

Akronymer inom IT-Management

A

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|-----|---|
| ABC | Activity-Based Costing |
| AC | Acceptance Criteria |
| ACD | Automatic Call Distribution |
| ACM | Application Cycle Management |
| AD | Application Development |
| AI | Acquire and Implement |
| AIC | Auditor in Charge |
| AM | Application Management/Asset Management |
| AMO | Application Management Outsourcing |
| AP | Acquisition Plan |
| ASP | Application Service Provider |
| AST | Agreed Service Time |
| ATE | Awareness, Training and Education |

B

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|-------|--|
| 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 |
| BIM | Business Impact Management |
| BP | Best Practice |
| BPA | Business Process Analysis |
| BPCM | Business Process Change Management |
| BPM | Business Process Management |
| BPO | Business Process Optimization |
| BPR | Business Process Re-engineering |

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| BRS | Business Recovery Services |
| BSC | Balanced Scorecard |
| BSI | British Standards Institute |
| BSM | Business Service Management/ Business Support Management |

C

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|--------|---|
| CA | Corporate Agreement |
| CAB | Change Advisory Board |
| CAB/EC | Change Advisory Board/ Emergency Committee |
| CALS | Continuous Acquisition and Life Cycle Support |
| CAT | Change Assessment Team |
| CC | Change Control/ Change Coordinator/ Cost Center |
| CCB | Change Control Board/ Configuration Control Board |
| CCL | Change Control Log |
| CCR | Configuration Change Request |
| CE | Change Evaluation |
| CEB | Cost Evaluation Board |
| CEO | Chief Executive Officer |
| CERT | Computer Emergency Response Team |
| CF | Change Frequency/ Critical Factors |
| CIA | Confidentiality, Integrity and Availability |
| CIRT | Computer Incident Response Team |
| CM | Change Management/ Change Manager/ Configuration Management/ Configuration Manager/ Contract Management/ Cost Management |
| CMAG | Change Management Advisory Group |
| CMP | Crises Management Planning |
| COG | Computer Operations Group |
| COP | Code of Practice |
| CoQ | Cost of Quality |
| CP | Contingency Plan/ Contingency Planning |
| CPI | Continuous Process Improvement |
| CRB | Change Review Board |
| CRM | Customer Relationship Management |
| CSF | Critical Success Factor |
| CSIP | Continuous Service Improvement Program |

D

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|-------|---|
| DA | Damage Assessment |
| DDD | Desired Delivery Date |
| DHS | Definitive Hardware Store |
| DMADV | Define, Measure, Analyze, Design and Verify |
| DMAIC | Define, Measure, Analyze, Improve and Control |
| DR | Disaster Recovery |
| DRP | Disaster Recovery Plan |
| DS | Decision Support/ Deliver and Support |
| DSL | Definitive Software Library |
| DT | Down Time |

E

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|------|------------------------------------|
| EA | Enterprise Architecture |
| EAI | Enterprise Application Integration |
| EBP | Enterprise Business Planning |
| EC | Emergency Committee |
| ECCB | Enterprise Change Control Board |
| EF | Exposure Factor |
| EIS | Executive Information System |
| ERM | Enterprise Risk Management |
| ERP | Enterprise Resource Planning |
| ESP | External Service Provider |
| ETM | Enterprise Terminology Management |
| EUA | End User Availability |
| EULA | End User License Agreement |
| EUPT | End User Processing Time |

F

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|-----|---------------------------------------|
| FA | Failure Analysis |
| FAQ | Frequently Asked Questions |
| FMP | Financial Management Planning |
| FRS | Functional Requirements Specification |

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| FS | Fail Safe |
| FSC | Forward Schedule of Changes |
| FSP | Full Service Provider |
| FTA | Fault Tree Analysis |

H

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|------|-----------------------------|
| HA | High Availability |
| HD | Help Desk |
| HDS | Help Desk Services |
| HRM | Human Resource Management |
| HWCI | Hardware Configuration Item |

I

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|---------|---|
| IAS | Internal Audit Service |
| ICT | Information and Communications Technology |
| IF | Information Flow |
| IMT | Incident Management Team |
| INFOSEC | Information Security |
| IS | Information System |
| ISG | Information Security Governance |
| ISM | Information Systems Management |
| ITA | IT Architecture |
| ITCM | IT Cost Model |
| ITDR | IT Disaster Recovery |
| ITEC | IT Executive Committee |
| ITO | IT Outsourcing |
| ITP | Individual Training Plan |
| ITPM | IT Performance Management |
| ITPO | IT Performance Optimisation |
| ITSM | IT Service Management |
| ITSC | IT Service Continuity |
| ITSCM | IT Service Continuity Management |

K

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|-----|----------------------------|
| KA | Knowledge Architecture |
| KDB | Knowledge Database |
| KE | Knowledge Engineering |
| KGI | Key Goal Indicators |
| KM | Knowledge Management |
| KPI | Key Performance Indicators |
| KSF | Key Success Factors |
| KSI | Key Success Indicator |

L

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|-----|------------------------------|
| LBC | Level of Business Continuity |
| LCC | Life Cycle Cost |
| LCM | Life Cycle Management |
| LF | Low Frequency |
| LLT | Long Lead Time |
| LoS | Level of Service |
| LTA | Long Term Agreement |

M

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|-------|-------------------------------------|
| MA | Maintenance Agreement |
| MAC | Move, Add, Change |
| MACD | Move, Add, Change, Disconnect |
| MIB | Management Information Base |
| MIS | Management Information System |
| M&S | Modeling and Simulation |
| MOC | Managing Organizational Change |
| MOTS | Modified Off-the-Shelf |
| MSR | Monthly Summery Report |
| MTBCF | Mean Time Between Critical Failures |
| MTBF | Mean Time Between Failure |
| MTBSI | Mean Time Between System Incidents |

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|------|----------------------------|
| MTD | Maximum Tolerable Downtime |
| MTTF | Mean Time To Fix |
| MTTR | Mean Time To Repair |

O

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|-------|--|
| OAM | Operation, Administration and Management |
| OLA | Operational Level Agreement |
| OOW | Out of Warranty |
| OP | Off-Peak |
| OPS | Operations |
| OPSEC | Operations Security |
| OR | Operational Requirements |
| ORT | Operational Readiness Training |
| OSG | Operational Security Guidelines |
| OTD | On Time Delivery |
| OTTR | Operational Test Readiness Review |

P

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|------|------------------------------------|
| PCA | Physical Configuration Audit |
| PCCB | Process Change Control Board |
| PDCA | Plan, Do, Check, Act |
| PER | Project Evaluation Review |
| PIR | Post Implementation Review |
| PLM | Product Lifecycle Management |
| PMF | Process Maturity Framework |
| PO | Plan and Organize/ Purchase Order |
| POC | Point of Contact/ Proof of Concept |
| PRM | Partner Relationship Management |
| PRS | Performance Requirements Summary |
| PSA | Projected Service Availability |

Q

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|-----|-----------------------------|
| QA | Quality Assurance |
| QC | Quality Control |
| QE | Quality Evaluation |
| QFD | Quality Function Deployment |
| QM | Quality Management |
| QoI | Quality of Information |
| QoO | Quality of Operations |
| QoS | Quality of Service |

R

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|-----|---|
| RA | Risk Assessment |
| RAM | Reliability, Availability and Maintainability |
| RAR | Risk Assessment Report |
| RAS | Reliability, Availability and Serviceability |
| RCA | Root Cause Analysis |
| RFC | Request for Change |
| RFP | Request for Proposal |
| RFS | Request for Service |
| RI | Reference Implementation |
| RM | Risk Management |
| RMA | Reliability/Maintainability/Availability |
| ROI | Return on Investment |
| RR | Reporting Requirements |
| RS | Requirement Specification |
| RTM | Released to Market |
| RTO | Recovery Time Objective |

S

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|------|------------------------------|
| SA | Service Availability |
| SCH | Software Change History |
| SCI | Software Configuration Item |
| SCIM | System Component Item Module |

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|-------|---|
| SCR | Schedule Change Request |
| SD | Service Desk |
| SDLC | System Development Life Cycle |
| SDM | Service Delivery Management |
| SEA | Strategic Enterprise Architecture |
| SEC | Security |
| SIP | Service Improvement Plan/Programme |
| SL | Service Level/ Software Library |
| SLA | Service Level Agreement |
| SLAM | Service Level Agreement Monitoring |
| SLC | Service Level Contract |
| SLD | Service Level Definition |
| SLM | Service Level Management/ Service Lifecycle Management |
| SLO | Service Level Objectives |
| SLR | Service Level Requirement |
| SMART | Specific, Measurable, Achievable, Realistic, Time-related |
| SMCF | Strategic IT Management Control Framework |
| SMP | Service Management Plan |
| SOA | Service Oriented Architecture/ Service Outage Analysis |
| SOP | Service Offering Portfolio |
| SPOC | Single Point of Contact |
| SPOF | Single Point of Failure |
| SQ | Software Quality |
| SRM | Service Request Management |
| SRO | Service Request Owner |
| SWTE | Structured Walk-Through Exercise |
| SWOT | Strengths, Weaknesses, Opportunities and Threats |

T

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|------|-----------------------------------|
| TA | Threat Analysis |
| TAB | Technical Advisory Board |
| TCA | Terms and Conditions Agreement |
| TCO | Total Cost of Ownership |
| TCMP | Technology Change Management Plan |

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|-----|----------------------------|
| TPA | Third-Party Agreement |
| TPC | Third-Party Contract |
| TQM | Total Quality Management |
| TRA | Threat and Risk Assessment |

U

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|-----|-------------------------|
| UAT | User Acceptance Testing |
| UC | Underpinning Contract |
| URP | Urgent Response Plan |
| USC | User Support Center |

V

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|-----|-----------------------------|
| VBF | Vital Business Function |
| V&V | Verification and Validation |