

## ITIL Foundation V3 - Abbreviations

|             |   |             |   |
|-------------|---|-------------|---|
| <b>BCM</b>  | <b>Business Continuity Management</b>                     | <b>OLA</b>  | <b>Operational Level Agreement</b>                              |
| BIA         | Business Impact Analysis                                  | PBA         | Pattern of Business Activity                                    |
| <b>BRM</b>  | <b>Business Relationship Management</b>                   | <b>RACI</b> | authority matrix: Responsible, Accountable, Consulted, Informed |
| <b>CAB</b>  | <b>Change Advisory Board</b>                              | <b>RFC</b>  | <b>Request For Change</b>                                       |
| <b>CI</b>   | <b>Configuration Item</b>                                 | ROI         | Return On Investment  |
| <b>CMDB</b> | <b>Configuration Management Database</b>                  | SACM        | Service Asset and Configuration Management                      |
| <b>CMIS</b> | <b>Capacity Management Information System</b>             | SCD         | Supplier and Contracts Database                                 |
| CMMI        | Capability Maturity Model Integration                     | <b>SD</b>   | <b>Service Design</b>   |
| <b>CMS</b>  | <b>Configuration Management System</b>                    | <b>SDP</b>  | <b>Service Design Package</b>                                   |
| COBIT       | Control Objectives for Information and related Technology | <b>SIP</b>  | <b>Service Improvement Plan</b>                                 |
| <b>CRM</b>  | <b>Customer Relationship Management</b>                   | <b>SKMS</b> | <b>Service Knowledge Management System</b>                      |
| <b>CSI</b>  | <b>Continual Service Improvement</b>                      | <b>SLA</b>  | <b>Service Level Agreement</b>                                  |
| <b>DIKW</b> | <b>Data ? Information ? Knowledge ? Wisdom</b>            | SLAM        | SLA Monitoring  |
| <b>DML</b>  | <b>Definitive Media Library</b>                           | <b>SLM</b>  | <b>Service Level Management</b>                                 |
| <b>ECAB</b> | <b>Emergency Change Advisory Board</b>                    | <b>SLP</b>  | <b>Service Level Package</b>                                    |
| EFQM        | The European Foundation for Quality Management            | SLR         | Service Level Requirements                                      |
| eSCM–SP     | eSourcing Capability Model for Service Providers          | SM          | Service Management  |
| <b>ISM</b>  | <b>Information Security Management</b>                    | SO          | Service Operation   |
| ISMS        | Information Security Management System                    | <b>SPM</b>  | <b>Service Portfolio Management</b>                             |
| ISO         | International Organization for Standardization            | SS          | Service Strategy  |
| ITSCM       | IT Service Continuity Management                          | ST          | Service Transition  |
| ITSM        | IT Service Management                                     | TCO         | Total Cost of Ownership   |
| ITSMF       | IT Service Management Forum                               | TSO         | The Stationery Office   |
| <b>KPI</b>  | <b>Key Performance Indicator</b>                          | UC          | Underpinning Contract   |
| MTBF        | Mean Time Between Failures                                | VBF         | Vital Business Function   |
| MTBSI       | Mean Time Between System Incidents                        | <b>VOI</b>  | <b>Value Of Investment</b>                                      |
| MTRS        | Mean Time to Restore Service                              |             |   |