



# The Official ITIL v3 Foundation Study Aid Glossary of Terms and Definitions

V1.0, November 2007

## Acknowledgements

We would like to express our gratitude and acknowledge the contribution of Stuart Rance and Ashley Hanna of Hewlett-Packard, and Christian F. Nissen of Itelligence A/S in the production of this glossary.

## Note for readers

This glossary may be freely downloaded.

See <http://www.get-best-practice.co.uk/glossaries.aspx> for details of licence terms

ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office

## 1.1 The Official Study Aid Glossary

The terms and definitions selected from the ITIL® V3 Glossary are the terms emphasized in italics in the ITIL V3 Foundation Syllabus. The full glossary can be downloaded for free at [www.best-management-practice.com/ITILGlossary](http://www.best-management-practice.com/ITILGlossary).

## 1.2 Terms and Definitions

Term	Definition
Access Management	<b>(Service Operation)</b> The <b>Process</b> responsible for allowing <b>Users</b> to make use of <b>IT Services</b> , data, or other <b>Assets</b> . Access Management helps to protect the Confidentiality, Integrity and <b>Availability</b> of <b>Assets</b> by ensuring that only authorized <b>Users</b> are able to access or modify the <b>Assets</b> . Access Management is sometimes referred to as Rights Management or Identity Management.
Activity	A set of actions designed to achieve a particular result. Activities are usually defined as part of <b>Processes</b> or <b>Plans</b> , and are documented in Procedures.
Agreement	A Document that describes a formal understanding between two or more parties. An Agreement is not legally binding, unless it forms part of a <b>Contract</b> .  See <b>Service Level Agreement</b> , <b>Operational Level Agreement</b> .
Alert	<b>(Service Operation)</b> A warning that a threshold has been reached, something has changed, or a Failure has occurred. Alerts are often created and managed by System Management tools and are managed by the <b>Event Management Process</b> .
Application	Software that provides <b>Functions</b> that are required by an <b>IT Service</b> . Each Application may be part of more than one <b>IT Service</b> . An Application runs on one or more Servers or Clients.  See <b>Application Management</b> .
Application Management	<b>(Service Design) (Service Operation)</b> The <b>Function</b> responsible for managing <b>Applications</b> throughout their <b>Lifecycle</b> .
Architecture	<b>(Service Design)</b> The structure of a System or <b>IT Service</b> , including the Relationships of <b>Components</b> to each other and to the environment they are in. Architecture also includes the Standards and Guidelines that guide the design and evolution of the System.
Asset	<b>(Service Strategy)</b> Any <b>Resource</b> or <b>Capability</b> . Assets of a <b>Service Provider</b> include anything that could contribute to the delivery of a <b>Service</b> . Assets can be one of the following types: Management, <b>Organization</b> , <b>Process</b> , Knowledge, People, Information, <b>Applications</b> , Infrastructure, and Financial Capital.
Asset Management	<b>(Service Transition)</b> Asset Management is the <b>Process</b> responsible for tracking and reporting the value and ownership of financial <b>Assets</b> throughout their <b>Lifecycle</b> . Asset Management is part of an overall <b>Service Asset and Configuration Management Process</b> .
Availability	<b>(Service Design)</b> Ability of a <b>Configuration Item</b> or <b>IT Service</b> to perform its agreed <b>Function</b> when required. Availability is determined by Reliability, Maintainability, Serviceability, Performance, and <b>Security</b> . Availability is usually calculated as a percentage. This calculation is often based on Agreed Service Time and Downtime. It is <b>Best Practice</b> to calculate Availability using measurements of the <b>Business</b> output of the <b>IT Service</b> .
Availability Management	<b>(Service Design)</b> The <b>Process</b> responsible for defining, analyzing, <b>Planning</b> , measuring and improving all aspects of the <b>Availability</b> of <b>IT Services</b> . Availability Management is responsible for ensuring that all <b>IT Infrastructure</b> , <b>Processes</b> , Tools, <b>Roles</b> etc are appropriate for the agreed <b>Service Level Targets</b> for <b>Availability</b> .
Baseline	<b>(Continual Service Improvement)</b> A Benchmark used as a reference point. For example: <ul style="list-style-type: none"> <li>An <b>IT Service Management</b> Baseline can be used as a starting point to measure the effect of a <b>Service</b> Improvement Plan</li> <li>A Performance Baseline can be used to measure changes in Performance over the lifetime of an <b>IT Service</b></li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>A <a href="#">Configuration Management</a> Baseline can be used to enable the <a href="#">IT Infrastructure</a> to be restored to a known <a href="#">Configuration</a> if a <a href="#">Change</a> or <a href="#">Release</a> fails</li> </ul>
Best Practice	Proven <a href="#">Activities</a> or <a href="#">Processes</a> that have been successfully used by multiple <a href="#">Organizations</a> . ITIL® is an example of Best Practice.
Business	<b>(Service Strategy)</b> An overall corporate entity or <a href="#">Organization</a> formed of a number of Business Units. In the context of <a href="#">IT Service Management</a> , the term Business includes public sector and not-for-profit organizations, 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 <a href="#">Business</a> as their <a href="#">Customer</a> (Internal <a href="#">Service Provider</a> ), or part of another <a href="#">Business</a> (External <a href="#">Service Provider</a> ).
Business Case	<b>(Service Strategy)</b> Justification for a significant item of expenditure. Includes information about <a href="#">Costs</a> , benefits, options, issues, <a href="#">Risks</a> , and possible problems.
Business Service	<p>An <a href="#">IT Service</a> that directly supports a <a href="#">Business Process</a>, as opposed to an <a href="#">Infrastructure Service</a>, which is used internally by the <a href="#">IT Service Provider</a> and is not usually visible to the <a href="#">Business</a>.</p> <p>The term Business Service is also used to mean a <a href="#">Service</a> that is delivered to <a href="#">Business Customers</a> by <a href="#">Business</a> Units. 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>.</p>
Capability	<p><b>(Service Strategy)</b> The ability of an <a href="#">Organization</a>, person, <a href="#">Process</a>, <a href="#">Application</a>, <a href="#">Configuration Item</a> or <a href="#">IT Service</a> to carry out an <a href="#">Activity</a>. Capabilities are intangible <a href="#">Assets</a> of an <a href="#">Organization</a>.</p> <p>See <a href="#">Resource</a>.</p>
Capacity	<b>(Service Design)</b> The maximum Throughput 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>(Service Design)</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> .
Change	<b>(Service Transition)</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="#">IT Services</a> , <a href="#">Configuration Items</a> , <a href="#">Processes</a> , Documentation etc.
Change Management	<b>(Service Transition)</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> .
Component	A general term that is used to mean one part of something more complex. For example, a computer System 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> .
Configuration	<b>(Service Transition)</b> 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 recognizable 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 Item (CI)	<b>(Service Transition)</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="#">Configuration Management System</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 <a href="#">IT Services</a> , hardware, software, buildings, people, and formal documentation such as <a href="#">Process</a> documentation and <a href="#">SLAs</a> .
Configuration Management	<b>(Service Transition)</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 Relationships. This information is managed throughout the <a href="#">Lifecycle</a> of the <a href="#">CI</a> . Configuration Management is part of an overall <a href="#">Service Asset and Configuration Management Process</a> .
Configuration Management	<b>(Service Transition)</b> A set of tools and databases that are used to manage an <a href="#">IT Service Provider's</a> <a href="#">Configuration</a> data. The CMS also includes information about

Term	Definition
System (CMS)	<b>Incidents, Problems, Known Errors, Changes and Releases</b> ; and may contain data about employees, <b>Suppliers</b> , locations, <b>Business Units</b> , <b>Customers</b> and <b>Users</b> . The CMS includes tools for collecting, storing, managing, updating, and presenting data about all <b>Configuration Items</b> and their Relationships. The CMS is maintained by <b>Configuration Management</b> and is used by all <b>IT Service Management Processes</b> .
Continual Service Improvement (CSI)	<b>(Continual Service Improvement)</b> A stage in the <b>Lifecycle</b> of an <b>IT Service</b> and the title of one of the Core <b>ITIL®</b> publications.  Continual Service Improvement is responsible for managing improvements to <b>IT Service Management Processes</b> and <b>IT Services</b> . The Performance of the <b>IT Service Provider</b> is continually measured and improvements are made to <b>Processes, IT Services</b> and <b>IT Infrastructure</b> in order to increase Efficiency, Effectiveness, and <b>Cost Effectiveness</b> .  See <b>Plan-Do-Check-Act</b> .
Contract	A legally binding <b>Agreement</b> between two or more parties.
Cost	The amount of money spent on a specific <b>Activity, IT Service</b> , or <b>Business Unit</b> . Costs consist of real cost (money), notional cost such as people's time, and Depreciation.
Customer	Someone who buys goods or <b>Services</b> . The Customer of an <b>IT Service Provider</b> is the person or group who defines and agrees the <b>Service Level Targets</b> . The term Customers is also sometimes informally used to mean <b>Users</b> , for example "this is a Customer focused <b>Organization</b> ".
Definitive Media Library (DML)	<b>(Service Transition)</b> One or more locations in which the definitive and approved versions of all software <b>Configuration Items</b> are securely stored. The DML may also contain associated CIs such as licenses and documentation. The DML is a single logical storage area even if there are multiple locations. All software in the DML is under the control of <b>Change</b> and <b>Release Management</b> and is recorded in the <b>Configuration Management System</b> . Only software from the DML is acceptable for use in a <b>Release</b> .
Demand Management	<b>Activities</b> that understand and influence <b>Customer</b> demand for <b>Services</b> and the provision of <b>Capacity</b> to meet these demands. At a <b>Strategic</b> level Demand Management can involve analysis of Patterns of <b>Business Activity</b> and <b>User Profiles</b> . At a Tactical level it can involve use of Differential Charging to encourage <b>Customers</b> to use <b>IT Services</b> at less busy times.  See <b>Capacity Management</b> .
Deployment	<b>(Service Transition)</b> The <b>Activity</b> responsible for movement of new or changed hardware, software, documentation, <b>Process</b> , etc to the Live Environment. Deployment is part of the <b>Release and Deployment Management Process</b> .
Design	<b>(Service Design)</b> An <b>Activity</b> or <b>Process</b> that identifies <b>Requirements</b> and then defines a solution that is able to meet these <b>Requirements</b> .  See <b>Service Design</b> .
Emergency Change	<b>(Service Transition)</b> A <b>Change</b> that must be introduced as soon as possible. For example to resolve a Major <b>Incident</b> or implement a <b>Security</b> patch. The <b>Change Management Process</b> will normally have a specific Procedure for handling Emergency Changes.
Event	<b>(Service Operation)</b> A change of state that has significance for the management of a <b>Configuration Item</b> or <b>IT Service</b> .  The term Event is also used to mean an <b>Alert</b> or notification created by any <b>IT Service, Configuration Item</b> or Monitoring tool. Events typically require <b>IT Operations</b> personnel to take actions, and often lead to <b>Incidents</b> being logged.
Event Management	<b>(Service Operation)</b> 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> .
Facilities Management	<b>(Service Operation)</b> The <b>Function</b> responsible for managing the physical Environment where the <b>IT Infrastructure</b> is located. Facilities Management includes all aspects of managing the physical Environment, for example power and cooling, building <b>Access Management</b> , and environmental Monitoring.
Financial	<b>(Service Strategy)</b> The <b>Function</b> and <b>Processes</b> responsible for managing an <b>IT</b>

Term	Definition
Management	<a href="#">Service Provider's</a> Budgeting, Accounting and Charging Requirements.
Function	<p>A team or group of people and the tools they use to carry out one or more <a href="#">Processes</a> or <a href="#">Activities</a>. For example the <a href="#">Service Desk</a>.</p> <p>The term Function also has two other meanings</p> <ul style="list-style-type: none"> <li>An intended purpose of a <a href="#">Configuration Item</a>, Person, Team, <a href="#">Process</a>, or <a href="#">IT Service</a>. For example one Function of an Email <a href="#">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>.</li> <li>To perform the intended purpose correctly, "The computer is Functioning"</li> </ul>
Governance	Ensuring that <a href="#">Policies</a> and <a href="#">Strategy</a> are actually implemented, and that required <a href="#">Processes</a> are correctly followed. Governance includes defining <a href="#">Roles</a> and responsibilities, measuring and reporting, and taking actions to resolve any issues identified.
Impact	<b>(Service Operation) (Service Transition)</b> 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> .
Incident	<b>(Service Operation)</b> An unplanned interruption to an <a href="#">IT Service</a> or a reduction in the <a href="#">Quality</a> of an <a href="#">IT Service</a> . Failure of a <a href="#">Configuration Item</a> that has not yet impacted <a href="#">Service</a> is also an Incident. For example Failure of one disk from a mirror set.
Incident Management	<b>(Service Operation)</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="#">Users</a> as quickly as possible.
Information Security Management (ISM)	<b>(Service Design)</b> The <a href="#">Process</a> that ensures the Confidentiality, Integrity and <a href="#">Availability</a> of an <a href="#">Organization's Assets</a> , information, data and <a href="#">IT Services</a> . Information Security Management usually forms part of an <a href="#">Organizational</a> approach to <a href="#">Security Management</a> which has a wider scope than the <a href="#">IT Service Provider</a> , and includes handling of paper, building access, phone calls etc., for the entire <a href="#">Organization</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.
IT Infrastructure	All of the hardware, software, networks, facilities etc. that are required to Develop, Test, deliver, Monitor, Control or support <a href="#">IT Services</a> . The term IT Infrastructure includes all of the Information Technology but not the associated people, <a href="#">Processes</a> and documentation.
IT Operations	<p><b>(Service Operation) Activities</b> carried out by <a href="#">IT Operations Control</a>, including Console Management, Job Scheduling, Backup and Restore, and Print and Output Management.</p> <p>IT Operations is also used as a synonym for <a href="#">Service Operation</a>.</p>
IT Operations Control	<b>(Service Operation)</b> The <a href="#">Function</a> responsible for Monitoring and Control of the <a href="#">IT Services</a> and <a href="#">IT Infrastructure</a> .
IT Operations Management	<b>(Service Operation)</b> The <a href="#">Function</a> within an <a href="#">IT Service Provider</a> that performs the daily <a href="#">Activities</a> needed to manage <a href="#">IT Services</a> and the supporting <a href="#">IT Infrastructure</a> . IT Operations Management includes IT <a href="#">Operations Control</a> and <a href="#">Facilities 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 Information Technology and supports the <a href="#">Customer's Business Processes</a> . An IT Service 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>(Service Design)</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 Recovery of <a href="#">IT Services</a> . ITSCM should be designed to support Business Continuity Management.
IT Service Management	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>

Term	Definition
(ITSM)	through an appropriate mix of people, <a href="#">Process</a> and Information Technology.  See <a href="#">Service Management</a> .
IT Service Provider	<b>(Service Strategy)</b> A <a href="#">Service Provider</a> that provides <a href="#">IT Services</a> to Internal <a href="#">Customers</a> or External <a href="#">Customers</a> .
ITIL®	A set of <a href="#">Best Practice</a> guidance for <a href="#">IT Service Management</a> . ITIL® is owned by the OGC and 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.itil.com/">http://www.itil.com/</a> for more information.
Key Performance Indicator (KPI)	<b>(Continual Service Improvement)</b> 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> . KPIs should be selected to ensure that <a href="#">Efficiency</a> , <a href="#">Effectiveness</a> , and <a href="#">Cost Effectiveness</a> are all managed.
Known Error	<b>(Service Operation)</b> A <a href="#">Problem</a> that has a documented Root Cause and a <a href="#">Workaround</a> . Known Errors are created and managed throughout their <a href="#">Lifecycle</a> by <a href="#">Problem Management</a> . Known Errors may also be identified by Development or <a href="#">Suppliers</a> .
Known Error Data Base (KEDB)	<b>(Service Operation)</b> A database containing all <a href="#">Known Error</a> Records. This database is created by <a href="#">Problem Management</a> and used by <a href="#">Incident</a> and <a href="#">Problem Management</a> . The Known Error Database is part of the <a href="#">Service Knowledge Management System</a> .
Lifecycle	The various stages in the life of an <a href="#">IT Service</a> , <a href="#">Configuration Item</a> , <a href="#">Incident</a> , <a href="#">Problem</a> , <a href="#">Change</a> etc. The Lifecycle defines the Categories for Status and the Status transitions that are permitted. For example: <ul style="list-style-type: none"> <li>• The Lifecycle of an <a href="#">Application</a> includes <a href="#">Requirements</a>, <a href="#">Design</a>, Build, Deploy, Operate, Optimize.</li> <li>• The Expanded <a href="#">Incident</a> Lifecycle includes Detect, Respond, Diagnose, Repair, Recover, Restore.</li> <li>• The lifecycle of a Server may include: Ordered, Received, In Test, Live, Disposed etc.</li> </ul>
Metric	<b>(Continual Service Improvement)</b> 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 KPI.
Model	A representation of a System, <a href="#">Process</a> , <a href="#">IT Service</a> , <a href="#">Configuration Item</a> etc. that is used to help understand or predict future behaviour.
Objective	The defined purpose or aim of a <a href="#">Process</a> , an <a href="#">Activity</a> or an <a href="#">Organization</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> .
Operational Level Agreement (OLA)	<b>(Service Design) (Continual Service Improvement)</b> An <a href="#">Agreement</a> between an <a href="#">IT Service Provider</a> and another part of the same <a href="#">Organization</a> . An OLA supports the <a href="#">IT Service Provider's</a> delivery of <a href="#">IT Services</a> to <a href="#">Customers</a> . The OLA defines the goods or <a href="#">Services</a> to be provided and the responsibilities of both parties. For example there could be an OLA <ul style="list-style-type: none"> <li>• Between the <a href="#">IT Service Provider</a> and a procurement department to obtain hardware in agreed times</li> <li>• Between the <a href="#">Service Desk</a> and a Support Group to provide Incident Resolution in agreed times.</li> </ul> See <a href="#">Service Level Agreement</a> .
Organization	A company, legal entity or other institution. Examples of Organizations that are not companies include International Standards Organization or itSMF. The term Organization is sometimes used to refer to any entity that has <a href="#">People</a> , <a href="#">Resources</a> and Budgets. For example a Project or Business Unit.
Plan	A detailed proposal that describes the Activities and Resources needed to achieve an <a href="#">Objective</a> . For example a Plan to implement a new <a href="#">IT Service</a> or <a href="#">Process</a> . ISO/IEC 20000 requires a Plan for the management of each <a href="#">IT Service Management Process</a> .



Term	Definition
Plan-Do-Check-Act	<p><b>(Continual Service Improvement)</b> A four-stage cycle for <a href="#">Process</a> management, attributed to Edward Deming. Plan-Do-Check-Act is also called the Deming Cycle.</p> <p>PLAN: Design or revise <a href="#">Processes</a> that support the <a href="#">IT Services</a>.</p> <p>DO: Implement the <a href="#">Plan</a> and manage the <a href="#">Processes</a>.</p> <p>CHECK: Measure the <a href="#">Processes</a> and <a href="#">IT Services</a>, compare with <a href="#">Objectives</a> and produce reports</p> <p>ACT: <a href="#">Plan</a> and implement <a href="#">Changes</a> to improve the <a href="#">Processes</a>.</p>
Practice	<p>A way of working, or a way in which work must be done. Practices can include <a href="#">Activities</a>, <a href="#">Processes</a>, <a href="#">Functions</a>, Standards and Guidelines.</p> <p>See <a href="#">Best Practice</a>.</p>
Priority	<p><b>(Service Transition) (Service Operation)</b> A Category 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.</p>
Problem	<p><b>(Service Operation)</b> A cause of one or more <a href="#">Incidents</a>. The cause is not usually known at the time a Problem Record is created, and the <a href="#">Problem Management Process</a> is responsible for further investigation.</p>
Problem Management	<p><b>(Service Operation)</b> The <a href="#">Process</a> responsible for managing the <a href="#">Lifecycle</a> of all <a href="#">Problems</a>. The primary <a href="#">Objectives</a> of Problem Management are to prevent <a href="#">Incidents</a> from happening, and to minimize the <a href="#">Impact</a> of <a href="#">Incidents</a> that cannot be prevented.</p>
Process	<p>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 Controls required to reliably deliver the outputs. A Process may define Policies, Standards, Guidelines, <a href="#">Activities</a>, and Work Instructions if they are needed.</p>
Process Owner	<p>A <a href="#">Role</a> responsible for ensuring that a <a href="#">Process</a> is Fit for Purpose. The Process Owner's responsibilities include sponsorship, <a href="#">Design</a>, <a href="#">Change Management</a> and continual improvement of the <a href="#">Process</a> and its <a href="#">Metrics</a>. This <a href="#">Role</a> is often assigned to the same person who carries out the <a href="#">Process Manager Role</a>, but the two <a href="#">Roles</a> may be separate in larger <a href="#">Organizations</a>.</p>
Qualification	<p><b>(Service Transition)</b> An <a href="#">Activity</a> that ensures that <a href="#">IT Infrastructure</a> is appropriate, and correctly configured, to support an <a href="#">Application</a> or <a href="#">IT Service</a>.</p>
Quality	<p>The ability of a product, <a href="#">Service</a>, or <a href="#">Process</a> to provide the intended value. For example, a hardware <a href="#">Component</a> can be considered to be of high Quality if it performs as expected and delivers the required Reliability. <a href="#">Process</a> Quality also requires an ability to monitor Effectiveness and Efficiency, and to improve them if necessary.</p>
RACI	<p><b>(Service Design) (Continual Service Improvement)</b> A <a href="#">Model</a> used to help define <a href="#">Roles</a> and Responsibilities. RACI stands for Responsible, Accountable, Consulted and Informed.</p>
Release	<p><b>(Service Transition)</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.</p>
Release and Deployment Management	<p><b>(Service Transition)</b> The <a href="#">Process</a> responsible for both <a href="#">Release Management</a> and <a href="#">Deployment</a>.</p>
Release Management	<p><b>(Service Transition)</b> The <a href="#">Process</a> responsible for <a href="#">Planning</a>, scheduling and controlling the movement of <a href="#">Releases</a> to Test and Live Environments. The primary <a href="#">Objective</a> of Release Management is to ensure that the integrity of the Live Environment is protected and that the correct <a href="#">Components</a> are released. Release Management is part of the <a href="#">Release and Deployment Management Process</a>.</p>
Release Unit	<p><b>(Service Transition)</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 <a href="#">Components</a> to perform a useful <a href="#">Function</a>. For example one Release Unit could be a Desktop PC, including</p>

Term	Definition
	Hardware, Software, Licenses, Documentation etc. A different Release Unit may be the complete Payroll <a href="#">Application</a> , including <a href="#">IT Operations</a> Procedures and <a href="#">User training</a> .
Request Fulfilment	<b>(Service Operation)</b> The <a href="#">Process</a> responsible for managing the <a href="#">Lifecycle</a> of all <a href="#">Service Requests</a> .
Requirement	<b>(Service Design)</b> A formal statement of what is needed. For example a <a href="#">Service Level Requirement</a> , a Project <a href="#">Requirement</a> or the required Deliverables for a <a href="#">Process</a> .
Resource	<b>(Service Strategy)</b> 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> . Resources are considered to be <a href="#">Assets</a> of an <a href="#">Organization</a> .  See <a href="#">Capability</a> , <a href="#">Service Asset</a> .
Responsiveness	A measurement of the time taken to respond to something. This could be Response Time of a Transaction, or the speed with which an <a href="#">IT Service Provider</a> responds to an <a href="#">Incident</a> or Request for Change etc.
Risk	A possible <a href="#">Event</a> that could cause harm or loss, or affect the ability to achieve <a href="#">Objectives</a> . A Risk is measured by the probability of a Threat, the Vulnerability of the <a href="#">Asset</a> to that Threat, and the <a href="#">Impact</a> it would have if it occurred.
Role	A set of responsibilities, <a href="#">Activities</a> and authorities granted to a person or team. A Role is defined in a <a href="#">Process</a> . One person or team may have multiple Roles, for example the Roles of <a href="#">Configuration Manager</a> and <a href="#">Change Manager</a> may be carried out by a single person.
Scope	The boundary, or extent, to which a <a href="#">Process</a> , Procedure, Certification, <a href="#">Contract</a> etc. applies. For example the Scope of <a href="#">Change Management</a> may include all Live <a href="#">IT Services</a> and related <a href="#">Configuration Items</a> , the Scope of an ISO/IEC 20000 Certificate may include all <a href="#">IT Services</a> delivered out of a named data centre.
Security	See <a href="#">Information Security Management</a>
Security Management	Synonym for <a href="#">Information Security Management</a>
Service	A means of delivering value to <a href="#">Customers</a> by facilitating Outcomes <a href="#">Customers</a> want to achieve without the ownership of specific <a href="#">Costs</a> and <a href="#">Risks</a> .
Service Asset	Any <a href="#">Capability</a> or <a href="#">Resource</a> of a <a href="#">Service Provider</a> .
Service Asset and Configuration Management (SACM)	<b>(Service Transition)</b> The <a href="#">Process</a> responsible for both <a href="#">Configuration Management</a> and <a href="#">Asset Management</a> .
Service Catalogue	<b>(Service Design)</b> A database or structured Document with information about all Live <a href="#">IT Services</a> , including those available for <a href="#">Deployment</a> . The Service Catalogue is the only part of the <a href="#">Service Portfolio</a> published to <a href="#">Customers</a> , and is used to support the sale and delivery of <a href="#">IT Services</a> . The Service Catalogue includes information about deliverables, prices, contact points, ordering and request <a href="#">Processes</a> .
Service Design	<b>(Service Design)</b> A stage in the <a href="#">Lifecycle</a> of an <a href="#">IT Service</a> . Service Design includes a number of <a href="#">Processes</a> and <a href="#">Functions</a> and is the title of one of the Core <a href="#">ITIL®</a> publications.  See <a href="#">Design</a> .
Service Design Package	<b>(Service Design)</b> Document(s) defining all aspects of an <a href="#">IT Service</a> and its <a href="#">Requirements</a> through each stage of its <a href="#">Lifecycle</a> . A Service Design Package is produced for each new <a href="#">IT Service</a> , major <a href="#">Change</a> , or <a href="#">IT Service Retirement</a> .
Service Desk	<b>(Service Operation)</b> The Single Point of Contact 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> .
Service Knowledge Management System (SKMS)	<b>(Service Transition)</b> A set of tools and databases that are used to manage knowledge and information. The SKMS includes the <a href="#">Configuration Management System</a> , as well as other tools and databases. The SKMS stores, manages, updates, and presents all information that an <a href="#">IT Service Provider</a> needs to manage the full <a href="#">Lifecycle</a> of <a href="#">IT Services</a> .
Service Level	Measured and reported achievement against one or more <a href="#">Service Level Targets</a> . The term Service Level is sometimes used informally to mean <a href="#">Service Level Target</a> .
Service Level	<b>(Service Design) (Continual Service Improvement)</b> An <a href="#">Agreement</a> between an



Term	Definition
Agreement (SLA)	<p><b>IT Service Provider</b> and a <b>Customer</b>. The SLA describes the <b>IT Service</b>, documents <b>Service Level Targets</b>, and specifies the responsibilities of the <b>IT Service Provider</b> and the <b>Customer</b>. A single SLA may cover multiple <b>IT Services</b> or multiple <b>Customers</b>.</p> <p>See <b>Operational Level Agreement</b>.</p>
Service Level Management (SLM)	<p><b>(Service Design) (Continual Service Improvement)</b> The <b>Process</b> responsible for negotiating <b>Service Level Agreements</b>, and ensuring that these are met. SLM is responsible for ensuring that all <b>IT Service Management Processes</b>, <b>Operational Level Agreements</b>, and Underpinning <b>Contracts</b>, are appropriate for the agreed <b>Service Level Targets</b>. SLM monitors and reports on <b>Service Levels</b>, and holds regular <b>Customer</b> reviews.</p>
Service Level Target	<p><b>(Service Design) (Continual Service Improvement)</b> A commitment that is documented in a <b>Service Level Agreement</b>. Service Level Targets are based on <b>Service Level Requirements</b>, and are needed to ensure that the <b>IT Service Design</b> is Fit for Purpose. Service Level Targets are usually based on <b>KPIs</b>.</p>
Service Management	<p>Service Management is a set of specialized organizational <b>Capabilities</b> for providing value to <b>Customers</b> in the form of <b>Services</b>.</p>
Service Management Lifecycle	<p>An approach to <b>IT Service Management</b> that emphasizes the importance of coordination and Control across the various <b>Functions</b>, <b>Processes</b>, and Systems necessary to manage the full <b>Lifecycle</b> of <b>IT Services</b>. The Service Management Lifecycle approach considers the <b>Strategy</b>, <b>Design</b>, <b>Transition</b>, <b>Operation</b> and <b>Continuous Improvement</b> of <b>IT Services</b>.</p>
Service Operation	<p><b>(Service Operation)</b> A stage in the <b>Lifecycle</b> of an <b>IT Service</b>. Service Operation includes a number of <b>Processes</b> and <b>Functions</b> and is the title of one of the Core <b>ITIL®</b> publications.</p>
Service Owner	<p><b>(Continual Service Improvement)</b> A <b>Role</b> that is accountable for the delivery of a specific <b>IT Service</b>.</p>
Service Portfolio	<p><b>(Service Strategy)</b> The complete set of <b>Services</b> that are managed by a <b>Service Provider</b>. The Service Portfolio is used to manage the entire <b>Lifecycle</b> of all <b>Services</b>, and includes three Categories: <b>Service Pipeline</b> (proposed or in Development); <b>Service Catalogue</b> (Live or available for <b>Deployment</b>); and Retired <b>Services</b>.</p> <p>See <b>Service Portfolio Management</b>.</p>
Service Portfolio Management (SPM)	<p><b>(Service Strategy)</b> The <b>Process</b> responsible for managing the <b>Service Portfolio</b>. Service Portfolio Management considers <b>Services</b> in terms of the <b>Business</b> value that they provide.</p>
Service Provider	<p><b>(Service Strategy)</b> An <b>Organization</b> supplying <b>Services</b> to one or more Internal <b>Customers</b> or External <b>Customers</b>. Service Provider is often used as an abbreviation for <b>IT Service Provider</b>.</p>
Service Request	<p><b>(Service Operation)</b> A request from a <b>User</b> for information, or advice, or for a <b>Standard Change</b> or for Access to an <b>IT Service</b>. For example to reset a password, or to provide standard <b>IT Services</b> for a new <b>User</b>. Service Requests are usually handled by a <b>Service Desk</b>, and do not require an RFC to be submitted.</p> <p>See <b>Request Fulfilment</b>.</p>
Service Sourcing	<p><b>(Service Strategy)</b> The <b>Strategy</b> and approach for deciding whether to provide a <b>Service</b> internally or to Outsource it to an External <b>Service Provider</b>. Service Sourcing also means the execution of this <b>Strategy</b>.</p> <p>Service Sourcing includes:</p> <ul style="list-style-type: none"> <li>• Internal Sourcing - Internal or Shared <b>Services</b> using Type I or Type II <b>Service Providers</b>.</li> <li>• Traditional Sourcing - Full <b>Service</b> Outsourcing using a Type III <b>Service Provider</b>.</li> <li>• Multi-vendor Sourcing - Prime, Consortium or Selective Outsourcing using Type III <b>Service Providers</b>.</li> </ul>
Service Strategy	<p><b>(Service Strategy)</b> The title of one of the Core <b>ITIL®</b> publications. Service</p>

Term	Definition
	Strategy establishes an overall <b>Strategy</b> for <b>IT Services</b> and for <b>IT Service Management</b> .
Service Transition	<b>(Service Transition)</b> A stage in the <b>Lifecycle</b> of an <b>IT Service</b> . Service Transition includes a number of <b>Processes</b> and <b>Functions</b> and is the title of one of the Core <b>ITIL</b> publications.
Standard Change	<b>(Service Transition)</b> A pre-approved <b>Change</b> that is low <b>Risk</b> , relatively common and follows a Procedure or Work Instruction. For example password reset or provision of standard equipment to a new employee. RFCs are not required to implement a Standard Change, and they are logged and tracked using a different mechanism, such as a <b>Service Request</b> .
Strategic	<b>(Service Strategy)</b> The highest of three levels of <b>Planning</b> and delivery (Strategic, Tactical, Operational). Strategic <b>Activities</b> include <b>Objective</b> setting and long term <b>Planning</b> to achieve the overall Vision.
Strategy	<b>(Service Strategy)</b> A <b>Strategic Plan</b> designed to achieve defined <b>Objectives</b> .
Supplier	<b>(Service Strategy) (Service Design)</b> A Third Party responsible for supplying goods or <b>Services</b> that are required to deliver <b>IT services</b> . Examples of suppliers include commodity hardware and software vendors, network and telecom providers, and Outsourcing <b>Organizations</b> .
Supplier Management	<b>(Service Design)</b> The <b>Process</b> responsible for ensuring that all <b>Contracts</b> with <b>Suppliers</b> support the needs of the <b>Business</b> , and that all <b>Suppliers</b> meet their contractual commitments.
Technical Management	<b>(Service Operation)</b> The <b>Function</b> responsible for providing technical skills in support of <b>IT Services</b> and management of the <b>IT Infrastructure</b> . Technical Management defines the <b>Roles</b> of Support Groups, as well as the tools, <b>Processes</b> and Procedures required.
Technical Service	Synonym for <b>Infrastructure Service</b> .
User	A person who uses the <b>IT Service</b> on a day-to-day basis. Users are distinct from <b>Customers</b> , as some <b>Customers</b> do not use the <b>IT Service</b> directly.
Urgency	<b>(Service Transition) (Service Design)</b> A measure of how long it will be until an <b>Incident</b> , <b>Problem</b> or <b>Change</b> has a significant <b>Impact</b> on the <b>Business</b> . For example a high <b>Impact Incident</b> may have low Urgency, if the <b>Impact</b> will not affect the <b>Business</b> until the end of the financial year. <b>Impact</b> and Urgency are used to assign <b>Priority</b> .
Utility	<b>(Service Strategy)</b> Functionality offered by a Product or <b>Service</b> to meet a particular need. Utility is often summarized as "what it does".
Warranty	<b>(Service Strategy)</b> A promise or guarantee that a product or <b>Service</b> will meet its agreed <b>Requirements</b> .
Workaround	<b>(Service Operation)</b> Reducing or eliminating the <b>Impact</b> of an <b>Incident</b> or <b>Problem</b> for which a full Resolution is not yet available. For example by restarting a failed <b>Configuration Item</b> . Workarounds for <b>Problems</b> are documented in <b>Known Error Records</b> . Workarounds for <b>Incidents</b> that do not have associated <b>Problem Records</b> are documented in the <b>Incident Record</b> .

### 1.3 Acronyms

Acronym	Term
ACD	Automatic Call Distribution
AM	Availability Management
AMIS	Availability Management Information System
ASP	Application Service Provider
BCM	Business Capacity Management
BCM	Business Continuity Management
BCP	Business Continuity Plan
BIA	Business Impact Analysis
BRM	Business Relationship Manager
BSI	British Standards Institution
BSM	Business Service Management
CAB	Change Advisory Board
CAB/EC	Change Advisory Board / Emergency Committee
CAPEX	Capital Expenditure
CCM	Component Capacity Management
CFIA	Component Failure Impact Analysis
CI	Configuration Item
CMDB	Configuration Management Database
CMIS	Capacity Management Information System
CMM	Capability Maturity Model
CMMI	Capability Maturity Model Integration
CMS	Configuration Management System
COTS	Commercial off the Shelf
CSF	Critical Success Factor
CSI	Continual Service Improvement
CSIP	Continual Service Improvement Program
CSP	Core Service Package
CTI	Computer Telephony Integration
DIKW	Data-to-Information-to-Knowledge-to-Wisdom
eSCM-CL	eSourcing Capability Model for Client Organizations
eSCM-SP	eSourcing Capability Model for Service Providers
FMEA	Failure Modes and Effects Analysis
FTA	Fault Tree Analysis
IRR	Internal Rate of Return
ISG	IT Steering Group
ISM	Information Security Management
ISMS	Information Security Management System
ISO	International Organization for Standardization
ISP	Internet Service Provider
IT	Information Technology
ITSCM	IT Service Continuity Management
ITSM	IT Service Management
itSMF	IT Service Management Forum
IVR	Interactive Voice Response
KEDB	Known Error Database
KPI	Key Performance Indicator
LOS	Line of Service
MoR	Management of Risk
MTBF	Mean Time Between Failures
MTBSI	Mean Time Between Service Incidents
MTRS	Mean Time to Restore Service
MTTR	Mean Time to Repair
NPV	Net Present Value
OGC	Office of Government Commerce
OLA	Operational Level Agreement
OPEX	Operational Expenditure
OPSI	Office of Public Sector Information
PBA	Pattern of Business Activity
PFS	Prerequisite for Success

Acronym	Term
PIR	Post Implementation Review
PSA	Projected Service Availability
QA	Quality Assurance
QMS	Quality Management System
RCA	Root Cause Analysis
RFC	Request for Change
ROI	Return on Investment
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SAC	Service Acceptance Criteria
SACM	Service Asset and Configuration Management
SCD	Supplier and Contract Database
SCM	Service Capacity Management
SFA	Service Failure Analysis
SIP	Service Improvement Plan
SKMS	Service Knowledge Management System
SLA	Service Level Agreement
SLM	Service Level Management
SLP	Service Level Package
SLR	Service Level Requirement
SMO	Service Maintenance Objective
SoC	Separation of Concerns
SOP	Standard Operating Procedures
SOR	Statement of requirements
SPI	Service Provider Interface
SPM	Service Portfolio Management
SPO	Service Provisioning Optimization
SPOF	Single Point of Failure
TCO	Total Cost of Ownership
TCU	Total Cost of Utilization
TO	Technical Observation
TOR	Terms of Reference
TQM	Total Quality Management
UC	Underpinning Contract
UP	User Profile
VBF	Vital Business Function
VOI	Value on Investment
WIP	Work in Progress