="#">Configuration Items</a> , <a href="#">Processes</a> , <a href="#">Documentation</a> etc.
Change Advisory Board (CAB)	<b>(Change Management)</b> A group of people that assists the <a href="#">Change Manager</a> in the assessment, prioritisation and scheduling of <a href="#">Changes</a> . This board is usually made up of representatives from all areas within the <a href="#">IT Service Provider</a> , representatives from the <a href="#">Business</a> , and <a href="#">Third Parties</a> such as <a href="#">Suppliers</a> .
Change Advisory Board / Emergency Committee (CAB/EC)	<b>(Change Management)</b> A sub-set of the <a href="#">Change Advisory Board</a> who make decisions about <a href="#">Emergency Changes</a> . Membership of the CAB/EC may be decided at the time a meeting is called, and depends on the nature of the <a href="#">Emergency Change</a> .
Change History	<b>(Change Management)</b> Information about all changes made to a <a href="#">Configuration Item</a> during its life. Change History consists of all those <a href="#">Change Records</a> that apply to the <a href="#">CI</a> .
Change Management	<b>(Change Management)</b> The <a href="#">Process</a> responsible for controlling the <a href="#">Lifecycle</a> of all <a href="#">Changes</a> . The primary objective of Change Management is to enable beneficial <a href="#">Changes</a> to be made, with minimum disruption to <a href="#">IT Services</a> .
Change Model	A repeatable way of dealing with a particular <a href="#">Category</a> of <a href="#">Change</a> . A Change Model defines specific pre-defined steps that will be followed for a change of this <a href="#">Category</a> . Change Models may be very simple, with no requirement for approval (e.g. Password Reset) or may be very complex with many steps that require approval (e.g. major software release). See <a href="#">Standard Change</a> , <a href="#">Change Advisory Board</a> .
Change Record	<b>(Change Management)</b> A <a href="#">Record</a> containing the details of a <a href="#">Change</a> . Each Change Record documents the <a href="#">Lifecycle</a> of a single <a href="#">Change</a> . A Change Record is created for every <a href="#">Request for Change</a> that is received, even those that are subsequently rejected. Change Records should reference the <a href="#">Configuration Items</a> that are affected by the <a href="#">Change</a> . Change Records are often stored in a <a href="#">Configuration Management Database</a> .
Change Request	Synonym for <a href="#">Request for Change</a> .
Change Schedule	<b>(Change Management)</b> A <a href="#">Document</a> that lists all approved <a href="#">Changes</a> and their planned implementation dates. A Change Schedule is sometimes called a Forward Schedule of Change. See <a href="#">Projected Service Availability (PSA)</a> .

ITIL® Glossary v01, 1 May 2006  
Change Slot to Compliance

Term	Definition
Change Slot	<b>(Change Management)</b> A regular, agreed time when <a href="#">Changes</a> may be implemented with minimal impact on <a href="#">Services</a> . Change Slots are usually documented in <a href="#">SLAs</a> . See <a href="#">Planned Downtime</a> .
Chargeable Item	A <a href="#">Deliverable</a> of an <a href="#">IT Service</a> that is used in calculating <a href="#">Charges</a> to <a href="#">Customers</a> . For example, number of <a href="#">Transactions</a> , number of desktop PCs.
Charging	<b>(Financial Management)</b> Requiring payment for <a href="#">IT Services</a> . Charging for <a href="#">IT Services</a> is optional, and many <a href="#">Organisations</a> choose to treat their <a href="#">IT Service Provider</a> as a <a href="#">Cost Centre</a> . See <a href="#">Charging Process</a> , <a href="#">Charging Policy</a>
Charging Policy	<b>(Financial Management)</b> A <a href="#">Policy</a> specifying the <a href="#">Objective</a> of the <a href="#">Charging Process</a> , and the way in which charges will be calculated. See <a href="#">Cost</a> , <a href="#">Cost Plus</a> , <a href="#">Going Rate</a> , <a href="#">Market Rate</a> .
Charging Process	<b>(Financial Management)</b> The <a href="#">Process</a> responsible for deciding how much <a href="#">Customers</a> should pay ( <a href="#">Pricing</a> ) and recovering money from them ( <a href="#">Billing</a> ).
CI Type	<b>(Configuration Management)</b> A <a href="#">Category</a> that is used to Classify <a href="#">CIs</a> . The CI Type identifies the required <a href="#">Attributes</a> and <a href="#">Relationships</a> for a <a href="#">Configuration Record</a> . Common <a href="#">CI Types</a> include: hardware, <a href="#">Document</a> , <a href="#">User</a> etc.
Classification	The act of assigning a <a href="#">Category</a> to something. Classification is used to ensure consistent management and reporting. <a href="#">CIs</a> , <a href="#">Incidents</a> , <a href="#">Problems</a> , <a href="#">Changes</a> etc. are usually classified.
Client	A computer that is used directly by a <a href="#">User</a> , for example a PC, Handheld Computer, or Workstation. The term Client is also used to mean the part of a Client-Server Application that the user directly interfaces with. For example an email Client. The term Client is also used to mean <a href="#">Customers</a> or the <a href="#">Business</a> in a general sense. For example Client Manager may be used as a synonym for <a href="#">Account Manager</a> .
Client Access Licence	A software license that permits one <a href="#">Client</a> to make use of resources on a <a href="#">Server</a> .
Closed	The final <a href="#">Status</a> in the <a href="#">Lifecycle</a> of an <a href="#">Incident</a> , <a href="#">Problem</a> , <a href="#">Change</a> etc. When the <a href="#">Status</a> is Closed, no further action is taken.
Closure	The act of changing the <a href="#">Status</a> of an <a href="#">Incident</a> , <a href="#">Problem</a> , <a href="#">Change</a> etc. to <a href="#">Closed</a> .
Closure Code	A <a href="#">Category</a> that is assigned to an <a href="#">Incident</a> or <a href="#">Problem</a> before it is <a href="#">Closed</a> . This code identifies the cause, and is intended for use in reporting and <a href="#">Trend Analysis</a> . For example "Customer training required", "Documentation error", "Software bug".
COBIT	Control Objectives for Information and related Technology (COBIT) provides guidance and <a href="#">Best Practice</a> for the management of <a href="#">IT Processes</a> . COBIT is published by the IT Governance Institute. See <a href="http://www.isaca.org/">http://www.isaca.org/</a> for more information.
Code of Practice (COP)	A <a href="#">Guideline</a> published by a public body or a <a href="#">Standards Organisation</a> , such as <a href="#">ISO</a> or <a href="#">BSI</a> . Many <a href="#">Standards</a> consist of a Code of Practice and a <a href="#">Specification</a> . The Code of Practice describes recommended <a href="#">Best Practice</a> .
Cold Standby	Synonym for <a href="#">Gradual Recovery</a> .
Command, control and communications	The <a href="#">Processes</a> and infrastructure that enable an <a href="#">Organisation</a> to effectively pass instructions and information. This enables management control of <a href="#">Resources</a> . This term is typically used in the management of <a href="#">Major Incidents</a> , <a href="#">Business Continuity</a> and <a href="#">IT Service Continuity</a> .
Compliance	Ensuring that a <a href="#">Standard</a> or set of <a href="#">Guidelines</a> is followed. See <a href="#">Audit</a> .

ITIL® Glossary v01, 1 May 2006  
Component to Configuration Management Database (CMDB)

Term	Definition
Component	A general term that is used to mean one part of something more complex. For example, a computer <a href="#">System</a> may be a component of an <a href="#">IT Service</a> , an <a href="#">Application</a> may be a Component of a <a href="#">Release Unit</a> . Components that need to be managed should be <a href="#">Configuration Items</a> .
Component CI	<b>(Configuration Management)</b> A <a href="#">Configuration Item</a> that is part of an <a href="#">Assembly CI</a> . For example, a CPU or Memory <a href="#">CI</a> may be part of a Server <a href="#">CI</a> .
Component Failure Impact Analysis (CFIA)	<b>(Problem Management) (Availability Management)</b> A technique that helps to identify the impact of <a href="#">CI</a> failure on <a href="#">IT Services</a> . A matrix is created with <a href="#">IT Services</a> on one edge and <a href="#">CIs</a> on the other. This enables the identification of critical <a href="#">CIs</a> (that could cause the failure of multiple <a href="#">IT Services</a> ) and of fragile <a href="#">IT Services</a> (that have multiple <a href="#">Single Points of Failure</a> ).
Computer Telephony Integration (CTI)	<b>(Service Desk)</b> CTI is a general term covering any kind of integration between computers and telephone <a href="#">Systems</a> . It is most commonly used to refer to <a href="#">Systems</a> where an <a href="#">Application</a> displays detailed screens relating to incoming or outgoing telephone calls. See <a href="#">Automatic Call Distribution</a> , <a href="#">Interactive Voice Response</a> .
Concurrency	A measure of the number of <a href="#">Users</a> engaged in the same <a href="#">Operation</a> at the same time. Used in <a href="#">Capacity Management</a> and <a href="#">License Management</a> .
Confidentiality	<b>(Security Management)</b> A <a href="#">Security Principle</a> that requires that data should only be accessed by authorised people.
Configuration	A generic term, used to describe a group of <a href="#">Configuration Items</a> that work together to deliver an <a href="#">IT Service</a> , or a recognisable part of an <a href="#">IT Service</a> . Configuration is also used to describe the parameter settings for one or more <a href="#">CIs</a> .
Configuration and Change Management (C&CM)	An integrated approach to <a href="#">Planning</a> , implementing and operating <a href="#">Configuration Management</a> , <a href="#">Change Management</a> and <a href="#">Release Management</a> .
Configuration Control	<b>(Configuration Management)</b> The <a href="#">Activity</a> responsible for ensuring that adding, modifying or removing a <a href="#">CI</a> is properly managed, for example by submitting a <a href="#">Request for Change</a> or <a href="#">Service Request</a> .
Configuration Identification	<b>(Configuration Management)</b> The <a href="#">Activity</a> responsible for collecting information about <a href="#">Configuration Items</a> and their <a href="#">Relationships</a> , and loading this information into the <a href="#">CMDB</a> . Configuration Identification is also responsible for labelling the <a href="#">CIs</a> themselves, so that the corresponding <a href="#">Configuration Records</a> can be found.
Configuration Item (CI)	<b>(Configuration Management)</b> Any <a href="#">Component</a> that needs to be managed in order to deliver an <a href="#">IT Service</a> . Information about each <a href="#">CI</a> is recorded in a <a href="#">Configuration Record</a> within the <a href="#">CMDB</a> and is maintained throughout its <a href="#">Lifecycle</a> by <a href="#">Configuration Management</a> . <a href="#">CIs</a> are under the control of <a href="#">Change Management</a> . <a href="#">CIs</a> typically include hardware, software, buildings, people, and formal documentation such as <a href="#">Process</a> documentation and <a href="#">SLAs</a> .
Configuration Management	<b>(Configuration Management)</b> The <a href="#">Process</a> responsible for maintaining information about <a href="#">Configuration Items</a> required to deliver an <a href="#">IT Service</a> , including their <a href="#">Relationships</a> . This information is managed throughout the <a href="#">Lifecycle</a> of the <a href="#">CI</a> . The primary objective of Configuration Management is to underpin the delivery of <a href="#">IT Services</a> by providing accurate data to all <a href="#">IT Service Management Processes</a> when and where it is needed.
Configuration Management Database (CMDB)	<b>(Configuration Management)</b> A <a href="#">Database</a> used to manage <a href="#">Configuration Records</a> throughout their <a href="#">Lifecycle</a> . The CMDB records the <a href="#">Attributes</a> of each <a href="#">CI</a> , and <a href="#">Relationships</a> with other <a href="#">CIs</a> . A CMDB may also contain other information linked to <a href="#">CIs</a> , for example <a href="#">Incident</a> , <a href="#">Problem</a> or <a href="#">Change Records</a> . The CMDB is maintained by <a href="#">Configuration Management</a> and is used by all <a href="#">IT Service Management Processes</a> .

ITIL® Glossary v01, 1 May 2006  
 Configuration Record to Cost Benefit Analysis

Term	Definition
Configuration Record	<b>(Configuration Management)</b> A <a href="#">Record</a> containing the details of a <a href="#">Configuration Item</a> . Each Configuration Record documents the <a href="#">Lifecycle</a> of a single <a href="#">CI</a> . Configuration Records are stored in a <a href="#">Configuration Management Database</a> .
Configuration Status Accounting	<b>(Configuration Management)</b> The <a href="#">Activity</a> responsible for recording and reporting the <a href="#">Lifecycle</a> of each <a href="#">Configuration Item</a> .
Configuration Structure	<b>(Configuration Management)</b> The hierarchy and other <a href="#">Relationships</a> between all the <a href="#">Configuration Items</a> that comprise a <a href="#">Configuration</a> .
Configuration Verification and Audit	<b>(Configuration Management)</b> The <a href="#">Activities</a> responsible for ensuring that information in the <a href="#">CMDB</a> is accurate and that all <a href="#">Configuration Items</a> have been identified and recorded in the <a href="#">CMDB</a> . Configuration Verification includes routine checks that are part of other processes. For example, verifying the serial number of a desktop PC when a <a href="#">User</a> logs an <a href="#">Incident</a> . Configuration Audit is a periodic, formal check.
Continuous Availability	<b>(Availability Management)</b> An approach or design to achieve 100% <a href="#">Availability</a> . A Continuously Available <a href="#">IT Service</a> has no planned or unplanned <a href="#">Downtime</a> .
Continuous Improvement	The <a href="#">Process</a> responsible for managing improvements to <a href="#">IT Service Management Processes</a> and <a href="#">IT Services</a> . Continuous Improvement continually measures achievement and modifies <a href="#">Processes</a> and the <a href="#">IT Infrastructure</a> to improve <a href="#">Efficiency</a> , <a href="#">Effectiveness</a> , and <a href="#">Cost Effectiveness</a> . See <a href="#">CSIP</a> , <a href="#">SIP</a> , <a href="#">Deming Cycle</a> , <a href="#">Optimise</a> .
Continuous Operation	<b>(Availability Management)</b> An approach or design to eliminate planned <a href="#">Downtime</a> of an <a href="#">IT Service</a> . Note that individual <a href="#">Configuration Items</a> may be down even though the <a href="#">IT Service</a> is <a href="#">Available</a> .
Continuous Service Improvement Programme (CSIP)	A formal <a href="#">Programme</a> to implement and manage a <a href="#">Continuous Improvement Process</a> .
Contract	A legally binding <a href="#">Agreement</a> between two or more parties.
Contract Manager	<b>(Supplier Management)</b> A <a href="#">Role</a> responsible for managing <a href="#">Contracts</a> with one or more <a href="#">Suppliers</a> . Contract Managers usually work closely with <a href="#">Service Level Managers</a> to ensure that <a href="#">Supplier Contracts</a> support agreed <a href="#">Service Level Targets</a> for <a href="#">IT Services</a> .
Control	A means of managing a <a href="#">Risk</a> , or ensuring that a <a href="#">Business Objective</a> is achieved. Example Controls include <a href="#">Policies</a> , <a href="#">Procedures</a> , <a href="#">Roles</a> , software configurations, passwords, RAID, fences, door-locks etc. A control is sometimes called a <a href="#">Countermeasure</a> or safeguard. Control is also used as a generic term meaning to manage something.
Control Objectives for Information and related Technology (COBIT)	See <a href="#">COBIT</a> .
Control Processes	The <a href="#">ISO/IEC 20000 Process</a> group that includes <a href="#">Change Management</a> and <a href="#">Configuration Management</a> .
Cost	<b>(Financial Management)</b> The amount of money spent on a specific <a href="#">Activity</a> , <a href="#">IT Service</a> , or <a href="#">Business Unit</a> . Costs consist of real cost (money), notional cost such as people's time, and <a href="#">Depreciation</a> . Cost is also used as the name of a <a href="#">Charging Policy</a> that recovers the exact cost of providing the service. See <a href="#">Opportunity Cost</a> , <a href="#">Full Cost</a> , <a href="#">Marginal Cost</a> .
Cost Benefit Analysis	An <a href="#">Activity</a> that analyses and compares the costs and the benefits involved in one or more alternative courses of action. See <a href="#">Business Case</a> , <a href="#">Cost Effectiveness</a> , <a href="#">Investment Appraisal</a> .

ITIL® Glossary v01, 1 May 2006  
 Cost Centre to Crisis Management

Term	Definition
Cost Centre	<b>(Financial Management)</b> A <a href="#">Business Unit</a> or <a href="#">Project</a> to which costs are assigned. A Cost Centre does not charge for <a href="#">Services</a> provided. An <a href="#">IT Service Provider</a> can be run as a Cost Centre or a <a href="#">Profit Centre</a> .
Cost Effectiveness	A measure of the balance between the <a href="#">Effectiveness</a> and <a href="#">Cost</a> of a <a href="#">Service</a> , <a href="#">Process</a> or activity. A Cost Effective <a href="#">Process</a> is one which achieves its <a href="#">Objectives</a> at minimum <a href="#">Cost</a> . See <a href="#">KPI</a> , <a href="#">Return on Investment</a> , <a href="#">Value for Money</a> .
Cost Element	<b>(Financial Management)</b> The middle level of category to which <a href="#">Costs</a> are assigned in <a href="#">Budgeting</a> and <a href="#">Accounting</a> . The highest level category is <a href="#">Cost Type</a> . For example a <a href="#">Cost Type</a> of “people” could have cost elements of payroll, staff benefits, expenses, training, overtime etc. Cost Elements can be further broken down to give <a href="#">Cost Units</a> . For example the Cost Element “expenses” could include <a href="#">Cost Units</a> of Hotels, Transport, Meals etc.
Cost Management	<b>(Financial Management)</b> A general term that is used to refer to <a href="#">Budgeting</a> and <a href="#">Accounting</a> , sometimes used as a synonym for <a href="#">Financial Management for IT Services</a> .
Cost Model	<b>(Financial Management)</b> A framework used in <a href="#">Budgeting</a> and <a href="#">Accounting</a> in which all known <a href="#">Costs</a> can be recorded, categorised, and allocated to specific <a href="#">Customers</a> , <a href="#">Business Units</a> or <a href="#">Projects</a> . <a href="#">Cost-by-Customer</a> and <a href="#">Cost-by-Service</a> are common types of Cost Model. See <a href="#">Cost Type</a> , <a href="#">Cost Element</a> , <a href="#">Cost Unit</a> .
Cost Plus	<b>(Financial Management)</b> A <a href="#">Charging Policy</a> in which <a href="#">Charges</a> are calculated by adding a percentage to the <a href="#">Cost</a> of providing the <a href="#">IT Service</a> . The additional money is often used for future investment.
Cost Type	<b>(Financial Management)</b> The highest level of category to which <a href="#">Costs</a> are assigned in <a href="#">Budgeting</a> and <a href="#">Accounting</a> . For example hardware, software, people, accommodation, external and <a href="#">Transfer</a> . See <a href="#">Cost Element</a> , <a href="#">Cost Unit</a> , <a href="#">Cost Model</a> .
Cost Unit	<b>(Financial Management)</b> The lowest level of category to which <a href="#">Costs</a> are assigned, Cost Units are usually things that can be easily counted (e.g. staff numbers, software licences) or things easily measured (e.g. CPU usage, Electricity consumed). Cost Units are included within <a href="#">Cost Elements</a> . For example a <a href="#">Cost Element</a> of “expenses” could include <a href="#">Cost Units</a> of Hotels, Transport, Meals etc.
Cost-by-Customer Cost Model	<b>(Financial Management)</b> A type of <a href="#">Cost Model</a> in which <a href="#">Costs</a> are identified and allocated to <a href="#">Customers</a> .
Cost-by-Service Cost Model	<b>(Financial Management)</b> A type of <a href="#">Cost Model</a> in which <a href="#">Costs</a> are identified and allocated to <a href="#">IT Services</a> .
Countermeasure	A synonym for <a href="#">Control</a> . The term Countermeasure can be used to refer to any type of <a href="#">Control</a> , but it is most often used when referring to measures that increase <a href="#">Resilience</a> , <a href="#">Fault Tolerance</a> or <a href="#">Reliability</a> of an <a href="#">IT Service</a> .
CRAMM	<b>(Security Management) (Availability Management) (IT Service Continuity Management)</b> CCTA Risk Analysis & Management Method (CRAMM). A methodology and tool for analysing and managing <a href="#">Risks</a> . CRAMM was developed by the UK Government, but is now privately owned. Further information is available from <a href="http://www.cramm.com/">http://www.cramm.com/</a>
Crisis Management	<b>(IT Service Continuity Management)</b> Crisis Management is the <a href="#">Process</a> responsible for managing the wider implications of <a href="#">Business Continuity</a> . A Crisis Management team is responsible for <a href="#">Strategic</a> issues such as managing media relations and shareholder confidence, and decides when to invoke <a href="#">Business Continuity Plans</a> .

ITIL® Glossary v01, 1 May 2006  
Critical Success Factor (CSF) to Dependency

Term	Definition
Critical Success Factor (CSF)	Something that must happen if a <a href="#">Process</a> , <a href="#">Project</a> , <a href="#">Plan</a> , or <a href="#">IT Service</a> is to succeed. <a href="#">KPIs</a> are used to measure the achievement of each CSF. For example a CSF of "protect <a href="#">IT Services</a> when making <a href="#">Changes</a> " could be measured by <a href="#">KPIs</a> such as "percentage reduction of unsuccessful <a href="#">Changes</a> ", "percentage reduction in <a href="#">Changes</a> causing <a href="#">Incidents</a> " etc.
Culture	A set of values that is shared by a group of people, including expectations about how people should behave, ideas, beliefs, and practices. See <a href="#">Vision</a> .
Customer	Someone who buys goods or <a href="#">Services</a> . The Customer of an <a href="#">IT Service Provider</a> is the person or group who defines and agrees the <a href="#">Service Level Targets</a> . The term Customers is also sometimes informally used to mean <a href="#">Users</a> , for example "this is a <a href="#">Customer Focussed Organisation</a> ".
Customer Focus	Understanding and meeting the real needs of <a href="#">Customers</a> and <a href="#">Users</a> . This is done to maximise <a href="#">Customer</a> satisfaction and thus to obtain long term benefits for the <a href="#">IT Service Provider</a> . Customer Focus can be displayed by the entire <a href="#">Organisation</a> (see <a href="#">Service Culture</a> ) or by specific people or <a href="#">Processes</a> .
Customer-Managed Use	<b>(Software Asset Management)</b> The management of licenses by the <a href="#">Customer</a> or <a href="#">IT Service Provider</a> . Licenses may also be managed by the <a href="#">Supplier</a> of the software ( <a href="#">Vendor Managed Use</a> ).
Database	In <a href="#">IT Service Management</a> , a Database is a structured collection of data, used to support one or more <a href="#">Processes</a> . 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. For example, <a href="#">Configuration Management Database</a> , <a href="#">Capacity Database</a> , <a href="#">Availability Database</a> , <a href="#">Application Portfolio</a> .
Definitive Hardware Store (DHS)	<b>(Release Management)</b> One or more physical locations in which hardware <a href="#">Configuration Items</a> are securely stored when not in use. All hardware in the DHS is under the control of <a href="#">Change</a> and <a href="#">Release Management</a> and is recorded in the <a href="#">CMDB</a> . The DHS contains spare parts, maintained at suitable revision levels, and may also include hardware that is part of a future <a href="#">Release</a> .
Definitive Software Library (DSL)	<b>(Release Management)</b> One or more locations in which the definitive and approved versions of all software <a href="#">Configuration Items</a> are securely stored. The DSL may also contain associated <a href="#">CIs</a> such as licenses and documentation. The DSL is a single logical storage area even if there are multiple locations. All software in the DSL is under the control of <a href="#">Change</a> and <a href="#">Release Management</a> and is recorded in the <a href="#">CMDB</a> . Only software from the DSL is acceptable for use in a <a href="#">Release</a> .
Deliverable	Something that must be provided to meet a commitment in a <a href="#">Service Level Agreement</a> or a <a href="#">Contract</a> . Deliverable is also used in a more informal way to mean a planned output of any <a href="#">Process</a> .
Delta Release	<b>(Release Management)</b> A <a href="#">Release</a> that includes only those <a href="#">Components</a> of a <a href="#">Release Unit</a> that have actually changed since the last <a href="#">Release</a> . A Delta Release is also referred to as a partial Release. See <a href="#">Release Type</a> .
Demand Management	<b>(Capacity Management)</b> Optimising the use of <a href="#">Capacity</a> by moving <a href="#">Workload</a> to less utilised times, <a href="#">Servers</a> , or places. Demand Management often uses <a href="#">Differential Charging</a> to encourage <a href="#">Customers</a> to use <a href="#">IT Services</a> at less busy times. Demand Management also makes use of other techniques such as limiting the number of concurrent <a href="#">Users</a> .
Deming Cycle	Synonym for <a href="#">Plan Do Check Act</a> .
Dependency	The direct or indirect reliance of one <a href="#">Process</a> or <a href="#">Activity</a> upon another.

ITIL® Glossary v01, 1 May 2006  
Deployment to Effectiveness

Term	Definition
Deployment	<b>(Release Management)</b> The <a href="#">Activity</a> responsible for movement of new or changed hardware, software, documentation, <a href="#">Process</a> , etc to the <a href="#">Live Environment</a> . See <a href="#">Rollout</a> .
Depreciation	<b>(Financial Management)</b> A measure of the reduction in value of an <a href="#">Asset</a> over its life. This is based on wearing out, consumption or other reduction in the useful economic value.
Detection	<b>(Incident Management)</b> A stage in the <a href="#">Incident Lifecycle</a> . Detection results in the <a href="#">Incident</a> becoming known to the <a href="#">Service Provider</a> . Detection can be automatic, or can be the result of a user logging an <a href="#">Incident</a> .
Development	The <a href="#">Process</a> responsible for creating or modifying an <a href="#">IT Service</a> or <a href="#">Application</a> . Also used to mean the <a href="#">Role</a> or group that carries out Development work.
Development Environment	An <a href="#">Environment</a> used to create or modify <a href="#">IT Services</a> or <a href="#">Applications</a> . Development Environments are not typically subjected to the same degree of control as <a href="#">Test Environments</a> or <a href="#">Live Environments</a> . See <a href="#">Development</a> .
Diagnosis	<b>(Incident Management) (Problem Management)</b> A stage in the <a href="#">Incident</a> and <a href="#">Problem Lifecycles</a> . The purpose of Diagnosis is to identify a <a href="#">Workaround</a> for an <a href="#">Incident</a> or the <a href="#">Root Cause</a> of a <a href="#">Problem</a> .
Diagnostic Script	<b>(Service Desk)</b> A structured set of questions used by <a href="#">Service Desk</a> staff to ensure they ask the correct questions, and to help them <a href="#">Classify</a> , <a href="#">Resolve</a> and assign <a href="#">Incidents</a> . Diagnostic Scripts may also be made available to <a href="#">Users</a> to help them diagnose and resolve their own <a href="#">Incidents</a> .
Differential Charging	<b>(Financial Management)</b> A technique used in <a href="#">Charging</a> to support <a href="#">Demand Management</a> by charging different amounts for the same <a href="#">IT Service Function</a> at different times.
Direct Cost	<b>(Financial Management)</b> A cost of providing an <a href="#">IT Service</a> which can be allocated in full to a specific <a href="#">Customer</a> , <a href="#">Cost Centre</a> , <a href="#">Project</a> etc. For example cost of providing non-shared servers or software licenses. See also <a href="#">Indirect Cost</a> .
Do Nothing	<b>(IT Service Continuity)</b> A <a href="#">Recovery Option</a> . The <a href="#">Service Provider</a> formally agrees with the <a href="#">Customer</a> that <a href="#">Recovery</a> of this <a href="#">IT Service</a> will not be performed.
Document	Information in readable form. A Document may be paper or electronic. For example a <a href="#">Policy</a> statement, <a href="#">Service Level Agreement</a> , <a href="#">Incident Record</a> , diagram of computer room layout. See <a href="#">Record</a> .
Dormant Contract	<b>(IT Service Continuity)</b> A <a href="#">Recovery Option</a> . The <a href="#">Service Provider</a> takes out a <a href="#">Contract</a> with a <a href="#">Supplier</a> to provide required products or <a href="#">Services</a> within agreed times for an agreed price. The <a href="#">Contract</a> is invoked as part of a <a href="#">Recovery Plan</a> , at which time an additional payment is made and the goods or <a href="#">Service</a> are provided.
Downtime	<b>(Availability Management)</b> The time when a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> is not <a href="#">Available</a> during its <a href="#">Agreed Service Time</a> . The <a href="#">Availability</a> of an <a href="#">IT Service</a> is often calculated from <a href="#">Agreed Service Time</a> and Downtime.
Effectiveness	A measure of whether the <a href="#">Objectives</a> of a <a href="#">Process</a> , <a href="#">Service</a> or <a href="#">Activity</a> have been achieved. An Effective <a href="#">Process</a> or activity is one that achieves its agreed <a href="#">Objectives</a> . See <a href="#">KPI</a> .

ITIL® Glossary v01, 1 May 2006  
Efficiency to Exception Report

Term	Definition
Efficiency	A measure of whether the right amount of resources have been used to deliver a <b>Process</b> , <b>Service</b> or <b>Activity</b> . An Efficient <b>Process</b> achieves its <b>Objectives</b> with the minimum amount of time, money, people or other resources. See <b>KPI</b> .
Emergency Change	<b>(Change Management)</b> A <b>Change</b> that must be introduced as soon as possible. For example to resolve a <b>Major Incident</b> or implement a <b>Security</b> patch. The <b>Change Management Process</b> will normally have a specific <b>Procedure</b> for handling Emergency Changes. See <b>Change Advisory Board / Emergency Committee (CAB/EC)</b> .
Environment	A subset of the <b>IT Infrastructure</b> that is used for a particular purpose. For Example: <b>Live Environment</b> , <b>Test Environment</b> , <b>Build Environment</b> . It is possible for multiple Environments to share a <b>Configuration Item</b> , for example <b>Test</b> and <b>Live Environments</b> may use different partitions on a single mainframe computer. Also used in the term Physical Environment to mean the accommodation, air conditioning, power system etc.
Error	A design flaw or malfunction that causes a <b>Failure</b> of one or more <b>Configuration Items</b> or <b>IT Services</b> . A mistake made by a person or a faulty <b>Process</b> that impacts a <b>CI</b> or <b>IT Service</b> is also an Error. See <b>Known Error</b> .
Error Control	<b>(Problem Management)</b> The <b>Activity</b> responsible for managing <b>Known Errors</b> until they are <b>Resolved</b> by the successful implementation of <b>Changes</b> . See <b>Problem Control</b> .
Escalation	An <b>Activity</b> that obtains additional <b>Resources</b> when these are needed to meet <b>Service Level Targets</b> or <b>Customer</b> expectations. Escalation may be needed within any <b>IT Service Management Process</b> , but is most commonly associated with <b>Incident Management</b> , <b>Problem Management</b> and the management of <b>Customer</b> complaints. There are two types of Escalation, <b>Functional Escalation</b> and <b>Hierarchical Escalation</b> .
Estimation	The use of experience to provide an approximate value for a <b>Metric</b> or <b>Cost</b> . Estimation is also used in <b>Capacity</b> and <b>Availability Management</b> as the cheapest and least accurate <b>Modelling</b> method,
European Foundation for Quality Management (EFQM)	The EFQM Excellence Model was introduced at the beginning of 1992 as the framework for assessing <b>Organisations</b> for the European Quality Award. It is now the most widely used organisational framework in Europe and it has become the basis for the majority of national and regional <b>Quality Awards</b> . See <a href="http://www.efqm.org/">http://www.efqm.org/</a> for more information.
Event	An <b>Alert</b> or notification created by any <b>IT Service</b> , <b>Configuration Item</b> or monitoring tool. For example a notification that a batch job has completed. Events typically require <b>IT Operations</b> personnel to take actions, and often lead to <b>Incidents</b> being logged. See <b>Event Management</b> .
Event Management	The <b>Process</b> responsible for managing <b>Events</b> throughout their <b>Lifecycle</b> . Event Management is one of the main <b>Activities</b> of <b>IT Operations</b> .
Examination Board	An <b>Organisation Accredited</b> to develop and manage examinations. <b>IT Service Management Examination Boards</b> are accredited by <b>ICMB</b> to develop <b>ITIL</b> examinations, based on a common syllabus, to <b>Accredit</b> training <b>Organisations</b> , and to award <b>Certificates</b> . See <b>ISEB</b> , <b>EXIN</b> .
Examination Institute for Information Science (EXIN)	The Examination Institute for Information Science, is accredited by the <b>ICMB</b> as an <b>Examination Board</b> . See <a href="http://www.exin-exams.com/">http://www.exin-exams.com/</a> for more information.
Exception Report	A <b>Document</b> containing details of one or more <b>KPIs</b> or other important targets that have exceeded defined thresholds. Examples include <b>SLA</b> targets being missed or about to be missed, and a <b>Performance Metric</b> indicating a potential <b>Capacity</b> problem.

ITIL® Glossary v01, 1 May 2006  
External Customer to Follow the Sun Support

Term	Definition
External Customer	A <b>Customer</b> who works for a different <b>Business</b> to the <b>IT Service Provider</b> . See <b>External Service Provider</b> , <b>Internal Customer</b> .
External Service Provider	An <b>IT Service Provider</b> which is part of a different <b>Business</b> to their <b>Customer</b> . An <b>IT Service Provider</b> may have both <b>Internal Customers</b> and <b>External Customers</b> . See <b>Internal Service Provider</b> , <b>Application Service Provider</b> , <b>Internet Service Provider</b> .
Failure	Loss of ability to <b>Operate</b> to <b>Specification</b> , or to deliver the required output. The term <b>Failure</b> may be used when referring to <b>IT Services</b> , <b>Processes</b> , <b>Activities</b> , <b>Configuration Items</b> etc. A <b>Failure</b> often causes an <b>Incident</b> . See <b>Error</b> .
Fault	Synonym for <b>Error</b> .
Fault Tolerance	The ability of an <b>IT Service</b> or <b>Configuration Item</b> to continue to <b>Operate</b> correctly after <b>Failure</b> of a <b>Component</b> part. See <b>Resilience</b> , <b>Countermeasure</b> .
Fault Tree Analysis	<b>(Problem Management) (Availability Management)</b> A technique that can be used to determine the chain of events that leads to a <b>Problem</b> . Fault Tree Analysis represents a chain of events using Boolean notation in a diagram.
Financial Management	A common abbreviation of <b>Financial Management for IT Services</b>
Financial Management for IT Services	<b>(Financial Management)</b> The <b>Process</b> responsible for managing an <b>IT Service Provider's</b> <b>Budgeting</b> , <b>Accounting</b> and <b>Charging</b> requirements.
Financial year	<b>(Financial Management)</b> An <b>Accounting Period</b> covering 12 consecutive months. A <b>Financial Year</b> may start on any date, for example 1 April to 31 March.
First Time Fix Rate	<b>(Service Desk) (Incident Management)</b> A <b>Metric</b> that measures the percentage of <b>Incidents</b> resolved by <b>First-line Support</b> without delay or <b>Escalation</b> . Other definitions of this <b>Metric</b> are possible, for example some <b>IT Service Providers</b> define it as the percentage of <b>Incidents</b> that are <b>Resolved</b> during the initial <b>User</b> phone call.
First-line Support	<b>(Service Desk) (Incident Management)</b> The first level in a hierarchy of <b>Support Groups</b> involved in the resolution of <b>Incidents</b> . Each level contains more specialist skills, or has more time or other resources. See <b>Escalation</b> .
Fishbone Diagram	Synonym for <b>Cause / Effect Diagram</b> .
Fit for Purpose	An informal term used to describe a <b>Process</b> , <b>Configuration Item</b> , <b>IT Service</b> etc. that is capable of meeting its objectives or <b>Service Levels</b> . Being Fit for Purpose requires suitable design, implementation, control and maintenance.
Fixed Cost	<b>(Financial Management)</b> A <b>Cost</b> that does not vary with <b>IT Service</b> usage. For example the cost of <b>Server</b> hardware. See <b>Variable Cost</b> .
Fixed Facility	<b>(IT Service Continuity Management)</b> A permanent building, available for use when needed by an <b>IT Service Continuity Plan</b> . See <b>Recovery Option</b> , <b>Portable Facility</b> .
Fixed Price	<b>(Financial Management)</b> A <b>Cost</b> or <b>Charge</b> agreed with a <b>Supplier</b> or <b>Customer</b> . This <b>Cost</b> or <b>Charge</b> remains the same, even if <b>Resource</b> usage or time to deliver a <b>Project</b> changes.
Follow the Sun Support	<b>(Service Desk)</b> A methodology for using <b>Service Desks</b> and <b>Support Groups</b> around the world to provide seamless 24 * 7 Service. <b>Calls</b> , <b>Incidents</b> , <b>Problems</b> and <b>Service Requests</b> are passed between groups in different time zones.

ITIL® Glossary v01, 1 May 2006  
Full Cost to Incident

Term	Definition
Full Cost	<b>(Financial Management)</b> The total <a href="#">Cost</a> of all the resources used in supplying an <a href="#">IT Service</a> , i.e., the sum of the <a href="#">Direct Costs</a> of producing the output, a proportional share of <a href="#">Indirect Costs</a> , and any selling and distribution expenses. See <a href="#">Total Cost of Ownership</a> , <a href="#">Marginal Cost</a> .
Full Release	<b>(Release Management)</b> A <a href="#">Release</a> that includes all <a href="#">Components</a> of a <a href="#">Release Unit</a> , including those that have not changed. See <a href="#">Release Type</a> .
Function	An intended purpose of a <a href="#">Configuration Item</a> , <a href="#">Person</a> , <a href="#">Team</a> , <a href="#">Process</a> , or <a href="#">IT Service</a> . For example one Function of an <a href="#">Email Service</a> may be to store and forward outgoing mails, one Function of a <a href="#">Business Process</a> may be to dispatch goods to <a href="#">Customers</a> . The term Function also has two other meanings: <ul style="list-style-type: none"> <li>perform the intended purpose correctly, "The computer is Functioning"</li> <li>team or group of people, "The <a href="#">Change Management</a> Function".</li> </ul>
Functional Escalation	Transferring an <a href="#">Incident</a> , <a href="#">Problem</a> or <a href="#">Change</a> to a technical team with a higher level of expertise to assist in an <a href="#">Escalation</a> .
Going Rate	<b>(Financial Management)</b> A <a href="#">Charging Policy</a> in which <a href="#">Charges</a> are the same as those charged by other internal departments or internal departments of similar <a href="#">Organisations</a> .
Gradual Recovery	<b>(IT Service Continuity Management)</b> A <a href="#">Recovery Option</a> which is also known as Cold Standby. Provision is made to <a href="#">Recover</a> the <a href="#">IT Service</a> in a period of time greater than 72 hours. Gradual Recovery typically uses a <a href="#">Portable</a> or <a href="#">Fixed Facility</a> that has environmental support and network cabling, but no computer <a href="#">Systems</a> . The hardware and software are installed as part of the <a href="#">IT Service Continuity Plan</a> .
Guideline	A <a href="#">Document</a> describing <a href="#">Best Practice</a> , that recommends what should be done. <a href="#">Compliance</a> to a guideline is not normally enforced. See <a href="#">Standard</a> .
Help Desk	<b>(Service Desk)</b> A point of contact for <a href="#">Users</a> to log <a href="#">Incidents</a> . A Help Desk is usually more technically focussed than a <a href="#">Service Desk</a> and does not provide a <a href="#">Single Point of Contact</a> for all interaction. The term Help Desk is often used as a synonym for <a href="#">Service Desk</a> .
Hierarchical Escalation	Informing or involving more senior levels of management to assist in an <a href="#">Escalation</a> .
Hot Standby	Synonym for <a href="#">Immediate Recovery</a>
Immediate Recovery	<b>(IT Service Continuity Management)</b> A <a href="#">Recovery Option</a> which is also known as Hot Standby. Provision is made to <a href="#">Recover</a> the <a href="#">IT Service</a> in a short period of time, typically less than 2 hours but could be up to 24 hours. Immediate Recovery typically uses a dedicated <a href="#">Fixed Facility</a> with computer <a href="#">Systems</a> , and software configured ready to run the <a href="#">IT Services</a> . Immediate Recovery may take up to 24 hours if there is a need to <a href="#">Restore</a> data from <a href="#">Backups</a> .
Impact	A measure of the effect of an <a href="#">Incident</a> , <a href="#">Problem</a> or <a href="#">Change</a> on <a href="#">Business Processes</a> . Impact is often based on how <a href="#">Service Levels</a> will be affected. Impact and <a href="#">Urgency</a> are used to assign <a href="#">Priority</a> . See <a href="#">Impact Code</a> .
Impact Code	A <a href="#">Category</a> used to represent <a href="#">Impact</a> . For example Major, Minor, Catastrophic. See <a href="#">Priority</a> .
Incident	<b>(Incident Management)</b> An unplanned interruption to an <a href="#">IT Service</a> or reduction in the <a href="#">Quality</a> of an <a href="#">IT Service</a> . Any event which could affect an <a href="#">IT Service</a> in the future is also an Incident. For example <a href="#">Failure</a> of one disk from a mirror set. See <a href="#">Incident Management</a> , <a href="#">Incident Record</a> .

ITIL® Glossary v01, 1 May 2006  
Incident Management to Institute of IT Service Management

Term	Definition
Incident Management	<b>(Incident Management)</b> The <a href="#">Process</a> responsible for managing the <a href="#">Lifecycle</a> of all <a href="#">Incidents</a> . The primary <a href="#">Objective</a> of Incident Management is to return the <a href="#">IT Service</a> to <a href="#">Customers</a> as quickly as possible.
Incident Record	<b>(Incident Management)</b> A <a href="#">Record</a> containing the details of an <a href="#">Incident</a> . Each <a href="#">Incident</a> record documents the <a href="#">Lifecycle</a> of a single <a href="#">Incident</a> .
Indirect Cost	<b>(Financial Management)</b> A <a href="#">Cost</a> of providing an <a href="#">IT Service</a> which cannot be allocated in full to a specific <a href="#">customer</a> . For example <a href="#">Cost</a> of providing shared <a href="#">Servers</a> or software licenses. Also known as <a href="#">Overhead</a> . Indirect costs are divided into <a href="#">Absorbed Overhead</a> and <a href="#">Unabsorbed Overhead</a> . See <a href="#">Direct Cost</a> .
Information Security Management	<b>(Security Management)</b> The <a href="#">Process</a> that ensures the <a href="#">Confidentiality</a> , <a href="#">Integrity</a> and <a href="#">Availability</a> of an <a href="#">Organisations Assets</a> , information, data and <a href="#">IT Services</a> . Information Security Management usually has a wider scope than the <a href="#">Service Provider</a> . It normally includes handling of paper, building access, phone calls etc., for the entire <a href="#">Organisation</a> .
Information Security Manager	<b>(Security Management)</b> The Information Security Manager is the <a href="#">Role</a> responsible for the <a href="#">Information Security Management Process</a> in the <a href="#">IT Service Provider</a> . The Information Security Manager is responsible for fulfilling the security demands as specified in the <a href="#">Information Security Policy</a> and <a href="#">SLAs</a> . The Information Security Manager typically delegates the actual implementation to other personnel in the <a href="#">IT Service Provider</a> . The <a href="#">Information Security Officer</a> and the Information Security Manager work closely together.
Information Security Officer	<b>(Security Management)</b> The Information Security Officer is responsible for assessing the business <a href="#">Risks</a> and setting the <a href="#">Information Security Policy</a> . This <a href="#">Role</a> is the counterpart of the <a href="#">Information Security Manager</a> and resides in the <a href="#">Customer Organisation</a> . The Information Security Officer and the <a href="#">Information Security Manager</a> work closely together.
Information Security Policy	<b>(Security Management)</b> The <a href="#">Policy</a> that governs the <a href="#">Organisations</a> approach to <a href="#">Information Security Management</a> .
Information Systems Examination Board (ISEB)	The British Computer Society Information Systems Examination Board is accredited by the <a href="#">ICMB</a> as an <a href="#">Examination Board</a> . See <a href="http://www.bcs.org/bcs/products/qualifications/iseb">http://www.bcs.org/bcs/products/qualifications/iseb</a> for more information.
Information Technology (IT)	The use of technology for the storage, communication or processing of information. The technology typically includes computers, telecommunications, <a href="#">Applications</a> and other software. The information may include <a href="#">Business</a> data, voice, images, video, etc. Information Technology is often used to support <a href="#">Business Processes</a> through <a href="#">IT Services</a> .
Informed Customer	A manager who works for the <a href="#">Customer</a> , and is a specialist in dealing with and managing <a href="#">IT Service Providers</a> . The Informed Customer is responsible for all aspects of managing the relationship with <a href="#">Service Providers</a> .
Infrastructure Service	An <a href="#">IT Service</a> that is not directly used by the <a href="#">Business</a> , but is required by the <a href="#">IT Service Provider</a> so they can provide other <a href="#">IT Services</a> . For example directory services, naming services, or communication services.
Insource	Transferring the provision of <a href="#">IT Services</a> from an <a href="#">External Service Provider</a> to an <a href="#">Internal Service Provider</a> . The term Insourcing is used to mean running or managing <a href="#">IT Services</a> as an <a href="#">Internal Service Provider</a> . See <a href="#">Outsource</a> .
Institute of IT Service Management	An independently governed professional body, specifically aimed at professionals in <a href="#">IT Service Management</a> "aims to promote and support the standing of its members by establishing high-standards of professional and ethical conduct, ensuring continuing professional development of its members in order to demonstrate their competence and commitment". See <a href="http://www.iosm.com/">http://www.iosm.com/</a> for more information.

ITIL® Glossary v01, 1 May 2006  
Integration Testing to ISO/IEC 27001

Term	Definition
Integration Testing	Testing of a <a href="#">Build</a> or <a href="#">Release</a> to ensure that the parts work correctly together.
Integrity	<b>(Security Management)</b> A <a href="#">Security Principle</a> that ensures data and <a href="#">Configuration Items</a> are only modified by authorised personnel and <a href="#">Activities</a> . Integrity considers all possible causes of modification, including software and hardware <a href="#">Failure</a> , environmental <a href="#">Events</a> , and human intervention.
Interactive Voice Response (IVR)	<b>(Service Desk)</b> A form of <a href="#">Automatic Call Distribution</a> that accepts <a href="#">User</a> input, such as key presses and spoken commands, to identify the correct destination for incoming <a href="#">Calls</a> .
Intermediate Recovery	<b>(IT Service Continuity Management)</b> A <a href="#">Recovery Option</a> which is also known as Warm Standby. Provision is made to <a href="#">Recover</a> the <a href="#">IT Service</a> in a period of time between 24 and 72 hours. Intermediate Recovery typically uses a shared <a href="#">Portable</a> or <a href="#">Fixed Facility</a> that has Computer <a href="#">Systems</a> and Network <a href="#">Components</a> . The hardware and software will need to be configured, and data will need to be restored, as part of the <a href="#">IT Service Continuity Plan</a> .
Internal Customer	A <a href="#">Customer</a> who works for the same <a href="#">Business</a> as the <a href="#">IT Service Provider</a> . See <a href="#">Internal Service Provider</a> , <a href="#">External Customer</a> .
Internal Service Provider	An <a href="#">IT Service Provider</a> which is part of the same <a href="#">Business</a> as their <a href="#">Customer</a> . An <a href="#">ST Service Provider</a> may have both <a href="#">Internal Customers</a> and <a href="#">External Customers</a> . See <a href="#">External Service Provider</a> .
International Organization for Standardization (ISO)	The International Organization for Standardization (ISO) is the world's largest developer of <a href="#">Standards</a> . ISO is a non-governmental organization which is a network of the national standards institutes of 156 countries. Further information about ISO is available from <a href="http://www.iso.org/">http://www.iso.org/</a>
International Standards Organisation	See <a href="#">International Organization for Standardization (ISO)</a>
Internet Service Provider (ISP)	An <a href="#">External Service Provider</a> that provides access to the Internet. Most ISPs also provide other <a href="#">IT Services</a> such as web hosting.
Investment Appraisal	<b>(Financial Management)</b> The <a href="#">Activity</a> responsible for carrying out a <a href="#">Cost Benefit Analysis</a> to justify <a href="#">Capital Expenditure</a> for a new or changed <a href="#">IT Services</a> . See <a href="#">Business Case</a> , <a href="#">Cost Effectiveness</a> , <a href="#">Return on Investment</a> , <a href="#">Return on Capital Employed</a> .
Invocation	<b>(IT Service Continuity Management)</b> Initiation of the steps defined in a plan. For example initiating the <a href="#">IT Service Continuity Plan</a> for one or more <a href="#">IT Services</a> .
Ishikawa Diagram	Synonym for <a href="#">Cause / Effect diagram</a> .
ISO/IEC 17799	<b>(Security Management)</b> ISO Code of Practice for <a href="#">Information Security Management</a> , based on <a href="#">BS 7799</a> Part 1. See <a href="#">Standard</a> .
ISO/IEC 20000	<a href="#">ISO Specification</a> and <a href="#">Code of Practice</a> for <a href="#">IT Service Management</a> . ISO/IEC 20000 is aligned with <a href="#">ITIL Best Practice</a> , and supersedes <a href="#">BS 15000</a> . See <a href="#">Standard</a> .
ISO/IEC 27001	<b>(Security Management)</b> ISO Specification for <a href="#">Information Security Management</a> . The corresponding <a href="#">Code of Practice</a> is <a href="#">ISO/IEC 17799</a> . ISO/IEC 27001 supersedes <a href="#">BS7799</a> Part 2. See <a href="#">Standard</a> .

ITIL® Glossary v01, 1 May 2006  
ISO 9000 to IT Service Management (ITSM)

Term	Definition
ISO 9000	A generic term that refers to a number of international <a href="#">Standards</a> and <a href="#">Guidelines</a> for <a href="#">Quality Management Systems</a> . See <a href="http://www.iso.org/">http://www.iso.org/</a> for more information. See <a href="#">ISO</a> .
ISO 9001	An international <a href="#">Standard</a> for <a href="#">Quality Management Systems</a> . See <a href="#">ISO 9000</a> .
IT Accounting	<b>(Financial Management)</b> The <a href="#">Process</a> responsible for identifying actual <a href="#">Costs</a> of delivering <a href="#">IT Services</a> , comparing these with budgeted costs, and managing variance from the <a href="#">Budget</a> . See also <a href="#">Charging</a> .
IT Accounting System	<b>(Financial Management)</b> The entire set of <a href="#">Policy</a> , tools and <a href="#">Process</a> that support <a href="#">Financial Management</a> .
IT Availability Metrics Model (ITAMM)	<b>(Availability Management)</b> A model that helps to ensure all aspects of <a href="#">Availability</a> are considered when defining <a href="#">Availability Metrics</a> and reports.
IT Directorate	Senior Management within a <a href="#">Service Provider</a> , charged with developing and delivering <a href="#">IT services</a> . Most commonly used in UK Government departments.
IT Infrastructure	All of the hardware, software, networks, facilities etc. that are required to develop, test, deliver or support <a href="#">IT Services</a> . The term <a href="#">IT Infrastructure</a> includes all of the <a href="#">Information Technology</a> but not the associated people, <a href="#">Processes</a> and documentation.
IT Infrastructure Library (ITIL)	A set of <a href="#">Best Practice</a> guidance for <a href="#">IT Service Management</a> . ITIL is owned by the <a href="#">OGC</a> and is developed in conjunction with the <a href="#">itSMF</a> . ITIL consists of a series of publications giving guidance on the provision of <a href="#">Quality IT Services</a> , and on the <a href="#">Processes</a> and facilities needed to support them. See <a href="http://www.ogc.gov.uk/index.asp?id=2261">http://www.ogc.gov.uk/index.asp?id=2261</a> for more information.
IT Operations	The <a href="#">Process</a> responsible for the day-to-day monitoring and management of one or more <a href="#">IT Services</a> and the <a href="#">IT Infrastructure</a> they depend on. The term <a href="#">IT Operations</a> is also used to refer to the group or department within an <a href="#">IT Service Provider</a> responsible for <a href="#">IT Operations</a> . See <a href="#">Operations Bridge</a> , <a href="#">Event Management</a> .
IT Service	A <a href="#">Service</a> provided to one or more <a href="#">Customers</a> by an <a href="#">IT Service Provider</a> . An IT Service is based on the use of <a href="#">Information Technology</a> and supports the <a href="#">Customer's Business Processes</a> . An <a href="#">IT Service</a> is made up from a combination of people, <a href="#">Processes</a> and technology and should be defined in a <a href="#">Service Level Agreement</a> .
IT Service Continuity Management (ITSCM)	<b>(IT Service Continuity Management)</b> The <a href="#">Process</a> responsible for managing <a href="#">Risks</a> that could seriously impact <a href="#">IT Services</a> . ITSCM ensures that the <a href="#">IT Service Provider</a> can always provide minimum agreed <a href="#">Service Levels</a> , by reducing the <a href="#">Risk</a> to an acceptable level and <a href="#">Planning</a> for the <a href="#">Recovery</a> of <a href="#">IT Services</a> . ITSCM should be designed to support <a href="#">Business Continuity Management</a> .
IT Service Continuity Plan	<b>(IT Service Continuity Management)</b> A <a href="#">Plan</a> defining the steps required to <a href="#">Recover</a> one or more <a href="#">IT Services</a> . The <a href="#">Plan</a> will also identify the triggers for <a href="#">Invocation</a> , people to be involved, communications etc. The IT Service Continuity Plan should be part of a <a href="#">Business Continuity Plan</a> .
IT Service Management (ITSM)	The implementation and management of <a href="#">Quality IT Services</a> that meet the needs of the <a href="#">Business</a> . IT Service Management is performed by <a href="#">IT Service Providers</a> through an appropriate mix of people, <a href="#">Process</a> and <a href="#">Information Technology</a> .

ITIL® Glossary v01, 1 May 2006  
IT Service Management Forum (itSMF) to License Management

Term	Definition
IT Service Management Forum (itSMF)	The IT Service Management Forum is an independent <a href="#">Organisation</a> dedicated to promoting a professional approach to <a href="#">IT Service Management</a> . The itSMF is a not-for-profit membership <a href="#">Organisation</a> with representation in many countries around the world (itSMF Chapters). The itSMF and its membership contribute to the development of <a href="#">ITIL</a> and associated <a href="#">IT Service Management Standards</a> . See <a href="http://www.itsmf.com/">http://www.itsmf.com/</a> for more information.
IT Service Provider	A <a href="#">Service Provider</a> that provides <a href="#">IT Services</a> to <a href="#">Internal Customers</a> or <a href="#">External Customers</a> .
IT Steering Group	A formal group that is responsible for ensuring that <a href="#">Business</a> and <a href="#">IT Service Provider Strategies</a> and <a href="#">Plans</a> are closely aligned. An IT Steering Group includes senior representatives from the <a href="#">Business</a> and the <a href="#">IT Service Provider</a> .
ITIL	See <a href="#">IT Infrastructure Library</a> .
ITIL Certification Management Board (ICMB)	The body responsible for the maintenance and ongoing development of the <a href="#">ITIL</a> qualification scheme. See <a href="http://www.itil.co.uk/icmb.htm">http://www.itil.co.uk/icmb.htm</a> for further information.
Job Description	A <a href="#">Document</a> which defines the <a href="#">Roles</a> , responsibilities, skills and knowledge required by a particular person. One Job Description can include multiple <a href="#">Roles</a> , for example the <a href="#">Roles</a> of <a href="#">Configuration Manager</a> and <a href="#">Change Manager</a> may be carried out by one person.
Kepner-Tregoe Analysis	<b>(Problem Management)</b> A structured approach to <a href="#">Problem</a> solving. The <a href="#">Problem</a> is analysed in terms of what, where, when and extent. Possible causes are identified. The most probable cause is tested. The true cause is verified.
Key Performance Indicator (KPI)	A <a href="#">Metric</a> that is used to help manage a <a href="#">Process</a> , <a href="#">IT Service</a> or <a href="#">Activity</a> . Many <a href="#">Metrics</a> may be measured, but only the most important of these are defined as KPIs and used to actively manage and report on the <a href="#">Process</a> , <a href="#">IT Service</a> or <a href="#">Activity</a> . <a href="#">KPIs</a> should be selected to ensure that <a href="#">Efficiency</a> , <a href="#">Effectiveness</a> , and <a href="#">Cost Effectiveness</a> are all managed. See <a href="#">Critical Success Factor</a> .
Knowledge Base	<b>(Service Desk) (Incident Management)</b> A <a href="#">Database</a> containing information about <a href="#">Incidents</a> , <a href="#">Problems</a> and <a href="#">Known Errors</a> . The Knowledge Base is used to match new <a href="#">Incidents</a> with historical information, improving <a href="#">Resolution</a> times and <a href="#">First Time Fix Rates</a> .
Knowledge Management	The <a href="#">Process</a> responsible for gathering, analysing, storing and sharing knowledge information within an <a href="#">Organisation</a> . The primary purpose of Knowledge Management is to improve <a href="#">Efficiency</a> by reducing the need to rediscover knowledge.
Known Error (KE)	<b>(Problem Management)</b> A <a href="#">Problem</a> that has a documented <a href="#">Root Cause</a> and a <a href="#">Workaround</a> . Known Errors are created by <a href="#">Problem Control</a> and are managed throughout their <a href="#">Lifecycle</a> by <a href="#">Error Control</a> . Known Errors may also be identified by <a href="#">Development</a> or <a href="#">Suppliers</a> . See <a href="#">Known Error Record</a> , <a href="#">Knowledge Base</a> .
Known Error Database	<b>(Service Desk) (Incident Management) (Problem Management)</b> A <a href="#">Database</a> containing all <a href="#">Known Error Records</a> . This <a href="#">Database</a> is created by <a href="#">Problem Management</a> and used by <a href="#">Incident</a> and <a href="#">Problem Management</a> . See <a href="#">Knowledge Base</a> .
Known Error Record	<b>(Problem Management)</b> A <a href="#">Record</a> containing the details of a <a href="#">Known Error</a> . Each Known Error Record documents the <a href="#">Lifecycle</a> of a <a href="#">Known Error</a> , including the <a href="#">Status</a> , <a href="#">Root Cause</a> and <a href="#">Workaround</a> . In some implementations a <a href="#">Known Error</a> is documented using additional fields in a <a href="#">Problem Record</a> .
License Management	The <a href="#">Process</a> responsible for the management of software licenses throughout their <a href="#">Lifecycle</a> .

ITIL® Glossary v01, 1 May 2006  
 Lifecycle to Maturity

Term	Definition
Lifecycle	The various stages in the life of a <a href="#">Configuration Item</a> , <a href="#">Incident</a> , <a href="#">Problem</a> , <a href="#">Change</a> etc. The Lifecycle defines the <a href="#">Categories</a> for <a href="#">Status</a> and the <a href="#">Status</a> transitions that are permitted. For example: <ul style="list-style-type: none"> <li>• The Lifecycle of an <a href="#">Application</a> includes Design, <a href="#">Build</a>, <a href="#">Test</a>, Deploy, <a href="#">Operate</a> etc.</li> <li>• The lifecycle of an <a href="#">Incident</a> includes Detect, Respond, Diagnose, Repair, Recover, Restore.</li> <li>• The lifecycle of a <a href="#">Server</a> may include: Ordered, Received, In <a href="#">Test</a>, <a href="#">Live</a>, Disposed etc.</li> </ul>
Live	Refers to an <a href="#">IT Service</a> or <a href="#">Configuration Item</a> that is being used to deliver <a href="#">Service</a> to a <a href="#">Customer</a> .
Live Environment	A controlled <a href="#">Environment</a> containing <a href="#">Live Configuration Items</a> used to deliver <a href="#">IT Services</a> to <a href="#">Customers</a> .
Maintainability	<b>(Availability Management)</b> A measure of how quickly and <a href="#">Effectively</a> a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> can be restored to normal working after a <a href="#">Failure</a> . Maintainability is often measured and reported as <a href="#">MTTR</a> . See <a href="#">Availability</a> .
Major Incident	<b>(Incident Management)</b> The highest <a href="#">Category</a> of <a href="#">Impact</a> for an <a href="#">Incident</a> . A Major Incident results in significant disruption to the <a href="#">Business</a> . See <a href="#">Escalation</a> .
Managed Object (MO)	An abstract representation of a <a href="#">Resource</a> that is used for <a href="#">Operational</a> management of that <a href="#">Resource</a> . An MO is defined in terms of the attributes of the <a href="#">Resource</a> , operations that may be performed on it, notifications it may issue and relationships with other MOs. MOs differ from <a href="#">Configuration Items</a> as their status is dynamic, and <a href="#">Changes</a> to their <a href="#">Operational</a> state do not need to be approved by the <a href="#">Change Management Process</a> .
Managed Services	Synonym for <a href="#">Outsourced IT Services</a> . Also used in <a href="#">ISO/IEC 20000</a> as a Synonym for <a href="#">IT Services</a> , whether <a href="#">Outsourced</a> or not.
Management Information	Information that is used to support decision making by managers. Management Information is often generated automatically by tools supporting the various <a href="#">IT Service Management Processes</a> . Management Information often includes the values of <a href="#">KPIs</a> such as "Percentage of <a href="#">Changes</a> leading to <a href="#">Incidents</a> ", or "First Time Fix Rate".
Management Information System (MIS)	The <a href="#">IT Service</a> that captures, processes and provides <a href="#">Management Information</a> . The term MIS is also informally used to mean the output of MIS, including data and reports.
Management System	The framework of <a href="#">Policy</a> and <a href="#">Processes</a> that ensures an <a href="#">Organisation</a> can achieve its <a href="#">Objectives</a> .
Manual Workaround	<b>(Incident Management) (Problem Management)</b> A <a href="#">Workaround</a> that requires manual intervention. <b>(IT Service Continuity Management)</b> A <a href="#">Recovery Option</a> . The <a href="#">Business Process Operates</a> without the use of <a href="#">IT Services</a> . This is a temporary measure and is usually combined with another <a href="#">Recovery Option</a> .
Marginal Cost	<b>(Financial Management)</b> The <a href="#">Cost</a> of continuing to providing the <a href="#">IT Service</a> . Marginal Cost does not include investment already made, for example the cost of developing new software and delivering training. See <a href="#">Full Cost</a> , <a href="#">Opportunity Cost</a>
Market Price	<b>(Financial Management)</b> A <a href="#">Charging Policy</a> in which <a href="#">Charges</a> are the same as those an external <a href="#">Supplier</a> would charge.
Maturity	Synonym for <a href="#">Process Maturity</a> .

ITIL® Glossary v01, 1 May 2006  
Maturity Level to Operate

Term	Definition
Maturity Level	A named level in a maturity model such as the Carnegie Mellon <a href="#">Capability Maturity Model Integration</a> . See <a href="#">Process Maturity</a> .
Mean Time Between Failures (MTBF)	<b>(Availability Management)</b> A <a href="#">Metric</a> for measuring and reporting <a href="#">Reliability</a> . MTBF is the average time that a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> can perform its agreed <a href="#">Function</a> without interruption. This is measured from when the <a href="#">CI</a> or <a href="#">IT Service</a> starts working, until it next fails.
Mean Time Between Service Incidents (MTBSI)	<b>(Availability Management)</b> A <a href="#">Metric</a> used for measuring and reporting <a href="#">Reliability</a> . MTBSI is the mean time from when a <a href="#">System</a> or <a href="#">IT Service</a> fails, until it next fails. MTBSI is equal to <a href="#">MTBF</a> + <a href="#">MTTR</a> .
Mean Time To Repair (MTTR)	<b>(Availability Management)</b> A <a href="#">Metric</a> for measuring and reporting <a href="#">Maintainability</a> . MTTR is the average time taken to restore a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> after a <a href="#">Failure</a> . MTTR is measured from when the <a href="#">CI</a> or <a href="#">IT Service</a> fails until it is fully restored and delivering its normal functionality.
Metric	Something that is measured and reported to help manage a <a href="#">Process</a> , <a href="#">IT Service</a> or <a href="#">Activity</a> . See <a href="#">KPI</a> .
Mission Statement	The Mission Statement of an <a href="#">Organisation</a> is a short but complete description of the overall purpose and intentions of that <a href="#">Organisation</a> . It states what is to be achieved, but not how this should be done.
Modelling	Any technique used to predict the future behaviour of an <a href="#">IT Service</a> , <a href="#">Configuration Item</a> or <a href="#">Business Process</a> . Models are commonly used in <a href="#">Financial Management</a> , <a href="#">Capacity Management</a> and <a href="#">Availability Management</a> . See <a href="#">Estimation</a> , <a href="#">Analytical Modelling</a> , <a href="#">Simulation Modelling</a> .
n-line Support	<b>(Service Desk) (Incident Management) (Problem Management)</b> A generic term for any level of <a href="#">Support Group</a> . See <a href="#">First-line Support</a> , <a href="#">Second-line Support</a> , <a href="#">Third-line Support</a> .
Notional Charging	<b>(Financial Management)</b> A <a href="#">Charging Policy</a> where <a href="#">Customers</a> are sent <a href="#">Bills</a> for the <a href="#">IT Services</a> they have used, but money is not actually transferred. This is sometimes introduced to ensure that <a href="#">Customers</a> are aware of the <a href="#">Costs</a> they incur, or as a stage during the introduction of <a href="#">Real Charging</a> .
Objective	The defined purpose or aim of a <a href="#">Process</a> , an <a href="#">Activity</a> or an <a href="#">Organisation</a> as a whole. Objectives are usually expressed as measurable targets. The term Objective is also informally used to mean a <a href="#">Requirement</a> .
Office of Government Commerce (OGC)	OGC own the copyright to the <a href="#">ITIL</a> publications. They are a UK Government department that works with public sector <a href="#">Organisations</a> to help them improve their <a href="#">Efficiency</a> , gain better <a href="#">Value for Money</a> from their commercial <a href="#">Activities</a> , and deliver improved success from <a href="#">Programmes</a> and <a href="#">Projects</a> .
Office of Public Sector Information (OPSI)	OPSI are the publishers of the <a href="#">ITIL</a> publications. They are a UK Government department who provide online access to UK legislation, license the re-use of Crown copyright material, manage the Information Fair Trader Scheme, maintain the Government's Information Asset Register and provide advice and guidance on official publishing and Crown copyright
Operate	To perform as expected. A <a href="#">Process</a> or <a href="#">Configuration Item</a> is said to Operate if it is delivering the <a href="#">Required</a> outputs. Operate also means to perform one or more <a href="#">Operations</a> . For example, to Operate a computer is to do the day-to-day <a href="#">Operations</a> needed for it to perform as expected. See <a href="#">Operation</a> , <a href="#">IT Operations</a> , <a href="#">Business Operations</a> .

ITIL® Glossary v01, 1 May 2006  
 Operation to Package Release

Term	Definition
Operation	A pre-defined <a href="#">Activity</a> or <a href="#">Transaction</a> . For example loading a magnetic tape, accepting money at a point of sale, or reading data from a disk drive. See <a href="#">Operate</a> , <a href="#">IT Operations</a> , <a href="#">Business Operations</a> .
Operational	The lowest of three levels of <a href="#">Planning</a> and delivery ( <a href="#">Strategic</a> , <a href="#">Tactical</a> , Operational). Operational <a href="#">Activities</a> include the day-to-day or short term <a href="#">Planning</a> or delivery of a <a href="#">Business Process</a> or <a href="#">IT Service Management Process</a> . The term Operational is also used to refer to a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> being ready for use.
Operational Acceptance	<b>(Release Management)</b> Part of the <a href="#">Release Acceptance Activity</a> , responsible for ensuring that everything needed for <a href="#">IT Operations</a> is in place before the <a href="#">Release</a> is deployed. Operational Acceptance often uses a checklist to ensure that all required documentation, <a href="#">IT Operations Processes</a> , tools and training are in place.
Operational Cost	<b>(Financial Management)</b> <a href="#">Cost</a> resulting from running the <a href="#">IT Services</a> . Often repeating payments. For example staff costs, hardware maintenance and electricity (also known as "current expenditure" or "revenue expenditure") See <a href="#">Capital Costs</a>
Operational Expenditure (OPEX)	Synonym for <a href="#">Operational Cost</a> .
Operational Level Agreement (OLA)	<b>(Service Level Management)</b> An <a href="#">Agreement</a> between an <a href="#">IT Service Provider</a> and another part of the same <a href="#">Business</a> that provides <a href="#">Services</a> to them. For example there could be an OLA with a facilities department to provide air conditioning, or with the procurement department to obtain hardware in agreed times. An OLA may also be between two parts of the same <a href="#">IT Service Provider</a> , for example between the <a href="#">Service Desk</a> and a <a href="#">Support Group</a> . See <a href="#">Service Level Agreement</a> .
Operations Bridge	A physical location where <a href="#">IT Services</a> and <a href="#">IT Infrastructure</a> are monitored and managed. See <a href="#">IT Operations</a> , <a href="#">Event Management</a> .
Opportunity Cost	<b>(Financial Management)</b> A <a href="#">Cost</a> that is used in deciding between investment choices. Opportunity Cost represents the revenue that would have been generated by using the <a href="#">Resources</a> in a different way. For example the Opportunity Cost of purchasing a new <a href="#">Server</a> may include the loss of interest that the money would otherwise have earned in the bank. See <a href="#">Full Cost</a> , <a href="#">Marginal Cost</a>
Optimise	<a href="#">Review</a> , <a href="#">Plan</a> and request <a href="#">Changes</a> , in order to obtain the maximum <a href="#">Efficiency</a> and <a href="#">Effectiveness</a> from a <a href="#">Process</a> , <a href="#">Configuration Item</a> , <a href="#">Application</a> etc. See <a href="#">Continuous Improvement</a> .
Organisation	A company, legal entity or other institution. Examples of Organisations that are not companies include <a href="#">International Standards Organisation</a> , <a href="#">itSMF</a> . The term Organisation is sometimes used to refer to any entity which has <a href="#">People</a> , <a href="#">Resources</a> and <a href="#">Budgets</a> . For example a <a href="#">Project</a> or <a href="#">Business Unit</a> .
Outsource	Transferring the provision of <a href="#">IT Services</a> from an <a href="#">Internal Service Provider</a> to an <a href="#">External Service Provider</a> . The term Outsourcing is used to mean making use of an <a href="#">External Service Provider</a> to manage <a href="#">IT Services</a> , or acting as an <a href="#">External Service Provider</a> to manage <a href="#">IT Services</a> . See <a href="#">Insource</a> .
Overhead	See <a href="#">Indirect cost</a>
Package Release	<b>(Release Management)</b> A single <a href="#">Release</a> that includes a number of <a href="#">Full</a> or <a href="#">Delta Releases</a> . See <a href="#">Release Type</a>

ITIL® Glossary v01, 1 May 2006  
Pareto Principle to Portfolio of Services

Term	Definition
Pareto Principle	A technique used to prioritise <b>Activities</b> . The Pareto Principle says that 80% of the value of any activity is created with 20% of the effort.
Partnership	A relationship between two <b>Organisations</b> which involves working closely together for common goals or mutual benefit. The <b>IT Service Provider</b> should have a Partnership with the <b>Business</b> , and with <b>Third Parties</b> who are critical to the delivery of <b>IT Services</b> .
Percentage utilisation	<b>(Capacity Management)</b> The amount of time that a <b>Component</b> is busy over a given period of time. For example, if a CPU is busy for 1800 seconds in a one hour period, its utilisation is 50%
Performance	A measure of what is achieved or delivered by a person, team or <b>Process</b> . See <b>KPI</b> . <b>(Capacity Management)</b> A measure of the overall time taken to carry out one or more <b>Transactions</b> . See <b>Response Time, Throughput</b> .
Performance Management	<b>(Capacity Management)</b> The <b>Process</b> responsible for day-to-day <b>Capacity Management Activities</b> . These include monitoring, threshold detection, <b>Performance</b> analysis and <b>Tuning</b> , and implementing changes related to <b>Performance</b> and <b>Capacity</b> .
Plan	A <b>Document</b> which identifies a series of <b>Activities</b> and the <b>Resources</b> required to achieve an <b>Objective</b> . For example a <b>Plan</b> to implement a new <b>IT Service</b> or <b>Process</b> . <b>ISO/IEC 20000</b> requires a <b>Plan</b> for the management of each <b>IT Service Management Process</b> . See <b>Project</b> .
Plan-Do-Check-Act	A four stage cycle for <b>Process</b> management, devised by Edward Deming. Plan-Do-Check-Act is also called the Deming Cycle. <b>PLAN</b> : Design or revise <b>Processes</b> that support the <b>IT Services</b> . <b>DO</b> : Implement the <b>Plan</b> and manage the <b>Processes</b> . <b>CHECK</b> : Measure the <b>Processes</b> and <b>IT Services</b> , compare with objectives and produce reports <b>ACT</b> : <b>Plan</b> and implement changes to improve the <b>Processes</b> .
Planned Downtime	<b>(Availability Management)</b> Agreed time when an <b>IT Service</b> will not be available. Planned Downtime is often used for maintenance, upgrades and testing. See <b>Change Slot, Downtime</b> .
Planning	An <b>Activity</b> responsible for creating one or more <b>Plans</b> . For example, <b>Capacity Planning</b> .
Policy	Formally documented management expectations and intentions. Policies are used to direct decisions, and to ensure consistent and appropriate development and implementation of <b>Processes, Standards, Roles, Activities, IT Infrastructure</b> etc.
Portable Facility	<b>(IT Service Continuity Management)</b> A prefabricated building, or a large vehicle, provided by a <b>Third Party</b> and moved to a site when needed by an <b>IT Service Continuity Plan</b> . See <b>Recovery Option, Fixed Facility</b> .
Portfolio Management	<b>(Business Relationship Management)</b> The <b>Process</b> responsible for managing the <b>Portfolio of Services</b> . Portfolio Management includes maximising the value to the <b>Business</b> of existing and proposed new <b>IT Services</b> , and identifying the need to create new <b>IT Services</b> and retire <b>IT Services</b> that are no longer of value. The detailed <b>Planning</b> and implementation work is carried out as part of the <b>Service Planning Process</b> .
Portfolio of Services	<b>(Business Relationship Management)</b> A published description of all <b>IT services</b> . The Portfolio is maintained by the <b>Service Provider</b> and includes all <b>IT Services</b> whether they are <b>Live</b> , in <b>Development</b> , or proposed new <b>Services</b> . See <b>Service Catalogue, Application Portfolio</b> .

ITIL® Glossary v01, 1 May 2006  
 Post Implementation Review (PIR) to Process Manager

Term	Definition
Post Implementation Review (PIR)	A <a href="#">Review</a> that takes place after a <a href="#">Change</a> or a <a href="#">Project</a> has been implemented. A PIR determines if the <a href="#">Change</a> or <a href="#">Project</a> was successful, and identifies opportunities for improvement.
Pricing	<b>(Financial Management)</b> Pricing is the <a href="#">Activity</a> for establishing how much <a href="#">Customers</a> will be <a href="#">Charged</a> . See <a href="#">Billing</a> , <a href="#">Charging Process</a> .
PRINCE2	The standard UK government methodology for <a href="#">Project</a> management. See <a href="http://www.ogc.gov.uk/prince2/">http://www.ogc.gov.uk/prince2/</a> for more information.
Priority	A <a href="#">Category</a> used to identify the relative importance of an <a href="#">Incident</a> , <a href="#">Problem</a> or <a href="#">Change</a> . Priority is based on <a href="#">Impact</a> and <a href="#">Urgency</a> , and is used to identify required times for actions to be taken. For example the <a href="#">SLA</a> may state that Priority2 <a href="#">Incidents</a> must be resolved within 12 hours.
Proactive Problem Management	<b>(Problem Management)</b> Part of the <a href="#">Problem Management Process</a> . The <a href="#">Objective</a> of Proactive Problem Management is to identify <a href="#">Problems</a> that might otherwise be missed. Proactive Problem Management analyses <a href="#">Incident Records</a> , and uses data collected by other <a href="#">IT Service Management Processes</a> to identify trends or significant problems.
Problem	The root cause of one or more incidents. See <a href="#">Problem Management</a> , <a href="#">Problem Record</a> .
Problem Control	<b>(Problem Management)</b> Part of the <a href="#">Problem Management Process</a> . Problem Control is the <a href="#">Activity</a> responsible for identifying the <a href="#">Root Cause</a> and developing a <a href="#">Workaround</a> or <a href="#">Structural Solution</a> for a <a href="#">Problem</a> . See <a href="#">Error Control</a> .
Problem Management	<b>(Problem Management)</b> The <a href="#">Process</a> responsible for managing the <a href="#">Lifecycle</a> of all <a href="#">Problems</a> . The primary objectives of Problem Management are to prevent <a href="#">Incidents</a> from happening, and to minimise the <a href="#">Impact</a> of <a href="#">Incidents</a> that cannot be prevented. Problem Management includes <a href="#">Problem Control</a> , <a href="#">Error Control</a> and <a href="#">Proactive Problem Management</a> .
Problem Record	<b>(Problem Management)</b> A <a href="#">Record</a> containing the details of a <a href="#">Problem</a> . Each Problem Record documents the <a href="#">Lifecycle</a> of a single <a href="#">Problem</a> .
Procedure	A <a href="#">Document</a> containing steps that specify how to achieve an <a href="#">Activity</a> . Procedures are defined as part of <a href="#">Processes</a> . See <a href="#">Work Instruction</a> .
Process	A structured set of <a href="#">Activities</a> designed to accomplish a specific <a href="#">Objective</a> . A Process takes one or more defined inputs and turns them into defined outputs. A Process may include any of the <a href="#">Roles</a> , responsibilities, tools and management <a href="#">Controls</a> required to reliably deliver the outputs. A Process may define <a href="#">Policies</a> , <a href="#">Standards</a> , <a href="#">Guidelines</a> , <a href="#">Activities</a> , and <a href="#">Work Instructions</a> if they are needed. See <a href="#">Business Process</a> .
Process Control	The <a href="#">Activity</a> of planning and regulating a <a href="#">Process</a> , with the <a href="#">Objective</a> of performing it in an <a href="#">Effective</a> , <a href="#">Efficient</a> , and consistent manner.
Process Manager	A <a href="#">Role</a> responsible for <a href="#">Operational</a> management of a <a href="#">Process</a> . The Process Manager's responsibilities include <a href="#">Planning</a> and co-ordination of all <a href="#">Activities</a> required to carry out, monitor and report on the <a href="#">Process</a> . There may be several Process Managers for one <a href="#">Process</a> , for example regional Change Managers or IT Service Continuity Managers for each data centre. The <a href="#">Process Manager Role</a> is often assigned to the person who carries out the <a href="#">Process Owner Role</a> , but the two <a href="#">Roles</a> may be separate in larger <a href="#">Organisations</a> .

ITIL® Glossary v01, 1 May 2006  
 Process Maturity to Record

Term	Definition
Process Maturity	A measure of how reliable, <b>Efficient</b> and <b>Effective</b> a <b>Process</b> is, and of how well it is integrated with other processes. The most mature processes are formally aligned to <b>Business Objectives</b> and <b>Strategy</b> , and are supported by a framework for <b>Continuous Improvement</b> .
Process Owner	A <b>Role</b> responsible for ensuring that a <b>Process</b> is <b>Fit for Purpose</b> . The Process Owner's responsibilities include sponsorship, design, and change management of the <b>Process</b> and its <b>Metrics</b> . This <b>Role</b> is often assigned to the same person who carries out the <b>Process Manager Role</b> , but the two <b>Roles</b> may be separate in larger <b>Organisations</b> .
Profit Centre	<b>(Financial Management)</b> A <b>Business Unit</b> which charges for <b>Services</b> provided. A Profit Centre can be created with the objective of making a profit, recovering <b>Costs</b> , or running at a loss. An <b>IT Service Provider</b> can be run as a <b>Cost Centre</b> or a Profit Centre.
Programme	A number of <b>Projects</b> , that are planned and managed together to achieve an overall <b>Objective</b> .
Project	A temporary <b>Organisation</b> , with people and other <b>Resources</b> required to achieve an <b>Objective</b> . Each Project has a <b>Lifecycle</b> that typically includes initiation, <b>Planning</b> , execution, <b>Closure</b> etc. Projects are usually managed using a formal methodology such as <b>PRINCE2</b> .
Projected Service Availability (PSA)	<b>(Change Management)</b> A <b>Document</b> that identifies the effect of planned <b>Changes</b> on agreed <b>Service Levels</b> , based on the <b>Forward Schedule of Change (FSC)</b> .
Projects IN Controlled Environments (PRINCE2)	See <b>PRINCE2</b>
Quality	The ability of a product, <b>Service</b> , or <b>Process</b> to provide the intended value. For example, a hardware <b>Component</b> can be considered to be of high quality if it performs as expected and delivers the required <b>Reliability</b> . <b>Process</b> Quality also requires an ability to monitor <b>Effectiveness</b> and <b>Efficiency</b> , and to improve them if necessary. See <b>Quality Management System</b> .
Quality Assurance (QA)	The <b>Process</b> responsible for gaining <b>Assurance</b> that the <b>Quality</b> of a product, <b>Service</b> or <b>Process</b> will provide its intended <b>Value</b> .
Quality Management System (QMS)	The set of <b>Processes</b> responsible for ensuring that all work carried out by an <b>Organisation</b> is of a suitable <b>Quality</b> to reliably meet <b>Business Objectives</b> or <b>Service Levels</b> . See <b>ISO 9000</b> .
Quick Win	An improvement <b>Activity</b> which is expected to provide a <b>Return on Investment</b> in a short period of time with relatively small <b>Cost</b> and effort. See <b>Pareto Principle</b> .
Real Charging	<b>(Financial Management)</b> A <b>Charging Policy</b> where actual money is transferred from the <b>Customer</b> to the <b>IT Service Provider</b> in payment for the delivery of <b>IT Services</b> . See <b>Notional Charging</b>
Reciprocal Agreement	<b>(IT Service Continuity Management)</b> A <b>Recovery Option</b> . An agreement between two <b>Organisations</b> to share resources in an emergency. For example, <b>Computer Room</b> space or use of a mainframe.
Record	A <b>Document</b> containing the results or other output from a <b>Process</b> or <b>Activity</b> . Records are evidence of the fact that an activity took place and may be paper or electronic. For example, an <b>Audit</b> report, an <b>Incident Record</b> , or the minutes of a meeting.

ITIL® Glossary v01, 1 May 2006  
Recovery to Release Identification

Term	Definition
Recovery	<b>(Incident Management) (IT Service Continuity Management)</b> Returning a <a href="#">Configuration Item</a> or an <a href="#">IT Service</a> to a working state. Recovery of an <a href="#">IT Service</a> often includes recovering data to a known consistent state. After Recovery, further steps may be needed before the <a href="#">IT Service</a> can be made available to the <a href="#">Users</a> ( <a href="#">Restoration</a> ).
Recovery Centre	<b>(IT Service Continuity Management)</b> <a href="#">Third Party</a> provision of a shared <a href="#">Fixed Facility</a> for use in <a href="#">Recovery</a> . See <a href="#">Recovery Options</a> .
Recovery Option	<b>(IT Service Continuity Management)</b> A <a href="#">Strategy</a> for responding to an interruption to <a href="#">Service</a> . Commonly used <a href="#">Strategies</a> are <a href="#">Do Nothing</a> , <a href="#">Manual Workaround</a> , <a href="#">Reciprocal Agreement</a> , <a href="#">Gradual Recovery</a> , <a href="#">Intermediate Recovery</a> , <a href="#">Immediate Recovery</a> . Recovery Options may make use of dedicated facilities, or <a href="#">Third Party</a> facilities shared by multiple <a href="#">Businesses</a> .
Recovery Point Objective	<b>(IT Service Continuity Management)</b> The point in time to which data will be restored after recovery of an <a href="#">IT Service</a> . This may involve loss of data. For example a Recovery Point Objective of one day may be supported by daily <a href="#">Backups</a> , and up to 24 hours of data may be lost. Recovery Point Objectives for each <a href="#">IT Service</a> should be negotiated, agreed and documented. See <a href="#">Business Impact Analysis</a> .
Recovery Time Objective	<b>(IT Service Continuity Management)</b> The maximum time allowed for recovery of an <a href="#">IT Service</a> following an interruption. The <a href="#">Service Level</a> to be provided may be less than normal <a href="#">Service Level Targets</a> . Recovery Time Objectives for each <a href="#">IT Service</a> should be negotiated, agreed and documented. See <a href="#">Business Impact Analysis</a> .
Redundancy	Synonym for <a href="#">Fault Tolerance</a> . The term Redundant also has a generic meaning of obsolete, or no longer needed.
Registered Certification Body (RCB)	An <a href="#">Organisation</a> that has been <a href="#">Accredited</a> to perform <a href="#">Certification</a> against a published <a href="#">Standard</a> such as <a href="#">ISO/IEC 17799</a> or <a href="#">ISO/IEC 20000</a> .
Relationship	A connection or interaction between two people or things. In <a href="#">Business Relationship Management</a> it is the interaction between the <a href="#">IT Service Provider</a> and the <a href="#">Business</a> . In <a href="#">Configuration Management</a> it is a link between two <a href="#">Configuration Items</a> that identifies a dependency or connection between them. For example <a href="#">Applications</a> may be linked to the <a href="#">Servers</a> they run on, <a href="#">IT Services</a> have many links to all the <a href="#">CIs</a> that contribute to that <a href="#">IT Service</a> .
Relationship Processes	The <a href="#">ISO/IEC 20000 Process</a> group that includes <a href="#">Business Relationship Management</a> and <a href="#">Supplier Management</a> .
Release	<b>(Release Management)</b> A collection of hardware, software, documentation, <a href="#">Processes</a> or other <a href="#">Components</a> required to implement one or more approved <a href="#">Changes</a> to <a href="#">IT Services</a> . The contents of each Release are managed, tested, and deployed as a single entity. See <a href="#">Full Release</a> , <a href="#">Delta Release</a> , <a href="#">Package Release</a> , <a href="#">Release Identification</a>
Release Acceptance	<b>(Release Management)</b> The <a href="#">Activity</a> responsible for testing a <a href="#">Release</a> , and its implementation and <a href="#">Back-out Plans</a> , to ensure they meet the agreed <a href="#">Business</a> and <a href="#">IT Operations Requirements</a> .
Release Identification	<b>(Release Management)</b> A naming convention used to uniquely identify a <a href="#">Release</a> . The Release Identification typically includes a reference to the <a href="#">Configuration Item</a> and a version number. For example Microsoft Office 2003 SR2.

ITIL® Glossary v01, 1 May 2006  
Release Management to Resource Capacity Management (RCM)

Term	Definition
Release Management	<b>(Release Management)</b> The <a href="#">Process</a> responsible for <a href="#">Planning</a> , scheduling and controlling the movement of <a href="#">Releases</a> to <a href="#">Test</a> and <a href="#">Live Environments</a> . The primary objective of Release Management is to ensure that the integrity of the <a href="#">Live Environment</a> is protected and that the correct <a href="#">Components</a> are released. Release Management works closely with <a href="#">Configuration Management</a> and <a href="#">Change Management</a> .
Release Mechanism	<b>(Release Management)</b> The methodology for deploying a <a href="#">Release</a> to its target <a href="#">Environment</a> . A Release Mechanism may include hardware and software tools as well as <a href="#">Procedures</a> .
Release Process	The name used by <a href="#">ISO/IEC 20000</a> for the <a href="#">Process</a> group that includes <a href="#">Release Management</a> . This group does not include any other <a href="#">Processes</a> .
Release Record	A <a href="#">Record</a> in the <a href="#">CMDB</a> that defines the content of a <a href="#">Release</a> . A <a href="#">Release Record</a> has <a href="#">Relationships</a> with all <a href="#">Configuration Items</a> that are affected by the <a href="#">Release</a> .
Release Type	<b>(Release Management)</b> A <a href="#">Category</a> that is used to classify <a href="#">Releases</a> . A Release Type may be one of <a href="#">Full</a> , <a href="#">Delta</a> or <a href="#">Package Release</a> .
Release Unit	<b>(Release Management)</b> <a href="#">Components</a> of an <a href="#">IT Service</a> that are normally <a href="#">Released</a> together. A Release Unit typically includes sufficient components to perform a useful <a href="#">Function</a> . For example one Release Unit could be a Desktop PC, including Hardware, Software, Licenses, Documentation etc.; a different Release Unit may be the complete Payroll Application, including <a href="#">IT Operations Procedures</a> and user training. See <a href="#">Release Type</a> .
Reliability	<b>(Availability Management)</b> A measure of how long a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> can perform its agreed <a href="#">Function</a> without interruption. Usually measured as <a href="#">MTBF</a> or <a href="#">MTBSI</a> . See <a href="#">Availability</a> .
Repair	The replacement or correction of a failed <a href="#">Configuration Item</a> . Often measured as <a href="#">Mean Time to Repair (MTTR)</a> . See <a href="#">Maintainability</a> , <a href="#">Recovery</a> , <a href="#">Restoration of Service</a> .
Request for Change (RFC)	<b>(Change Management)</b> A formal proposal for a <a href="#">Change</a> to be made. An RFC includes details of the proposed <a href="#">Change</a> , and may be recorded on paper or electronically. The term RFC is often misused to mean a <a href="#">Change Record</a> , or the <a href="#">Change</a> itself.
Requirement	A formal statement of what is needed. For example a <a href="#">Service Level Requirement</a> , a <a href="#">Project Requirement</a> or the required <a href="#">Deliverables</a> for a <a href="#">Process</a> . See <a href="#">Statement of Requirements</a> .
Resilience	The ability of a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> to resist <a href="#">Failure</a> or to <a href="#">Recover</a> quickly following a <a href="#">Failure</a> . For example, an armoured cable will resist failure when put under stress. See <a href="#">Fault Tolerance</a> .
Resolution	<b>(Incident Management) (Problem Management)</b> Action taken to repair the <a href="#">Root Cause</a> of an <a href="#">Incident</a> or <a href="#">Problem</a> , or to implement a <a href="#">Workaround</a> . In <a href="#">ISO/IEC 20000</a> , <a href="#">Resolution Processes</a> is the <a href="#">Process</a> group that includes <a href="#">Incident</a> and <a href="#">Problem Management</a> . See <a href="#">Workaround</a> .
Resolution Processes	The <a href="#">ISO/IEC 20000 Process</a> group that includes <a href="#">Incident Management</a> and <a href="#">Problem Management</a> .
Resource Capacity Management (RCM)	<b>(Capacity Management)</b> The <a href="#">Process</a> responsible for understanding the <a href="#">Capacity</a> , <a href="#">Utilisation</a> , and <a href="#">Performance</a> of <a href="#">Configuration Items</a> . Data is collected, recorded and analysed for use in the <a href="#">Capacity Plan</a> . See <a href="#">Service Capacity Management</a> .

ITIL® Glossary v01, 1 May 2006  
Resource to Risk Reduction Measure

Term	Definition
Resource	A generic term that includes <a href="#">IT Infrastructure</a> , people, money or anything else that might help to deliver an <a href="#">IT Service</a> . See <a href="#">Asset</a> .
Response Time	A measure of the time taken to complete an <a href="#">Operation</a> or <a href="#">Transaction</a> . Used in <a href="#">Capacity Management</a> as a measure of <a href="#">IT Infrastructure Performance</a> , and in <a href="#">Incident Management</a> as a measure of the time taken to answer the phone, or to start <a href="#">Diagnosis</a> .
Responsiveness	A measurement of the time taken to respond to something. This could be <a href="#">Response Time</a> of a <a href="#">Transaction</a> , or the speed with which an <a href="#">IT Service Provider</a> responds to an <a href="#">Incident</a> or <a href="#">Request for Change</a> etc.
Restoration of Service	See <a href="#">Restore</a> .
Restore	<b>(Incident Management)</b> Taking action to return an <a href="#">IT Service</a> to the <a href="#">Users</a> after <a href="#">Repair</a> and <a href="#">Recovery</a> from an <a href="#">Incident</a> . This is the primary <a href="#">Objective</a> of <a href="#">Incident Management</a> .
Retire	Withdraw an <a href="#">Application</a> , <a href="#">IT Service</a> etc. from use in the <a href="#">Live Environment</a> .
Return on Capital Employed (ROCE)	<b>(Financial Management)</b> A measurement of the expected benefit of an investment. Calculated by dividing (Net Profit Before Tax and Interest) by (Total assets minus current liabilities). This ratio is used by business analysts to judge the <a href="#">Effectiveness</a> of the <a href="#">Organisation</a> as a whole. Any changes to <a href="#">IT Services</a> or products are expected to improve this figure. See <a href="#">Cost Effectiveness</a> , <a href="#">Investment Appraisal</a> , <a href="#">Return on Investment</a> .
Return on Investment (ROI)	<b>(Financial Management)</b> A measurement of the expected benefit of an investment. Calculated by dividing the average increase in financial benefit (taken over an agreed number of years) by the investment. See <a href="#">Cost Effectiveness</a> , <a href="#">Return on Capital Employed</a> .
Return to Normal	<b>(IT Service Continuity Management)</b> The phase of an <a href="#">IT Service Continuity Plan</a> during which full normal operations are resumed. For example, if an alternate data centre has been in use, then this phase will bring the primary data centre back into operation, and restore the ability to invoke <a href="#">IT Service Continuity Plans</a> again.
Review	An evaluation of a <a href="#">Change</a> , <a href="#">Problem</a> , <a href="#">Process</a> , <a href="#">Project</a> etc. Reviews are typically carried out at predefined points in the <a href="#">Lifecycle</a> , and especially after <a href="#">Closure</a> . The purpose of a <a href="#">Review</a> is to ensure that all <a href="#">Deliverables</a> have been provided, and to identify opportunities for improvement. See <a href="#">Post Implementation Review</a> .
Risk	The possibility of suffering harm or loss. In quantitative <a href="#">Risk Management</a> this is calculated as how likely it is that a specific <a href="#">Threat</a> will exploit a particular <a href="#">Vulnerability</a> .
Risk Assessment	The initial steps of <a href="#">Risk Management</a> . Analysing the value of <a href="#">Assets</a> to the business, identifying <a href="#">Threats</a> to those <a href="#">Assets</a> , and evaluating how <a href="#">Vulnerable</a> each <a href="#">Asset</a> is to those <a href="#">Threats</a> . See <a href="#">CRAMM</a> .
Risk Management	The <a href="#">Process</a> responsible for identifying, assessing and managing <a href="#">Risks</a> . Risk Management can be quantitative (based on numerical data) or qualitative. See <a href="#">Risk Assessment</a> , <a href="#">Risk Treatment</a> , <a href="#">CRAMM</a> .
Risk Reduction Measure	Synonym for <a href="#">Control</a> . See <a href="#">Countermeasure</a> .

ITIL® Glossary v01, 1 May 2006  
Risk Treatment to Server

Term	Definition
Risk Treatment	The part of <a href="#">Risk Management</a> responsible for choosing and implementing an option for managing a <a href="#">Risk</a> . Options for Risk Treatments include: <ul style="list-style-type: none"> <li>• Applying <a href="#">Cost Effective Controls</a> to reduce the <a href="#">Risk</a></li> <li>• Deciding to accept the <a href="#">Risk</a></li> <li>• Avoiding the <a href="#">Risk</a>, by preventing the situation that could lead to it</li> <li>• <a href="#">Transferring</a> the <a href="#">Risk</a> to a <a href="#">Third Party</a>, for example by taking out insurance.</li> </ul>
Role	A set of responsibilities defined in a <a href="#">Process</a> and assigned to a person or team. One person or team may have multiple Roles, for example the Roles of <a href="#">Configuration Manager</a> and <a href="#">Change Manager</a> be carried out by a single person. See <a href="#">Job Description</a> .
Rollout	<b>(Release Management)</b> Synonym for <a href="#">Deployment</a> . Most often used to refer to complex or phased <a href="#">Deployments</a> .
Root Cause	<b>(Problem Management)</b> The underlying or original cause of an <a href="#">Incident</a> or <a href="#">Problem</a> .
Root Cause Analysis (RCA)	<b>(Problem Management)</b> An <a href="#">Activity</a> that identifies the <a href="#">Root Cause</a> of an <a href="#">Incident</a> or <a href="#">Problem</a> . RCA typically concentrates on <a href="#">IT Infrastructure failures</a> . See <a href="#">Service Outage Analysis</a> .
Running Costs	Synonym for <a href="#">Operational Costs</a>
SAM Database	<b>(Software Asset Management)</b> A <a href="#">Database</a> containing all data needed to support <a href="#">Software Asset Management</a> . The SAM Database could be part of the <a href="#">CMDB</a> .
Scalability	The ability of an <a href="#">IT Service</a> , <a href="#">Process</a> , <a href="#">Configuration Item</a> etc. to perform its agreed <a href="#">Function</a> when the <a href="#">Workload</a> or <a href="#">Scope</a> changes.
Scope	The boundary, or extent, to which a <a href="#">Process</a> , <a href="#">Procedure</a> , <a href="#">Certification</a> , <a href="#">Contract</a> etc. applies. For example the Scope of <a href="#">Change Management</a> may include all <a href="#">Live IT Services</a> and related <a href="#">Configuration Items</a> , the Scope of an <a href="#">ISO/IEC 20000 Certificate</a> may include all <a href="#">IT Services</a> delivered out of a named data centre.
Second-line Support	<b>(Service Desk) (Incident Management) (Problem Management)</b> The second level in a hierarchy of <a href="#">Support Groups</a> involved in the resolution of <a href="#">Incidents</a> and investigation of <a href="#">Problems</a> . Each level contains more specialist skills, or has more time or other resources. See <a href="#">Escalation</a> .
Security	See <a href="#">Information Security Management</a>
Security Management	Synonym for <a href="#">Information Security Management</a>
Security Manager	Synonym for <a href="#">Information Security Manager</a>
Security Officer	Synonym for <a href="#">Information Security Officer</a>
Security Policy	Synonym for <a href="#">Information Security Policy</a>
Security Principle	<b>(Security Management)</b> A <a href="#">Strategic Objective</a> in an <a href="#">Information Security Policy</a> . Common Security Principles include <a href="#">Confidentiality</a> , <a href="#">Integrity</a> and <a href="#">Availability</a> . Other <a href="#">Objectives</a> such as <a href="#">Non-Repudiation</a> and <a href="#">Accountability</a> can also be Security Principles.
Segregation of duties	<b>(Security Management)</b> A <a href="#">Control</a> that splits up execution of an <a href="#">Activity</a> into multiple <a href="#">Roles</a> which are assigned to different people. This reduces the <a href="#">Risk</a> of a single person exploiting a <a href="#">Vulnerability</a> . For example one person may input financial data and another may check it.
Server	A computer that is connected to a network and provides software <a href="#">Functions</a> that are used by other Computers.

ITIL® Glossary v01, 1 May 2006  
Service to Service Level Requirement (SLR)

Term	Definition
Service	Providing something of value to a customer that is not goods (physical things with material value). Examples of services include banking and legal support. Service is also used as a Synonym for <a href="#">IT Service</a> . See <a href="#">Business Service</a> , <a href="#">Service Request</a> .
Service Capacity Management (SCM)	<b>(Capacity Management)</b> The <a href="#">Activity</a> responsible for understanding the <a href="#">Performance</a> and <a href="#">Capacity</a> of <a href="#">IT Services</a> . The <a href="#">Resources</a> used by each <a href="#">IT Service</a> and the pattern of usage over time are collected, recorded, and analysed for use in the <a href="#">Capacity Plan</a> . See <a href="#">Business Capacity Management</a> , <a href="#">Resource Capacity Management</a> .
Service Catalogue	A <a href="#">Document</a> listing all <a href="#">IT Services</a> , with summary information about their <a href="#">SLAs</a> and <a href="#">Customers</a> . The Service Catalogue is created and maintained by the <a href="#">IT Service Provider</a> and is used by all <a href="#">IT Service Management Processes</a> . See <a href="#">Portfolio of Services</a> .
Service Culture	A <a href="#">Customer</a> oriented <a href="#">Culture</a> . The major <a href="#">Objectives</a> of a Service Culture are <a href="#">Customer</a> satisfaction and helping the Customer to achieve their <a href="#">Business Objectives</a> . See <a href="#">Business IT Alignment</a> , <a href="#">Customer Focus</a> .
Service Delivery	The core <a href="#">IT Service Management Processes</a> that have a <a href="#">Tactical</a> or <a href="#">Strategic</a> focus. In ITIL these are <a href="#">Service Level Management</a> , <a href="#">Capacity Management</a> , <a href="#">IT Service Continuity Management</a> , <a href="#">Availability Management</a> , and <a href="#">Financial Management for IT Services</a> . Service Delivery is also used to mean the delivery of <a href="#">IT Services</a> to <a href="#">Customers</a> . See <a href="#">Service Support</a> .
Service Dependency Modelling	A technique that is used to graphically represent the dependency of <a href="#">IT services</a> on <a href="#">Configuration Items</a> .
Service Desk	<b>(Service Desk)</b> The <a href="#">Single Point of Contact</a> between the <a href="#">Service Provider</a> and the <a href="#">Users</a> . A typical Service Desk manages <a href="#">Incidents</a> and <a href="#">Service Requests</a> , and also handles communication with the <a href="#">Users</a> . See <a href="#">Call Centre</a> .
Service Hours	<b>(Service Level Management)</b> An agreed time period when a particular <a href="#">IT Service</a> should be <a href="#">Available</a> . For example, "Monday-Friday 08:00 to 17:00 except public holidays". Service Hours should be defined in a <a href="#">Service Level Agreement</a> .
Service Improvement Plan (SIP)	A formal <a href="#">Plan</a> to implement improvements to a <a href="#">Process</a> or <a href="#">IT Service</a> . A SIP is managed as part of a <a href="#">Continuous Improvement Process</a>
Service Level	Measured and reported achievement against one or more <a href="#">Service Level Targets</a> . Service Level is sometimes used as an informal term to mean <a href="#">Service Level Target</a> .
Service Level Agreement (SLA)	<b>(Service Level Management)</b> An <a href="#">Agreement</a> between an <a href="#">IT Service Provider</a> and a <a href="#">Customer</a> . The SLA describes the <a href="#">IT Service</a> , documents <a href="#">Service Level Targets</a> , and specifies the responsibilities of the <a href="#">IT Service Provider</a> and the <a href="#">Customer</a> . A single SLA may cover multiple <a href="#">IT Services</a> or multiple customers. See <a href="#">Operational Level Agreement</a> .
Service Level Management (SLM)	<b>(Service Level Management)</b> The <a href="#">Process</a> responsible for negotiating <a href="#">Service Level Agreements</a> , and ensuring that these are met. SLM is responsible for ensuring that all <a href="#">IT Service Management Processes</a> , <a href="#">Operational Level Agreements</a> , and <a href="#">Underpinning Contracts</a> , are appropriate for the agreed <a href="#">Service Level Targets</a> . SLM monitors and reports on <a href="#">Service Levels</a> , and holds regular <a href="#">Customer</a> reviews. See <a href="#">Service Reporting</a> .
Service Level Requirement (SLR)	A <a href="#">Customer Requirement</a> for an aspect of an <a href="#">IT Service</a> . SLRs are based on <a href="#">Business Objectives</a> and are used to negotiate agreed <a href="#">Service Level Targets</a> . See <a href="#">Service Level Agreement</a> .

ITIL® Glossary v01, 1 May 2006  
 Service Level Target to Single Point of Failure (SPOF)

Term	Definition
Service Level Target	A commitment that is documented in a <a href="#">Service Level Agreement</a> . Service Level Targets are based on <a href="#">Service Level Requirements</a> , and are needed to ensure that the <a href="#">IT Service</a> design is <a href="#">Fit for Purpose</a> . Service Level Targets should be measurable, and are usually based on <a href="#">KPIs</a> . See <a href="#">Service Level</a> , <a href="#">SMART</a> .
Service Maintenance Objective (SMO)	<b>(Availability Management)</b> The expected time that a <a href="#">Configuration Item</a> will be unavailable due to planned maintenance <a href="#">Activity</a> . See <a href="#">Planned Downtime</a> .
Service Manager	A generic term that can be used to mean any manager within the <a href="#">IT Service Provider</a> . Most commonly used to refer to a <a href="#">Business Relationship Manager</a> , a <a href="#">Process Manager</a> , an <a href="#">Account Manager</a> or a senior manager with responsibility for <a href="#">IT Services</a> overall.
Service Outage Analysis (SOA)	<b>(Problem Management) (Availability Management)</b> An <a href="#">Activity</a> that identifies underlying causes of an <a href="#">IT Service</a> interruption. SOA identifies opportunities to improve the <a href="#">IT Service Provider's Processes</a> and tools, and not just the <a href="#">IT Infrastructure</a> . SOA is a time constrained, project-like activity, rather than an ongoing process of analysis. See <a href="#">Root Cause Analysis</a> .
Service Planning	The <a href="#">Process</a> responsible for implementing and retiring <a href="#">IT Services</a> . Service <a href="#">Planning</a> includes understanding <a href="#">Customer Requirements</a> and <a href="#">Planning</a> the <a href="#">Lifecycle</a> of an <a href="#">IT Service</a> . ISO/IEC 20000 calls this <a href="#">Process</a> "Planning and implementing new or changed services". See <a href="#">Portfolio Management</a> .
Service Provider	An <a href="#">Organisation</a> supplying <a href="#">Services</a> to one or more <a href="#">Customers</a> . Service Provider is often used as an abbreviation for <a href="#">IT Service Provider</a> .
Service Reporting	<b>(Service Level Management)</b> The <a href="#">Process</a> responsible for producing and delivering reports of achievement and trends against <a href="#">Service Levels</a> . Service Reporting should agree the format, content and frequency of reports with <a href="#">Customers</a> .
Service Request	<b>(Service Desk)</b> A request from a <a href="#">User</a> for information or advice, or for a <a href="#">Standard Change</a> . For example to reset a password, or to provide standard <a href="#">IT Services</a> for a new <a href="#">User</a> . Service Requests are usually handled by a <a href="#">Service Desk</a> , and do not require an <a href="#">RFC</a> to be submitted.
Service Support	The core <a href="#">IT Service Management Processes</a> that have an <a href="#">Operational</a> focus. These are <a href="#">Incident Management</a> , <a href="#">Problem Management</a> , <a href="#">Configuration Management</a> , <a href="#">Change Management</a> and <a href="#">Release Management</a> . Service Support also includes the <a href="#">Service Desk</a> . See <a href="#">Service Delivery</a> .
Serviceability	<b>(Availability Management)</b> The ability of a <a href="#">Third Party Supplier</a> to meet the terms of their <a href="#">Contract</a> . This <a href="#">Contract</a> will include agreed levels of <a href="#">Reliability</a> , <a href="#">Maintainability</a> or <a href="#">Availability</a> for a <a href="#">Configuration Item</a> .
Simulation modelling	A technique that creates a detailed model to predict the behaviour of a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> . Simulation Models can be very accurate but are expensive and time consuming to create. A Simulation Model is often created by using the actual <a href="#">Configuration Items</a> that are being modelled, with artificial <a href="#">Workloads</a> or <a href="#">Transactions</a> . They are used in <a href="#">Capacity Management</a> when accurate results are important. A simulation model is sometimes called a <a href="#">Performance Benchmark</a> .
Single Point of Contact (SPOC)	Providing a single consistent way to communicate with an <a href="#">Organisation</a> or <a href="#">Business Unit</a> . For example, a Single Point of Contact for an <a href="#">IT Service Provider</a> is usually called a <a href="#">Service Desk</a> .
Single Point of Failure (SPOF)	Any <a href="#">Configuration Item</a> that can cause an <a href="#">Incident</a> when it fails, and for which a <a href="#">Countermeasure</a> has not been implemented. A SPOF may be a person, or a step in a <a href="#">Process</a> or <a href="#">Activity</a> , as well as a <a href="#">Component</a> of the <a href="#">IT Infrastructure</a> . See <a href="#">Failure</a> .

ITIL® Glossary v01, 1 May 2006  
 SLAM Chart to Strategic

Term	Definition
SLAM Chart	<b>(Service Level Management)</b> A Service Level Agreement Monitoring Chart is used to help monitor and report achievements against <a href="#">Service Level Targets</a> . A SLAM Chart is typically colour coded to show whether each agreed <a href="#">Service Level Target</a> has been met, missed, or nearly missed during each of the previous 12 months.
SMART	An acronym for helping to remember that targets in <a href="#">Service Level Agreements</a> and <a href="#">Project Plans</a> should be Specific, Measurable, Achievable, Relevant and Time based.
Software Asset Management	<b>(Software Asset Management)</b> The <a href="#">Process</a> responsible for management, control and protection of software <a href="#">Assets</a> throughout their <a href="#">Lifecycle</a> .
Software Process Improvement and Capability dEtermination (SPICE)	An independent, international <a href="#">Quality Management System</a> for software <a href="#">Development</a> . See <a href="http://www.sqi.gu.edu.au/spice/">http://www.sqi.gu.edu.au/spice/</a> for more information. See <a href="#">Capability Maturity Model Integration</a> .
Specification	A formal definition of <a href="#">Requirements</a> . A Specification may be used to define technical or <a href="#">Operational Requirements</a> , and may be internal or external. Many public <a href="#">Standards</a> consist of a <a href="#">Code of Practice</a> and a Specification. The Specification defines the <a href="#">Standard</a> against which an <a href="#">Organisation</a> can be <a href="#">Audited</a> .
Stakeholder	All people who have an interest in an <a href="#">Organisation</a> , <a href="#">Project</a> , <a href="#">IT Service</a> etc. Stakeholders may be interested in the <a href="#">Activities</a> , targets, <a href="#">Resources</a> , or <a href="#">Deliverables</a> . Stakeholders may include <a href="#">Customers</a> , <a href="#">Partners</a> , employees, shareholders, owners, etc.
Standard	A mandatory <a href="#">Requirement</a> . Examples include <a href="#">ISO/IEC 20000</a> (an international Standard), an internal security standard for Unix configuration, or a government standard for how financial <a href="#">Records</a> should be maintained. The term Standard is also used to refer to a <a href="#">Code of Practice</a> or <a href="#">Specification</a> published by a <a href="#">Standards Organisation</a> such as <a href="#">ISO</a> or <a href="#">BSI</a> . See <a href="#">Guideline</a> .
Standard Change	A pre-approved <a href="#">Change</a> that is low <a href="#">Risk</a> , relatively common and follows a <a href="#">Procedure</a> or <a href="#">Work Instruction</a> . For example password reset or provision of standard equipment to a new employee. <a href="#">RFCs</a> are not required to implement a Standard Change, and they are logged and tracked using a different mechanism, such as a <a href="#">Service Request</a> . See <a href="#">Change Model</a> .
Standard Cost	<b>(Financial Management)</b> A pre-determined calculation of the <a href="#">Cost</a> of carrying out a common operation. For example a Standard Cost per desktop may be used, rather than calculating the exact <a href="#">Cost</a> each time a desktop PC is provided to a <a href="#">User</a> .
Standby	<b>(IT Service Continuity Management)</b> Used to refer to <a href="#">Resources</a> that are not required to deliver the <a href="#">Live IT Services</a> , but are available to support <a href="#">IT Service Continuity Plans</a> . For example a Standby data centre may be maintained to support <a href="#">Hot Standby</a> , <a href="#">Warm Standby</a> or <a href="#">Cold Standby</a> arrangements.
Statement of requirements (SOR)	A <a href="#">Document</a> containing all <a href="#">Requirements</a> for a product purchase, or a new or changed <a href="#">IT Service</a> . See <a href="#">Terms of Reference</a> .
Status	The name of a required field in many types of <a href="#">Record</a> . It shows the current stage in the <a href="#">Lifecycle</a> of the associated <a href="#">Configuration Item</a> , <a href="#">Incident</a> , <a href="#">Problem</a> etc.
Status Accounting	Synonym for <a href="#">Configuration Status Accounting</a> .
Storage Management	The <a href="#">Process</a> responsible for managing the storage and maintenance of data throughout its <a href="#">Lifecycle</a> .
Strategic	The highest of three levels of <a href="#">Planning</a> and delivery (Strategic, <a href="#">Tactical</a> , <a href="#">Operational</a> ). Strategic <a href="#">Activities</a> include <a href="#">Objective</a> setting and long term <a href="#">Planning</a> to achieve the overall <a href="#">Vision</a> .

ITIL® Glossary v01, 1 May 2006  
Strategic Alignment Objectives Model (SAOM) to Test

Term	Definition
Strategic Alignment Objectives Model (SAOM)	A diagram showing the Relationships between Deliverables and Requirements. For example IT Services supporting Business Requirements, IT Infrastructure supporting Technical Requirements.
Strategy	A Strategic Plan designed to achieve defined Objectives.
Supplier	A Third Party responsible for supplying goods or Services that are required to deliver IT services. Examples of suppliers include commodity hardware and software vendors, network and telecom providers, and outsourcing Organisations. See Underpinning Contract, Supply Chain.
Supplier Management	Supplier Management is one of the ISO/IEC 20000 Relationship Management Processes. It is responsible for ensuring that all Contracts with Suppliers support the needs of the Business, and that all Suppliers meet their contractual commitments. Supplier Management is also responsible for understanding the entire Supply Chain, which includes Suppliers to the IT Service Provider's own major Suppliers. See Supply Chain.
Supply Chain	The Activities in a Value Chain carried out by Suppliers. A Supply Chain typically involves multiple Suppliers, each adding value to the product or Service.
Support Group	A group of people with technical skills. Support Groups provide the Technical Support needed by all of the IT Service Management Processes. See n-line Support, Technical Support.
Support Hours	The times or hours when support is available to the Users. Typically this is the hours when the Service Desk is available. Support Hours should be defined in a Service Level Agreement, and may be different from Service Hours. For example, Service Hours may be 24 hours a day, but the Support Hours may be 07:00 to 19:00.
System	A number of related things that work together to achieve an overall Objective. For example: <ul style="list-style-type: none"> <li>• A computer System including hardware, software and Applications.</li> <li>• A management System, including multiple Processes that are planned and managed together. For example a Quality Management System.</li> <li>• A Database Management System or Operating System that includes many software modules that are designed to perform a set of related Functions.</li> </ul>
System Management	The part of IT Service Management that focuses on the management of IT Infrastructure rather than Process.
Tactical	The middle of three levels of Planning and delivery (Strategic, Tactical, Operational). Tactical Activities include the medium term Plans required to achieve specific Objectives, typically over a period of weeks to months.
Technical Observation Post (TOP)	A technique used in Service Improvement, Problem investigation and Availability Management. Technical support staff meet to monitor the behaviour and Performance of an IT Service and make recommendations for improvement.
Technical Support	The Process responsible for the technical aspects of supporting IT Services. Technical Support defines the Roles of Support Groups, as well as the tools, Processes and Procedures required. See Support Group.
Terms of Reference (TOR)	A Document specifying the Requirements, Scope, Deliverables, Resources and schedule for a Project or Activity. See Statement of Requirements.
Test	A Test is used to verify that a Configuration Item, IT Service, Process etc. meets its Specification, and is able to correctly deliver specific Functional or Service Level Requirements. There should be no negative effects on other Processes or IT Services.

ITIL® Glossary v01, 1 May 2006  
 Test Environment to Tuning

Term	Definition
Test Environment	A controlled <a href="#">Environment</a> used to <a href="#">Test Configuration Items</a> , <a href="#">Builds</a> , <a href="#">IT Services</a> , <a href="#">Processes</a> etc.
Third Party	A person, group, or <a href="#">Business</a> who is not part of the <a href="#">Service Level Agreement</a> for an <a href="#">IT Service</a> , but is required to ensure successful delivery of that <a href="#">IT Service</a> . For example a software <a href="#">Supplier</a> , a hardware maintenance company, or a facilities department. <a href="#">Requirements</a> for Third Parties are typically specified in <a href="#">Underpinning Contracts</a> or <a href="#">Operational Level Agreements</a> . See <a href="#">Partnership</a> .
Third-line Support	<b>(Service Desk) (Incident Management) (Problem Management)</b> The third level in a hierarchy of <a href="#">Support Groups</a> involved in the resolution of <a href="#">Incidents</a> and investigation of <a href="#">Problems</a> . Each level contains more specialist skills, or has more time or other resources. See <a href="#">Escalation</a> .
Threat	A threat is any thing that might exploit a <a href="#">Vulnerability</a> . Any potential cause of an <a href="#">Incident</a> can be considered to be a Threat. For example a fire is a Threat that could exploit the <a href="#">Vulnerability</a> of flammable floor coverings. This term is commonly used in <a href="#">Information Security Management</a> and <a href="#">IT Service Continuity Management</a> , but also applies to other areas such as <a href="#">Problem</a> and <a href="#">Availability Management</a> .
Threshold	The value of a <a href="#">Metric</a> which should cause an <a href="#">Alert</a> to be generated, or management action to be taken. For example "Priority1 Incident not solved within 4 hours", "more than 5 soft disk errors in an hour", or "more than 10 failed changes in a month".
Throughput	<b>(Capacity Management)</b> A measure of the number of <a href="#">Transactions</a> , or other <a href="#">Operations</a> , performed in a fixed time. For example 5000 emails sent per hour, or 200 disk I/Os per second.
Tied Users	<b>(Financial Management)</b> <a href="#">Users</a> who have no choice about whether to use the <a href="#">IT Services</a> provided by their <a href="#">Internal Service Provider</a> . See <a href="#">Untied Users</a>
Total Cost of Ownership (TCO)	<b>(Financial Management)</b> A methodology used to make investment decisions. TCO assesses the full <a href="#">Lifecycle Costs</a> of a <a href="#">Configuration Item</a> , not just the initial cost or purchase price. See <a href="#">Full Cost</a> .
Total Quality Management (TQM)	A methodology for managing <a href="#">Continuous Improvement</a> by using a <a href="#">Quality Management System</a> . TQM establishes a <a href="#">Culture</a> involving all people in the <a href="#">Organisation</a> in a <a href="#">Process</a> of continuous monitoring and improvement.
Transaction	A discrete <a href="#">Function</a> performed by an <a href="#">IT Service</a> . For example transferring money from one bank account to another. A single Transaction may involve numerous additions, deletions and modifications of data. Either all of these complete successfully or none of them is carried out.
Transfer Cost	<b>(Financial Management)</b> Transfer Cost is a <a href="#">Cost Type</a> , which records expenditure made on behalf of another part of the <a href="#">Organisation</a> . For example the <a href="#">IT Service Provider</a> may pay for an external consultant to be used by the Finance department and transfer the <a href="#">Cost</a> to them. The <a href="#">IT Service Provider</a> would record this as a Transfer Cost.
Trend Analysis	Analysis of data to identify time related patterns. Trend Analysis is used in <a href="#">Problem Management</a> to identify common <a href="#">Failures</a> or fragile <a href="#">Configuration Items</a> , and in <a href="#">Capacity Management</a> as a <a href="#">Modelling</a> tool to predict future behaviour. It is also used as a management tool for identifying deficiencies in <a href="#">IT Service Management Processes</a> .
Tuning	<b>(Capacity Management)</b> The <a href="#">Activity</a> responsible for <a href="#">Planning</a> changes to make the most efficient use of <a href="#">Resources</a> . Tuning is part of <a href="#">Performance Management</a> , which also includes <a href="#">Performance</a> monitoring and implementation of the required <a href="#">Changes</a> .

ITIL® Glossary v01, 1 May 2006  
Unabsorbed Overhead to Version

Term	Definition
Unabsorbed Overhead	<b>(Financial Management)</b> Indirect cost of providing an IT Service, which cannot be fairly allocated to specific Customers. For example Cost of providing an IT Service manager, or other shared Resource which is not measured. Unabsorbed overhead is normally recovered by applying a percentage uplift to the Cost of all IT Services. See also Direct cost, Indirect cost, Absorbed Overhead.
Underpinning Contract (UC)	A Contract with an external Third Party that supports delivery of an IT Service by the IT Service Provider to a Customer. The Third Party provides goods or Services that are required by the IT Service Provider to meet agreed Service Level Targets in the SLA with their Customer.
Unit Cost	<b>(Financial Management)</b> The Cost of providing a single item. For example, if a box of paper with 1,000 sheets costs £10, then each sheet costs 1p. Similarly if a CPU costs £1m a year and performs 1,000 jobs in a year, the Unit Cost for each job is £1,000.
Untied Users	<b>(Financial Management)</b> Users who can choose whether to use the Services provided by an Internal Service Provider or to purchase services from another source. See Tied Users.
Urgency	A measure of how long it will be until an Incident, Problem or Change has a significant Impact on the Business. For example a high Impact Incident may have low Urgency, if the Impact will not affect the Business until the end of the Financial Year. Impact and Urgency are used to assign Priority.
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	A person who uses the IT Service on a day-to-day basis. Users are distinct from Customers, as some Customers do not use the IT Service directly.
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. See Business IT Alignment.
Value for Money	An informal measure of Cost Effectiveness. Value for Money is often based on a comparison with the Cost of alternatives. See Cost Benefit Analysis.
Variable Cost	<b>(Financial Management)</b> 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. See Fixed Cost.
Variance	The difference between a planned value and the actual measured value. Commonly used in Financial Management, Capacity Management and Service Level Management, but could apply in any area where Plans are in place.
Variant	<b>(Configuration Management)</b> A Configuration Item that is identical to another CI except for specific Attributes. Variants are used to group similar CIs together for analysis. For example it may be necessary to identify all Users with a particular model of laptop, even though that laptop has a number of Variants.
Vendor-Managed Use	<b>(Software Asset Management)</b> The management of licenses by the Supplier of the software. Licenses may also be managed by the Customer or the IT Service Provider (Customer Managed Use).
Version	A Version is used to identify a specific Baseline of a Configuration Item. Versions typically use a naming convention that enables the sequence or date of each Baseline to be identified. For example Payroll Application Version 3 contains updated functionality from Version 2.

ITIL® Glossary v01, 1 May 2006  
 Vision to Workload

Term	Definition
Vision	A description of what the <a href="#">Organisation</a> intends to become in the future. A Vision is created by senior management and is used to help influence <a href="#">Culture</a> and <a href="#">Strategic Planning</a> .
Vital Business Function (VBF)	A <a href="#">Function</a> of a <a href="#">Business Process</a> which is critical to the success of the <a href="#">Business</a> . Vital Business Functions are an important consideration of <a href="#">Business Continuity Management</a> , <a href="#">IT Service Continuity Management</a> and <a href="#">Availability Management</a> .
Vulnerability	A weakness that could be exploited by a <a href="#">Threat</a> . For example an open firewall port, a password that is never changed, or a flammable carpet. A missing <a href="#">Control</a> is also considered to be a Vulnerability.
Warm Standby	Synonym for <a href="#">Intermediate Recovery</a> .
Work in Progress (WIP)	A <a href="#">Status</a> that means <a href="#">Activities</a> have started but are not yet complete. It is commonly used as a <a href="#">Status</a> for <a href="#">Incidents</a> , <a href="#">Problems</a> , <a href="#">Changes</a> etc.
Work Instruction	A <a href="#">Document</a> containing detailed instructions that specify exactly what steps to follow to carry out an <a href="#">Activity</a> . A Work Instruction contains much more detail than a <a href="#">Procedure</a> and is only created if very detailed instructions are needed.
Workaround	<b>(Incident Management) (Problem Management)</b> Reducing or eliminating the <a href="#">Impact</a> of an <a href="#">Incident</a> or <a href="#">Problem</a> for which a full <a href="#">Resolution</a> is not yet available. For example by restarting a failed <a href="#">Configuration Item</a> . Workarounds for <a href="#">Problems</a> are documented in <a href="#">Known Error Records</a> . Workarounds for <a href="#">Incidents</a> that do not have associated <a href="#">Problem Records</a> are documented in the <a href="#">Incident Record</a> .
Workload	<b>(Capacity Management)</b> The <a href="#">Resources</a> required to deliver an identifiable part of an <a href="#">IT Service</a> . Workloads may be <a href="#">Categorised</a> by <a href="#">Users</a> , groups of <a href="#">Users</a> , or <a href="#">Functions</a> within the <a href="#">IT Service</a> . This is used to assist in analysing and managing the <a href="#">Capacity</a> , <a href="#">Performance</a> and <a href="#">Utilisation</a> of <a href="#">Configuration Items</a> and <a href="#">IT Services</a> . The term Workload is sometimes used as a synonym for <a href="#">Throughput</a> .

ITIL® Glossary v01, 1 May 2006: Acronyms  
ACD to ITSCM

Acronym	Term
ACD	Automatic Call Distribution
AMDB	Availability Management Database
ASP	Application Service Provider
BCM	Business Capacity Management
BCM	Business Continuity Management
BCP	Business Continuity Plan
BIA	Business Impact Analysis
BITA	Business IT Alignment
BRM	Business Relationship Management
BSI	British Standards Institution
C&CM	Configuration and Change Management
CAB	Change Advisory Board
CAB/EC	Change Advisory Board / Emergency Committee
CAPEX	Capital Expenditure
CCTA	Central Computer and Telecommunications Agency
CDB	Capacity Management Database
CFIA	Component Failure Impact Analysis
CI	Configuration Item
CMDB	Configuration Management Database
CMM	Capability Maturity Model
CMMI	Capability Maturity Model Integration
COBIT	Control Objectives for Information and related Technology
COP	Code of Practice
CRAMM	CCTA Risk Analysis & Management Method
CSF	Critical Success Factor
CSIP	Continuous Service Improvement Programme
CTI	Computer Telephony Integration
DHS	Definitive Hardware Store
DSL	Definitive Software Library
EFQM	European Foundation for Quality Management.
EXIN	Examination Institute for Information Science
FTA	Fault Tree Analysis
ICMB	ITIL Certification Management Board
ISEB	Information Systems Examination Board
ISM	Institute of IT Service Management
ISO	International Organization for Standardization
IT	Information Technology
ITAMM	IT Availability Metrics Model
ITIL	IT Infrastructure Library
ITSCM	IT Service Continuity Management

ITIL® Glossary v01, 1 May 2006: Acronyms  
ITSM to TOP

Acronym	Term
ITSM	IT Service Management
itSMF	IT Service Management Forum
IVR	Interactive Voice Response
KE	Known Error
KPI	Key Performance Indicator
MIS	Management Information System
MTBF	Mean Time Between Failures
MTBSI	Mean Time Between Service Incidents
MTTR	Mean Time to Repair
OGC	Office of Government Commerce
OLA	Operational Level Agreement
OPEX	Operational Expenditure
OPSI	Office of Public Sector Information
PDCA	Plan-Do-Check-Act
PIR	Post Implementation Review
PRINCE2	PProjects IN Controlled Environments
PSA	Projected Service Availability
QA	Quality Assurance
QMS	Quality Management System
RCA	Root Cause Analysis
RCB	Registered Certification Body
RCM	Resource Capacity Management
RFC	Request for Change
ROCE	Return on Capital Employed
ROI	Return on Investment
SAOM	Strategic Alignment Objectives Model
SCM	Service Capacity Management
SIP	Service Improvement Plan
SLA	Service Level Agreement
SLM	Service Level Management
SLR	Service Level Requirement
SMART	Specific, Measurable, Achievable, Relevant, Timely
SMO	Service Maintenance Objective
SOA	Service Outage Analysis
SOR	Statement of Requirements
SPICE	Software Process Improvement Capability dEtermination
SPOC	Single Point Of Contact
SPOF	Single Point Of Failure
TCO	Total Cost of Ownership
TOP	Technical Observation Post

ITIL® Glossary v01, 1 May 2006: Acronyms  
TOR to WIP

Acronym	Term
TOR	Terms of Reference
TQM	Total Quality Management
UC	Underpinning Contract
VBF	Vital Business Function
WIP	Work in Progress