

Abkürzungsverzeichnis

A-I

ACD	Automatic Call Distribution (Automatische Anrufverteilung)
AM	Availability Management
AMIS	Availability Management Information System
ASP	Application Service Provider
BCM	Business Capacity Management
BCM	Business Continuity Management
BCP	Business Continuity Plan
BIA	Business Impact Analysis
BRM	Business Relationship Manager
BSI	British Standards Institution
BSM	Business Service Management
CAB	Change Advisory Board
CAB/EC	Change Advisory Board/Emergency Committee
CAPEX	Capital Expenditure (Investitionsausgaben)
CCM	Component Capacity Management
CFIA	Component Failure Impact Analysis (Analyse der Auswirkungen von Komponentenausfällen)
CI	Configuration Item (Konfigurationselement)
CMDB	Configuration Management Database
CMIS	Capacity Management Information System
CMM	Capability Maturity Model
CMMI	Capability Maturity Model Integration
CMS	Configuration Management System
COTS	Commercial off the Shelf
CSF	Critical Success Factor (Kritischer Erfolgsfaktor)
CSI	Continual Service Improvement
CSIP	Continual Service Improvement Program
CSP	Core Service Package
CTI	Computer Telephony Integration
DIKW	Data-to-Information-to-Knowledge-to-Wisdom
eSCM-CL	eSourcing Capability Model for Client Organizations
eSCM-SP	eSourcing Capability Model for Service Providers
FMEA	Failure Modes and Effects Analysis (Fehlermöglichkeiten- und Auswirkungsanalyse)
FTA	Fault Tree Analysis (Fehlerbaumanalyse)
IRR	Internal Rate of Return (Interne Zinsfuß-Methode)
ISG	IT Steering Group
ISM	Information Security Management
ISMS	Information Security Management System
ISO	International Organization for Standardization
ISP	Internet Service Provider
IT	Informationstechnologie
ITSCM	IT Service Continuity Management
ITSM	IT Service Management
itSMF	IT Service Management Forum
IVR	Interactive Voice Response (Interaktive Spracherkennung)

K-S

KEDB	Known Error Database
KPI	Key Performance Indicator
LOS	Line of Service (Servicelinie)
MoR	Management of Risk
MTBF	Mean Time Between Failures (Durchschnittliche Zeit zwischen zwei Ausfällen)
MTBSI	Mean Time Between Service Incidents (Durchschnittliche Zeit zwischen zwei Service Incidents)
MTRS	Mean Time to Restore Service (Durchschnittliche Zeit bis zur Wiederherstellung des Service)
MTTR	Mean Time to Repair (Durchschnittliche Zeit bis zur Reparatur)
NPV	Net Present Value (Barwert-Methode)
OGC	Office of Government Commerce
OLA	Operational Level Agreement (Vereinbarung auf Betriebsebene)
OPEX	Operational Expenditure (Betriebsausgaben)
OPSI	Office of Public Sector Information
PBA	Pattern of Business Activity (Business-Aktivitätsmuster)
PFS	Prerequisite for Success (Voraussetzung für den Erfolg)
PIR	Post Implementation Review (Überprüfung nach der Implementierung)
PSA	Projected Service Availability (Voraussichtliche Service-Verfügbarkeit)
QA	Quality Assurance (Qualitätssicherung)
QMS	Quality Management System
RCA	Root Cause Analysis (Analyse der zugrunde liegenden Ursache)
RFC	Request for Change
ROI	Return on Investment (Investitionsertrag)
RPO	Recovery Point Objective (Tolerierter Datenverlust aufgrund von Ausfällen)
RTO	Recovery Time Objective (Maximale Wiederherstellungszeit nach einem Ausfall)
SAC	Service Acceptance Criteria (Service-Abnahmekriterien)
SACM	Service Asset and Configuration Management
SCD	Supplier and Contract Database (Lieferanten- und Vertragsdatenbank)
SCM	Service Capacity Management
SFA	Service Failure Analysis (Service-Ausfallanalyse)
SIP	Service Improvement Plan (Service-Verbesserungsplan)
SKMS	Service Knowledge Management System
SLA	Service Level Agreement
SLM	Service Level Management
SLP	Service Level Package
SLR	Service Level Requirement (Service-Level-Anforderung)
SMO	Service Maintenance Objective (Servicewartungsvorgabe)
SoC	Separation of Concerns
SOP	Standard Operating Procedures (Standardbetriebsabläufe)
SOR	Statement of Requirements (Anforderungserklärung)
SPI	Service Provider Interface (Service-Provider-Schnittstelle)
SPM	Service Portfolio Management
SPO	Service Provisioning Optimization (Optimierung der Servicebereitstellung)
SPOF	Single Point of Failure

T-Z

TCO	Total Cost of Ownership
TCU	Total Cost of Utilization
TO	Technical Observation (Technische Überwachung)
TOR	Terms of Reference (Aufgabenstellung)
TQM	Total Quality Management
UC	Underpinning Contract (Vertrag mit Drittparteien)
UP	User Profile (Anwenderprofil)
VBF	Vital Business Function (Kritischer Fachbereich)
VOI	Value on Investment (Investitionswert)
WIP	Work in Progress (In Arbeit)

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