

IT Service Management akronymer

A

ACM	Application Cycle Management
AM	Application Management/Asset Management
AMDB	Availability Management Database
AST	Agreed Service Time

B

BAM	Business Activity Monitoring
BC	Business Continuity
BCCP	Business Continuity and Contingency Plan
BC/DR	Business Continuity/Disaster Recovery
BCM	Business Continuity Management /Business Capacity Management
BCP	Business Continuity Planning
BIA	Business Impact Analysis
BITA	Business and IT Alignment
BPM	Business Process Management
BPO	Business Process Optimization
BPR	Business Process Re-engineering
BSC	Balanced Scorecard
BSI	British Standards Institute
BSM	Business Service Management

C

CAB	Change Advisory Board
CAB/EC	Change Advisory Board/Emergency Committee
CALS	Continuous Acquisition and Life Cycle Support
CCB	Change Control Board
CI	Configuration Item
CMDB	Configuration Management Database
CTTA	Central Computer and Telecommunications Agency

D

DDD	Desired Delivery Date
DHS	Definitive Hardware Store
DMAIC	Define, Measure, Analyze, Improve and Control
DR	Disaster Recovery
DRP	Disaster Recovery Plan
DSL	Definitive Software Library
DT	Down Time

F

FA	Failure Analysis
FAQ	Frequently Asked Questions
FRS	Functional Requirements Specification
FSC	Forward Schedule of Change
FTA	Fault Tree Analysis

H

HD	Help Desk
HAD	Help Desk Analyst
HDM	Help Desk Manager
HDSA	Help Desk Senior Analyst
HRM	Human Resource Management
HWCI	Hardware Configuration Item

I

IR	Incident Record
ISM	Information Systems Management
ISO	International Organization for Standardization
ITGI	IT Governance Institute
ITIL	IT Infrastructure Library
ITSM	IT Service Management
ITSC	IT Service Continuity

ITSCM IT Service Continuity Management

K

KE Knowledge Engineering
KGI Key Goal Indicators
KM Knowledge Management
KPI Key Performance Indicators
KSF Key Success Factors

L

LCM Life Cycle Management
LF Low Frequency
LoS Level of Service
LTA Long Term Agreement

M

MAC Move, Add, Change
MACD Move, Add, Change, Disconnect
MIS Management Information System
M&S Modeling and Simulation
MSR Monthly Summery Report
MTBF Mean Time Between Failure
MTBSI Mean Time Between System Incidents
MTTF Mean Time To Fix
MTTR Mean Time To Repair

O

OAM Operation, Administration and Management
OLA Operational Level Agreement
OP Off-Peak
OPS Operations
OTD On Time Delivery

P

PDCA	Plan, Do, Check, Act
PIR	Post Implementation Review
PMF	Process Maturity Framework
PR	Problem Record
PSA	Projected Service Availability

Q

QA	Quality Assurance
QM	Quality Management
QoS	Quality of Service

R

RA	Risk Assessment
RAS	Reliability, Availability and Serviceability
RFC	Request for Change
RFP	Request for Proposal
RFS	Request for Service
RM	Risk Management
ROI	Return on Investment
RR	Reporting Requirements

S

SCI	Software Configuration Item
SCIM	System Component Item Module
SCR	Schedule Change Request
SD	Service Desk
SDLC	System Development Life Cycle
SIP	Service Improvement Plan/Programme
SL	Service Level
SLA	Service Level Agreement
SLC	Service Level Contract

SLM	Service Level Management
SLO	Service Level Objectives
SLR	Service Level Requirement
SPOC	Single Point of Contact
SPOF	Single Point of Failure
SRM	Service Request Management

T

TCA	Terms and Conditions Agreement
TCO	Total Cost of Ownership
TQM	Total Quality Management

U

UC	Underpinning Contract
URP	Urgent Response Plan
USC	User Support Center

V

V&V	Verification and Validation
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