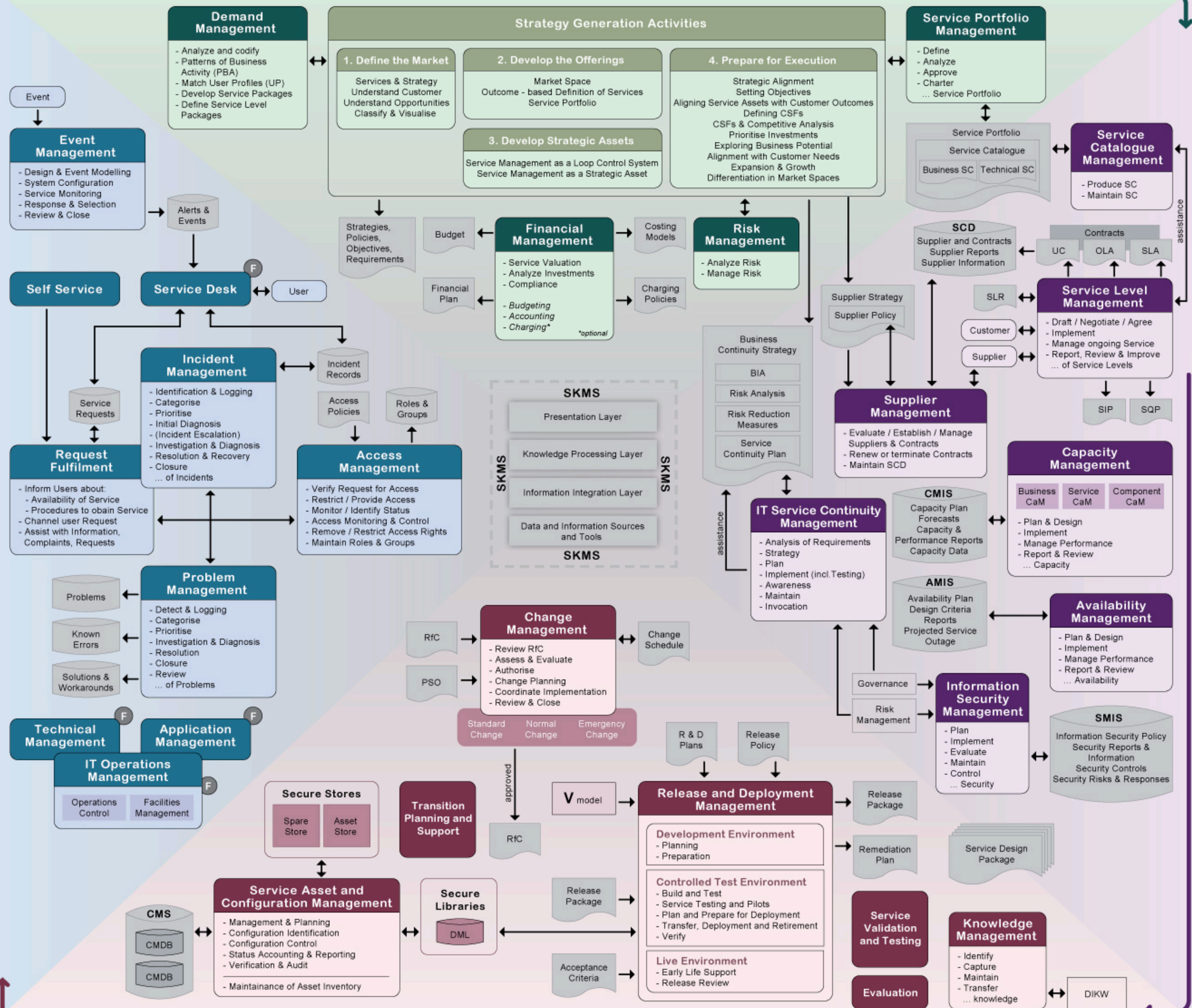


# SERVICE STRATEGY



AMIS - Availability Management Information System  
BIA - Business Impact Analysis  
CaM - Capacity Management  
CMDB - Configuration Management Database  
CMS - Configuration Management System  
CSF - Critical Success Factor  
DML - Definitive Media Library  
DIKW - Data, Information, Knowledge, Wisdom  
F - Function  
OLA - Operational Level Agreement  
PSO - Projected Service Outage  
RACI - Responsible, Accountable, Consulted, Informed  
RFC - Request for Change  
SC - Service Catalogue  
SCD - Supplier Contract Database  
SIP - Service Improvement Plan  
SKMS - Service Knowledge Management System  
SLA - Service Level Agreement  
SLR - Service Level Requirements  
SMIS - Security Management Information System  
SQP - Service Quality Plan  
UC - Underpinning Contract