

Abkürzung	Bedeutung
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	Investitionsausgaben (Capital Expenditure)
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	Fehlermöglichkeiten- und Auswirkungsanalyse (Failure Modes and Effects Analysis)
FTA	Fault Tree Analysis (Fehlerbaumanalyse)
IRR	Interne Zinsfuß-Methode (Internal Rate of Return)
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	Interaktive Spracherkennung (Interactive Voice Response)
KEDB	Known Error Database
KPI	Key Performance Indicator

Abkürzung	Bedeutung
LOS	Servicelinie (Line of Service)
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	Barwert-Methode (Net Present Value)
OGC	Office of Government Commerce
OLA	Operational Level Agreement (Vereinbarung auf Betriebsebene)
OPEX	Betriebsausgaben (Operational Expenditure)
OPSI	Office of Public Sector Information
PBA	Business-Aktivitätsmuster (Pattern of Business Activity)
PFS	Voraussetzung für den Erfolg (Prerequisite for Success)
PIR	Review nach der Implementierung (Post Implementation Review)
PSA	Projected Service Availability (Voraussichtliche Serviceverfügbarkeit)
QA	Qualitätssicherung (Quality Assurance)
QMS	Quality Management System
RCA	Analyse der zugrunde liegenden Ursache (Root Cause Analysis)
RFC	Request for Change
ROI	Return on Investment (Investitionsertrag)
RPO	Tolerierter Datenverlust aufgrund von Ausfällen (Recovery Point Objective)
RTO	Maximale Wiederherstellungszeit nach einem Ausfall (Recovery Time Objective)
SAC	Serviceabnahmekriterien (Service Acceptance Criteria)
SACM	Service Asset and Configuration Management
SCD	Supplier- und Vertragsdatenbank (Supplier and Contract Database)
SCM	Service Capacity Management
SFA	Serviceausfallanalyse (Service Failure Analysis)
SIP	Serviceverbesserungsplan (Service Improvement Plan)
SKMS	Service Knowledge Management System
SLA	Service Level Agreement
SLM	Service Level Management
SLP	Service Level Package
SLR	Service Level Anforderung (Service Level Requirement)
SMO	Servicewartungsvorgabe (Service Maintenance Objective)
SoC	Separation of Concerns
SOP	Standard Operating Procedures (Standardbetriebsabläufe)
SOR	Statement of Requirements (Anforderungserklärung)
SPI	Service Provider Schnittstelle (Service Provider Interface)
SPM	Service Portfolio Management
SPO	Optimierung der Servicebereitstellung (Service Provisioning Optimization)
SPOF	Single Point of Failure
TCO	Total Cost of Ownership
TCU	Total Cost of Utilization

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