Englisch	Deutsch
Query	Abfrage, Frage
Dependency	Abhängigkeit
Acceptance	Abnahme
Acceptance criteria	Abnahmekriterien
Acceptance test	Abnahmetest
Acceptance environment	Abnahmeumgebung
Secondment	Abordnung bzw. Überlassung
Billing	Abrechnen, in Rechnung stellen
Closure	Abschluss
Closure Code	Abschlusscode
Depreciation	Abschreibung
Mitigate	Abschwächen
Variance	Abweichung
Variance analysis	Abweichungsanalyse
Access Management	Access Management
Account Manager	Account Manager
Adaptive maintenance	Adaptive Wartungsarbeiten
Additive maintenance	Additive Wartungsarbeiten
Accredited	Akkreditiert
Active Monitoring	Aktives Monitoring (Aktive Überwachung)
Activity	Aktivität
Activity Based Costing (ABC)	Aktivitätsbasierte Kostenrechnung (Activity Based Costing, ABC)
Alert	Alarm
Gradual Recovery	Allmähliche Wiederherstellung
Root Cause Analysis (RCA)	Analyse der zugrunde liegenden Ursache (Root Cause Analysis, RCA)
Analytical Modelling	Analytisches Modelling
Vendor-Managed Use	Anbieterverwaltete Nutzung
Forward Schedule of Changes (FSC)	Änderungszeitplan (Forward Schedule of Change, FSC)
Requirement	Anforderung
Requirements document	Anforderungsdokument
Requirements Catalog	Anforderungskatalog
Requirements Portfolio	Anforderungsportfolio
Tender	Angebot, Ausschreibung
Tendering process	Angebotsprozess
Facilities	Anlagen, Einrichtungen
Capitalization	Anlagenaktivierung
Call	Anruf, aber 'first call' ^= 'Erstkontakt'
Call Type	Anruftyp
Trigger	Anstoß
Response rate	Antwortrate
Response Time	Antwortzeit
User	Anwender
User acceptance	Anwenderabnahme (wenn es um Tests geht) alternativ auch Anwenderakzeptanz
Expert user	Anwenderexperte

Englisch	Deutsch
User-friendliness	Anwenderfreundlichkeit
User Profile (UP)	Anwenderprofil (User Profile, UP)
User support	Anwender-Support
Application	Anwendung
Application development	Anwendungsentwicklung
Application framework	Anwendungs-Framework
Application Portfolio	Anwendungsportfolio
Application software	Anwendungssoftware
Application maintenance	Anwendungswartung
Application Management	Application Management
Application Management function	Application Management Funktion
Application Service Provider (ASP)	Application Service Provider (ASP)
Application Sizing	Application Sizing (Kapazitätsermittlung für neue oder geänderte Anwendungen)
Work Instruction	Arbeitsanweisung
Workplace	Arbeitsplatz
Architecture	Architektur
Archive	Archiv
Asset	Asset
Asset Management	Asset Management
Asset Manager	Asset Manager
Asset Register	Asset-Register
Attribute	Attribut
Audit	Audit
Auditability	Audit-Fähigkeit / Auditierbarkeit
Task	Aufgabe
Segregation of duties	Aufgabentrennung
Failure	Ausfall
Resilience	Ausfallsicherheit
Downtime	Ausfallzeit
Workload	Auslastung
Percentage utilisation	Auslastungsgrad
Workload Management	Auslastungsmanagement
Invocation	Auslösen
Exception Report	Ausnahmebericht
Exploitation	Ausnutzung
Exclusiveness	Ausschließlichkeit
Request for Proposal (RFP)	Ausschreibung (Request for Proposal, RFP)
Retire	Außerkraftsetzen
Retirement	Außerkraftsetzung
Replaceability	Austauschbarkeit
Impact	Auswirkung
Impact analysis	Auswirkungsanalyse
Impact Code	Auswirkungscode
Impact scenario	Auswirkungsszenario
Authentication	Authentifizierung
Authentic	Authentisch

Englisch	Deutsch
Authorised Examination Centre (AEC)	Authorised Examination Center (AEC)
Automatic Call Distribution (ACD)	Automatic Call Distribution (Automatische Anrufverteilung, ACD)
Authorisation	Autorisierung
Availability Management	Availability Management
Availability Management Database (AMDB)	Availability Management Datenbank (AMDB)
Availability Management Information System (AMIS)	Availability Management Information System (AMIS)
Availability Plan	Availability-Plan (Verfügbarkeitsplan)
Back-out	Backout
Back-out Plan	Backout-Plan
Backup	Backup (Sicherung)
Balanced Scorecard	Balanced Scorecard
Net Present Value (NPV)	Barwert-Methode (Net Present Value, NPV)
Baseline	Baseline
Baseline Configuration	Baseline Configuration
Baseline Security	Baseline-Sicherheit
Tree structures	Baumstrukturen
Workflow Position	Bearbeitungsstatus
Demand modelling	Bedarfs-Modelling
Threat	Bedrohung
Fix	Beheben
Fix notes	Behebungshinweise
Benchmark	Benchmark
Benchmarking	Benchmarking
Naming convention	Benennungskonvention
Authority (1) - as in authorization	Berechtigung
Report	Bericht, 'Reporting' = ' Berichtswesen' bzw. 'Berichterstattung'
Procurement	Beschaffung, Einkauf
Best Practice	Best Practice
Operate	Betreiben
Operation	Betrieb/Betriebsablauf
Operational Acceptance	Betriebsabnahme
Operations department	Betriebsabteilung
Operational Expenditure (OPEX)	Betriebsausgaben (Operational Expenditure, OPEX)
Operability	Betriebsfähigkeit
Operational Cost	Betriebskosten
Operations Control	Betriebssteuerung
Portable Facility	Bewegliche Anlage
Portability	Beweglichkeit
Assessment	Bewertung
Relationship	Beziehung
Relationship Processes	Beziehungsprozesse
Relation	Bezug
Reference data	Bezugsdaten
Biometrics	Biometrie

Englisch	Deutsch
Brainstorming	Brainstorming
Bridge	Bridge
British Standards Institution (BSI)	British Standards Institution (BSI)
Budget	Budget
Bug	Bug
Build	Build
Build Environment	Build-Umgebung
Business	Business
Business (3) - as in "market sector"	Business
Business Capacity Management (BCM)	Business Capacity Management (BCM)
Business Case	Business Case
Business Continuity Management (BCM)	Business Continuity Management (BCM)
Business Continuity Plan (BCP)	Business Continuity Plan (BCP)
Business Continuity Team	Business Continuity Team
Business IT Alignment (BITA)	Business IT Alignment (BITA)
Business Operations	Business Operations
Business Perspective	Business Perspective
Business process outsourcing (BPO)	Business Process Outsourcing (BPO)
Business Relationship Management	Business Relationship Management
Business Relationship Manager (BRM)	Business Relationship Manager (BRM)
Business request	Business Request (Business-Antrag)
Business Service Management (BSM)	Business Service Management (BSM)
Business (1) - as in "company"	Business, Geschäfts-...
Pattern of Business Activity (PBA)	Business-Aktivitätsmuster (Pattern of Business Activity, PBA)
Business Requirement	Business-Anforderung
Business Impact Analysis (BIA)	Business-Auswirkungsanalyse (Business Impact Analysis, BIA)
Business needs	Business-Bedürfnisse
Business Customer	Business-Kunde
Business Driver	Business-Motivation
Business Process	Business-Prozess
Business Service	Business-Service
Business environment	Business-Umgebung
Business Objective	Business-Ziel
Call Centre	Call Center
Capability Maturity Model (CMM)	Capability Maturity Model (CMM)
Capability Maturity Model Integration (CMMI)	Capability Maturity Model Integration (CMMI)
Capability Model for Client Organizations (eSCM-CL)	Capability Model for Client Organizations (eSCM-CL)
Capacity Database (CDB)	Capacity Database (CDB)
Capacity Management	Capacity Management
Capacity Management Information System (CMIS)	Capacity Management Information System (CMIS)
Capacity Plan	Capacity-Plan
Capacity Planning	Capacity-Planung
CCTA Risk Analysis & Management Method (CRAMM).	CCTA Risk Analysis and Management Method (CRAMM).
Certification Authority (CA)	Certification Authority (CA)

Englisch	Deutsch
Change	Change
Change Advisory Board (CAB)	Change Advisory Board (CAB)
Change Case	Change Case
Change Management	Change Management
Change manager	Change Manager
Change Record	Change Record
Change Request	Change Request (Change-Antrag)
Change Schedule	Change Schedule
Change document	Change-Dokument
Change authority	Change-Genehmigungskompetenz
Change History	Change-Historie
Schedule of Changes (SC)	Change-Kalender
Change Model	Change-Modell
Change log (This is a PRINCE2 term!!)	Change-Protokoll
Change control	Change-Steuerung
Change Window	Change-Zeitfenster
Chief Sourcing Officer (CSO)	Chief Sourcing Officer (CSO)
Chief Technical Officer (CTO)	Chief Technical Officer (CTO)
Chronological Analysis	Chronologische Analyse
CI Type	CI-Typ
Clean desk	Clean Desk Prinzip
Client	Client
COBIT	COBIT
Code of Practice	Code of Practice
Cold Standby	Cold Standby
Commercial off the Shelf (COTS)	Commercial off the Shelf (COTS)
Component Capacity Management (CCM)	Component Capacity Management (CCM)
Component Failure Impact Analysis (CFIA)	Component Failure Impact Analysis (Analyse der Auswirkungen von Komponentenausfällen, CFIA)
Computer Aided Systems Engineering	Computer Aided Systems Engineering
Computer Telephony Integration (CTI)	Computer Telephony Integration (CTI)
Configuration	Configuration (Konfiguration)
Configuration and Change Management (C&CM)	Configuration and Change Management (C&CM)
Configuration Baseline	Configuration Baseline
Configuration Item (CI)	Configuration Item (Konfigurationselement, CI)
Configuration Management	Configuration Management
Configuration Management Database (CMDB)	Configuration Management Database (CMDB)
Configuration Management plan	Configuration Management Plan
Configuration Management System (CMS)	Configuration Management System (CMS)
Configuration manager	Configuration Manager
Configuration Record	Configuration Record
Configuration documentation	Configuration-Dokumentation
Configuration Identification	Configuration-Identifizierung
Configuration Status Accounting	Configuration-Statusnachweis
Confguration Control	Configuration-Steuerung
Configuration Version Structure	Configuration-Struktur
Configuration Verification and Audit	Configuration-Verifizierung und -Audit

Englisch	Deutsch
Continual Service Improvement (CSI)	Continual Service Improvement (Kontinuierliche Serviceverbesserung, CSI)
Continual Service Improvement Model	Continual Service Improvement Modell (Kontinuierliches Serviceverbesserungsmodell)
Continual Service Improvement Programme (CSIP)	Continual Service Improvement Programm (Kontinuierliches Serviceverbesserungsprogramm, CSIP)
Continuity manager	Continuity Manager
Control Objectives for Information and related Technology (COBIT)	Control Objectives for Information and related Technology (COBIT)
Control Processes	Control-Prozesse
Core Service	Core Service
Core Service Package (CSP)	Core Service Package (CSP)
Cost Centre	Cost Center
Cost Plus	Cost Plus
Cracker	Cracker
CRAMM	CRAMM
CSI policies	CSI-Richtlinien
Customer Relationship Management (CRM)	Customer Relationship Management (CRM)
Dashboard	Dashboard
Data mining	Data Mining
Data warehouse	Data Warehouse
Data-to-Information-to-Knowledge-to-Wisdom (DIKW)	Data-to-Information-to-Knowledge-to-Wisdom (DIKW)
Data	Daten
Data Administration	Datenadministration
Database	Datenbank
Data infrastructure	Dateninfrastruktur
Data lifecycle	Datenlebenszyklus
Data collection	Datensammlung
Data transfer time	Datenübertragungszeit
Fault	Defekt
Definitive Hardware Store, DHS	Definitive Hardware Store (Maßgebliches Hardware-Lager, DHS)
Definitive Media Library (DML)	Definitive Media Library (Maßgebliche Medienbibliothek, DML)
Definitive Software Library (DSL)	Definitive Software Library (Maßgebliche Softwarebibliothek, DSL)
Delta Release	Delta-Release
Demand Management	Demand Management
Deployment	Deployment
Deployment package	Deployment Package
Design	Design
CI Level	Detaillierungsgrad des CI
Clarity	Deutlichkeit
Diagnosis	Diagnose
Diagnostic Script	Diagnoseskript
Differential Charging	Differenzierte Leistungsverrechnung
Digital signature	Digitale Signatur
Directory Service	Directory-Service

Englisch	Deutsch
Direct Cost	Direkte Kosten
Prime cost	Direkte Kosten
Disaster recovery	Disaster Recovery
Disaster recovery management	Disaster Recovery Management
Document	Dokument
Domain	Domäne
Urgent Change	Dringender Change
Urgency	Dringlichkeit
Tier three support	Dritte Support-Ebene
Third Party	Drittpartei
Duplex (full and half)	Duplex (Voll- und Halb-Duplex)
Elapsed time	Durchlaufzeit
Throughput	Durchsatz
Early Life Support	Early Life Support
Tier	Ebene
Echoing	Echoing
Hard charging	Echte Leistungsverrechnung
Effectiveness	Effektivität
Efficiency	Effizienz
Fit for Use	Einsatzfähig
Central point of contact	Einzige Anlaufstelle
Emergency Change Advisory Board (ECAB)	Emergency Change Advisory Board (ECAB)
End User	Endanwender
Enterprise Application Integration (EAI)	Enterprise Application Integration (EAI)
Enterprise Services Architecture (ESA)	Enterprise Services Architecture (ESA)
Decryption	Entschlüsselung
Development	Entwicklung
New services development (NSD)	Entwicklung neuer Services (New Services Development, NSD)
Development Environment	Entwicklungsumgebung
Service achievement	Ereichte Servicequalität
Logging	Erfassung
Outcome	Ergebnis
Detection	Erkennung
Detection time	Erkennungszeit
Accessibility	Erreichbarkeit
Error Control	Error Control
Tier one support	Erste Support-Ebene
Discounted cash flow	Ertragswertmethode (im Sinne einer Methode) alternativ: Abgezinster Geldfluss
Expanded Incident Lifecycle	Erweiterter Incident-Lebenszyklus
Escalation	Eskalation
Escalation threshold	Eskalationsgrenze
eSourcing Capability Model for Client Organizations (eSCM-CL)	eSourcing Capability Model for Client Organizations (eSCM-CL)
eSourcing Capability Model for Service Providers (eSCM-SP)	eSourcing Capability Model for Service Providers (eSCM-SP)

Englisch	Deutsch
European Foundation for Quality Management (EFQM)	European Foundation for Quality Management (EFQM)
Evaluation	Evaluation (für Prozess, sonst Evaluierung)
Event	Event
Event Management	Event Management
Examination Board	Examination Board
Examination Institute for Information Science (EXIN)	Examination Institute for Information Science (EXIN)
External audit	Exteres Audit
External Metric	Externe Messgröße
External Customer	Externer Kunde
Third-party supplier	Externer Lieferant
External Service Provider	Externer Service Provider
External Sourcing	Externes Sourcing (Externe Vergabe)
External Target	Externes Ziel
Business function	Fachbereich
Facilities Management	Facilities Management
Capability	Fähigkeit
Fall back	Fallback
Service Window	Falls Service = Wartung dann Wartungsfenster, falls Service = Dienstleistung dann Servicezeit
Fault Tree Analysis (FTA)	Fault Tree Analysis (Fehlerbaumanalyse, FTA)
Feedback	Feedback
Error	Fehler
Remediation	Fehlerkorrektur
Fault Management	Fehlermanagement
Failure Modes and Effects Analysis (FMEA)	Fehlermöglichkeiten- und Auswirkungsanalyse (Failure Modes and Effects Analysis, FMEA)
Fault Tolerance	Fehlertoleranz
Fixed Facility	Feste Anlage
Fixed Price	Festpreis
Notional Charging	Fiktive Leistungsverrechnung
Financial Management	Financial Management
Financial Management for IT Services	Financial Management for IT Services
Budgeting	Finanzplanung
First-line Support	First-Level Support
Fishbone Diagram	Fischgrätendiagramm
Fixed Cost	Fixkosten
Flexibility	Flexibilität
Follow the Sun	Follow the Sun (Weltweit reibungslose Abwicklung)
Framework	Framework
Command, control and communications	Führungs- und Informationssystem
Fulfilment	Fulfilment
Full Release	Full-Release
Function	Funktion
Function (1) - as in purpose	Funktion
Function (2) - as in functionality	Funktion

Englisch	Deutsch
Functional Escalation	Funktionale Eskalation
Functional maintenance	Funktionale Wartung
Functionality	Funktionalität
Gap Analysis	Gap-Analyse (Lückenanalyse)
Gateway	Gateway
Countermeasure	Gegenmaßnahme
Reciprocal Arrangement	Gegenseitige Vereinbarung
Secret key	Geheimer Schlüssel
Overhead	Gemeinkosten
Shared Services Unit	Gemeinsam genutzte Service-Einheit
Planned Downtime	Geplante Nicht-Verfügbarkeit
Full cost	Gesamtkosten
Business Unit	Geschäftsbereich
Business outcome	Geschäftsergebnis
Financial year	Geschäftsjahr
Business value	Geschäftswert
Closed	Geschlossen
Concurrent	Gleichzeitig
Concurrency	Gleichzeitigkeit
Good Practice	Good Practice
Governance	Governance
Marginal Cost	Grenzkosten
Threshold	Grenzwert
Grow the Business (GTB)	Grow the Business (Business-Wachstum, GTB)
Validity	Gültigkeit
Hacker	Hacker
Hard fault	Hard Fault (Seitenfehler)
Hardware	Hardware
Help Desk	Help Desk
Hierarchic Escalation	Hierarchische Eskalation
Helpfulness	Hilfsbereitschaft
Utility cost centre (UCC)	Hilfskostenstelle (Utility Cost Center, UCC)
Hoax	Hoax
High Availability	Hochverfügbarkeit
Host	Host
Hot Standby	Hot Standby
ICT	ICT
Identification	Identifizierung
Identity	Identität
Work in Progress (WIP)	In Arbeit (Work in Progress, WIP)
Dormant Contract	Inaktiver Vertrag
Incident	Incident
Incident Management	Incident Management
Incident Record	Incident Record
Incident call	Incident-Anruf
Incident Life Cycle	Incident-Lebenszyklus
Incident control	Incident-Steuerung

Englisch	Deutsch
Indirect Cost	Indirekte Kosten
Information & Communication Technology (ICT)	Information & Communication Technology (ICT)
Information Security Management (ISM)	Information Security Management (ISM)
Information Security Management System (ISMS)	Information Security Management System (ISMS)
Information Security Manager	Information Security Manager
Information security plan	Information Security Plan
Information Security Policy	Information Security Policy (Richtlinie zur Informationssicherheit)
Information Systems Examination Board (ISEB)	Information Systems Examination Board (ISEB)
Information Technology Infrastructure Library (ITIL)	Information Technology Infrastructure Library (ITIL)
Information	Informationen
Information management	Informationsmanagement
Information system	Informationssystem
Information Technology (IT)	Informationstechnologie (IT)
Information processing	Informationsverarbeitung
Informed Customer	Informierter Kunde
Infrastructure	Infrastruktur
Infrastructure Service	Infrastrukturservice
Initiator	Initiator
Input	Input, Eingabe
Insource	Insource
Insourcing	Insourcing (Interne Vergabe)
Installation	Installation
Installability	Installationsfähigkeit
Install	Installieren
Recovery	Instandsetzung
Recovery (1) - as in "regain function"	Instandsetzung (im Unterschied zu Restore, sonst "Wiederherstellung")
Institute of IT Service Management	Institute of IT Service Management
Integrated lifecycle management (ILM)	Integrated Lifecycle Management (ILM)
Integration	Integration
Integration Testing	Integrationstest
Integrity	Integrität
Interactive Voice Response (IVR)	Interaktive Spracherkennung (Interactive Voice Response, IVR)
International Organization for Standardization (ISO)	International Organization for Standardization (ISO)
International Standards Organisation	Internationale Standardisierungsorganisation
Internal Metric	Interne Messgröße
Internal Rate of Return (IRR)	Interne Zinsfuß-Methode (Internal Rate of Return, IRR)
Internal Customer	Interner Kunde
Internal Service Provider	Interner Service Provider
Internal Sourcing	Internes Sourcing (Interne Vergabe)
Internal target	Internes Ziel
Internet Service Provider (ISP)	Internet Service Provider (ISP)
Interoperability	Interoperabilität
Capital Expenditure (CAPEX)	Investitionsausgaben (Capital Expenditure, CAPEX)

Englisch	Deutsch
Capital investment appraisal	Investitionsbewertung
Capital Item	Investitionsgut
Capital Costs	Investitionskosten
Ishikawa Diagram	Ishikawa-Diagramm
ISO 9000	ISO 9000
ISO 9001	ISO 9001
ISO/IEC 17799	ISO/IEC 17799
ISO/IEC 20000	ISO/IEC 20000
ISO/IEC 27001	ISO/IEC 27001
BS7799	ISO/IEC17799/BS7799 (neuer offizieller Titel)
IT Availability Metrics Model (ITAMM)	IT Availability Metrics Model (IT-Verfügbarkeitsmessgrößen-Modell, ITAMM)
IT Directorate	IT Directorate (IT-Leitung)
IT Operations Control	IT Operations Control (Steuerung des IT-Betriebs)
IT Operations Management	IT Operations Management
IT Operations Management function (IT Operations Control and Facilities Management)	IT Operations Management Funktion (IT Operations Control und Facilities Management)
IT Service	IT Service
IT Service Continuity Management (ITSCM)	IT Service Continuity Management (ITSCM)
IT service continuity manager	IT Service Continuity Manager
IT Service Continuity Plan	IT Service Continuity Plan
IT service continuity planning	IT Service Continuity Planung
IT Service Management (ITSM)	IT Service Management (ITSM)
IT Service Management Forum (itSMF)	IT Service Management Forum (itSMF)
IT Service Provider	IT Service Provider
IT Steering Group (ISG)	IT Steering Group (ISG)
IT Operations	IT-Betrieb
ITIL	ITIL
ITIL Certification Management Board (ICMB)	ITIL Certification Management Board (ICMB)
IT Infrastructure	IT-Infrastruktur
Element of IT	IT-Komponente
IT manager	IT-Manager
Job Scheduling	Job Scheduling (Auftragsplanung)
Deliverable	Kann nur im Zusammenhang übersetzt werden, da nicht das Wort immer im anderen Kontext verwendet wird. A very difficult word, there is no direct German equivalent! When using a direct translation cannot be avoided, we found that "Lieferergebnis" captures quite well the "final outcome" meaning of the word. "Leistungsmerkmal" has more the sense of "specification"
Kano Model	Kano-Modell
Capacity	Kapazität
Disaster	Katastrophe
Category	Kategorie
Kepner & Tregoe Analysis	Kepner-Tregoe-Analyse
Key Performance Indicator (KPI)	Key Performance Indicator (KPI)

Englisch	Deutsch
Classification	Klassifizierung
Knowledge Base	Knowledge Base (Wissensdatenbank)
Knowledge Management	Knowledge Management
Knowledge process outsourcing (KPO)	Knowledge Process Outsourcing (KPO)
Known Error	Known Error
Known Error Database (KEDB)	Known Error Datenbank (KEDB)
Known Error Record	Known Error Record
Communication facility	Kommunikationsanlage
Compatibility	Kompatibilität
Authority (2) - as in responsibility	Kompetenz
Authority Matrix	Kompetenzmatrix
Complexity	Komplexität
Component	Komponente
Component CI	Komponenten-CI
Assembly	Komponentengruppe
Compromise (1) - as in settlement of differences in intermediate solution	Kompromiss
Compromise (2) - as in expose to suspicion, discredit	kompromittieren
Configure	Konfigurieren
Compliance	Konformität
Compliance costs	Konformitätskosten
Connectivity	Konnektivität
Continuous Improvement	Kontinuierliche Verbesserung
Continuous Availability	Kontinuierliche Verfügbarkeit
Continuous Operation	Kontinuierlicher Betrieb
Continuity	Kontinuität
Correctability	Korrekturmöglichkeit
Tension Metrics	Korrelierende Messgrößen
Corrective measures	Korrigierende Maßnahme
Corrective maintenance	Korrigierende Wartung
Cost	Kosten
Cost Type	Kostenart
Cost Unit	Kosteneinheit
Cost Element	Kostenelement
Cost Management	Kostenmanagement
Cost Model	Kostenmodell
Cost-by-Customer Cost Model	Kostenmodell „Kosten nach Kunde"
Cost-by-Service Cost Model	Kostenmodell „Kosten nach Service"
Cost Benefit Analysis	Kosten-Nutzen-Analyse
Value for Money	Kosten-Nutzen-Verhältnis
Accounting	Kostenrechnung
Costing	Kostenrechnung
Surcharging	Kostenzuschlag
Crisis Management	Krisenmanagement
Definitive spares	Kritische Ersatzteile
Critical Success Factor (CSF)	Kritischer Erfolgsfaktor (Critical Success Factor, CSF)

Englisch	Deutsch
Culture	Kultur
Business (2) - as in "customer"	Kunde
Customer	Kunde
Customers	Kunden
Customer assets	Kunden-Assets
Customer Based SLAs	Kundenbasierte SLAs
Customer needs	Kundenbedürfnisse
Customer Liaison	Kundenbeziehung
Customer outcome	Kundenergebnis
Customer Portfolio	Kundenportfolio
Customer-Managed Use	Kundenverwaltete Verwendung
Customer Satisfaction Survey (CSS)	Kundenzufriedenheitsumfrage
Course Corrections	Kurskorrekturen
Downsizing	Kürzen, Herabsetzen
Latency	Latenzzeit
Running Costs	Laufende Kosten
Lifecycle	Lebenszyklus
Charging	Leistungsverrechnung
Charging Process	Leistungsverrechnungsprozess
Charging Policy	Leistungsverrechnungsrichtlinie
Guideline	Leitlinie
Deliverable	Lieferergebnis
Lifecycle management	Lifecycle Management
Live	Live
Live Environment	Live-Umgebung
License Management	Lizenzmanagement
Logical I/O	Logical I/O
Local (distributed) Service Desk	Lokaler (verteilter) Service Desk
Resolve, to	Lösen
Resolution	Lösung
Resolution Processes	Lösungsprozesse
Resolution time	Lösungszeit
Maintenance and Repair Operations (MRO)	Maintenance and Repair Operations (MRO)
Major Incident	Major Incident (Schwerwiegender Incident)
Major Release	Major Release
Managed Services	Managed Services
Management	Management
Management Information System (MIS)	Management Information System (MIS)
Management of Risk (MoR)	Management of Risk (MoR)
Management Information	Management-Informationen
Management System	Management-System
Manual Workaround	Manueller Workaround
Going Rate	Marktpreis
Market Space	Marktraum
Recovery Time Objective (RTO)	Maximale Wiederherstellungszeit nach einem Ausfall (Recovery Time Objective (RTO)
Mean Time Between Failures (MTBF)	Mean Time Between Failures (Durchschnittliche Zeit zwischen zwei Ausfällen, MTBF)

Englisch	Deutsch
Mean Time Between Service Incidents (MTBSI)	Mean Time Between Service Incidents (Durchschnittliche Zeit zwischen zwei Service-Incidents, MTBSI)
Mean Time To Repair (MTTR)	Mean Time To Repair (Durchschnittliche Zeit bis zur Reparatur, MTTR)
Mean Time to Restore Service (MTRS)	Mean Time to Restore Service (Durchschnittliche Zeit bis zur Wiederherstellung des Service, MTTRS)
Metric	Messgröße
Middleware	Middleware
Mission Statement	Mission Statement
Model	Modell
Modelling	Modelling (Modellierung)
Modification	Modifikation
Monitor Control Loop	Monitor Control Loop (Überwachungs-/Steuerungskreislauf)
Monitoring	Monitoring (Überwachung)
Driver	Motivation, Motiv
Traceability	Nachvollziehbarkeit
Near-Shore	Nearshore (Nahverlagerung)
Network	Netzwerk
Network management	Netzwerk Management
Network administrator	Netzwerk-Administrator
Do Nothing	Nichts tun
Nonrepudiation	Nonrepudiation
Emergency Fix	Notfallbehebung
Emergency Change	Notfall-Change
Contingency Planning	Notfallplanung
Emergency Release	Notfall-Release
Usability	Nutzbarkeit
Senior management	Oberes Management
Off the Shelf	Off the Shelf (Serienfertigung)
Public key	Öffentlicher Schlüssel
Office of Government Commerce (OGC)	Office of Government Commerce (OGC)
Office of Public Sector Information (OPSI)	Office of Public Sector Information (OPSI)
Off-shore	Offshore (Auslandsverlagerung)
On-shore	Onshore (Inlandsverlagerung)
Open Systems Interconnection (OSI)	Open Systems Interconnection (OSI)
Operational Level Agreement (OLA)	Operational Level Agreement (Vereinbarung auf Betriebsebene, OLA)
Operations Bridge	Operations Bridge
Operations Management	Operations Management
Operational	Operativ
Operational reliability	Operative Zuverlässigkeit
Operational process	Operativer Prozess
Opportunity Cost	Opportunitätskosten
Optimise	Optimieren
Service Provisioning Optimization (SPO)	Optimierung der Servicebereitstellung (Service Provisioning Optimization, SPO)

Englisch	Deutsch
Organisation	Organisation
Output	Output
Outsourcing	Outsourcing
Owner	Owner (Verantwortlicher)
Package Release	Package Release
Pareto Principle	Pareto-Prinzip
Partnership	Partnerschaft
Passive Monitoring	Passives Monitoring (Passive Überwachung)
Password	Passwort
Patch	Patch
PD0005	PD0005
Performance	Performance (ansonsten sinngemäß übersetzen)
Performance Indicator (PI)	Performance Indikator (PI)
Performance Management	Performance Management
Performance Anatomy	Performance-Anatomie
Personal Computer (PC)	Personal Computer (PC)
Stage	Phase
Physical I/O	Physical I/O
Physical control	Physische Steuerung
Pilot	Pilottest
Plan	Plan
Business recovery plan	Plan zur Wiederherstellung der Geschäftstätigkeit
Plan-Do-Check-Act	Plan-Do-Check-Act (Planen-Durchführen-Überprüfen-Handeln)
Planning	Planung
PMBOK	PMBOK
Penalty clause	Pönale-Regelung
Portfolio Management	Portfolio Management
Post Implementation Review (PIR)	Post Implementation Review, PIR
Practice	Practice (Praxis)
Pricing	Preisgestaltung
Price break	Preissturz
PRINCE2	PRINCE2
Priority	Priorität
Private key	Privater Schlüssel
Proactive Problem Management	Proactive Problem Management
Proactive	Proaktiv
Proactive Monitoring	Proaktives Monitoring (Proaktive Überwachung)
Problem	Problem
Problem Management	Problem Management
Problem manager	Problem Manager
Problem Record	Problem Record
Problem analysis	Problemanalyse
Problem Control	Problembehandlung (Problem Control)
Problem diagnosis	Problemdiagnose
Problem processing	Problemverarbeitung
Process Owner	Process Owner (Prozessverantwortlicher)

Englisch	Deutsch
Product	Produkt
Production	Produktion
Production plan	Produktionsplan
Production Environment	Produktionsumgebung
Profit Centre	Profit Center
pro-forma	pro-forma
Programme	Programm
Projected Service Availability (PSA)	Projected Service Availability (Voraussichtliche Serviceverfügbarkeit, PSA)
Projected Service Outage (PSO)	Projected Service Outage (Voraussichtliche Serviceunterbrechung, PSO)
PRojects IN Controlled Environments (PRINCE2)	PRojects IN Controlled Environments (PRINCE2)
Project	Projekt
Project management	Projekt Management
Provider	Provider
Process	Prozess
Process Manager	Prozess-Manager
Process model	Prozessmodell
Process Maturity	Prozessreife
Process Control	Prozesssteuerung
Process improvement plan	Prozessverbesserungsplan
Public Key Infrastructure (PKI)	Public Key Infrastructure (PKI)
Qualification	Qualifizierung
Quality	Qualität
Quality level	Qualitätsebene
Quality management	Qualitätsmanagement
Quality plan	Qualitätsplan
Quality review	Qualitäts-Review
Quality policy	Qualitätsrichtlinie
Quality Assurance (QA)	Qualitätssicherung (Quality Assurance, QA)
ISO quality standards	Qualitätsstandard nach ISO
Quality Control	Qualitätssteuerung
Quality system	Qualitätssystem
Quality system review	Qualitätssystem-Review
Quality surveillance	Qualitätsüberwachung
Quality Cycle	Qualitätszyklus
Deming Cycle	Qualitätszyklus nach Deming
Quality Management System (QMS)	Quality Management System (QMS)
Quick Win	Quick Win
Discounting	Rabattierung
RACI	RACI
Responsiveness	Reaktionsfähigkeit
Reactive	Reaktiv
Reactive Monitoring	Reaktives Monitoring (Reaktive Überwachung)
Data center	Rechenzentrum
Rights	Rechte
Timeliness	Rechtzeitigkeit
Record	Record (Aufzeichnung)

Englisch	Deutsch
Redundancy	Redundanz
Reengineering analysis	Re-Engineering-Analyse
Registered Certification Body (RCB)	Registered Certification Body (RCB)
Registration Authority (RA)	Registration Authority (RA)
Registration	Registrierung
Maturity	Reife
Maturity Level	Reifegrad
Release	Release
Release and Deployment Management	Release and Deployment Management
Release Management	Release Management
Release notes	Release Notes
Release package	Release Package
Release Packaging	Release Packaging
Release Record	Release Record
Release Unit	Release Unit
Release Acceptance	Release-Abnahme
Release Identification	Release-Identifikation
Release Mechanism	Release-Mechanismus
Release Process	Release-Prozess
Release Policy	Release-Richtlinie
Release Type	Release-Typ
Release Window	Release-Zeitfenster
Repair	Reparatur
Request for Change (RFC)	Request for Change (RFC)
Request for Information (RFI)	Request for Information (RFI)
Request Fulfilment	Request Fulfilment
Resource Capacity Management (RCM)	Resource Capacity Management (RCM)
Resource	Ressource
Resources	Ressourcen
Resource requirements	Ressourcenanforderungen
Resource cost	Ressourcenkosten
Resource Management	Ressourcenmanagement
Resource profile	Ressourcenprofil
Return on Capital Employed (ROCE)	Return on Capital Employed (Ertrag aus investiertem Kapital, ROCE)
Return on Investment (ROI)	Return on Investment (Investitionsertrag, ROI)
Review	Review
Revision	Revision
Policy	Richtlinie
Policies	Richtlinien
Risk	Risiko
Risk Analysis	Risikoanalyse
Risk Treatment	Risikobehandlung
Risk Assessment	Risikobewertung
Risk Management	Risikomanagement
Risk Reduction Measure	Risikoreduktionsmaßnahme
Role	Rolle

Englisch	Deutsch
Rollout	Rollout
Recovery (2) - as in "regain costs"	Rückgewinnung
Recovery Option (2) - as in "regain costs"	Rückgewinnungsoption
Return to Normal	Rückkehr zum Regelbetrieb
Return to normal phase	Rückkehr zum Regelbetrieb
Run the Business (RTB)	Run the Business (Business-Betrieb aufrechterhalten, RTB)
SAM Database	SAM-Datenbank
Self-insurance	Schadensübernahme
Pain Value Analysis	Schadenswertanalyse
Estimation	Schätzung
Shift	Schicht
Cryptanalysis	Schlüsselanalyse
Fast Recovery	Schnelle Wiederherstellung
Interface	Schnittstelle
Vulnerability	Schwachstelle (Je nach Kontext auch Verwundbarkeit)
Customer Focus	Schwerpunkt auf dem Kunden
Second-line Support	Second-Level Support
Securability	Securability
Security Incidents	Security Incidents
Security Management	Security Management
Security Manager	Security Manager
Security Officer	Security Officer
Security plan	Security-Plan
Separation of Concerns (SoC)	Separation of Concerns (SoC)
Serial number	Seriennummer
Server	Server
Service	Service
Service Asset and Configuration Management (SACM)	Service Asset and Configuration Management (SACM)
Service Capacity Management (SCM)	Service Capacity Management (SCM)
Service Catalogue Management (SCM)	Service Catalogue Management (SCM)
Service Continuity Management	Service Continuity Management
Service Delivery	Service Delivery
Service deployment	Service Deployment
Service Design	Service Design
Service Design Package	Service Design Package
Service Desk	Service Desk
Service Desk function	Service Desk Funktion
Service Knowledge Management System (SKMS)	Service Knowledge Management System (SKMS)
Service Level	Service Level
Service Level Agreement (SLA)	Service Level Agreement (Service Level Vereinbarung, SLA)
Service Level Requirement (SLR)	Service Level Anforderung (Service Level Requirement, SLR)
Service Level Management (SLM)	Service Level Management (SLM)
Service level manager	Service Level Manager

Englisch	Deutsch
Service Level Package (SLP)	Service Level Package (SLP)
Service level report	Service Level Report
Service Level Target	Service Level Ziel
Service Management	Service Management
Service Management Information System (SMIS)	Service Management Information System (SMIS)
Service Management Lifecycle	Service Management Lebenszyklus
Service Management processes	Service Management Prozesse
Service Management Technology	Service Management Technologie
Service Manager	Service Manager
Service Operation	Service Operation (Servicebetrieb)
Service Oriented Architecture (SOA)	Service Oriented Architecture (SOA)
Service Owner	Service Owner (Serviceverantwortlicher)
Service Package	Service Package
Service Portfolio Management (SPM)	Service Portfolio Management (SPM)
Service Provider	Service Provider
Service Provider Interface (SPI)	Service Provider Schnittstelle (Service Provider Interface (SPI)
Service release and deployment package	Service Release und Deployment Package
Service Reporting	Service Reporting
Service Request	Service Request (Serviceantrag)
Service Sourcing	Service Sourcing (Servicevergabe)
Service Strategy	Service Strategy (Servicestrategie)
Service Support	Service Support
Service Transition	Service Transition (Serviceüberführung)
Service Utility	Service Utility
Service Validation and Testing	Service Validation and Testing
Service Warranty	Service Warranty
Service Acceptance Criteria (SAC)	Serviceabnahmekriterien (Service Acceptance Criteria, SAC)
Service Analytics	Serviceanalytik
Service Asset	Service-Asset
Service Failure Analysis (SFA)	Serviceausfallanalyse (Service Failure Analysis, SFA)
Service Outage Analysis (SOA)	Serviceausfallanalyse (Service Outage Analysis, SOA)
Service Automation	Serviceautomatisierung
Service Based SLAs	Servicebasierte SLAs
Service provision	Servicebereitstellung
Service Valuation	Servicebewertung
Service breach	Servicebruch
Service definition	Servicedefinition
Service Evaluation	Service-Evaluierung
Serviceability	Servicefähigkeit (Serviceability)
Service Catalogue	Servicekatalog
Cost of Service	Servicekosten
Service Culture	Servicekultur
Service Lifecycle	Servicelebenszyklus
Line of Service (LOS)	Servicelinie (Line of Service, LOS)

Englisch	Deutsch
Service solution	Servicelösung
Service Pipeline	Servicepipeline
Service Planning	Serviceplanung
Portfolio of Services	Serviceportfolio
Service Portfolio	Serviceportfolio
Service capability	Servicepotenzial
Service Potential	Servicepotenzial
Quality of Service	Servicequalität
Service Quality Plan (SQP)	Servicequalitätsplan
Service Hours	Servicestunden
Service Interruption	Serviceunterbrechung
Service Improvement	Serviceverbesserung
Service Improvement Plan (SIP)	Serviceverbesserungsplan
Service opening hours	Serviceverfügbarkeitsstunden
Service Contract	Servicevertrag
Service Maintenance Objective	Servicewartungsvorgabe (Service Maintenance Objective, SMO)
Service value	Servicewert
Service value potential	Servicewertpotenzial
Service objective	Serviceziel
Secure library	Sichere Bibliothek
Secure store	Sicherer Speicher
Safety	Sicherheit
Security	Sicherheit (Security)
Security section	Sicherheitsabteilung
Security Awareness	Sicherheitsbewusstsein
Security Policy	Sicherheitsrichtlinie
Security Level	Sicherheitsstufe
Assurance	Sicherstellung, Versicherung
Signature	Signatur
Simulation modelling	Simulations-Modelling
Single Point of Contact	Single Point of Contact
Single Point of Failure (SPOF)	Single Point of Failure (SPOF)
Economies of scale	Skaleneffekt
Scalable	Skalierbar
Scalability	Skalierbarkeit
Skilled Service Desk	Skilled Service Desk
SLA Monitoring (SLAM)	SLA Monitoring (SLAM)
SLAM Chart	SLAM-Diagramm
Multilevel SLAs	SLAs mehrerer Ebenen
SMART	SMART
Snapshot	Snapshot
Immediate Recovery	Sofortige Wiederherstellung
Software	Software
Software Asset Management (SAM)	Software Asset Management (SAM)
Software Configuration Item (SCI)	Software Configuration Item (SCI)
Software Process Improvement and Capability dEtermination (SPICE)	Software Process Improvement and Capability dEtermination (SPICE)

ITIL V3 - Übersetzungstabelle

Englisch	Deutsch
Software Library	Softwarebibliothek
Software Item	Software-Item (Software-Element, SI)
Software work unit	Softwareleistungseinheit
Software Release	Software-Release
Software Environment	Softwareumgebung
Source	Source (Vergabe)
Sourcing	Sourcing
Sourcing organisation	Sourcing-Organisation
Spamming	Spam generieren
Specsheet	Specsheet
Storage occupancy	Speicherbelegung, Speicherauslastung, Speichernutzung
Specification	Spezifikation
Specific, Measureable, Acceptable, Realistic, Time-bound (SMART)	Spezifisch, Messbar, Akzeptabel, Realistisch, Terminiert (mit Zeitbezug) (SMART)
Spoofing	Spoofing
Stability	Stabilität
Stakeholder	Stakeholder
Standard	Standard
Standard Operating Procedures (SOP)	Standard Operating Procedures (Standardbetriebsabläufe, SOP)
Standard Change	Standard-Change
Standardisation	Standardisierung
Standard cost	Standardkosten
Standard costing	Standardkostenrechnung
Standby	Standby
Stand-by arrangements	Standby-Arrangements
Statement of requirements (SOR)	Statement of Requirements (Anforderungserklärung, SOR)
Status	Status
Status Accounting	Statusnachweis
Control, to	Steuern
Control	Steuerung
Control, a	Steuerung
Controllability	Steuerungsfähigkeit
Control perspective	Steuerungsperspektive
Storage Management	Storage Management
Strategic Alignment Objectives Model (SAOM)	Strategic Alignment Objectives Model (SAOM)
Strategy	Strategie
Strategic	Strategisch
Strategic assets	Strategische Assets
Strategic industry factors (SIF)	Strategische Branchenfaktoren (Strategic Industry Factors, SIF)
Unit Cost	Stückkosten
Resource unit costs	Stückkosten pro Ressource
Super User	Super-User
Supplier	Supplier
Supplier Management	Supplier Management

Englisch	Deutsch
Supplier and Contract Database (SCD)	Supplier- und Vertragsdatenbank (Supplier and Contract Database, SCD)
Supply Chain	Supply Chain (Lieferkette)
Support	Support
Support Center	Support Center
Support desk	Support Desk
Support Group	Support-Gruppe
Support Hours	Support-Stunden
SWOT Analysis	SWOT-Analyse
Economies of scope	Synergie-Effekt
System	System
System Management	System Management
System Dynamics	Systemdynamik
System software	Systemsoftware
Tag	Tag
Tactical	Taktisch
Job Description	Tätigkeitsbeschreibung
Technical Management	Technical Management
Technical Management function	Technical Management Funktion
Technical Observation (TO)	Technical Observation (Technische Überwachung, TO)
Technical Observation Post (TOP)	Technical Observation Post (TOP)
Technical Service	Technical Service
Technical Support	Technical Support
Technology components	Technologie-Komponenten
Telematics	Telematik
Terminal I/O	Terminal I/O
Terminal emulation	Terminal-Emulation
Terms of Reference (TOR)	Terms of Reference (Aufgabenstellung, TOR)
Test	Test
Testability	Testfähigkeit
Test Environment	Testumgebung
Third-line Support	Third-Level Support
Thrashing	Thrashing
Recovery Point Objective (RPO)	Tolerierter Datenverlust aufgrund von Ausfällen (Recovery Point Objective, RPO)
Tool	Tool, Hilfsmittel
Total Cost of Ownership (TCO)	Total Cost of Ownership (TCO)
Total Cost of Utilization (TCU)	Total Cost of Utilization (TCU)
Total Quality Management (TQM)	Total Quality Management (TQM)
Transaction	Transaktion
Transaction costs	Transaktionskosten
Transaction rate	Transaktionsrate
Transform the Business (TTB)	Transform the Business (Umwandlung des Business, TTB)
Transition	Transition (Überführung)
Transition Planning and Support	Transition Planning and Support
Transparency	Transparenz

Englisch	Deutsch
Transportability	Transportierbarkeit
Trend Analysis	Trendanalyse
Trojan horse	Trojanisches Pferd (im Zusammenhang mit Viren auch nur als "Trojaner" bezeichnet)
Tuning	Tuning
Type I Service Provider	Typ I Service Provider
Type II Service Provider	Typ II Service Provider
Type III Service Provider	Typ III Service Provider
Matching	Übereinstimmend
Transferability	Übertragbarkeit
Transfer Cost	Übertragungskosten
Monitor, to	Überwachen
Scope	Umfang
Environment	Umgebung
Bypass	Umgehungslösung
Underpinning Contract (UC)	Underpinning Contract (Vertrag mit Drittparteien, UC)
Unskilled Service Desk	Unskilled Service Desk
Uninterruptible Power Supply (UPS)	Unterbrechungsfreie Stromversorgung (Uninterruptible Power Supply, UPS)
Repressive	Unterdrückend
Enterprise architecture	Unternehmensarchitektur
Supporting Service	Unterstützender Service
Upgrade	Upgrade
Upgrade notes	Upgrade Notes
Uptime	Uptime
Cause / Effect Diagram	Ursache-Wirkungs-Diagramm
Use Case	Use Case (Anwendungsfall) (als Methode oft unübersetzt)
Utility	Utility
Validation	Validation (Validierung)
Value on Investment (VOI)	Value on Investment (Investitionswert, VOI)
Variable Cost	Variable Kosten
Variable Cost Dynamics	Variable Kostendynamik
Variant	Variante
Agreed Service Time	Vereinbarte Servicezeit
Agreement	Vereinbarung
Procedure	Verfahren
Availability	Verfügbarkeit
Verifiability	Verifizierbarkeit
Verification	Verifizierung
Verification and Audit	Verifizierung und Audit
Absorbed overhead	Verrechnete Kosten
Allocated cost	Verrechnete Kosten
Chargeable Unit	Verrechnungseinheit
Encipher	Verschlüsseln
Cryptography	Verschlüsselung

Englisch	Deutsch
Encryption	Verschlüsselung
Version	Version
Version Identifier	Versionskennung
Version number	Versionsnummer
Version control	Versionssteuerung
Apportioned cost	Verteilte Kosten
Distributed computing	Verteiltes Computing
Distributed system	Verteiltes System
Contract	Vertrag
Contract Manager	Vertragsmanager
Contract Portfolio	Vertragsportfolio
Trusted Third Party (TTP)	Vertrauenswürdige Drittpartei (Trusted Third Party, TTP)
Confidentiality	Vertraulichkeit
Confidentiality, Integrity and Availability (CIA)	Vertraulichkeit, Integrität und Verfügbarkeit (Confidentiality, Integrity and Availability, CIA)
Manageability	Verwaltbarkeit
Manage, to	Verwalten
Virtual service desk	Virtueller Service Desk
Virus	Virus
Vision	Vision
Vital Business Function (VBF)	Vital Business Function (Kritische Business-Funktion, VBF)
Completeness	Vollständigkeit
Prerequisite for Success (PFS)	Voraussetzung für den Erfolg (Prerequisite for Success, PFS)
Preventive maintenance	Vorsorgende Maßnahme
Preventive measures	Vorsorgende Maßnahmen
Warm Standby	Warm Standby
Warranty	Warranty
Maintainability	Wartbarkeit (Maintainability)
Maintenance	Wartung
Maintenance window	Wartungsfenster
value-capture	Werteinbehalt
Value Creation	Wertschöpfung
Value Chain	Wertschöpfungskette
Value Network	Wertschöpfungsnetzwerk
Robustness	Widerstandsfähigkeit
Recoverability	Wiederherstellbarkeit
Restore	Wiederherstellen
Restore, to	Wiederherstellen
Restoration of Service	Wiederherstellung des Service
Recovery time	Wiederherstellungsdauer
Recovery Option	Wiederherstellungsoption
Recovery Option (1) - as in "regain function"	Wiederherstellungsoption
Disaster recovery planning	Wiederherstellungsplanung
Reusability	Wiederverwendbarkeit
Cost Effectiveness	Wirtschaftlichkeit

Englisch	Deutsch
Workaround	Workaround (Umgehungslösung)
Workflow Diagram (WFD)	Workflow-Diagramm (WFD)
Repair time	Zeitdauer der Reparatur
Central Service Desk	Zentraler Service Desk
Certificate	Zertifikat
Certify	Zertifizieren
Certification	Zertifizierung
Objective	Ziel
Target Return	Zielertrag
Goal	Zielsetzung
Intermediate Recovery	Zügige Wiederherstellung:
Access control	Zugriffssteuerung / Zutrittssteuerung
Root Cause	Zugrunde liegende Ursache
State	Zustand
Responsibility	Zuständigkeit
Reliability	Zuverlässigkeit
Fit for Purpose	Zweckmäßig
Tier two support	Zweite Support-Ebene