

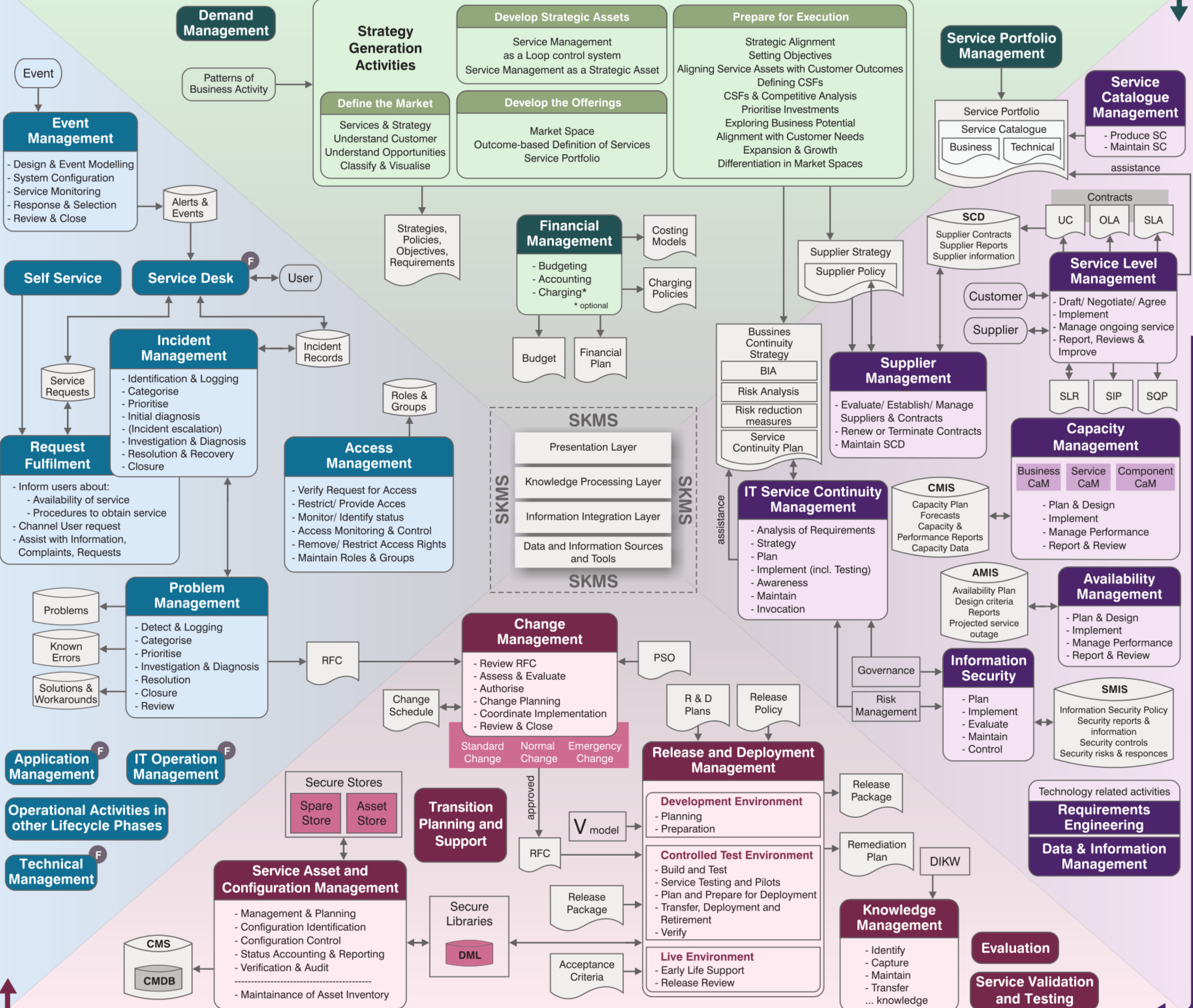
## SERVICE STRATEGY

## CONTINUAL SERVICE IMPROVEMENT

## SERVICE OPERATION

## SERVICE DESIGN

## SERVICE TRANSITION



- AMIS - Availability Management Information System
- BIA - Business Impact Analysis
- CaM - Capacity Management
- CMDB - Configuration Management Database
- CMIS - Configuration Management Information System
- 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 Program
- 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