

## Glossar der IT Infrastructure Library (ITIL)

Das folgende Glossar wurde aus einigen Büchern der ITIL zusammengetragen.

Die Beschreibungen sind über die einzelnen Bücher der ITIL nicht konsistent beibehalten worden. Dies ist u.a. aus den unterschiedlichen Erstellungsdaten und Überarbeitungsintervallen zu begründen. Sofern es Abweichungen gegeben hat, sind im folgenden die einzelnen Begriffe auch mehrfach genannt.

Der Arbeitskreis Service Management wird in den kommenden Monaten dieses Glossar durch Aufnahme weiterer, insbesondere wissenschaftlicher Quellen ausbauen und soweit möglich übersetzen.

Falls Ihnen Definitionen und Quellen bekannt sind, die in dieses Glossar aufgenommen werden sollten, bitten wir um Benachrichtigung unter [berndholtz@gmx.de](mailto:berndholtz@gmx.de). Weitere Informationen zum Arbeitskreis Service Management finden Sie unter [www.koeln-net.com/aksm](http://www.koeln-net.com/aksm) und [www.gi-ev.de](http://www.gi-ev.de).

Stichwort	Originaltext	Quelle
Absorbed overhead	Overhead which, by means of absorption rates, is included in costs of specific products or saleable services, in a given period of time. Under or over-absorbed overhead. The difference between overhead cost incurred and overhead cost absorbed: it may be split into its two constituent parts for cost control purposes.	[Cost Management]
Absorption costing	A principle whereby fixed as well as variable costs are allotted to cost units and total overheads are absorbed according to activity level. The term may be applied where production costs only, or costs of all functions are so allotted.	[Cost Management]; [Management & Marketing]
Agreed service time	The time during which a particular IT service or system is agreed to be available, ideally as defined in the Service Level Agreement.	[Availability Management]
Alert	A warning that an incident has occurred	[Help Desk]; [Problem Management]
Allocated cost	A cost that can be directly identified with a business unit.	[Cost Management]
Apportioned cost	A cost that is shared by a number of business units (an indirect cost). This cost must be shared out between these units on an equitable basis.	[Cost Management]

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Asynchronous / synchronous	Asynchronous in a communications sense is the ability to transmit each character as a self-contained unit of information, without additional timing information. This method of transmitting data is sometimes called start / stop. Synchronous working involves the use of timing information to allow transmission of data, which is normally done in blocks. Synchronous transmission is usually more efficient than the asynchronous method.	[Capacity Management]
Availability	Ability of a component or service to perform is required function at a state instant or over a stated period of a 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.	[Service Support]
Availability	In this module, availability is an umbrella term to also include serviceability, resilience, reliability and maintainability. A common definition of availability is shown below. The ability of a component or IT service (under combined aspects of its reliability, maintainability and maintenance support) to perform is required function at a stated instant or over a stated period of a 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 time. This calculated as follows: (agreed service time - downtime) / agreed service time	[Availability Management]
Availability	The ability of a component or a service to perform its required function at a stated instant or over a stated period of a time.	[Security Management]
Baseline	A snapshot of the state of a CI and any component CIs, frozen at a point in time for a particular purpose.	[Configuration Management]; [Software Control and Distribution]
Baseline Security	The security level adopted by the IT organization for its own security and from the point of view of good "due diligence".	[Security Management]
Bridge	A Bridge is equipment and techniques used to match circuits to each other ensuring minimum transmission impairment.	[Capacity Management]
Build	The final stage in producing a usable configuration. The process involves taking one or more input Configuration Items and processing them (building them) to create one or more output Configuration Items e.g. software compile and load.	[Service Support]
Build environment	see live build environment and test build environment	[Software Control and Distribution]

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Business Operations	Activities and procedures carried out by the user community in performing the business role of a Organization. This module is concerned with those business operations that use an IT-based business system.	[Help Desk]
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 segmental performance.	[Cost Management]
CAB	Change Advisory Board	
CAB/EC	Change Advisory Board / Executive Committee	
Categorization	See Incident Categorization	[Help Desk]; [Problem Management]
Category	Classification of a group of Configuration Items, Change documents or Problems.	[Service Support]
CC88	CCTA Rules for tendering and general conditions of contract covering services and supply for IT systems.	[Help Desk]
Change	The addition, modification or removal of approved, supported or baselined hardware, network, software, application, environment, system, desktop build or associated documentation.	[Service Support]
Change Advisory Board	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.	[Service Support]
Change Advisory Board	A representative group of people who are responsible for assessing, from both a business and a technical viewpoint, all requests for change (RFCs). They advise on the priorities of RFCs and propose allocations of resources to implement those changes.	[Problem Management]
Change authority	A group that is given the authority to approve Change, e.g. by a project board. Sometimes referred to as the Configuration Board.	[Service Support]
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.	[Service Support]
Change document	Request for Change, Change control form, Change order, Change record.	[Service Support]
Change history	Auditable information that records, for example, what was done, when it was done, by whom and why.	[Service Support]
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.	[Service Support]
Change Management	Process of controlling Changes to the infrastructure or any aspect of service, in a controlled manner, enabling approved Changes with minimum disruption.	[Service Support]

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Change Management	a 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.	[Problem Management]
Change Record	A record containing details of which CIs are affected by an authorized change (planned or implemented) and how.	[Configuration Management]; [Software Control and Distribution]; [Service Support]
Channel	Channel is the physical connection from CPU to an I/O device, usually a controller, or indeed another CPU.	[Capacity Management]
Charging	The process of establishing charges in respect of business units, and raising the relevant invoices for recovery from customers.	[Cost Management]
CI	Configuration Item	[Configuration Management]; [Help Desk]
Classification	See Incident Classification	[Help Desk]
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.	[Service Support]
Closure	When the Customer is satisfied that the incident has been resolved.	[Service Support]
CMDB	Configuration Management Database	
CMH	Contractually Maintained Hardware	
Computer Aided System Engineering	A software tool for programmers. It provides help in the planning, analysis, design and documentation of computer software.	[Service Support]
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. A snapshot or a position which is recorded. Although the position may be updated later, the baseline remains unchanged and available as a reference of the original state and as a comparison against the current position (PRINCE2).	[Service Support]

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Configuration control	Activities comprising the control of changes to configuration items after formally establishing its configuration documents. It includes the evaluation, coordination, approval or rejection of Changes. The implementation of Changes includes changes, deviations and waivers that impact on the configuration.	[Service Support]
Configuration documentation	Documents that define requirements, system design, build, production, and verification for a Configuration Item.	[Service Support]
Configuration identification	Activities that determine the product structure, the selection of Configuration Items, and the documentation of the Configuration Item's physical and functional characteristics, including interfaces and subsequent Changes. It includes the allocation of identification characters or numbers to the Configuration Items and their documents. It also includes the unique numbering of configuration control forms associated with Changes and Problems.	[Service Support]
Configuration Item	A component of an IT infrastructure - or an item, such as a request for change, associated with an IT 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. (Abk.: CI)	[Configuration Management]; [Software Control and Distribution]; [Service Support]; [Problem Management]
Configuration Item	A component of an IT Infrastructure, normally the smallest unit that can be changed independently of other components. CIs may vary widely in complexity, size and type, from an entire system (including all hardware, software and documentation) to a single program module or a minor hardware component.	[Help Desk]; [Change Management]
Configuration Item (CI)	A component of an IT infrastructure - or an item, such as a request for change, associated with an IT infrastructure- which is (or is to be) under the control of configuration and asset 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. (Abk.: CI)	[Security Management]
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.	[Help Desk]; [Change Management]; [Problem Management]; [Service Support]
Configuration Management Database	A database which contains details about the attributes and the history of each CI and details of the important relationships between CIs.	[Software Control and Distribution]

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Configuration Management Database	A database that contains all relevant details of each CI and details of the important relationships between CIs.	[Service Support]
Configuration Management plan	Document setting out the organization and procedures for the Configuration Management of a specific product, project, system, support group or service.	[Service Support]
Configuration Management tool	A software product providing automatic support for Change, Configuration or version control.	[Service Support]
Configuration structure	A hierarchy of all the CIs that comprise a configuration.	[Service Support]
Cost	The amount of expenditure (actual or notional) incurred on, or attributable to, a specific activity or business unit.	[Cost Management]
Cost Management	The term used in this module to describe all the procedures, tasks and deliverables that are needed to fulfil an organization's costing and charging requirements.	[Cost Management]
Cost Unit	In the context of CSBC the cost unit is a functional cost unit which establishes standard cost per workload element of activity, based on calculated activity ratios converted to cost ratios.	[Cost Management]
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.	[Cost Management]
Customer	Recipient of a service; usually the Customer management has responsibility for the cost of the service, either directly through charging or indirectly in terms of demonstrable business need.	[Service Support]; [Security Management]
Customer	The recipient of the IT service; usually the customer will have responsibility for the cost of the IT service, either directly through charging or indirectly in terms of demonstrable business needs.	[Service Level Management]
Data transfer time	Data transfer time is the length of time taken for a block or sector of data to be read from or written to an I/O device, such as a disk or tape.	[Capacity Management]
DBMS	Database Management System	
Definitive Software Library	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 filestores. They should be separate from development and test filestore areas. The DSL may also include a physical store to hold master copies of bought-in software, e.g. a fireproof safe. Only authorized software should be accepted into the DSL, strictly controlled by Change and Release Management. The DSL exists not directly because of the needs of the Configuration Management process, but as a common base for the Release Management and Configuration Management process.	[Service Support]

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Definitive Software Library	A library where all quality-controlled versions of all software configuration items (CIs) are held in their definitive form. (Abk.: DSL)	[Configuration Management]
Delta release	A release that replaces all component CIs of a release unit, but rather includes only those CIs that have changed since the last version of the software.	[Software Control and Distribution]
Delta Release	A Delta, or partial, Release is one 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 certain modules. See also "Full Release".	[Service Support]
Depreciation	Depreciation is the loss in value of an asset due to its use and / or the passage of time. The annual depreciation charge 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. There are various methods of calculating depreciation for the period, but the Treasury usually recommend the use of current cost asset valuation as the basis for the depreciation charge.	[Cost Management]
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.	[Cost Management]
Direct Cost	A cost which 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.	[Cost Management]
Discounted cash flow	An evaluation of the future net cash flows generated by an capital project, by discounting them to their present-day value. The two methods most commonly used are: a) yield method, for which the calculation determines the internal rate of return (IRR) in the form of a percentage, b) net present value (NPV) method, in which the discount rate is chosen and the answer is a sum of money.	[Cost Management]
Discounting	Discounting is the offering to business customers of reduced rates for the use of off-peak resources (see also Purchasing).	[Cost Management]
Disk cache controller	Disk cache controllers have memory which is used to store blocks of data which have been read from the disk devices connected to them. If a subsequent I/O requires a record which is still resident in the cache memory, it will be picked up from there, thus saving another physical I/O.	[Capacity Management]

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Domain	See IT infrastructure domain	[Help Desk]; [Problem Management]
DSL	Definitive Software Library; see there	[Configuration Management]
Duplex	Duplex equipment provides two, usually identical, IT components each of which is capable of performing the full task if the other fail.	[Availability Management]
Duplex (full or half)	Full duplex line / channel allows simultaneous transmission in both directions. Half duplex line / channel is capable of transmitting in both directions, but only in one direction at a time.	[Capacity Management]
Echoing	Echoing is a reflection of the transmitted signal from the receiving end, a visual method of error detection in which the signal from the originating device is looped back to that device so that it can be displayed.	[Capacity Management]
EIFIT	Environmental Infrastructure for Information Technology	
Elements of cost	The constituent parts of costs according to the factors upon which expenditure is incurred viz, materials, labor and expenses.	[Cost Management]
End-User	see User	[Service Support]
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.	[Service Support]
Error	see Known error	[Problem Management]
Error Control	The process of identifying, recording, classification and progressing known errors; includes the resolution phase, until successful implementation of an amendment or replacement CI is confirmed.	[Problem Management]; [Help Desk]
Expert User	See Super User	[Service Support]
External target	One of the measures against which a delivered IT service is compared, expressed in terms of the customer's business.	[Service Level Management]
Failure	The termination of the ability of a function unit to perform its required function.	[Availability Management]
Fault	A condition that causes a functional unit to fail to perform the required function.	[Availability Management]
Financial year	The financial year is an accounting period covering 12 consecutive months. In the public sector this financial year will generally coincide with the fiscal year which runs from 1 April to 31 March.	[Cost Management]

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Forward Schedule of Change	A schedule that 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 implementation the Changes, using the most effective methods available.	[Service Support]
Full Cost	Full cost is 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.	[Cost Management]
Full release	A release that replaces all components of a release unit, regardless of whether or not they have changed since the last version of the software.	[Software Control and Distribution]
Full Release	All components of the Release unit that are built, tested, distributed and implemented together. See also Delta release.	[Service Support]
Gateway	A gateway is equipment which is used to interface networks so that a terminal on one network can communicate with services or a terminal on another.	[Capacity Management]
Hard charging	Descriptive of a situation where, within an organization, actual funds are transferred from the customer to the IT directorate in payment for the delivery of IT services.	[Service Level Management]
Hard fault	Hard faults describe the situation in a virtual memory system when the required page of code or data, which a program was using, has been redeployed by the operating system for some other purpose. This means that another piece of memory must be found to accommodate the code or data, and will involve physical reading / writing of pages to the page file.	[Capacity Management]
Help Desk	The single point of contact within the IT directorate for users of IT services.	[Service Level Management]
Host	A host computer comprises the central hardware and software resources of a computer complex, e.g. CPU, memory, channels, disk and magnetic tape I/O subsystems plus operating and applications software. The term is used to denote all non-network items.	[Capacity Management]
Impact	Measure of the business criticality of an Incident. Often equal to the extent to which an Incident leads to distortion of agreed or expected service levels.	[Service Support]
Impact Code	See Incident Impact Code	[Help Desk]
Impact Code	A simple code assigned to incidents, showing the extent of deterioration in normal user service levels. It is the major means of assigning priority for dealing with incidents.	[Problem Management]

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Incident	An operational event which is not part of the standard operation system. It will have an impact on the system, although this may be slight and may even be transparent to users.	[Help Desk]
Incident	Any event that is not part of the standard operation of a service and that causes, or may cause, an interruption to, or a reduction in, the quality of that service.	[Service Support]
Incident	An operational event which is not part of the standard operation of a system. It will have an impact on the system, although this may be slight and may even be transparent to users.	[Problem Management], [Service level Management]
Incident	An event which is not part of the normal operation of an IT service. It will have an impact on the service, although this may be slight and may even be transparent to customers.	[Availability Management]
Incident	Any event which is not part of the normal operation of a system. It will have an impact on the system, although this may be slight and may be even transparent to users.	[Security Management]
Incident Categorization	A sub-division of Classification (q.v.), which provides a means of identifying the root cause of incidents, problems and known errors using a structured code. The category code is an element within the classification data string (see Incident Classification) and is essential for fault analysis purposes.	[Problem Management]; [Help Desk]
Incident Classification	The process of formally identifying incidents, problems and known errors by origin, symptoms and cause. The classification data string is an essential part of the incident record for automated matching of new incidents against the problems / known errors database.	[Help Desk]
Incident Control	The process of identifying, recording, classification and progressing incidents until affected services return to normal operation. Collection of data to identify causes of incidents is a secondary objective, although this may be necessary to effect incident resolution.	[Problem Management]
Incident Control	The process of identifying, recording, classification and progressing incidents until affected services return to normal operation.	[Security Management]
Incident Control / Help Desk	A single point of contact with the service enterprise for end-users of services. This functional group is often referred to as a service desk. Its core process is normally incident management.	[Security Management]
Incident Impact Code	A simple code assigned to incidents, showing the extent of deterioration in normal user service levels. It is the major means of assigning priority for dealing with incidents.	[Help Desk]
Incident Record	A record containing details of an unexpected incident affecting or deviating from the normal operation of an IT infrastructure.	[Configuration Management]

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Indirect cost	An indirect cost is 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.	[Cost Management]
Interface	Physical or functional interaction at the boundary between Configuration Items.	[Service Support]
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.	[Service Level Management]
Inventory Impact Code	A subset of Configuration Management that focuses on the management (control and financial accounting) of hardware Configuration Items throughout the IT infrastructure.	[Help Desk]
IR	Incident Report	
ISO 9001	The internationally accepted set of standards concerning quality management systems.	[Service Level Management]
IT	Information Technology	
IT directorate	That part of an organization charged with developing and delivering the IT services.	[Service Level Management]
IT Infrastructure	The sum of an organization's IT related hardware, software, data telecommunication facilities, procedures and documentation.	[Security Management]
IT Infrastructure domain	A logical means of dividing the overall IT infrastructure into components of related functionality. There are three physical domains - mainframe, network and (end) user. In this context the "mainframe" domain may include mini-computers. The (end) user domain covers terminals and local processors to which end user have everyday physical access and over which they have some degree of direct control.	[Problem Management]; [Help Desk]
IT service	A set of related functions provided by IT systems in support of one or more business areas, which in turn may be made up of software, hardware and communications facilities, perceived by the customer as a coherent and self-contained entity. An IT service may range from access to a single application, such as a general ledger system, to a complex set of facilities including many applications, as well as office automation, that might be spread across a number of hardware and software platforms.	[Availability Management]
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.	[Security Management]
IT Service Provider	The role of IT service provider is performed by any organizational units, whether internal or external, that deliver and support IT services to a customer.	[Security Management]

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ITEC	IT Executive Committee	
ITPS	IT Planning Secretariat	
Key Performance Indicator	The measurable quantities against which specific performance criteria can be set when drawing up the SLA.	[Security Management]
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.	[Service Support]
Known error	A condition identified by successful diagnosis of the root cause of a problem when it is confirmed that a CI is at fault.	[Problem Management]; [Help Desk]; [Security Management]
Known Error Record	A record of a condition identified by successful diagnosis of the root cause of a problem, indicating that an IT infrastructure component (a CI) is at fault.	[Configuration Management]
Known error report	A form or screen which formally records a deviation from specification, as a consequence of identifying a known error during Problem Management.	[Problem Management]
Latency	Latency describes the elapsed time from the moment when a seek was completed on a disk device to the point when the required data is positioned under the read / write heads. Latency is normally defined by manufacturers as being half the disk rotation time.	[Capacity Management]
Life-Cycle	A series of states connected by allowable transitions. The life cycle represents an approval process for Configuration Items, Problem Reports and Change documents.	[Service Support]
Live build environment	A computer system or discrete part of a computer system (made up of hardware and system software), which is used to build software releases for live use.	[Software Control and Distribution]
Live environment	A computer system or discrete part of a computer system (made up of hardware and system software), which is used to run software that is in live use, and sometimes to build software releases for live use.	[Software Control and Distribution]
Logical I/O	Logical I/O is a read or write request by a program. That request may, or may not, necessitate a physical I/O. For example, on a read request, the required record may already be in a memory buffer and therefore a physical I/O will not be necessary.	[Capacity Management]
Maintainability	The ability of a component or IT Service, under stated conditions of use, to be retained in, or restored to, a state in which it can perform its required functions, when maintenance is performed under stated conditions and using prescribed procedures and resources.	[Availability Management]

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Marginal cost	The variable cost of producing one extra unit of product or service. That is, the cost which would have been avoided if the unit / service was not produced / provided.	[Cost Management]
Mirrored Disks / Disk shadowing	Duplicated disks for concurrent updating - see also duplex.	[Availability Management]
MTBF	Mean Time Between Failures The average elapsed time from the time an IT service or component is fully restored until the next occurrence of a failure in the same service or component. A shorter definition could be "expected lifetime".	[Availability Management]
MTBSI	Mean Time Between Incidents The average elapsed time between the occurrence of one failure, and the next failure of a system.	[Availability Management]
MTTR	Mean Time To Repair The average elapsed time from the occurrence of an incident to resolution of the incident.	[Availability Management]
Multiplexer	Multiplexers divide data channels into two or more independent fixed data channels of lower speed.	[Capacity Management]
Operational level agreement	An internal agreement covering the delivery of services which support the IT directorate in their delivery of services.	[Service Level Management]
Operational Level Agreements	Internal agreements covering the delivery of services which support the services enterprise in their delivery of services.	[Security Management]
Operations bridge	This combination in one physical location of Computer Operations, Network Control and the Help Desk.	[Problem Management]; [Help Desk]
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.	[Cost Management]
Overheads	The total of indirect materials, wages and expenses.	[Cost Management]
Package assembly / disassembly device	A package assembly / disassembly device permits terminals which do not have an interface suitable for direct connection to a packet switched network to access such a network. A PAD converts data to / from packets and handles call set-up and addressing.	[Capacity Management]
Package Release	A package of new or changed software CIs which are released together into the test and subsequently live environment.	[Configuration Management]
Package Release	A release that includes a package of software CIs that are introduced into the test, and subsequently the live, environment together.	[Software Control and Distribution]
Package release	A set of software CIs which are tested and introduced into the live environment together.	[Problem Management]
Page fault	A program interruption which occurs when a page that is marked "not in real memory" is referred to by an active page.	[Capacity Management]

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Paging	Paging is the I/O necessary to read and write to and from the paging disks: real (not virtual) memory is needed to process data . With insufficient real memory, the operating system writes old pages to disk, and reads new pages from disk, so that the required data and instructions are in real memory.	[Capacity Management]
PD0005	Alternative title for the BSI publication A Code of Practice for IT Service Management.	[Service Support]
Percentage utilization	Percentage utilization describes the amount of time that a hardware device is busy over a given period of time. For example, if the CPU is busy for 1800 seconds in a hour period, its utilization is said to be 50%.	[Capacity Management]
Performance Criteria	The expected levels of achievement which are set within the SLA against specific Key Performance Indicators.	[Security Management]
Phantom line error	A phantom line error is a communications error reported by a computer system which is not detected by network monitoring equipment. It is often caused by changes to the circuits and network equipment (e.g. re-routing circuits at the physical level on a backbone network) while data communications is in progress.	[Capacity Management]
Physical I/O	Physical I/O means that a read or write request from a program has necessitated a physical read or write operation on an I/O device.	[Capacity Management]
PR	Problem Report	
Prime cost	The total cost of direct materials, direct labor and direct expenses. The term prime cost is commonly restricted to direct production costs only and so does not customarily include direct costs of marketing or research and development.	[Cost Management]
PRINCE	The standard government method for project management.	[Change Management]
PRINCE2	The standard UK government method for project management.	[Service Support]
Priority	Sequence in which an Incident or Problem needs to be resolved, based on impact and urgency.	[Service Support]
Problem	The underlying cause of multiple occurrences of incidents; also, a serious incident.	[Change Management]
Problem	Unknown underlying cause of one or more Incidents.	[Service Support]; [Security Management]
Problem	A condition identified from multiple incidents exhibiting common symptoms, or from a single significant incident, indicative of a single error, for which the cause is unknown.	[Problem Management]; [Help Desk]

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Problem Control	The process of identifying, recording, classification and progressing problems through investigation and diagnosis until either "known errors" status is achieved or an alternative procedural reason for the "problem" is revealed.	[Problem Management]; [Help Desk]
Problem Management	A generic term to identify the combined processes of incident, problem and error control, complemented by the utilization of associated management information. The primary objective is to make sure services are stable, timely and accurate.	[Problem Management]; [Help Desk]
Problem Manager	The problem Manager is charged with assisting Computer Operations, Network Control and the Help Desk, when required, with incident control, to help ensure optimum service levels. The Problem Manager is also responsible for problem / error control, assisted as necessary by specialist support groups. The Problem Management staff are responsible for the Problem Management support system and are the primary users of its problem / known error subsystems.	[Problem Management]
Problem Record	A record of a condition identified from a single significant incident or from multiple incidents exhibiting common symptoms indicative of a single error, for which the cause is unknown.	[Configuration Management]
Problem Report	A form, or screen, containing detail of problems with any component of an IT Infrastructure or any aspect of the IT service.	[Change Management]
Process	A connected series of actions, activities, Changes etc. performed by agents with the intent of satisfying a purpose or achieving goal.	[Service Support]
Process	A series of actions or operations designed to achieve an end.	[Security Management]
Process Control	The process of planning and regulating, with the objective of performing a process in an effective and efficient way.	[Service Support]
Queuing time	Queuing time is incurred when the device, which a program wishes to use, is already busy. The program will therefore have to wait in a queue to obtain service from that device.	[Capacity Management]
Release	A new and/or changed CI which is advanced for use at a later stage in the lifecycle (e.g. development to test, test to live).	[Configuration Management]
Release	A software CI which is introduced into the test, and subsequently the live, environment. In most cases the release will also include documentation and possibly hardware as well.	[Software Control and Distribution]
Release	A collection of new and/or changed configuration items which are tested and introduced into the live environment together.	[Change Management]

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Release	A collection of new and/or changed CIs which are tested and introduced into the live environment together.	[Service Support]
Release Record	A record containing details of which CIs are affected by a release (planned or implemented) and how.	[Configuration Management]
Release record	A record containing details of which CIs are affected by a release (planned or implemented) and how.	[Software Control and Distribution]
Release unit	The 'level' or 'complexity' at which software of a given type, or a particular software item, is normally released into the test and live environments - for example, a full TP system; a suite; a program; a single module.	[Software Control and Distribution]
Reliability	The ability of a component or IT Service to perform a required function under stated conditions for a stated period of time. (See also, the mean time between failures - q.v.)	[Availability Management]
Request For Change	A form or screen, used to record details of a request for a change to any CI within an IT infrastructure or to procedures and items associated with the IT infrastructure.	[Configuration Management]; [Software Control and Distribution]; [Service Support]
Request for change	A form or screen, used to record details of a request for a change to any component of an IT Infrastructure any aspect of IT services.	[Change Management]
Request for Change	A form or screen, used to record details of a request for change to any component of an IT Infrastructure or any aspect of IT services.	[Problem Management]
Resilience	The capability of a set of configuration items (CIs) to continue to provide a required function when some CIs in the set have suffered a failure.	[Availability Management]
Resolution	Action that will resolve an Incident. This may be a Work-around.	[Service Support]
Resource cost	This term is used to describe the amount of machine resource that a given task will consume. This resource is usually expressed in seconds for the CPU or the number of I/Os for a disk or tape device.	[Capacity Management]
Resource profile	Resource profile describes the total resource costs which are consumed by an individual online transaction, batch job or program. It is usually expressed in terms of CPU seconds, number of I/Os and memory usage.	[Capacity Management]

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Resource unit costs	Resource unit may be calculated on a standard cost basis to identify the expected (standard) cost for using a particular resource. Because computer resources come in many shapes and forms, units have to be established by logical groupings. Examples are: CPU time or instructions disk I/Os print lines communication transactions.	[Cost Management]
Resources	The term resources refers to the means 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).	[Cost Management]
RFC	Request For Change; see there	[Configuration Management]
Role	A set of responsibilities, activities and authorizations.	[Service Support]
Roll in roll out (RIRO)	RIRO is a term which is used on some systems to describe swapping.	[Capacity Management]
Rotational Position Sensing	RPS is a facility which is employed on most mainframes and some minicomputers. When a seek has been initiated the system can free the path from a device to a controller for use by another disc drive, while it is waiting for the required data to come under the read / write heads (latency). This facility usually improves the overall performance of the I/O subsystem.	[Capacity Management]
SC&D	Software Control and Distribution	
Security Management	The process of managing a defined level of security on information and services.	[Security Management]
Security Manager	The Security Manager is the role that is responsible for the Security Management process in the service provider organization. The person is responsible for fulfilling the security demands as specified in the SLA, either directly or through delegation by the Service Level Manager. The Security Officer and the Security Manager work closely together.	[Security Management]
Security Officer	The Security Officer is responsible for assessing the business risks and setting the security policy. As such, this role is the counterpart of the Security Manager and resides in the customer's business organization. The Security Officer and the Security Manager work closely together.	[Security Management]
Seek time	Seek time occurs when the disc read / write heads are not positioned on the required track. It describes the elapsed time taken to move heads to the right track.	[Capacity Management]
Segregation of duties	Separation of the management or execution of certain duties or of areas of responsibility is required in order to prevent and reduce opportunities for unauthorized modification or misuse of data or service.	[Security Management]

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Service achievement	The actual service levels delivered by the IT directorate to a customer within a defined time-span.	[Service Level Management]
Service catalogue	Written statement of IT services, default levels and options.	[Service Level Management]
Service improvement program	A formal project undertaken within an organization to identify and introduce measurable improvements within a specified work area or, work process.	[Service Level Management]
Service Level	The expression of an aspect of a service in definitive and quantifiable terms.	[Security Management]
Service Level Agreement	A written agreement between a service provider and Customer(s) that documents agreed service levels for a service.	[Service Support]
Service level agreement	Written agreement between an IT service provider and the customer that documents agreed service levels for an IT service.	[Service Level Management]
Service Level Agreement	A written agreement or "contract" between the customers and the IT provider which documents the agreed service levels for an IT service. Typically it will cover: service hours, service availability, customer support levels, throughputs and terminal response time, restrictions, functionality and the service levels to be provided in a contingency. It may also include security and accounting policy.	[Availability Management]
Service Level Agreement	A formal agreement between the customer(s) and the IT service provider specifying service levels and the terms under which a service or a package of services is provided to the customers(s).	[Security Management]
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 Management]
Service Level Requirement	A statement of service levels required by a customer (see also Service Level Agreement).	[Availability Management]
Service quality plan	The written plan and specification of internal targets designed to guarantee the agreed service levels.	[Service Level Management]
Service Request	Every Incident not being a failure in the IT Infrastructure.	[Service Support]
Serviceability	The contractual conditions with suppliers covering the availability of, and the conditions under which the contractual conditions are valid for, a CI or system.	[Availability Management]
Services	Services are the deliverables of the IT Services section as perceived by the customers; the services do not consist customers to use.	[Cost Management]
Severity Code	A simple code assigned to problems and known error, indicating the seriousness of their effect on the quality of IT service. It is the major means of assigning priority for resolution.	[Problem Management]

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Simulation modeling	Simulation modeling, as the name implies, employs a program which simulates computer processing by describing in detail the path of a job or transaction. It can give extremely accurate results. Unfortunately, it demands a great deal of time and effort from the modeler. It is most beneficial in extremely large or time critical systems where the margin for error is very small.	[Capacity Management]
Soft fault	A soft fault describes the situation in a virtual memory system when the operating system has detected that a page of code or data was due to be reused, i.e. it is on a list of "free" pages, but it is still actually in memory. It is now rescued and put back into service.	[Capacity Management]
Software Configuration Item	As "Configuration Item", excluding hardware and services.	[Service Support]
Software Environment	Software used to support the application, such as operating system. Database management system, development tools, compilers, and application software.	[Service Support]
Software Library	A controlled collection of Software Configuration Items designated to keep those with like status and type together and segregated from unlike, to aid in development, operation and maintenance.	[Service Support]
Software work unit	Software work is a generic term devised to represent a common base on which all calculations for workload usage and IT resource capacity are then based. A unit of software work for I/O type equipment equals the number of bytes transferred; and for central processors it is based on the product of power and CPU-time.	[Cost Management]
Solid state devices	Solid state disks are memory devices which are made to appear as if they are disk devices. The advantages of such devices are that the service times are much faster than real disks since there is no seek time or latency. The main disadvantage is that they are much more expensive.	[Capacity Management]
Specsheet	Specifies in details what the customer wants (external) and what consequences this has for the service provider (internal) such as required resources and skills.	[Service Level Management]
Standard cost	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 costs 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.	[Cost Management]
Standard costing	A technique which uses standards for costs and revenues for the purposes of control through variance analysis.	[Cost Management]

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Storage occupancy	Storage occupancy is a defined measurement unit that is used for storage type equipment to measure usage: the unit value equals the number of bytes stored.	[Cost Management]
Incident	A single occurrence of deviation from the specification of an IT infrastructure component or an aspect of IT service.	[Change Management]
Incident Report	A form, or a screen, containing details of incidents involving any component of an IT infrastructure or any aspect of the IT service.	[Change Management]
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. This valuable resource needs, however, to be carefully coordinated and utilized.	[Service Support]
Surcharging	Surcharging is charging business users a premium rate for using resources at peak times.	[Cost Management]
Swapping	The reaction of the operating system to insufficient real memory: swapping occurs when too many tasks are perceived to be competing for limited resources. It is the physical movement of an address space may be moved at one time from main storage to auxiliary storage).	[Capacity Management]
System	An integrated composite that consists of one or more of the processes, hardware, software, facilities and people, that provides a capability to satisfy a stated need or objective.	[Service Support]
Terminal emulation	Terminal emulation is achieved by software running on an intelligent device , typically a PC or workstation, which allows that device to function as an interactive terminal connected to a host system. Examples of such emulation software includes IBM 3270 BSC or SNA, ISL C03, or Digital VT100.	[Capacity Management]
Terminal I/O	Terminal I/O is a read from, or a write to, an online device such as a VDU or remote printer.	[Capacity Management]
Test build environment	A computer system or discrete part of a computer system (made up of hardware and system software), which is used to build software releases for operational acceptance testing.	[Software Control and Distribution]
Test environment	A computer system or discrete part of a computer system (made up of hardware and system software), which is used to run, and sometimes to build, software releases for operational acceptance testing.	[Software Control and Distribution]
Trashing	A condition in a virtual storage system where an excessive proportion of CPU time is spent moving data between main and auxiliary storage.	[Capacity Management]

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Tree structures	In data structures, a series of connected nodes without cycles. One node is termed the root and is the starting point of all paths, other nodes termed leaves terminate the paths. It can be used to present hierarchical structures.	[Capacity Management]
Threshold	A pre-determined limit to the number of incidents attributable to a single problem or known error, or to the time for which an incident, problem or known error is outstanding, at which escalation procedures are invoked.	[Problem Management]
Underpinning contract	A contract with an external supplier covering delivery of services that support the IT directorate in their delivery of services.	[Service Level Management]
Unit costs	Unit costs are costs distributed over individual component usage to establish the unit cost. For example, it can be assumed, that if a box of paper with 1,000 sheets costs 10 pounds, the obviously one sheet costs 1 pence. Similarly if a CPU costs 1 million pounds a year and it is used to process 1,000 jobs that year, each job costs on average 1,000 pounds.	[Cost Management]
Urgency	Measure of the business criticality of an Incident or Problem based on the impact and on the business needs of the Customer.	[Service Support]
User	The person who uses the services on a day-to-day basis.	[Service Support]
Utility cost center	A cost center for the provision of support services to other cost centers.	[Cost Management]
Variance analysis	A variance is the difference between planned, budgeted, or standard cost and actual cost (or revenues). Variance analysis is an analysis of the factors which have caused the difference between the pre-determined standards and the actual results. Variances can be developed specifically related to the operations carried out in addition to those mentioned above.	[Cost Management]
Variant	A CI that has the same basic functionality as another CI, but is different in some small way.	[Configuration Management]
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.	[Service Support]
Version Identifier	A version number; version date; or version date and date stamp.	[Service Support]
Virtual memory system	Virtual memory systems were developed to increase the size of memory by adding an auxiliary storage layer which resides on disk.	[Capacity Management]
VSI	VSI (virtual storage interrupt) is an ICL VME term for a page fault.	[Capacity Management]

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Waterline	The lowest level of detail relevant to the customer.	[Service Level Management]
Work-around	Method of avoiding an Incident or Problem, either from a temporary fix or from a technique that means the Customer is not reliant on a particular aspect of a service that is known to have a problem.	[Service Support]
Workloads	Workloads in the context of Capacity Management Modeling, are a set of forecasts which detail the estimated resource usage over agreed planning horizons. Workloads generally represent discrete business applications and can be further sub-divided into types of work (interactive, timesharing, batch).	[Capacity Management]
WORM	WORM or CD-WORM is the term which is frequently used to describe optical read only disks, standing for write once read many.	[Capacity Management]

# Glossar der IT Infrastructure Library (ITIL)

## Quellen

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Availability Management  
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