

Englisch	Deutsch
Absorbed overhead	Verrechnete Kosten
Acceptance	Abnahme
Acceptance criteria	Abnahmekriterien
Acceptance environment	Abnahmeumgebung
Acceptance test	Abnahmetest
Access control	Zugriffssteuerung / Zutrittssteuerung
Access Management	Access Management
Accessibility	Erreichbarkeit
Account Manager	Account Manager
Accounting	Kostenrechnung
Accredited	Akkreditiert
Active Monitoring	Aktives Monitoring (Aktive Überwachung)
Activity	Aktivität
Activity Based Costing (ABC)	Aktivitätsbasierte Kostenrechnung (Activity Based Costing, ABC)
Adaptive maintenance	Adaptive Wartungsarbeiten
Additive maintenance	Additive Wartungsarbeiten
Agreed Service Time	Vereinbarte Servicezeit
Agreement	Vereinbarung
Alert	Alarm
Allocated cost	Verrechnete Kosten
Analytical Modelling	Analytisches Modelling
Application	Anwendung
Application development	Anwendungsentwicklung
Application framework	Anwendungs-Framework
Application maintenance	Anwendungswartung
Application Management	Application Management
Application Management function	Application Management Funktion
Application Portfolio	Anwendungsportfolio
Application Service Provider (ASP)	Application Service Provider (ASP)
Application Sizing	Application Sizing (Kapazitätsermittlung für neue oder geänderte Anwendungen)
Application software	Anwendungssoftware
Apportioned cost	Verteilte Kosten
Architecture	Architektur
Archive	Archiv
Assembly	Komponentengruppe
Assessment	Bewertung
Asset	Asset
Asset Management	Asset Management
Asset Manager	Asset Manager
Asset Register	Asset-Register
Assurance	Sicherstellung, Versicherung
Attribute	Attribut
Audit	Audit
Auditability	Audit-Fähigkeit / Auditierbarkeit
Authentic	Authentisch
Authentication	Authentifizierung

Englisch	Deutsch
Authorisation	Autorisierung
Authorised Examination Centre (AEC)	Authorised Examination Center (AEC)
Authority (1) - as in authorization	Berechtigung
Authority (2) - as in responsibility	Kompetenz
Authority Matrix	Kompetenzmatrix
Automatic Call Distribution (ACD)	Automatic Call Distribution (Automatische Anrufverteilung, ACD)
Availability	Verfügbarkeit
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
Baseline	Baseline
Baseline Configuration	Baseline Configuration
Baseline Security	Baseline-Sicherheit
Benchmark	Benchmark
Benchmarking	Benchmarking
Best Practice	Best Practice
Billing	Abrechnen, in Rechnung stellen
Biometrics	Biometrie
Brainstorming	Brainstorming
Bridge	Bridge
British Standards Institution (BSI)	British Standards Institution (BSI)
BS7799	ISO/IEC17799/BS7799 (neuer offizieller Titel)
Budget	Budget
Budgeting	Finanzplanung
Bug	Bug
Build	Build
Build Environment	Build-Umgebung
Business	Business
Business (1) - as in "company"	Business, Geschäfts-...
Business (2) - as in "customer"	Kunde
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 Customer	Business-Kunde
Business Driver	Business-Motivation
Business environment	Business-Umgebung
Business function	Fachbereich

Englisch	Deutsch
Business Impact Analysis (BIA)	Business-Auswirkungsanalyse (Business Impact Analysis, BIA)
Business IT Alignment (BITA)	Business IT Alignment (BITA)
Business needs	Business-Bedürfnisse
Business Objective	Business-Ziel
Business Operations	Business Operations
Business outcome	Geschäftsergebnis
Business Perspective	Business Perspective
Business Process	Business-Prozess
Business process outsourcing (BPO)	Business Process Outsourcing (BPO)
Business recovery plan	Plan zur Wiederherstellung der Geschäftstätigkeit
Business Relationship Management	Business Relationship Management
Business Relationship Manager (BRM)	Business Relationship Manager (BRM)
Business request	Business Request (Business-Antrag)
Business Requirement	Business-Anforderung
Business Service	Business-Service
Business Service Management (BSM)	Business Service Management (BSM)
Business Unit	Geschäftsbereich
Business value	Geschäftswert
Bypass	Umgehungslösung
Call	Anruf, aber 'first call' ^= 'Erstkontakt'
Call Centre	Call Center
Call Type	Anruftyp
Capability	Fähigkeit
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	Kapazität
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
Capital Costs	Investitionskosten
Capital Expenditure (CAPEX)	Investitionsausgaben (Capital Expenditure, CAPEX)
Capital investment appraisal	Investitionsbewertung
Capital Item	Investitionsgut
Capitalization	Anlagenaktivierung
Category	Kategorie
Cause / Effect Diagram	Ursache-Wirkungs-Diagramm
CCTA Risk Analysis & Management Method (CRAMM).	CCTA Risk Analysis and Management Method (CRAMM).
Central point of contact	Einzigste Anlaufstelle
Central Service Desk	Zentraler Service Desk
Certificate	Zertifikat
Certification	Zertifizierung

Englisch	Deutsch
Certification Authority (CA)	Certification Authority (CA)
Certify	Zertifizieren
Change	Change
Change Advisory Board (CAB)	Change Advisory Board (CAB)
Change authority	Change-Genehmigungskompetenz
Change Case	Change Case
Change control	Change-Steuerung
Change document	Change-Dokument
Change History	Change-Historie
Change log (This is a PRINCE2 term!!)	Change-Protokoll
Change Management	Change Management
Change manager	Change Manager
Change Model	Change-Modell
Change Record	Change Record
Change Request	Change Request (Change-Antrag)
Change Schedule	Change Schedule
Change Window	Change-Zeitfenster
Chargeable Unit	Verrechnungseinheit
Charging	Leistungsverrechnung
Charging Policy	Leistungsverrechnungsrichtlinie
Charging Process	Leistungsverrechnungsprozess
Chief Sourcing Officer (CSO)	Chief Sourcing Officer (CSO)
Chief Technical Officer (CTO)	Chief Technical Officer (CTO)
Chronological Analysis	Chronologische Analyse
CI Level	Detaillierungsgrad des CI
CI Type	CI-Typ
Clarity	Deutlichkeit
Classification	Klassifizierung
Clean desk	Clean Desk Prinzip
Client	Client
Closed	Geschlossen
Closure	Abschluss
Closure Code	Abschlusscode
COBIT	COBIT
Code of Practice	Code of Practice
Cold Standby	Cold Standby
Command, control and communications	Führungs- und Informationssystem
Commercial off the Shelf (COTS)	Commercial off the Shelf (COTS)
Communication facility	Kommunikationsanlage
Compatibility	Kompatibilität
Completeness	Vollständigkeit
Complexity	Komplexität
Compliance	Konformität
Compliance costs	Konformitätskosten
Component	Komponente
Component Capacity Management (CCM)	Component Capacity Management (CCM)
Component CI	Komponenten-CI

Englisch	Deutsch
Component Failure Impact Analysis (CFIA)	Component Failure Impact Analysis (Analyse der Auswirkungen von Komponentenausfällen, CFIA)
Compromise (1) - as in settlement of differences in intermediate solution	Kompromiss
Compromise (2) - as in expose to suspicion, discredit	kompromittieren
Computer Aided Systems Engineering	Computer Aided Systems Engineering
Computer Telephony Integration (CTI)	Computer Telephony Integration (CTI)
Concurrency	Gleichzeitigkeit
Concurrent	Gleichzeitig
Confidentiality	Vertraulichkeit
Confidentiality, Integrity and Availability (CIA)	Vertraulichkeit, Integrität und Verfügbarkeit (Confidentiality, Integrity and Availability, CIA)
Configuration	Configuration (Konfiguration)
Configuration and Change Management (C&CM)	Configuration and Change Management (C&CM)
Configuration Baseline	Configuration Baseline
Configuration Control	Configuration-Steuerung
Configuration documentation	Configuration-Dokumentation
Configuration Identification	Configuration-Identifizierung
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 Status Accounting	Configuration-Statusnachweis
Configuration Structure	Configuration-Struktur
Configuration Verification and Audit	Configuration-Verifizierung und -Audit
Configure	Konfigurieren
Connectivity	Konnektivität
Contingency Planning	Notfallplanung
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	Kontinuität
Continuity manager	Continuity Manager
Continuous Availability	Kontinuierliche Verfügbarkeit
Continuous Improvement	Kontinuierliche Verbesserung
Continuous Operation	Kontinuierlicher Betrieb
Contract	Vertrag
Contract Manager	Vertragsmanager
Contract Portfolio	Vertragsportfolio
Control	Steuerung
Control Objectives for Information and related Technology (COBIT)	Control Objectives for Information and related Technology (COBIT)

Englisch	Deutsch
Control perspective	Steuerungsperspektive
Control Processes	Control-Prozesse
Control, a	Steuerung
Control, to	Steuern
Controllability	Steuerungsfähigkeit
Core Service	Core Service
Core Service Package (CSP)	Core Service Package (CSP)
Correctability	Korrekturmöglichkeit
Corrective maintenance	Korrigierende Wartung
Corrective measures	Korrigierende Maßnahme
Cost	Kosten
Cost Benefit Analysis	Kosten-Nutzen-Analyse
Cost Centre	Cost Center
Cost Effectiveness	Wirtschaftlichkeit
Cost Element	Kostenelement
Cost Management	Kostenmanagement
Cost Model	Kostenmodell
Cost of Service	Servicekosten
Cost Plus	Cost Plus
Cost Type	Kostenart
Cost Unit	Kosteneinheit
Cost-by-Customer Cost Model	Kostenmodell „Kosten nach Kunde“
Cost-by-Service Cost Model	Kostenmodell „Kosten nach Service“
Costing	Kostenrechnung
Countermeasure	Gegenmaßnahme
Course Corrections	Kurskorrekturen
Cracker	Cracker
CRAMM	CRAMM
Crisis Management	Krisenmanagement
Critical Success Factor (CSF)	Kritischer Erfolgsfaktor (Critical Success Factor, CSF)
Cryptanalysis	Schlüsselanalyse
Cryptography	Verschlüsselung
CSI policies	CSI-Richtlinien
Culture	Kultur
Customer	Kunde
Customer assets	Kunden-Assets
Customer Based SLAs	Kundenbasierte SLAs
Customer Focus	Schwerpunkt auf dem Kunden
Customer Liaison	Kundenbeziehung
Customer needs	Kundenbedürfnisse
Customer outcome	Kundenergebnis
Customer Portfolio	Kundenportfolio
Customer Relationship Management (CRM)	Customer Relationship Management (CRM)
Customer Satisfaction Survey (CSS)	Kundenzufriedenheitsumfrage
Customer-Managed Use	Kundenverwaltete Verwendung
Customers	Kunden

Englisch	Deutsch
Dashboard	Dashboard
Data	Daten
Data Administration	Datenadministration
Data center	Rechenzentrum
Data collection	Datensammlung
Data infrastructure	Dateninfrastruktur
Data lifecycle	Datenlebenszyklus
Data mining	Data Mining
Data transfer time	Datenübertragungszeit
Data warehouse	Data Warehouse
Database	Datenbank
Data-to-Information-to-Knowledge-to-Wisdom (DIKW)	Data-to-Information-to-Knowledge-to-Wisdom (DIKW)
Decryption	Entschlüsselung
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)
Definitive spares	Kritische Ersatzteile
Deliverable	Lieferergebnis
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"
Delta Release	Delta-Release
Demand Management	Demand Management
Demand modelling	Bedarfs-Modelling
Deming Cycle	Qualitätszyklus nach Deming
Dependency	Abhängigkeit
Deployment	Deployment
Deployment package	Deployment Package
Depreciation	Abschreibung
Design	Design
Detection	Erkennung
Detection time	Erkennungszeit
Development	Entwicklung
Development Environment	Entwicklungsumgebung
Diagnosis	Diagnose
Diagnostic Script	Diagnoseskript
Differential Charging	Differenzierte Leistungsverrechnung
Digital signature	Digitale Signatur
Direct Cost	Direkte Kosten

Englisch	Deutsch
Directory Service	Directory-Service
Disaster	Katastrophe
Disaster recovery	Disaster Recovery
Disaster recovery management	Disaster Recovery Management
Disaster recovery planning	Wiederherstellungsplanung
Discounted cash flow	Ertragswertmethode (im Sinne einer Methode) alternativ: Abgezinster Geldfluss
Discounting	Rabattierung
Distributed computing	Verteiltes Computing
Distributed system	Verteiltes System
Do Nothing	Nichts tun
Document	Dokument
Domain	Domäne
Dormant Contract	Inaktiver Vertrag
Downsizing	Kürzen, Herabsetzen
Downtime	Ausfallzeit
Driver	Motivation, Motiv
Duplex (full and half)	Duplex (Voll- und Halb-Duplex)
Early Life Support	Early Life Support
Echoing	Echoing
Economies of scale	Skaleneffekt
Economies of scope	Synergie-Effekt
Effectiveness	Effektivität
Efficiency	Effizienz
Elapsed time	Durchlaufzeit
Element of IT	IT-Komponente
Emergency Change	Notfall-Change
Emergency Change Advisory Board (ECAB)	Emergency Change Advisory Board (ECAB)
Emergency Fix	Notfallbehebung
Emergency Release	Notfall-Release
Encipher	Verschlüsseln
Encryption	Verschlüsselung
End User	Endanwender
Enterprise Application Integration (EAI)	Enterprise Application Integration (EAI)
Enterprise architecture	Unternehmensarchitektur
Enterprise Services Architecture (ESA)	Enterprise Services Architecture (ESA)
Environment	Umgebung
Error	Fehler
Error Control	Error Control
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)
Estimation	Schätzung
European Foundation for Quality Management (EFQM)	European Foundation for Quality Management (EFQM)

Englisch	Deutsch
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)
Exception Report	Ausnahmebericht
Exclusiveness	Ausschließlichkeit
Expanded Incident Lifecycle	Erweiterter Incident-Lebenszyklus
Expert user	Anwenderexperte
Exploitation	Ausnutzung
External audit	Exterres Audit
External Customer	Externer Kunde
External Metric	Externe Messgröße
External Service Provider	Externer Service Provider
External Sourcing	Externes Sourcing (Externe Vergabe)
External Target	Externes Ziel
Facilities	Anlagen, Einrichtungen
Facilities Management	Facilities Management
Failure	Ausfall
Failure Modes and Effects Analysis (FMEA)	Fehlermöglichkeiten- und Auswirkungsanalyse (Failure Modes and Effects Analysis, FMEA)
Fall back	Fallback
Fast Recovery	Schnelle Wiederherstellung
Fault	Defekt
Fault Management	Fehlermanagement
Fault Tolerance	Fehlertoleranz
Fault Tree Analysis (FTA)	Fault Tree Analysis (Fehlerbaumanalyse, FTA)
Feedback	Feedback
Financial Management	Financial Management
Financial Management for IT Services	Financial Management for IT Services
Financial year	Geschäftsjahr
First-line Support	First-Level Support
Fishbone Diagram	Fischgrätendiagramm
Fit for Purpose	Zweckmäßig
Fit for Use	Einsatzfähig
Fix	Beheben
Fix notes	Behebungshinweise
Fixed Cost	Fixkosten
Fixed Facility	Feste Anlage
Fixed Price	Festpreis
Flexibility	Flexibilität
Follow the Sun	Follow the Sun (Weltweit reibungslose Abwicklung)
Forward Schedule of Changes (FSC)	Änderungszeitplan (Forward Schedule of Change, FSC)
Framework	Framework
Fulfilment	Fulfilment

Englisch	Deutsch
Full cost	Gesamtkosten
Full Release	Full-Release
Function	Funktion
Function (1) - as in purpose	Funktion
Function (2) - as in functionality	Funktion
Functional Escalation	Funktionale Eskalation
Functional maintenance	Funktionale Wartung
Functionality	Funktionalität
Gap Analysis	Gap-Analyse (Lückenanalyse)
Gateway	Gateway
Goal	Zielsetzung
Going Rate	Marktpreis
Good Practice	Good Practice
Governance	Governance
Gradual Recovery	Allmähliche Wiederherstellung
Grow the Business (GTB)	Grow the Business (Business-Wachstum, GTB)
Guideline	Leitlinie
Hacker	Hacker
Hard charging	Echte Leistungsverrechnung
Hard fault	Hard Fault (Seitenfehler)
Hardware	Hardware
Help Desk	Help Desk
Helpfulness	Hilfsbereitschaft
Hierarchic Escalation	Hierarchische Eskalation
High Availability	Hochverfügbarkeit
Hoax	Hoax
Host	Host
Hot Standby	Hot Standby
ICT	ICT
Identification	Identifizierung
Identity	Identität
Immediate Recovery	Sofortige Wiederherstellung
Impact	Auswirkung
Impact analysis	Auswirkungsanalyse
Impact Code	Auswirkungscode
Impact scenario	Auswirkungsszenario
Incident	Incident
Incident call	Incident-Anruf
Incident control	Incident-Steuerung
Incident Life Cycle	Incident-Lebenszyklus
Incident Management	Incident Management
Incident Record	Incident Record
Indirect Cost	Indirekte Kosten
Information	Informationen
Information & Communication Technology (ICT)	Information & Communication Technology (ICT)
Information management	Informationsmanagement
Information processing	Informationsverarbeitung

Englisch	Deutsch
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 system	Informationssystem
Information Systems Examination Board (ISEB)	Information Systems Examination Board (ISEB)
Information Technology (IT)	Informationstechnologie (IT)
Information Technology Infrastructure Library (ITIL)	Information Technology Infrastructure Library (ITIL)
Informed Customer	Informierter Kunde
Infrastructure	Infrastruktur
Infrastructure Service	Infrastrukturservice
Initiator	Initiator
Input	Input, Eingabe
Insource	Insource
Insourcing	Insourcing (Interne Vergabe)
Install	Installieren
Installability	Installationsfähigkeit
Installation	Installation
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)
Interface	Schnittstelle
Intermediate Recovery	Zügige Wiederherstellung:
Internal Customer	Interner Kunde
Internal Metric	Interne Messgröße
Internal Rate of Return (IRR)	Interne Zinsfuß-Methode (Internal Rate of Return, IRR)
Internal Service Provider	Interner Service Provider
Internal Sourcing	Internes Sourcing (Interne Vergabe)
Internal target	Internes Ziel
International Organization for Standardization (ISO)	International Organization for Standardization (ISO)
International Standards Organisation	Internationale Standardisierungsorganisation
Internet Service Provider (ISP)	Internet Service Provider (ISP)
Interoperability	Interoperabilität
Invocation	Auslösen
Ishikawa Diagram	Ishikawa-Diagramm
ISO 9000	ISO 9000
ISO 9001	ISO 9001
ISO quality standards	Qualitätsstandard nach ISO
ISO/IEC 17799	ISO/IEC 17799
ISO/IEC 20000	ISO/IEC 20000

Englisch	Deutsch
ISO/IEC 27001	ISO/IEC 27001
IT Availability Metrics Model (ITAMM)	IT Availability Metrics Model (IT-Verfügbarkeitsmessgrößen-Modell, ITAMM)
IT Directorate	IT Directorate (IT-Leitung)
IT Infrastructure	IT-Infrastruktur
IT manager	IT-Manager
IT Operations	IT-Betrieb
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)
ITIL	ITIL
ITIL Certification Management Board (ICMB)	ITIL Certification Management Board (ICMB)
Job Description	Tätigkeitsbeschreibung
Job Scheduling	Job Scheduling (Auftragsplanung)
Kano Model	Kano-Modell
Kepner & Tregoe Analysis	Kepner-Tregoe-Analyse
Key Performance Indicator (KPI)	Key Performance Indicator (KPI)
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
Latency	Latenzzeit
License Management	Lizenzmanagement
Lifecycle	Lebenszyklus
Lifecycle management	Lifecycle Management
Line of Service (LOS)	Servicelinie (Line of Service, LOS)
Live	Live
Live Environment	Live-Umgebung
Local (distributed) Service Desk	Lokaler (verteilter) Service Desk
Logging	Erfassung
Logical I/O	Logical I/O
Maintainability	Wartbarkeit (Maintainability)
Maintenance	Wartung
Maintenance and Repair Operations (MRO)	Maintenance and Repair Operations (MRO)
Maintenance window	Wartungsfenster
Major Incident	Major Incident (Schwerwiegender Incident)

Englisch	Deutsch
Major Release	Major Release
Manage, to	Verwalten
Manageability	Verwaltbarkeit
Managed Services	Managed Services
Management	Management
Management Information	Management-Informationen
Management Information System (MIS)	Management Information System (MIS)
Management of Risk (MoR)	Management of Risk (MoR)
Management System	Management-System
Manual Workaround	Manueller Workaround
Marginal Cost	Grenzkosten
Market Space	Marktraum
Matching	Übereinstimmend
Maturity	Reife
Maturity Level	Reifegrad
Mean Time Between Failures (MTBF)	Mean Time Between Failures (Durchschnittliche Zeit zwischen zwei Ausfällen, MTBF)
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, MTRS)
Metric	Messgröße
Middleware	Middleware
Mission Statement	Mission Statement
Mitigate	Abschwächen
Model	Modell
Modelling	Modelling (Modellierung)
Modification	Modifikation
Monitor Control Loop	Monitor Control Loop (Überwachungs-/Steuerungskreislauf)
Monitor, to	Überwachen
Monitoring	Monitoring (Überwachung)
Multilevel SLAs	SLAs mehrerer Ebenen
Naming convention	Benennungskonvention
Near-Shore	Nearshore (Nahverlagerung)
Net Present Value (NPV)	Barwert-Methode (Net Present Value, NPV)
Network	Netzwerk
Network administrator	Netzwerk-Administrator
Network management	Netzwerk Management
New services development (NSD)	Entwicklung neuer Services (New Services Development, NSD)
Nonrepudiation	Nonrepudiation
Notional Charging	Fiktive Leistungsverrechnung
Objective	Ziel
Off the Shelf	Off the Shelf (Serienfertigung)

Englisch	Deutsch
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)
Operability	Betriebsfähigkeit
Operate	Betreiben
Operation	Betrieb/Betriebsablauf
Operational	Operativ
Operational Acceptance	Betriebsabnahme
Operational Cost	Betriebskosten
Operational Expenditure (OPEX)	Betriebsausgaben (Operational Expenditure, OPEX)
Operational Level Agreement (OLA)	Operational Level Agreement (Vereinbarung auf Betriebsebene, OLA)
Operational process	Operativer Prozess
Operational reliability	Operative Zuverlässigkeit
Operations Bridge	Operations Bridge
Operations Control	Betriebssteuerung
Operations department	Betriebsabteilung
Operations Management	Operations Management
Opportunity Cost	Opportunitätskosten
Optimise	Optimieren
Organisation	Organisation
Outcome	Ergebnis
Output	Output
Outsourcing	Outsourcing
Overhead	Gemeinkosten
Owner	Owner (Verantwortlicher)
Package Release	Package Release
Pain Value Analysis	Schadenswertanalyse
Pareto Principle	Pareto-Prinzip
Partnership	Partnerschaft
Passive Monitoring	Passives Monitoring (Passive Überwachung)
Password	Passwort
Patch	Patch
Pattern of Business Activity (PBA)	Business-Aktivitätsmuster (Pattern of Business Activity, PBA)
PD0005	PD0005
Penalty clause	Pönale-Regelung
Percentage utilisation	Auslastungsgrad
Performance	Performance (ansonsten sinngemäß übersetzen)
Performance Anatomy	Performance-Anatomie
Performance Indicator (PI)	Performance Indikator (PI)
Performance Management	Performance Management
Personal Computer (PC)	Personal Computer (PC)
Physical control	Physische Steuerung
Physical I/O	Physical I/O

Englisch	Deutsch
Pilot	Pilottest
Plan	Plan
Plan-Do-Check-Act	Plan-Do-Check-Act (Planen-Durchführen-Überprüfen-Handeln)
Planned Downtime	Geplante Nicht-Verfügbarkeit
Planning	Planung
PMBOK	PMBOK
Policies	Richtlinien
Policy	Richtlinie
Portability	Beweglichkeit
Portable Facility	Bewegliche Anlage
Portfolio Management	Portfolio Management
Portfolio of Services	Serviceportfolio
Post Implementation Review (PIR)	Post Implementation Review, PIR
Practice	Practice (Praxis)
Prerequisite for Success (PFS)	Voraussetzung für den Erfolg (Prerequisite for Success, PFS)
Preventive maintenance	Vorsorgende Maßnahme
Preventive measures	Vorsorgende Maßnahmen
Price break	Preissturz
Pricing	Preisgestaltung
Prime cost	Direkte Kosten
PRINCE2	PRINCE2
Priority	Priorität
Private key	Privater Schlüssel
Proactive	Proaktiv
Proactive Monitoring	Proaktives Monitoring (Proaktive Überwachung)
Proactive Problem Management	Proactive Problem Management
Problem	Problem
Problem analysis	Problemanalyse
Problem Control	Problembehandlung (Problem Control)
Problem diagnosis	Problemdiagnose
Problem Management	Problem Management
Problem manager	Problem Manager
Problem processing	Problemverarbeitung
Problem Record	Problem Record
Procedure	Verfahren
Process	Prozess
Process Control	Prozesssteuerung
Process improvement plan	Prozessverbesserungsplan
Process Manager	Prozess-Manager
Process Maturity	Prozessreife
Process model	Prozessmodell
Process Owner	Process Owner (Prozessverantwortlicher)
Procurement	Beschaffung, Einkauf
Product	Produkt
Production	Produktion
Production Environment	Produktionsumgebung

Englisch	Deutsch
Production plan	Produktionsplan
Profit Centre	Profit Center
pro-forma	pro-forma
Programme	Programm
Project	Projekt
Project management	Projekt Management
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)
Provider	Provider
Public key	Öffentlicher Schlüssel
Public Key Infrastructure (PKI)	Public Key Infrastructure (PKI)
Qualification	Qualifizierung
Quality	Qualität
Quality Assurance (QA)	Qualitätssicherung (Quality Assurance, QA)
Quality Control	Qualitätssteuerung
Quality Cycle	Qualitätszyklus
Quality level	Qualitätsebene
Quality management	Qualitätsmanagement
Quality Management System (QMS)	Quality Management System (QMS)
Quality of Service	Servicequalität
Quality plan	Qualitätsplan
Quality policy	Qualitätsrichtlinie
Quality review	Qualitäts-Review
Quality surveillance	Qualitätsüberwachung
Quality system	Qualitätssystem
Quality system review	Qualitätssystem-Review
Query	Abfrage, Frage
Quick Win	Quick Win
RACI	RACI
Reactive	Reaktiv
Reactive Monitoring	Reaktives Monitoring (Reaktive Überwachung)
Reciprocal Arrangement	Gegenseitige Vereinbarung
Record	Record (Aufzeichnung)
Recoverability	Wiederherstellbarkeit
Recovery	Instandsetzung
Recovery (1) - as in "regain function"	Instandsetzung (im Unterschied zu Restore, sonst "Wiederherstellung")
Recovery (2) - as in "regain costs"	Rückgewinnung
Recovery Option	Wiederherstellungsoption
Recovery Option (1) - as in "regain function"	Wiederherstellungsoption
Recovery Option (2) - as in "regain costs"	Rückgewinnungsoption
Recovery Point Objective (RPO)	Tolerierter Datenverlust aufgrund von Ausfällen (Recovery Point Objective, RPO)
Recovery time	Wiederherstellungsdauer

Englisch	Deutsch
Recovery Time Objective (RTO)	Maximale Wiederherstellungszeit nach einem Ausfall (Recovery Time Objective (RTO))
Redundancy	Redundanz
Reengineering analysis	Re-Engineering-Analyse
Reference data	Bezugsdaten
Registered Certification Body (RCB)	Registered Certification Body (RCB)
Registration	Registrierung
Registration Authority (RA)	Registration Authority (RA)
Relation	Bezug
Relationship	Beziehung
Relationship Processes	Beziehungsprozesse
Release	Release
Release Acceptance	Release-Abnahme
Release and Deployment Management	Release and Deployment Management
Release Identification	Release-Identifikation
Release Management	Release Management
Release Mechanism	Release-Mechanismus
Release notes	Release Notes
Release package	Release Package
Release Packaging	Release Packaging
Release Policy	Release-Richtlinie
Release Process	Release-Prozess
Release Record	Release Record
Release Type	Release-Typ
Release Unit	Release Unit
Release Window	Release-Zeitfenster
Reliability	Zuverlässigkeit
Remediation	Fehlerkorrektur
Repair	Reparatur
Repair time	Zeitdauer der Reparatur
Replaceability	Austauschbarkeit
Report	Bericht, 'Reporting' = 'Berichtswesen' bzw. 'Berichterstattung'
Repressive	Unterdrückend
Request for Change (RFC)	Request for Change (RFC)
Request for Information (RFI)	Request for Information (RFI)
Request for Proposal (RFP)	Ausschreibung (Request for Proposal, RFP)
Request Fulfilment	Request Fulfilment
Requirement	Anforderung
Requirements Catalog	Anforderungskatalog
Requirements document	Anforderungsdokument
Requirements Portfolio	Anforderungsportfolio
Resilience	Ausfallsicherheit
Resolution	Lösung
Resolution Processes	Lösungsprozesse
Resolution time	Lösungszeit
Resolve, to	Lösen
Resource	Ressource

Englisch	Deutsch
Resource Capacity Management (RCM)	Resource Capacity Management (RCM)
Resource cost	Ressourcenkosten
Resource Management	Ressourcenmanagement
Resource profile	Ressourcenprofil
Resource requirements	Ressourcenanforderungen
Resource unit costs	Stückkosten pro Ressource
Resources	Ressourcen
Response rate	Antwortrate
Response Time	Antwortzeit
Responsibility	Zuständigkeit
Responsiveness	Reaktionsfähigkeit
Restoration of Service	Wiederherstellung des Service
Restore	Wiederherstellen
Restore, to	Wiederherstellen
Retire	Außerkraftsetzen
Retirement	Außerkraftsetzung
Return on Capital Employed (ROCE)	Return on Capital Employed (Ertrag aus investiertem Kapital, ROCE)
Return on Investment (ROI)	Return on Investment (Investitionsertrag, ROI)
Return to Normal	Rückkehr zum Regelbetrieb
Return to normal phase	Rückkehr zum Regelbetrieb
Reusability	Wiederverwendbarkeit
Review	Review
Revision	Revision
Rights	Rechte
Risk	Risiko
Risk Analysis	Risikoanalyse
Risk Assessment	Risikobewertung
Risk Management	Risikomanagement
Risk Reduction Measure	Risikoreduktionsmaßnahme
Risk Treatment	Risikobehandlung
Robustness	Widerstandsfähigkeit
Role	Rolle
Rollout	Rollout
Root Cause	Zugrunde liegende Ursache
Root Cause Analysis (RCA)	Analyse der zugrunde liegenden Ursache (Root Cause Analysis, RCA)
Run the Business (RTB)	Run the Business (Business-Betrieb aufrechterhalten, RTB)
Running Costs	Laufende Kosten
Safety	Sicherheit
SAM Database	SAM-Datenbank
Scalability	Skalierbarkeit
Scalable	Skalierbar
Schedule of Changes (SC)	Change-Kalender
Scope	Umfang
Second-line Support	Second-Level Support
Secondment	Abordnung bzw. Überlassung

Englisch	Deutsch
Secret key	Geheimer Schlüssel
Securability	Securability
Secure library	Sichere Bibliothek
Secure store	Sicherer Speicher
Security	Sicherheit (Security)
Security Awareness	Sicherheitsbewusstsein
Security Incidents	Security Incidents
Security Level	Sicherheitsstufe
Security Management	Security Management
Security Manager	Security Manager
Security Officer	Security Officer
Security plan	Security-Plan
Security Policy	Sicherheitsrichtlinie
Security section	Sicherheitsabteilung
Segregation of duties	Aufgabentrennung
Self-insurance	Schadensübernahme
Senior management	Oberes Management
Separation of Concerns (SoC)	Separation of Concerns (SoC)
Serial number	Seriennummer
Server	Server
Service	Service
Service Acceptance Criteria (SAC)	Serviceabnahmekriterien (Service Acceptance Criteria, SAC)
Service achievement	Ereichte Servicequalität
Service Analytics	Serviceanalytik
Service Asset	Service-Asset
Service Asset and Configuration Management (SACM)	Service Asset and Configuration Management (SACM)
Service Automation	Serviceautomatisierung
Service Based SLAs	Servicebasierte SLAs
Service breach	Servicebruch
Service capability	Servicepotenzial
Service Capacity Management (SCM)	Service Capacity Management (SCM)
Service Catalogue	Servicekatalog
Service Catalogue Management (SCM)	Service Catalogue Management (SCM)
Service Continuity Management	Service Continuity Management
Service Contract	Servicevertrag
Service Culture	Servicekultur
Service definition	Servicedefinition
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 Evaluation	Service-Evaluierung
Service Failure Analysis (SFA)	Serviceausfallanalyse (Service Failure Analysis, SFA)

Englisch	Deutsch
Service Hours	Servicestunden
Service Improvement	Serviceverbesserung
Service Improvement Plan (SIP)	Serviceverbesserungsplan
Service Interruption	Serviceunterbrechung
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 Management (SLM)	Service Level Management (SLM)
Service level manager	Service Level Manager
Service Level Package (SLP)	Service Level Package (SLP)
Service level report	Service Level Report
Service Level Requirement (SLR)	Service Level Anforderung (Service Level Requirement, SLR)
Service Level Target	Service Level Ziel
Service Lifecycle	Servicelebenszyklus
Service Maintenance Objective	Servicewartungsvorgabe (Service Maintenance Objective, SMO)
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 objective	Serviceziel
Service opening hours	Serviceverfügbarkeitsstunden
Service Operation	Service Operation (Servicebetrieb)
Service Oriented Architecture (SOA)	Service Oriented Architecture (SOA)
Service Outage Analysis (SOA)	Serviceausfallanalyse (Service Outage Analysis, SOA)
Service Owner	Service Owner (Serviceverantwortlicher)
Service Package	Service Package
Service Pipeline	Servicepipeline
Service Planning	Serviceplanung
Service Portfolio	Serviceportfolio
Service Portfolio Management (SPM)	Service Portfolio Management (SPM)
Service Potential	Servicepotenzial
Service Provider	Service Provider
Service Provider Interface (SPI)	Service Provider Schnittstelle (Service Provider Interface (SPI)
Service provision	Servicebereitstellung
Service Provisioning Optimization (SPO)	Optimierung der Servicebereitstellung (Service Provisioning Optimization, SPO)
Service Quality Plan (SQP)	Servicequalitätsplan
Service release and deployment package	Service Release und Deployment Package
Service Reporting	Service Reporting
Service Request	Service Request (Serviceantrag)
Service solution	Servicelösung
Service Sourcing	Service Sourcing (Servicevergabe)

Englisch	Deutsch
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 Valuation	Servicebewertung
Service value	Servicewert
Service value potential	Servicewertpotenzial
Service Warranty	Service Warranty
Service Window	Falls Service = Wartung dann Wartungsfenster, falls Service = Dienstleistung dann Servicezeit
Serviceability	Servicefähigkeit (Serviceability)
Shared Services Unit	Gemeinsam genutzte Service-Einheit
Shift	Schicht
Signature	Signatur
Simulation modelling	Simulations-Modelling
Single Point of Contact	Single Point of Contact
Single Point of Failure (SPOF)	Single Point of Failure (SPOF)
Skilled Service Desk	Skilled Service Desk
SLA Monitoring (SLAM)	SLA Monitoring (SLAM)
SLAM Chart	SLAM-Diagramm
SMART	SMART
Snapshot	Snapshot
Software	Software
Software Asset Management (SAM)	Software Asset Management (SAM)
Software Configuration Item (SCI)	Software Configuration Item (SCI)
Software Environment	Softwareumgebung
Software Item	Software-Item (Software-Element, SI)
Software Library	Softwarebibliothek
Software Process Improvement and Capability determination (SPICE)	Software Process Improvement and Capability determination (SPICE)
Software Release	Software-Release
Software work unit	Softwareleistungseinheit
Source	Source (Vergabe)
Sourcing	Sourcing
Sourcing organisation	Sourcing-Organisation
Spamming	Spam generieren
Specific, Measureable, Acceptable, Realistic, Time- bound (SMART)	Spezifisch, Messbar, Akzeptabel, Realistisch, Terminiert (mit Zeitbezug) (SMART)
Specification	Spezifikation
Specsheet	Specsheet
Spoofing	Spoofing
Stability	Stabilität
Stage	Phase
Stakeholder	Stakeholder
Standard	Standard
Standard Change	Standard-Change
Standard cost	Standardkosten

Englisch	Deutsch
Standard costing	Standardkostenrechnung
Standard Operating Procedures (SOP)	Standard Operating Procedures (Standardbetriebsabläufe, SOP)
Standardisation	Standardisierung
Standby	Standby
Stand-by arrangements	Standby-Arrangements
State	Zustand
Statement of requirements (SOR)	Statement of Requirements (Anforderungserklärung, SOR)
Status	Status
Status Accounting	Statusnachweis
Storage Management	Storage Management
Storage occupancy	Speicherbelegung, Speicherauslastung, Speichernutzung
Strategic	Strategisch
Strategic Alignment Objectives Model (SAOM)	Strategic Alignment Objectives Model (SAOM)
Strategic assets	Strategische Assets
Strategic industry factors (SIF)	Strategische Branchenfaktoren (Strategic Industry Factors, SIF)
Strategy	Strategie
Super User	Super-User
Supplier	Supplier
Supplier and Contract Database (SCD)	Supplier- und Vertragsdatenbank (Supplier and Contract Database, SCD)
Supplier Management	Supplier Management
Supply Chain	Supply Chain (Lieferkette)
Support	Support
Support Center	Support Center
Support desk	Support Desk
Support Group	Support-Gruppe
Support Hours	Support-Stunden
Supporting Service	Unterstützender Service
Surcharging	Kostenzuschlag
SWOT Analysis	SWOT-Analyse
System	System
System Dynamics	Systemdynamik
System Management	System Management
System software	Systemsoftware
Tactical	Taktisch
Tag	Tag
Target Return	Zielertrag
Task	Aufgabe
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

Englisch	Deutsch
Technology components	Technologie-Komponenten
Telematics	Telematik
Tender	Angebot, Ausschreibung
Tendering process	Angebotsprozess
Tension Metrics	Korrelierende Messgrößen
Terminal emulation	Terminal-Emulation
Terminal I/O	Terminal I/O
Terms of Reference (TOR)	Terms of Reference (Aufgabenstellung, TOR)
Test	Test
Test Environment	Testumgebung
Testability	Testfähigkeit
Third Party	Drittpartei
Third-line Support	Third-Level Support
Third-party supplier	Externer Lieferant
Thrashing	Thrashing
Threat	Bedrohung
Threshold	Grenzwert
Throughput	Durchsatz
Tier	Ebene
Tier one support	Erste Support-Ebene
Tier three support	Dritte Support-Ebene
Tier two support	Zweite Support-Ebene
Timeliness	Rechtzeitigkeit
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)
Traceability	Nachvollziehbarkeit
Transaction	Transaktion
Transaction costs	Transaktionskosten
Transaction rate	Transaktionsrate
Transfer Cost	Übertragungskosten
Transferability	Übertragbarkeit
Transform the Business (TTB)	Transform the Business (Umwandlung des Business, TTB)
Transition	Transition (Überführung)
Transition Planning and Support	Transition Planning and Support
Transparency	Transparenz
Transportability	Transportierbarkeit
Tree structures	Baumstrukturen
Trend Analysis	Trendanalyse
Trigger	Anstoß
Trojan horse	Trojanisches Pferd (im Zusammenhang mit Viren auch nur als "Trojaner" bezeichnet)
Trusted Third Party (TTP)	Vertrauenswürdige Drittpartei (Trusted Third Party, TTP)
Tuning	Tuning
Type I Service Provider	Typ I Service Provider

Englisch	Deutsch
Type II Service Provider	Typ II Service Provider
Type III Service Provider	Typ III Service Provider
Underpinning Contract (UC)	Underpinning Contract (Vertrag mit Drittparteien, UC)
Uninterruptible Power Supply (UPS)	Unterbrechungsfreie Stromversorgung (Uninterruptible Power Supply, UPS)
Unit Cost	Stückkosten
Unskilled Service Desk	Unskilled Service Desk
Upgrade	Upgrade
Upgrade notes	Upgrade Notes
Uptime	Uptime
Urgency	Dringlichkeit
Urgent Change	Dringender Change
Usability	Nutzbarkeit
Use Case	Use Case (Anwendungsfall) (als Methode oft unübersetzt)
User	Anwender
User acceptance	Anwenderabnahme (wenn es um Tests geht) alternativ auch Anwenderakzeptanz
User Profile (UP)	Anwenderprofil (User Profile, UP)
User support	Anwender-Support
User-friendliness	Anwenderfreundlichkeit
Utility	Utility
Utility cost centre (UCC)	Hilfskostenstelle (Utility Cost Center, UCC)
Validation	Validation (Validierung)
Validity	Gültigkeit
Value Chain	Wertschöpfungskette
Value Creation	Wertschöpfung
Value for Money	Kosten-Nutzen-Verhältnis
Value Network	Wertschöpfungsnetzwerk
Value on Investment (VOI)	Value on Investment (Investitionswert, VOI)
value-capture	Werteinbehalt
Variable Cost	Variable Kosten
Variable Cost Dynamics	Variable Kostendynamik
Variance	Abweichung
Variance analysis	Abweichungsanalyse
Variant	Variante
Vendor-Managed Use	Anbieterverwaltete Nutzung
Verifiability	Verifizierbarkeit
Verification	Verifizierung
Verification and Audit	Verifizierung und Audit
Version	Version
Version control	Versionssteuerung
Version Identifier	Versionskennung
Version number	Versionsnummer
Virtual service desk	Virtueller Service Desk
Virus	Virus

Englisch	Deutsch
Vision	Vision
Vital Business Function (VBF)	Vital Business Function (Kritische Business-Funktion, VBF)
Vulnerability	Schwachstelle (Je nach Kontext auch Verwundbarkeit)
Warm Standby	Warm Standby
Warranty	Warranty
Work in Progress (WIP)	In Arbeit (Work in Progress, WIP)
Work Instruction	Arbeitsanweisung
Workaround	Workaround (Umgehungslösung)
Workflow Diagram (WFD)	Workflow-Diagramm (WFD)
Workflow Position	Bearbeitungsstatus
Workload	Auslastung
Workload Management	Auslastungsmanagement
Workplace	Arbeitsplatz