

ITIL® terminologi på svenska

A

Användarsupport	Help Desk eller Service Desk
Attribut	Attribute

B

Baslinje	Baseline
Basnivå	Base Level

E

Externt servicenivåavtal	Underpinning Contract (UC)
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F

Felkontroll	Error Control
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H

Hårdvarubibliotek	Definitive Hardware Store (DHS)
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I

Incidentansvarig	Incident Manager
Incidenthantering	Incident Management
Incidentkontroll	Incident Control
Incidentärende	Incident Record
Internt servicenivåavtal	Operational Level Agreement (OLA)

K

Kapacitetsansvarig	Capacity Manager
Kapacitetshantering	Capacity Management
Kapacitetsplan	Capacity Plan
Konfigurationsansvarig	Configuration Manager
Konfigurationsdatabas	Configuration Management Database (CMDB)

Konfigurationsenhet	Configuration Item (CI)
Konfigurationshantering	Configuration Management
Kontinuitetsansvarig	Continuity Manager
Kontinuitetshantering	Continuity Management
Kontinuitetsplan	IT Service Continuity Plan
Känt fel	Known Error

M

Mjukvarubibliotek	Definitive Software Library (DSL)
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P

Prioriteringsnivå	Severity Level
Problemansvarig	Problem Manager
Problemhantering	Problem Management
Problemkontroll	Problem Control
Problemärende	Problem Record

R

Releaseansvarig	Release Manager
Releasehantering	Release Management
Riskanalys	Risk Analysis
Riskhantering	Risk Management

S

Servicenivå	Service Level
Servicenivåansvarig	Service Level Manager
Servicenivåavtal	Service Level Agreement (SLA)
Servicenivåhantering	Service Level Management (SLM)
Servicenivåkontrakt	Service Level Contract (SLC)
Servicenivåkrav	Service Level Requirements (SLR)
Servicenivåmålsättning	Service Level Objectives (SLO)
Servicenivå åtagande	Service Level Agreement (SLA)
Servicenivå överenskommelse	Service Level Agreement (SLA)
Supportansvarig	Service Desk Manager
Supportnivå	Support Line/Level

T

Tillgänglighetsansvarig	Availability Manager
Tillgänglighetshantering	Availability Management
Tillgänglighetsplan	Availability Plan
Tjänsteförbättringsplan	Service Improvement Plan (SIP)
Tjänstekatalog	Service Catalogue (SC)

Ä

Ändringsansvarig	Change Manager
Ändringshantering	Change Management
Ändringskontrollgrupp	Change Advisory Board (CAB)
Ändringsärende	Request for Change (RFC)

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