ITIL Foundation Glossary of Terminology

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Service Management Core Concepts

ITIL Says…..	ITIL Means…..
Service	A means of delivering value to a customer by enabling to realise their outcomes without having to manage the risks and costs of running the service
Service Management	Management of resources, skills and people to deliver services to a customer.
Internal Service	A service delivered by a service provider that is inside the organisation.
External Service	A service delivered by a service provider that is outside the organisation.
Types of Service Provider	**Type I** – Service provided from within the business department for the department and only the department. **Type II** – Service provided from a centralised service delivery unit for the benefit of the whole business potentially, not just one department. **Type III** – Service or elements of a service delivered by an external or 3rd party.
Framework	A non-prescriptive set of guidance to be adopted and adapted according to the needs of the organisation. NONE of the guidance MUST be adopted.
Methodology	A prescriptive set of guidance which is intended to be followed more closely. All aspects may be required but to varying degrees.
Standard	A defined set of activities or levels of achievement against which performance may be compared.
Governance	The organisational rules and the means to show they are being adhered to.
Value	The benefit derived from the use of a service, usually in the form of the customer being able to do what they need to do bigger, better and/or faster than they could without the service.
Service Lifecycle	The concept that a service needs to be identified as worthwhile, designed, built, tested, deployed, operated and retired. Services don't simply come into being without these activities happening.
Lifecycle Stages	The 5 ITIL service lifecycle stages are **Service Strategy**, **Service Design**, **Service Transition**, **Service Operations** and **Continual Service Improvement**.
4 P's of Service Management	The 4 aspects of services that need to be in place to assure service delivery. **People** – The right people with the right skills **Processes** – A series of activities to give the people a consistent approach to delivering services. They respond to a trigger, take information as an input, perform the required tasks and produce an output for the role that needs it. All processes should deliver value to a stakeholder. All process should produce specific outputs and be measurable. **Products** – The tools that are used by the service provider to monitor and run services, but not the technology that forms the service itself. **Partners** – External organisations that contribute to the delivery of services by doing what can't be done internally or doing it more cheaply but equally well.
RACI Matrix	A tool for identifying stakeholders involved in a service activity and what degree of involvement they will need to have.
Roles	ITIL talks about roles rather than individuals. Services have owner roles. Processes have owner, manager and practitioner roles.
Escalation	Pushing an issue **functionally** to be resolved technically or **hierarchically** to be resolved managerially. Both types can be performed simultaneously.

Service Lifecycle - Service Operations

ITIL Says…..	ITIL Means…..
Service Operations	The phase of the lifecycle in which services are used by customers in order that they can do their jobs and carry out the business processes they need to. This is the phase where VALUE is created as customers are using services.
Incident	A break in service or when the service has become sufficiently degraded that it is unusable in its current state. Either way, the user can't do what they need to do with the service. Usually seen as the EFFECT on the user of an issue.
Incident Management	The process tasked with resolving incidents in order to restore the service to the user and allow them to be productive again.
Prioritisation	Assessing the order to resolve incidents or problems using **impact** (how the organisation is affected) and **urgency** (how fast, relatively, the issue needs to be dealt with)
Problem	The underlying cause of **one** or more incidents.
Workaround	The means by which a service may be restored for the user without going to a full fix, such as rebooting a PC to sort out a glitch while the underlying cause remains unknown.
Known Error	Usually considered to be a **problem** which has a **workaround** associated with it. However, a known error may be raised to provide awareness that a problem is being looked into even if it doesn't have a full workaround.
Problem Management	The process tasked with discovering **workarounds** for **incidents** where they aren't available to allow service restoration. Subsequently can get involved in discovering the full fix and proposing a change to put the fix in place.
Request	A call from a customer or user for something which isn't related to service outage. Could be for new hardware, software, consumables, information, raising a complaint or compliment or for a change to service.
Request Fulfilment	The process tasked with dealing with requests, ensuring that they are dealt with in the most efficient way possible. Not all requests may be fulfilled.
Access Management	The process tasked with enacting security policy in the live environment, such as granting permissions or checking identity before allowing access.
Event	Something happens which has significance for managing IT services, such as reaching a threshold or a component failing.
Alert	An event with a high level of severity, often meaning imminent failure with the attendant risk of incidents.
Event Management	The process tasked with defining **events**, detecting that events have occurred, making sense of them and determining the appropriate course of action.
Functions	Group of people that are focussed on an aspect of service delivery.
Service Desk	Single Point of Contact (SPoC) for users and customers for all issues related to the delivery of IT services, not just requests for help. Communication between business and IT goes in both directions through the desk.
Operations Management	Function that deals with the 'day-to-day' of IT. Split into two areas. **Operations Control** – Runs backups, print jobs, monitors IT, etc. **Facilities Management** – Maintains the datacentre and IT environment
Technical Management	More deeply knowledgeable function in the area of infrastructure.
Applications Management	More deeply knowledgeable function in the area of software applications.
Operations Bridge	The tools and console screen used to monitor the status of the technology involved in delivering IT services. Primarily used by **Operations Mgmt**.

Service Lifecycle - Service Transition

ITIL Says…..	ITIL Means…..
Service Transition	The phase of the lifecycle that builds, tests and deploys IT services. It manages the requests for change that can lead to these activities if they are business-as-usual or it can deliver large changes such as new services that have been authorised by **Service Strategy**. It has responsibility for the acquisition of information regarding services and the appropriate presentation of that information.
Configuration Item (CI)	An element of a service, such as a computer, piece of software, documentation, telephone or user of a service.
Configuration Management Database (CMDB)	Database containing CIs that exist within the services. Used to provide information across the entire lifecycle by other processes. May be more than one CMDB in a CMS.
Configuration Management System (CMS)	Set of databases, including one or more CMDBs, that are used to support service management activities. May include **Incident** or **Problem** records or other information created from service management processes.
Service Asset and Configuration Management	The process tasked with defining CIs, gathering information regarding CIs, ensuring the information is correct, useful and available.
Request For Change (RFC)	A formal request to modify an aspect of a service or technology used by it.
Change Management	The process tasked with receiving, assessing and authorising RFCs to services or processes.
Change Advisory Board	Panel of stakeholders convened to assess and authorise RFCs. Always chaired by the Change Manager.
Change Proposal	A collection of changes related to a strategic change, authorised by more senior IT management roles.
Release Unit	A collection of CIs that are intended to be deployed together
Release Package	A collection of Release Units that are planned to be deployed in the same agreed period of time or project work package.
Release and Deployment Management	The process tasked with ensuring that plans are created for building release units and deploying release packages. It deals with building, testing and deploying changes to IT services.
Knowledge Management	The process tasked with managing data, information and knowledge to help inform quality decision making and the acquisition of wisdom.
Service Knowledge Management System (SKMS)	The collection of all organisational knowledge related to the delivery of IT services, both internally generated (CMS, CMDB) and externally created, such as employee experience, vendor information, books, training, white papers and community resources.

Service Lifecycle - Service Design

ITIL Says…..	ITIL Means…..
Service Design	The phase of the lifecycle that takes customer requirements and looks to turn them into a service, but in a 'pencil and paper' way. It is about making the right decisions regarding spending the budget on the best options to deliver services. Heavily involved in taking generic services or ideas for services and tailoring them to the customer requirements within established constraints.
Service Design Package	Document containing information ranging from the business requirement, through technical specification, build and test instructions, deployment plans, operational procedures, details of changes and plans for the retirement of the service. It may not start with all of this information but, as a **live** document, it should grow to encompass this information over time.
5 Aspects of Service Design	The 5 areas that should be considered in designing value-for-money services. **Service** – Should be designed in a consistent manner, may benefit from being run like a project. **Process** – Process as per the definition in **Service Operations** **Metrics** – Metrics need to be designed in three key areas (Service, Process and Technology/Component) **Tools** - Tools as per **products** in **Service Operations** **Architectures** – Common areas of provision such as infrastructure, applications, services and business processes.
Service Catalogue	Document containing information that shows what services are currently offered to customers, what value they offer, what they cost, levels of service that the customer may select with the service and any dependencies that the service may have.
Service Level Agreement (SLA)	Written, signed agreement between a customer and the **internal service provider** which details the level of service, such as hours of service, response times and escalation procedures. Can be based on a **service**, **customer** or it may have **multiple levels** of coverage.
Operational Level Agreement (OLA)	Agreement between parts of the same service delivery organisation defining how they will work together and respond to requests for support.
Underpinning Contract	Legal agreement between the **internal service provider** and a 3rd party regarding the latter's provision of service or an aspect of service.
Service Acceptance Criteria	Defined responsibilities for the service provider to meet in order that the customer will accept the service into the live environment
Service Level Requirements	Initial customer requirement for service levels that a service needs to meet.
Design Co-ordination	Process tasked with planning and resourcing the various design activities that may be ongoing at any point in time.
Service Catalogue Mgmt.	Process tasked with creating and maintaining the service catalogue
Service Level Management	Process tasked with defining and agreeing SLAs and OLAs and assuring ongoing delivery to these levels.
Supplier Management	Process tasked with identifying and engaging external suppliers, managing the relationship with them and assuring value for money provision
Availability Management	Process tasked with understanding how to meet service uptime requirements
Capacity Management	Process tasked with producing enough service to meet customer need
Information Security Mgmt.	Process tasked with defining security policy and the supporting technology
IT Service Continuity Mgmt.	Process tasked with defining and managing the IT disaster recovery plan.

Service Lifecycle - Service Strategy

ITIL Says…..	ITIL Means…..
Service Strategy	The phase of the lifecycle that determines what services are offered, who needs those services and whether there is value to be gained by offering them. It is also concerned with setting the strategy and policies regarding the delivery of IT services including the provisioning model for services.
Service Package	Document containing information about the functional capability of a service (**Core Service**) and the potential service levels (**Service Level Packages [SLP]**) that may be added to the core service to provide value to a customer. This is sometimes referred to as a **differentiated offering**, meaning that the service is in some way different or more valuable than the offering they currently use, if any and helps demonstrate the value of the service to the customer.
Service Portfolio	A tool that shows the services that are currently under consideration for potential delivery, retirement or investment, services that are currently offered (**Service Catalogue**) and services which have been retired. It shows the current status of ALL services so that the resources required to deliver services can be properly managed and levels of investment in services properly understood.
Service Portfolio Mgmt.	The process tasked with making decisions as to whether services should be added to the catalogue, removed from the catalogue (retired) or whether they have money spent on them to continue their ability to provide value.
Business Case	A document that states what the value proposition of a service is. It contains information regarding the benefits, costs and risk of delivering a service are as well as any assumptions and other information to support **Service Portfolio Management** arrive at an informed decision regarding service investment.
Financial Management	The process tasked with understanding value and ensuring that money is properly invested in IT services to justify decisions regarding the IT budget that has been provided in the past and that is being requested for the future.
Business Relationship Manager	The role tasked with working in the business to identify opportunities for the service provider to deliver new services, change services or retire services in order to best meet the needs of the customer. The role lives in the business but is owned by the service provider.
Business Relationship Management	The process tasked with managing the high level relationship between supplier and customer to assure customer satisfaction across the range of services offered to and taken by the customer. It also works to ensure that wherever there is a need for the supplier and customer to communicate throughout the service lifecycle that the means to do so is in place.

Service Lifecycle – Continual Service Improvement

ITIL Says…..	ITIL Means…..
Continual Service Improvement	The phase of the lifecycle that works throughout ALL of the others (and indeed CSI itself) to identify potential improvements to services, processes or any aspect of service delivery. Provides a focal point for improvement opportunities and works best when embedded in the organisational culture.
CSI Register	Document containing information about identified service improvements that can then be considered with regard to their benefits, risks and costs and whether they are worth pursuing. It can also include information regardinhg status of an improvement and whether it delivered the improvement as intended if it has been approved and implemented so lessons aren't lost.
Deming Cycle	Originates from William Edwards Deming , a much respected industry figure who worked in manufacturing and management consulting for much of his career. **PLAN** – Decide on how an improvement will be implemented. **DO** – Execute the plan to deliver the improvement. **CHECK** – Review whether the improvement has delivered the intended value. **ACT** – Determine the next course of action, whether that is more work on the improvement just done or a new activity to deliver benefits.
CSI Approach	A six-step approach to delivering improvements in services. It follows the list of questions below, in order and then in an iterative manner going round and round until the improvement has been delivered. **VISION –** Where do we want to ultimately be? **BASELINE –** Where are we now? **TARGET –** Where do we need to go next? **PLAN –** How will we get there? **METRICS –** How will we know when we get there? **MOMENTUM** – How do we keep going to achieve the VISION?
7-Step Improvement Process	A consistent, repeatable process for identifying and deciding on improvement opportunities that could be delivered
Service Measurement	Process providing advice and guidance on how to establish a framework of **metrics**, **key performance indicators** and **critical success factors** to understand service, process and component performance.
Metric	A measurement of something that is worthwhile knowing for service delivery
Key Performance Indicator	A metric which has some special significance and a target or threshold associated with it to compare performance.
Critical Success Factor	A measure of success, usually high level such as 'Do we have happy customers?' or 'Cost of service provision has reduced year-on-year'.
Service Reporting	Process providing advice and guidance on the reporting of information gained from **service measurement**. Reports include **RED, AMBER, GREEN (RAG)** charts and **Service Level Agreement Measurement** (**SLAM**) charts.