

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Absorbed overhead	(Financial Management) Indirect cost of providing a Service, which can be fairly allocated to specific Customers. This can be based on usage or some other fair measurement. For example cost of providing network bandwidth or shared servers. (See also Direct Cost, Indirect Cost, Unabsorbed Overhead)
Accounting	IT Accounting is responsible for monitoring how the IT organization spends its money. It is involved in determining costs for each customer, service, activity, etc.
Activity Based Costing	This method of accounting starts with collecting all the overhead costs in an organization then allocating the costs of the activities to the products and services that necessitated these activities.
Allocated cost	A cost that can be directly identified with a business unit.
Application Sizing	Determining the hardware or network capacity needed to support new or modified services and the predicted future workload.
Asset	Component of a business process. Assets can include people, accommodation (facilities), computer systems, networks, paper records, fax machines, etc.
Asset Management	Asset Management is an accounting process for monitoring assets whose purchase price exceeds a defined limit. Records include the purchase price, depreciation, business unit, and location.
Audit	Formal inspection and verification to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met. An audit may be carried out by internal or external groups.
Authorization	Official permission or approval
Availability	Ability of a component or service to perform its required function at a stated instant or over a stated period of time. It is usually expressed as the availability ratio, i.e. the proportion of time that the service is actually available for use by the Customers within the agreed service hours.
Availability Management	The process of ensuring the appropriate deployment of resources, methods, and techniques, to support the availability of IT services agreed with the customer. Availability Management addresses issues such as optimizing maintenance, and the design measures to minimize the number of Incidents.
Balanced Scorecard	An aid to organizational performance management. It helps to focus, not only on the financial targets but also on the internal processes, Customers, and learning and growth issues.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Baseline	A snapshot or a position which is recorded. Although the position may be updated later, the baseline remains unchanged and available as a reference to the original state and as a comparison against the current position (PRINCE 2).
BS7799	The British standard for Information Security Management. This standard provides a comprehensive set of controls comprising best practices in information security.
Budgeting	The process of predicting and controlling the spending of money within the organization, consisting of a periodic negotiation cycle to set budgets, and the day to day monitoring of current budgets.
Business Capacity Management	This sub-process is responsible for ensuring that the future business requirements for IT Services are considered, planned, and implemented in a timely fashion. (See also Resource Capacity Management, Service Capacity Management)
Business function	A business unit within an organization, e.g. a department, division, branch.
Business Impact Analysis	Determination of the Impact on the business in the event of a loss or disruption of service.
Business process	A group of business activities undertaken by an organization in pursuit of a common goal. Typical business processes include receiving orders, marketing services, selling products, delivering services, distributing products, etc.
Business recovery objective	The desired time within which business processes should be recovered, and the minimum staff, assets, and services required within this time.
Business recovery plans	Documents describing the roles, responsibilities, and actions necessary to resume business processes following a business disruption.
Business recovery team	A defined group of personnel with a defined role and subordinate range of actions to facilitate recovery of a business function or process.
Business unit	A segment of the business entity by which both revenues are received and expenditure are caused or controlled, such revenues and expenditure being used to evaluate segmented performance.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Call	Refers to a call (Incident) to the Service Desk. There are two call or Incident categories: 1) error reports; regarding true faults and complaints about the service, 2) Service requests; questions, requests for information, status, documentation, advice, passwords, batch job runs, file restores, requests for consumables.
Capacity Database (CDB)	A set of databases containing the appropriate capacity information for: networks, systems, etc.
Capacity Management	Capacity Management is the process of optimizing the cost, timing of acquisition, and deployment of IT resources to support the agreements made with the Customer. Capacity Management addresses resource management, performance management, demand management, modeling, capacity planning, load management and application sizing. Capacity Management emphasizes planning and alignment to demand, to ensure that the agreed Service Levels can also be fulfilled in the future.
Capacity Planning	The act of developing a Capacity Plan, based on the Capacity Management Database, analyzing the current situation and predicting the future use of the IT infrastructure and the resources needed to meet the expected demand for IT services based on various scenarios.
Capital Costs	Typically the costs applying to the physical (substantial) assets of the organization. Traditionally this was the accommodation (facilities) and machinery necessary to produce the enterprise's product. Capital Costs are the purchase or major enhancement of fixed assets, for example computer equipment (building and plant) and are often also referred to as 'one-off' costs.
Capitalization	The process of identifying major expenditure as Capital, whether there is a substantial asset or not, to reduce the Impact on the current financial year of such expenditure. The most common item for this to be applied to is software, whether developed in-house or purchased.
Category	Classification of a group of Configuration Items, Change documents or Problems. (See also Classification)
CCTA Risk Analysis and Management Method (CRAMM)	This model supports effective contingency planning by taking a phased approach. Assets, Threats, and Vulnerabilities are identified, and then countermeasures in the form of prevention and/or recovery are developed for each risk.
Central Service Desk	A single point of contact for all users where all Incidents are logged to a central physical location. Advantages include reduced operational costs, consolidated management overview, and improved usage of available resources.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Change	The addition, modification, or removal of approved, supported or baselined hardware, network, software, application, environment, system, desktop build, or associated documentation.
Change Advisory Board (CAB)	A group of people who can give expert advice to Change Management on the implementation of Changes. This board is likely to be made up of representatives from all areas within IT and representatives from business units.
Change control	The procedure to ensure that all Changes are controlled, including the submission, analysis, decision making, approval, implementation, and post implementation of the Change.
Change history	Auditable information that records, for example, what was done, when it was done, by whom and why.
Change log	A log of Requests for Change raised during a project, showing information on each Change, its evaluation, what decisions have been made, and its current status, e.g. raised, reviewed, approved, implemented, or closed.
Change Management	Process of controlling Changes to the infrastructure or any aspect of services, in a controlled manner, enabling approved Changes with minimum disruption.
Change record	A record containing details of which CIs are affected by an authorized Change (planned or implemented), and how.
Charging	The process of establishing charges in respect of business units, and raising the relevant invoices for recovery from customers.
CI Level	CI level describes the level of detail (attributes) that will be recorded in the CMDB. The highest level is formed as the overall IT infrastructure itself; the lowest level is the most detailed level at which control must be exercised.
Classification	Process of formally grouping Configuration Items by type, e.g. software, hardware, documentation, environment, application. Process of formally identifying Changes by type e.g. project scope Change request, validation Change request, infrastructure Change request. Process of formally identifying Incidents, Problems and Known Errors by origin, symptoms and cause.
Closure	When the Customer is satisfied that an Incident has been resolved.
Cold stand-by	See 'Gradual Recovery'.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Command, control and communications	The processes by which an organization retains overall co-ordination of its recovery effort during invocation of business recovery plans.
Component Failure Impact Analysis (CFIA)	An Availability Management technique that identifies critical business processes and the potential damage or loss that may be caused to the organization resulting from a disruption to those processes. This method uses an availability matrix with the strategic components and their roles in each service wherein the relationships between services and production resources are clearly identified.
Confidentiality	As it relates to Security Management - Protecting information against unauthorized access and use.
Configuration baseline	Configuration of a product or system established at a specific point in time, which captures both the structure and details of that product or system, and enables that product or system to be rebuilt at a later date. (See also Baseline)
Configuration documentation	Documents that define requirements, system design, build, production, and verification for a Configuration Item.
Configuration Item (CI)	Component of an infrastructure - or an item, such as a Request for Change, associated with an infrastructure - which is (or is to be) under the control of Configuration Management. CIs may vary widely in complexity, size and type - from an entire system (including all hardware, software and documentation) to a single module or a minor hardware component.
Configuration Management	The process of identifying and defining the Configuration Items in a system, recording and reporting the status of Configuration Items and Requests for Change, and verifying the completeness and correctness of Configuration Items.
Configuration Management Database (CMDB)	A database that contains all relevant details of each CI and details of the important relationships between CIs.
Configuration Management plan	Document setting out the organization and procedures for the Configuration Management of a specific product, project, system, support group, or service.
Configuration Structure	A hierarchy of all the CIs that comprise a configuration.
Contingency Planning	Planning to address unwanted occurrences that may happen at a later time. Traditionally, the term has been used to refer to planning for the recovery of IT systems rather than entire business processes.
Cost	The amount of expenditure (actual or notional) incurred on, or attributable to, a specific activity or business unit.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Cost effectiveness	Ensuring that there is a proper balance between the quality of service on the one side and expenditure on the other. Any investment that increases the costs of providing IT services should always result in enhancement to service quality or quantity.
Cost Management	All the procedures, tasks, and deliverables that are needed to fulfill an organization's costing and charging requirements.
Cost Plus	There are a number of cost-plus pricing models. The basic form is: Price = cost + x%. The mark-up (x%) can either be set by the organization as a standard Target Return, comparable with returns on other business investments, or varied by the IT organization to meet strategic business needs e.g. encouraging the use of strategic applications but discouraging the use of legacy applications. Cost plus may be used for large one-off original projects where the costs cannot be easily predicted.
Costing	The process of identifying the costs of the business and of breaking them down and relating them to the various activities of the organization.
Countermeasure	A check or restraint on the service designed to enhance security by reducing the risk of an attack (by reducing either the threat or the vulnerability), reducing the Impact of an attack, detecting the occurrence of an attack and/or assisting in the recovery from an attack.
Customer	The customer is the “pay the bills” customer, the person who is authorized to conclude an agreement with the IT organization about the provision of IT services (for example a Service Level Agreement, or SLA) and who is responsible for ensuring that the IT Services are paid for.
Definitive Hardware Store (DHS)	The Definitive Hardware store contains spares and stocks of hardware. These spares are components and assemblies that are maintained at the same level as their counterparts in the live environment.
Definitive Software Library (DSL)	The library in which the definitive authorized versions of all software CIs are stored and protected. It is a physical library or storage repository where master copies of software versions are placed. This one logical storage area may in reality consist of one or more physical software libraries or file stores. They should be separate from development and test file store areas. The DSL may also include a physical store to hold master copies of purchased software, e.g. a fire-proof safe. Only authorized software should be accepted into the DSL, strictly controlled by Change and Release Management.

ITIL® Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Delta Release	A release that includes only those CIs within the Release Unit that have actually changed or are new since the last Full or Delta Release. For example, if the Release Unit is the program, a Delta Release contains only those modules that have changed, or are new, since the last Full Release of the program or the last Delta Release of the modules. (See also Full Release)
Demand Management	Demand Management is involved in controlling and influencing user demand. (See also Differential charging)
Deming Circle	In the 1950's, W. Edwards Deming proposed that business processes should be analyzed and measured to identify sources of variations that cause products to deviate from customer requirements. He recommended that business processes implement a continuous feedback loop to enable managers to identify and change parts of the process that need improvement. Deming created an illustration for this continuous process, commonly known as the PDCA cycle for Plan, Do, Check, Act. PLAN: Design or revise business process components to improve results. DO: Implement the plan and measure its performance. CHECK: Assess the measurements and report the results to decision makers. ACT: Decide on changes needed to improve the process.
Dependency	The reliance, either direct or indirect, of one process or activity upon another.
Depreciation	The loss in value of an asset due to its use and/or the passage of time. The annual depreciation charge in accounts represents the amount of capital assets used up in the accounting period. It is charged in the cost accounts to ensure that the cost of capital equipment is reflected in the unit costs of the services provided using the equipment.
Differential charging	Charging business customers different rates for the same work, typically to dampen demand or to generate revenue for spare capacity. This can also be used to encourage off-peak or night time running. (See also Demand Management, Discounting)
Direct cost	A cost that is incurred for, and can be traced in full to, a product, service, cost center, or department. This is an allocated cost. Direct costs are direct materials, direct wages, and direct expenses.
Disaster	Is an event that affects a service or system such that significant effort is required to restore the original performance level.
Disaster recovery planning	A series of processes that focus only upon the recovery processes, principally in response to physical disasters that are contained within Business Continuity Management (BCM).

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Downtime	Total period that a service or component is not operational, within agreed service times.
Elapsed time	Elapsed time is the interval between a trigger and a second event.
Emergency Fix/Release	Normally implemented as a temporary fix for a Problem or Known Error which could bypass the normal release process.
End-User	See 'User'.
Environment	A collection of hardware, software, network communications and procedures that work together to provide a discrete type of computer service. There may be one or more environments on a physical platform e.g. test, production. An environment has unique features and characteristics that dictate how they are administered in similar, yet diverse manners.
Error Control	A sub-process of Problem Management, Error Control consists of monitoring and managing Known Errors until they are successfully resolved (where possible and appropriate). Error Control raises a Request For Change to Change Management and evaluates the changes in a Post Implementation Review (PIR).
Escalation	If an Incident cannot be resolved by first-line support within the agreed time, then more expertise or authority will become involved as a result of escalation.
Evaluation	Evaluation is systematic determination of merit, worth, and significance of something or someone using criteria against a set of standards. An example might be the Post Implementation Review (PIR) in Change Management.
Expert Service Desk	This type of Service Desk has specialist knowledge of the full IT infrastructure and the expertise to resolve most Incidents immediately.
Expert User	See 'Super User'.
Exploitation	From a Security Management perspective, exploitation is taking advantage of security vulnerability.
Failure	Failure is typically used to describe a disruption in service. Not all faults result in a service failure as there may be redundancy built into the infrastructure.
Fault	A fault is reported when a CI is no longer performing as intended.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Fault Tree Analysis (FTA)	A technique that can be used to determine the chain of events that causes a disruption to IT Services. FTA in conjunction with calculation methods can offer detailed models of Availability. This can be used to assess the Availability improvement that can be achieved by individual IT Infrastructure design options.
Financial Management for IT Services	Financial Management is the sound stewardship of the monetary resources of the organization. It supports the organization in planning and executing its business objectives.
Financial year	An accounting period covering 12 consecutive months.
First Line Support	The Service Desk, which is responsible for Incident registration, routing service requests to support groups when Incidents are not closed, initial support and classification, ownership, monitoring, tracking and communication, resolution and recovery of Incidents not assigned to second-line support, and closure of Incidents.
Forward Schedule of Changes (FSC)	Contains details of all the Changes approved for implementation and their proposed implementation dates. It should be agreed with the Customers and the business, Service Level Management, the Service Desk, and Availability Management. Once agreed, the Service Desk should communicate to the User community at large any planned additional downtime arising from implementing the Changes, using the most effective methods available.
Full cost	The total cost of all the resources used in supplying a service i.e. the sum of the direct costs of producing the output, a proportional share of overhead costs, and any selling and distribution expenses. Both cash costs and notional (non-cash) costs should be included, including the cost of capital. (See also Total Cost of Ownership, Notional Charging)
Full Release	All components of the Release Unit that are built, tested, distributed, and implemented together. (See also Delta Release)
Functional Escalation	Functional Escalation (horizontal) means involving personnel with more specific skills, time or access privileges to resolve the issue.
Going Rate	(Financial Management) A charging method in which the price is comparable with other internal departments within the organization or with similar organizations.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Gradual Recovery (Cold stand-by)	Previously called 'Cold stand-by', this is applicable to organizations that do not need immediate restoration of business processes and can function for a period of up to 72 hours, or longer, without a re-establishment of full IT facilities. This may include the provision of empty accommodation (facilities) fully equipped with power, environmental controls and local network cabling infrastructure, telecommunications connections, and available in a disaster situation for an organization to install its own computer equipment.
Hard charging	Descriptive of a situation where, within an organization, actual funds are transferred from the customer to the IT organization in payment for the delivery of IT services.
Hierarchical Escalation	Hierarchical escalation means involving a higher level of organizational authority when it appears that the current level of authority is insufficient to ensure the accident will be resolved in time and/or satisfactorily.
Hot stand-by	See 'Immediate Recovery'.
Identification of CI	(Configuration Management) The IT infrastructure configuration should be broken down and uniquely identified to enable effective control, recording and reporting of CIs to the level that the business requires.
Immediate Recovery (Hot stand-by)	Previously called 'Hot stand-by', provides for the immediate restoration of services following any irrecoverable Incident. It is important to distinguish between the previous definition of 'hot stand-by' and 'immediate recovery'. Hot stand-by typically referred to availability of services within a short timescale such as 2 or 4 hours whereas immediate recovery implies the instant availability of services.
Impact	Measure of the business criticality of an Incident. Often equal to the extent to which an Incident leads to distortion of, or <u>departure from</u>, agreed or expected service levels. Size, scale, magnitude, scope.
Impact analysis	The identification of critical business processes, and the potential damage or loss that may be caused to the organization resulting from a disruption to those processes. Business Impact analysis identifies: the form the loss or damage will take, how that degree of damage or loss is likely to escalate with time following an Incident, the minimum staffing, facilities and services needed to enable business processes to continue to operate at a minimum acceptable level, and the time within which they should be recovered. The time within which full recovery of the business processes is to be achieved is also identified.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Incident	Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.
Incident Management	The Incident Management process aims to resolve the Incident and restore the provision of services quickly.
Indirect cost	A cost incurred in the course of making a product providing a service or running a cost center or department, but which cannot be traced directly and in full to the product, service or department, because it has been incurred for a number of cost centers or cost units. These costs are apportioned to cost centers/cost units. Indirect costs are also referred to as overheads.
Integrity	As it relates to Security Management – Integrity refers to the accuracy, completeness, and timeliness of the information.
Interface	Physical or functional interaction at the boundary between Configuration Items.
Intermediate Recovery (Warm stand-by)	Previously called 'Warm stand-by', typically involves the re-establishment of the critical systems and services within a 24 to 72 hour period, and is used by organizations that need to recover IT facilities within a predetermined time to prevent impacts to the business process.
Internal target	One of the measures against which supporting processes for the IT service are compared. Usually expressed in technical terms relating directly to the underpinning service being measured.
Interruption	As it relates to users - an interruption is the loss of a service during a time when the service is expected to be available. (See also Service Interruption)
Invocation and recovery phase	The second phase of a business recovery plan.
Invocation (of business recovery plans)	Putting business recovery plans into operation after a business disruption.
ISO9001	The internationally accepted set of standards concerning quality management systems.
IT Infrastructure	The sum of an organization's IT related hardware, software, data telecommunication facilities, procedures, and documentation.
IT Service	A described set of facilities, IT and non-IT, supported by the IT Service Provider that fulfils one or more needs of the customer and that is perceived by the customer as a coherent whole.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
IT Service Continuity Management (ITSCM)	This process addresses the preparation and planning for disaster recovery measures for IT services in the event of a business interruption. This is the process of planning and coordinating the technical, financial, and management resources needed to ensure continuity of service after a disaster (as agreed with the client).
IT Service Management	The objectives of IT Service Management are to align IT services to the current and future needs of the business and its clients, to improve the quality of the IT services delivered, and to reduce the long-term cost of service provision.
ITIL	The OGC IT Infrastructure Library - a set of guides on the management and provision of operational IT services.
Key Performance Indicators (KPIs)	Key performance indicators (KPIs) are parameters for measuring progress relative to key objectives or Critical Success Factors (CSFs) in an organization.
Known Error	An Incident or Problem for which the root cause is known and for which a temporary Work-around or a permanent alternative has been identified. If a business case exists, an RFC will be raised, but, in any event, it remains a Known Error unless it is permanently fixed by a Change.
Local (distributed) Service Desk	Local (distributed Service Desks) are located across a number of sites in order to provide onsite support for local users. They should use common systems and processes and are often more difficult to manage than a centralized Service Desk.
Maintainability	The activities needed to keep the service in operation and to restore it when it fails; including preventative maintenance and scheduled inspections.
Management	The act, manner, or practice of managing; handling, supervision, or control
Marginal Cost	The cost of providing the service now, based upon the investment already made.
Market Price (Market Rate)	Prices that match those charged by external suppliers. What the market will bear.
Mean Time Between Failures (MTBF)	Mean time between the recovery from one Incident and the occurrence of the next Incident, <u>also known as uptime</u>. This metric relates to the reliability of the service.
Mean Time Between System Incidents (MTBSI)	Mean time between the occurrences of two consecutive Incidents. The MTBSI is the sum of the MTTR and the MTBF.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Mean Time to Repair (MTTR)	Average time between the occurrence of a fault and the service recovery, also known as the downtime. It is the sum of the detection time, and the resolution time. This metric relates to the recoverability and serviceability of the service.
Metric	Measurable element of a service process or function.
Modeling	Using analytical, simulation, or trending models to determine the capacity requirements of services and determining the best capacity solutions.
Monitoring	The act of observing, supervising, reporting, or controlling the activities of another entity.
Negotiated Contract Price	If the customer requests a new service then it is negotiated whether they have to bear all the investment costs, or only a portion.
Notional Charging	Notional Charging, where bills are produced but no money changes hands, is sometimes introduced to ensure that Customers are aware of the costs they incur. The effectiveness of introducing Notional Charging depends on the supporting management processes: if Customers ignore the information and management takes no action, there is little point in providing the information.
Operational Costs	Those costs resulting from the day-to-day running of the IT Services section, e.g. staff costs, hardware maintenance, and electricity, and relating to repeating payments whose effects can be measured within a short timeframe, usually less than the 12-month financial year.
Operational Level Agreement (OLA)	An internal agreement covering the delivery of services which support the IT organization in their delivery of services.
Operational Process	Operational processes are those processes described in <i>Service Support</i> (the blue book). These are: Incident Management, Problem Management, Change Management, Release Management, and Configuration Management. Tactical processes are centered on the relationships between the IT organization and its Customers. Service Delivery is partially concerned with setting up agreements and monitoring the targets within these agreements. On the <u>operational</u> level, the <u>Service Support processes</u> can be viewed as delivering service as laid down in these agreements.
Opportunity cost (or true cost)	The value of a benefit sacrificed in favor of an alternative course of action. That is the cost of using resources in a particular operation expressed in terms of foregoing the benefit that could be derived from the best alternative use of those resources.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Outsourcing	The process by which functions performed by the organization are contracted out for operation, on the organization's behalf, by third parties.
Overheads	The total of indirect materials, wages, and expenses.
Package Release	A Package Release is a bundle of Full and/or Delta Releases of related applications and infrastructure that are released at longer time intervals. Packaged release results in longer periods of stability for users.
PD0005	Alternative title for the BSI publication 'A Code of Practice for IT Service Management'.
Percentage utilization	The amount of time that a hardware device is busy over a given period of time. For example, if the CPU is busy for 1,800 seconds in a one hour period, its utilization is said to be 50%.
Performance	The way in which something functions.
Performance Management	Measuring, monitoring, and tuning the performance of IT infrastructure components for optimum performance.
Post Implementation Review (PIR)	Post implementation review is the process of evaluating the success of the implemented Change: What was done well? What was done poorly? How can we do it better next time? How can we prevent recurrence of the failure? (See also Evaluation)
PRINCE2	The standard UK government method for project management.
Priority	Sequence in which an Incident, Problem, or Change needs to be resolved, based on Impact and Urgency.
Proactive Problem Management	Proactive Problem Management is concerned with the quality of the services and infrastructure. This involves trend analysis and identification of potential Incidents before they occur.
Problem	The unknown underlying cause of one or more Incidents.
Problem Control	A sub-process of Problem Management, Problem Control focuses on transforming Problems into Known Errors.
Problem Management	Process that minimizes the effect on customer(s) of defects in services and within the infrastructure, human errors, and external events.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Procedure	A procedure is a description of logically related activities, and who carries them out. A procedure may include stages from different processes. A procedure defines who does what, and varies depending on the organization.
Process	A connected series of actions, activities, Changes, etc. performed by agents with the intent of satisfying a purpose or achieving a goal. A process has an objective, inputs, activities, and outputs, and can be measured and monitored.
Process Control	The process of planning and regulating with the objective of performing a process in an effective and efficient way.
Process Manager	The Process Manager <u>is responsible</u> for driving the efficiency and effectiveness of the process, producing management information, managing the work of staff, monitoring the effectiveness of the process, making recommendations for improvement, and developing and maintaining the systems required to operate the process.
Program	A collection of activities and projects that collectively implement a new corporate requirement or function.
Quality	The quality of a service refers to the extent to which the service fulfills the requirements and expectations of the Customer.
Quality Assurance	The complete set of the measures and procedures used by the organization to ensure that the services provided continue to fulfill the expectations of the Customer and the relevant agreements.
Quality Control	Those controls established through measures and procedures to ensure that services are predictable and reliable.
RAID	Redundant Array of Inexpensive Disks - a mechanism for providing data resilience for computer systems using mirrored arrays of magnetic disks. Different levels of RAID can be applied to provide for greater resilience. (See also Resilience)
Reciprocal Arrangement	This approach can be used as an IT Service Continuity Management option when two organizations have similar hardware and agree to provide each other with facilities in the event of a disaster.
Recovery	Returning a Configuration Item or an IT Service to a working state. Recovery of an IT Service often includes recovering data to a known consistent state.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Recovery Plan	A written document (plan) that describes, in sufficient detail, how the organization will survive a disaster and how services will be restored to normal operation within defined and agreed timeframes. The recovery plan should be subject to Change Control and should identify all the procedures needed to support them. The recovery plan should include all elements relevant to restoring the business activities and IT services.
Relation	A logical or natural association between two or more things; relevance of one to another; connection.
Release	A collection of new and/or changed CIs which are tested and introduced into the live environment together.
Release Management	Release Management takes a <u>holistic approach</u> to ensure that only tested and correct versions of authorized software and hardware are provided.
Release Policy	Release Policies cover release levels, types, units, identification, frequency, and phasing.
Release Unit	Release Unit describes the portion of the IT infrastructure that is normally released together for control and effectiveness of the changes being made.
Reliability	An attribute of any system that consistently produces the same results, preferably meeting or exceeding its specifications.
Request for Change (RFC)	The formal part of the Change Management process, used to record details of a request for a change to any Configuration Item (CI) within an infrastructure, or to services, procedures, and items associated with the infrastructure. Form, or screen, used to record details of a request for a change to any CI within an infrastructure or to procedures and items associated with the infrastructure.
Resilience	The ability of a Configuration Item or IT Service to resist Failure or to Recover quickly following a Failure. For example, an armored cable will resist failure when put under stress. (See also RAID)
Resolution	Action that will resolve an Incident. This may be a Work-around.
Resource Capacity Management	This process is used to determine and understand the use of the IT infrastructure and components. Examples are network bandwidth, processing capacity, and disk capacity. Actively monitoring trends is a part of this process. (See also Business Capacity Management, Service Capacity Management)

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Resource Management	The efficient and effective deployment of an organization's resources when they are needed. Such resources may include financial resources, inventory, human skills, production resources, or Information Technology (IT).
Resources	The IT Services section needs to provide the customers with the required services. The resources are typically computer and related equipment, software, facilities, or organizational (people).
Restoration of Service	(Incident Management) Taking action to return an IT Service to the Users after Repair and Recovery from an Incident. This is the primary Objective of Incident Management.
Return to normal phase	The phase within a business recovery plan which re-establishes normal operations.
Review	An evaluation of a Change, Problem, Process, Project, etc. Reviews are typically carried out at predefined points and especially after closure. The purpose of a Review is to ensure that all deliverables have been provided, and to identify opportunities for improvement. (See also Post Implementation Review)
Risk	A measure of the exposure to which an organization may be subjected. This is a combination of the likelihood of a business disruption occurring and the possible loss that may result from such business disruption.
Risk Analysis	The identification and assessment of the level (measure) of the risks calculated from the assessed values of assets and the assessed levels of threats to, and vulnerabilities of, those assets.
Risk Assessment	The initial steps of Risk Management. Analyzing the value of Assets to the business, identifying Threats to those Assets, and evaluating how Vulnerable each Asset is to those Threats. (See also CRAMM)
Risk Management	The identification, selection, and adoption of countermeasures justified by the identified risks to assets in terms of their potential impact upon services if failure occurs, and the reduction of those risks to an acceptable level.
Role	A set of responsibilities, activities, and authorizations.
Rollout	As it relates to Release Management – the deployment of a new release. The Rollout plan includes the detailed schedule, list of tasks, required human resources, CI's affected, purchasing, and management communication.

ITIL® Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Second Line Support	Second Line Support is provided by management departments, software developers, architects, etc.
Security	Security works to ensure services are not vulnerable to known risks and is involved in avoiding unknown risks where possible.
Security Awareness	Security Awareness is a Security Management activity which involves the active communication, education, and assessment of security matters across the organization.
Security Incidents	The notification or detection of a security violation or intrusion.
Security Level	Security Level is set by the customer and is part of the Service Level Agreement.
Security Management	Security Management is essential to maintaining the uninterrupted operation of the IT organization. Its objectives are to meet the security requirements of SLAs and external requirements further to contracts, legislation and externally imposed policies, and to provide a basic level of security, independent of external requirements.
Security Section	The security section of the SLA can address issues such as the general Information Security policy, a list of authorized personnel, asset protection procedures, restrictions on copying data, etc.
Self-insurance	A decision to bear the losses that could result from a disruption to the business as opposed to taking insurance cover on the risk.
Service	A set of related functions provided by IT that are seen by the customer as a self-contained entity. A service is a business enabling function provided by one or more IT systems (email) One or more IT systems which enable a business process.
Service Capacity Management	The Activity responsible for understanding the Performance and Capacity of IT Services. The Resources used by each IT Service and the pattern of usage over time are collected, recorded, and analyzed for use in the Capacity Plan. (See also Business Capacity Management, Resource Capacity Management)
Service Catalog	A Document listing all IT Services, with summary information about their SLAs and Customers. The Service Catalogue is created and maintained by the IT Service Provider and is used by all IT Service Management processes.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Service Desk	The single point of contact within the IT organization for users of IT services. The Service Desk extends the Help Desk's range of services and offers a more global-focused approach, allowing business processes to be integrated into the Service Management infrastructure. It not only handles Incidents, Problems, and questions, but also provides an interface for other activities such as customer Change requests, maintenance contracts, software licenses, Service Level Management, Configuration Management, Availability Management, Financial Management for IT Services, and IT Service Continuity Management.
Service Improvement Program (SIP)	A formal project undertaken within an organization to identify and introduce measurable improvements within a specified work area or work process.
Service Interruption	The loss of a service during a time when the service is expected to be available. (See also Interruption)
Service Level	The expression of an aspect of a service in definitive and quantifiable terms.
Service Level Agreement (SLA)	Written agreement between a service provider and the Customer(s) that documents agreed Service Levels for a Service.
Service Level Management	The process of defining, agreeing, documenting, and managing the levels of customer IT service, that are required and cost justified.
Service Level Requirements (SLR)	Service Level Requirements cover the detailed definitions of customer needs, and are used to develop, modify, and initiate services. They can serve as the blueprint for designing a service and associated SLAs.
Service Management	Management of Services to meet the Customer's requirements.
Service provider	Third-party organization supplying services or products to customers.
Service Quality Plan (SQP)	The written plan and specification of internal targets designed to guarantee the agreed service levels.
Service Request	A request from a User for information or advice, or for a Standard Change. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Service Specification Sheets (Spec sheets)	<p>Describes in detail what the customer wants (external element) and how this will impact the IT organization (internal element).</p> <p>Service Specification Sheets describe the relationship between functionality (as agreed with the customer, therefore customer-focused) and technology (as implemented within the IT organization, therefore IT-focused) and provide a detailed specification of the service. The spec sheets translate Service Level Requirements (external specifications) into technical definitions needed to provide the service (internal specifications). The spec sheets also describe any links between SLAs, UC, and OLAs. Spec sheets are an important tool to monitor correspondence between the internal and external specifications.</p>
Serviceability	<p>Serviceability relates to the contractual obligations of external service providers. Contracts define the support to be provided for the outsourced services.</p>
Skilled Service Desk	<p>The Skilled Service Desk has greater skills and experience than the Unskilled Service Desk. By using documented solutions it can resolve many Incidents, while more complex Incidents are escalated to support teams. (See also Unskilled Service Desk, Expert Service Desk)</p>
Software Environment	<p>Software used to support the application such as operating system, database management system, development tools, compilers, and application software.</p>
Standard cost	<p>A pre-determined calculation of how much costs should be under specified working conditions. It is built up from an assessment of the value of cost elements and correlates technical specifications and the quantification of materials, labor, and other costs to the prices and/or wages expected to apply during the period in which the standard cost is intended to be used. Its main purposes are to provide bases for control through variance accounting, for the valuation of work in progress, and for fixing selling prices.</p>
Stand-by arrangements	<p>Arrangements to have available assets which have been identified as replacements should primary assets be unavailable following a business disruption. Typically, these include accommodation (facilities), IT systems and networks, telecommunications, and sometimes people.</p>

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Status	Status reflects a record's (such as an Incident, Change, or Problem) current position in its life-cycle, sometimes known as its 'workflow position'. Everyone should be aware of each status and its meaning. Some examples of status categories for an Incident might include: new, accepted, scheduled, assigned/dispatched to specialist, work in progress (WIP), on hold, resolved, closed.
Strategic	Strategy is a detailed plan for achieving success. Strategic refers to plans or actions that help in achieving the plan. Relates to long term plans of action designed to achieve a particular goal.
Super User	In some organizations it is common to use 'expert' Users (commonly known as Super, or Expert, Users) to deal with first-line support Problems and queries. This is typically in specific application areas, or geographical locations, where there is not the requirement for full-time support staff. In this case, the User can be a valuable resource if use is properly coordinated, with: 1) their roles and responsibilities clearly defined, 2) escalation channels clearly defined, 3) standard support processes defined and used, 4) all requests recorded and maintained, ideally in the main support system.
System Outage Analysis (SOA)	Systems Outage Analysis (SOA) is a technique designed to provide a structured approach to identifying the underlying causes of service interruption to the User. SOA utilizes a range of data sources to assess where and why shortfalls in Availability are occurring. SOA enables a holistic view to be taken to drive not just IT Infrastructure improvements but improvements to the IT support organization process, procedures, and tools. SOA is run as an assignment and may utilize other Availability Management methods and techniques to formulate the recommendations for improvement.
Tactical	The specific actions to be taken to accomplish a strategy. (See also Strategic)
Third Line Support	Where specialists' skills (e.g., development/engineer) or contracted third-party support is required.
Third-party supplier	An enterprise or group, external to the Customer's enterprise, which provides services and/or products to that Customer's enterprise.
Threat	An indication of an unwanted Incident that could impinge on the system in some way. Threats may be deliberate (e.g., willful damage) or accidental (e.g., operator error).
Total Cost Of Ownership	Calculated including depreciation, maintenance, staff costs, accommodation (facilities), and planned renewal.

ITIL[®] Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Tuning	Tuning optimizes systems for the actual or expected workload on the basis of analyzed and interpreted monitoring data.
Unabsorbed Overhead	Any Indirect Costs, which cannot be apportioned to a set of Customers. (See also Absorbed Overhead, Direct Cost, Indirect Cost)
Underpinning Contract (UC)	A contract with an external supplier covering delivery of services that support the IT organization in their delivery of services.
Unit costs	Costs distributed over individual component usage. For example, it can be assumed that, if a box of paper with 1000 sheets costs \$10, then each sheet costs 1cent. Similarly if a CPU costs \$1M a year and it is used to process 1,000 jobs that year, each job costs on average \$1,000.
Unskilled Service Desk	Calls are recorded, described in general terms, and the majority of them are immediately routed for resolution.
Urgency	Measure of the business criticality of an Incident, Problem, or Change Request based on the Impact and on the business needs of the Customer. Acceptable delay.
Urgent Change	Urgent changes are very important and must be carried out as soon as possible requiring absolute priority. Urgent Changes have their own process for authorization and for the level of testing required before the change is made.
User	The “hand on the keyboard” user. The employee who uses IT services for their routine activities.
Verification	An activity that ensures a new or changed IT Service, process, plan, or other deliverable is complete, accurate, reliable and matches its design specification such as in a Post Implementation Review. A series of reviews and audits that verify the physical existence of CIs and check that they are correctly recorded in the Configuration Management system. Verification includes routine checks that are part of other Processes. For example, verifying the serial number of a desktop PC when a User logs an Incident.
Version	An identified instance of a Configuration Item within a product breakdown structure or configuration structure for the purpose of tracking and auditing Change history. Also used for software Configuration Items to define a specific identification released in development for drafting, review or modification, test, or production.
Virtual Service Desk	Virtual Service Desk is used where the location is immaterial due to the use of communications technology.

ITIL® Terms and Definitions

Terms in **Bold** are Foundation exam terms

Term	Definition
Vulnerability	A weakness of the system and its assets, which could be exploited by threats.
Warm stand-by	See 'Intermediate Recovery'.
Waterline	The lowest level of detail relevant to the customer.
Work-around	Method of avoiding an Incident or Problem, either by a temporary fix or by a technique that means the Customer is not reliant on a particular aspect of the service that is known to have a problem.
Workloads	In the context of Capacity Management Modeling, a set of forecasts which detail the estimated resource usage over an agreed planning horizon. Workloads generally represent discrete business applications and can be further sub-divided into types of work (interactive, timesharing, batch).