**Terminology Definitions**

* Accessibility- How easily the service desk can be reached by staff and customers.
* Active Listening- listening in which the listener is actively listening and participating in the conversation and giving the speaker a sense of confidence they are being understood.
* Availability- The time when the analysis should be scheduled top work.
* Beginning of Day (BOD)- a list of tasks the analysis performs at the start of the day.
* Benchmarking- Comparing your performance to other service desk to seek opportunity for improvements.
* Best Practice- a proven way of completing a task to produce an almost optimal result.
* Brainstorming- A technique that is used in large groups to produce large amounts of ideas.
* Bring your own device- a practice that involves bring your own device to work.
* Case- a unit of information, such as online documentation.
* Case based reasoning- a searching technique that uses everyday language to ask user questions and interpret their answers.
* Categorization- Recording the type of incident being reported.
* Centralized Service Desk- single service desk that supports all technology used by its customers.
* Computer-based training- computer software packages used to train and test peoples wide range of subjects.
* Configuration item- any component or other service asset that is needed to run a service desk.
* Customer- a person who buys services or products.
* Customer Data- customer information.
* Customer satisfaction- how the customer was treated and if they were happy with outcome.
* Effectiveness- how effective a service is delivered.
* Efficiency- a measure of time and effort required to deliver a service.
* Data- raw facts.
* Employee performance plan- a document that clearly describes performance requirements and individual improvements.
* Incident – unplanned interruption to the service desk.
* Incident management- how to manage incidents.
* ISO 9000- a set of international standards for quality management.
* ISO /IEC 20000- an international standard for IT service management.
* IT service- a service that is based on technology and supports business processes.
* Metrics- performance measures.
* Priority- what determines the relativity importance of an incident.
* Procedure- detailed step by step instructions.
* Process- the overall picture.
* Quality- measure of how well the service was performed.
* Service desk- single point of contact in a company that deals with incidents.
* Soft skills- qualities people need to have to deliver great service.
* Target resolution time- time frame where you expect to be done with incidents.