

Glossary of Common ITSM Acronyms

AMDB	Availability Management Database
AMS	Application Management Specification
API	Application Program Interface
ARCI	Accountability, Responsibility, Consulted, Informed
BIA	Business Impact Analysis
BIS	Bring Into Service
BPR	Business Process Re-engineering
BS	British Standard
BSC	Balanced Scorecard
BSI	British Standards Institute
CAB	Change Advisory Board
CAB/EC	Change Advisory Board Emergency Committee
CAD	Computer-Aided Design
CASE	Computer-Aided Systems Engineering
CBT	Computer Based Training
CCTV	Closed Circuit Television
CDB	Capacity Management Database
CEO	Chief Executive Officer
CFIA	Component Failure Impact Analysis
CI	Configuration Item
CIO	Chief ICT Officer
CMDB	Configuration Management Database
CMM	Capability Maturity Model
COBIT	Control Objectives for Information and Related Technology
CSF	Critical Success Factor
CSIP	Continuous Service Improvement Program
CSS	Customer Satisfaction Survey
CTO	Chief Technology Officer
D and P	Design and Planning
DAS	Directly Attached Storage
DHS	Definitive Hardware Store
DMI	Desktop Management Instrumentation
DMTF	Distributed Management Task Force
DSA	Distributed Service Administrator
DSAC	Distributed Service Administration Coordination

DSL	Definitive Software Library
EFQM	European Foundation for Quality Management
EFT	Electronic Funds Transfer
EPOS	Electronic Point-Of-Sale
ERP	Enterprise Resource Planning
ESM	Enterprise Systems Management
EXIN	Examination Institute for Information Science
FCAPS	Fault, Configuration, Accounting, Performance, Security
FM	Facilities Managed/Management
FSC	Forward Schedule of Changes
FTP	File Transfer Protocol
ICT	Information and Communications Technology
ICTI	ICT Infrastructure
ICTIM	ICT Infrastructure Management
ICTSG	ICT Steering Group
IEE	Institution of Electrical Engineers
I/O	Input/Output
IS	Information Systems
ISEB	Information Systems Examination Board
ISG	IT Steering Group
ISO	International Standards Organization
IT	Information Technology
ITBRM	IT Business Relationship Management
ITIL	IT Infrastructure Library
ITSC	IT Service Continuity
ITSM	IT Service Management
itSMF	IT Service Management Forum
ITT	Invitation To Tender
IVR	Interactive Voice Response
KEL	Known Error Log
KPI	Key Performance Indicator
KSI	Key Success Indicator
MAC	Movements, Additions and Changes
MBO	Management By Objectives
MO	Managed Object
MTBF	Mean Time Between Failures
MTBSI	Mean Time Between System Incidents
MTTR	Mean Time To Repair

NAS	Network Attached Storage
NOP	No Operation
NSM	Network Services Management
OGC	Office of Government Commerce
OLA	Operational Level Agreement
OR	Operational Requirement
OS	Operating System
OSI	Open Systems Interconnection
PAT	Portable Appliance Testing
PDU	Power Distribution Unit
PID	Project Initiation Document
PIN	Personal Identification Number
PIR	Post Implementation Review
PMF	Process Maturity Framework
PRINCE	PRojects IN Controlled Environments
QoS	Quality of Service
RAID	Redundant Array of Inexpensive Disks
R and D	Research and Development
RFC	Request For Change
RFP	Request For Proposal
ROI	Return on Investment
RSV	Reference Site Visit
SAN	Storage Area Networks
SEI	Software Engineering Institute
SLA	Service Level Agreement
SLM	Service Level Management
SLR	Service Level Requirement
SMART	Specific, Measurable, Achievable, Realistic, Time-related
SNMP	Simple Network Management Protocol
SOCITM	Society of Council IT Managers
SOR	Statement Of Requirements
SPI	Software Process Improvement
SPICE	Software Process Improvement and Capability dEtermination
SPMF	Service management Process Maturity Framework
SVC	Switched Virtual Circuit
SWOT	Strengths, Weaknesses, Opportunities and Threats
TCO	Total Cost of Ownership
TOR	Terms of Reference

TQM Total Quality Management