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Glosar og forkortelser vedrørende ITIL

Dansk

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Tak til ...

Vi vil gerne takke Ashley Hanna (HP) og Stuart Rance (HP), der udarbejdede det originale ITIL-glosar på engelsk i maj 2007, og endnu en gang Ashley Hanna, der opdaterede det i juli 2011.

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Termer og definitioner

Engelsk term	Dansk term	Engelsk definition	Dansk definition
acceptance	godkendelse	Formal agreement that an IT service, process, plan or other deliverable is complete, accurate, reliable and meets its specified requirements. Acceptance is usually preceded by change evaluation or testing and is often required before proceeding to the next stage of a project or process. See also service acceptance criteria.	Formel enighed om, at en it-service, proces, plan eller anden leverance er fuldstændig, fejlfri, pålidelig og lever op til sine specifikationer. Forud for godkendelse ligger som regel change evaluation eller test. Godkendelse er ofte en forudsætning for at fortsætte til næste trin i et projekt eller i en proces. Se: service acceptance criteria
access management	access management	<i>(ITIL Service Operation)</i> The process responsible for allowing users to make use of IT services, data or other assets. Access management helps to protect the confidentiality, integrity and availability of assets by ensuring that only authorized users are able to access or modify them. Access management implements the policies of information security management and is sometimes referred to as rights management or identity management.	<i>(ITIL Service Operation)</i> Den proces, der er ansvarlig for at give brugere adgang til it-services, data eller andre assets. Access management er væsentlig for at beskytte assets confidentiality, integrity og availability ved at sikre, at kun autoriserede brugere kan få adgang til eller ændre pågældende assets. Access management implementerer politikkerne fra Information security management. Access management er ligeledes synonym for rettigheds management eller identitetsstyring.
account manager	account manager	<i>(ITIL Service Strategy)</i> A role that is very similar to that of the business relationship manager, but includes more commercial aspects. Most commonly used by Type III service providers when dealing with external customers.	<i>(ITIL Service Strategy)</i> En rolle, som har mange lighedspunkter med business relationship manager, men som omfatter flere kommercielle aspekter. Anvendes almindeligvis af type iii serviceleverandører i forbindelse med eksterne kunder.

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accounting	accounting	<i>(ITIL Service Strategy)</i> The process responsible for identifying the actual costs of delivering IT services, comparing these with budgeted costs, and managing variance from the budget.	<i>(ITIL Service Strategy)</i> Den proces, der er ansvarlig for at identificere de faktiske omkostninger, der er forbundet med at levere it-services, sammenligning af disse med budgetterede omkostninger, samt håndtere budgetafgivelser.
accounting period	accounting-periode	<i>(ITIL Service Strategy)</i> A period of time (usually one year) for which budgets, charges, depreciation and other financial calculations are made. <i>See also</i> financial year.	<i>(ITIL Service Strategy)</i> En tidsperiode (typisk et år), for hvilken der budgetteres, faktureres, afskrives og udføres andre finansielle beregninger. Se: finansår.
accredited	akkrediteret	Officially authorized to carry out a role. For example, an accredited body may be authorized to provide training or to conduct audits.	Officielt autoriseret til at udføre en rolle. F.eks. en akkrediteret organisation, der er autoriseret til at tilbyde undervisning eller til at gennemføre audits.
active monitoring	aktiv overvågning	<i>(ITIL Service Operation)</i> Monitoring of a configuration item or an IT service that uses automated regular checks to discover the current status. <i>See also</i> passive monitoring.	<i>(ITIL Service Operation)</i> Overvågning af et configuration item eller en it-service ved hjælp af automatiserede regelmæssige kontrolmålinger på aktuel status. Se: passiv overvågning.
activity	aktivitet	A set of actions designed to achieve a particular result. Activities are usually defined as part of processes or plans, and are documented in procedures.	Et sæt handlinger, der er designet til at opnå et bestemt resultat. Aktiviteter er normalt defineret som en del af processer eller planer, og de dokumenteres i procedurer.
agreed service time (AST)	agreed service time	<i>(ITIL Service Design)</i> A synonym for service hours, commonly used in formal calculations of availability. <i>See also</i> downtime.	<i>(ITIL Service Design)</i> Er et synonym for service hours. Begrebet anvendes ofte ved formel beregning af availability. Se: nedetid

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agreement	agreement	A document that describes a formal understanding between two or more parties. An agreement is not legally binding, unless it forms part of a contract. <i>See also</i> operational level agreement; service level agreement.	Et dokument, der beskriver en formel aftale mellem to eller flere parter. En agreement er ikke juridisk bindende, medmindre den indgår som en del af en kontrakt. <i>Se:</i> service level agreement, operational level agreement
alert	alarm	<i>(ITIL Service Operation)</i> A notification that a threshold has been reached, something has changed, or a failure has occurred. Alerts are often created and managed by system management tools and are managed by the event management process.	<i>(ITIL Service Operation)</i> En advarsel om, at en grænseværdi er nået, noget er ændret, eller der er opstået et fejl. Alarmer er ofte skabt af og håndteret af system management værktøjer. Alarmerne håndteres af event management processen.
analytical modelling	analytical modelling	<i>(ITIL Continual Service Improvement) (ITIL Service Design) (ITIL Service Strategy)</i> A technique that uses mathematical models to predict the behaviour of IT services or other configuration items. Analytical models are commonly used in capacity management and availability management. <i>See also</i> modelling; simulation modelling.	<i>(ITIL Continual Service Improvement) (ITIL Service Design) (ITIL Service Strategy)</i> En teknik, der anvender matematiske modeller til at forudsige adfærden af et configuration item eller en it-service. Analytical modelling er almindeligt anvendt i capacity management og availability management. <i>Se:</i> modellering; simuleringsmodellering.
application	applikation	Software that provides functions which are required by an IT service. Each application may be part of more than one IT service. An application runs on one or more servers or clients. <i>See also</i> application management; application portfolio.	Software, der stiller funktioner til rådighed, som påkrævet af en it-service. En applikation kan indgå i mere end en it-service. En applikation kører på en eller flere servere eller klienter. <i>Se:</i> application management, application portfolio.
application management	applikation management	<i>(ITIL Service Operation)</i> The function responsible for managing applications throughout their lifecycle.	<i>(ITIL Service Operation)</i> Den funktion, der har ansvaret for at håndtere applikationer i hele deres livscyklus.

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application portfolio	application portfolio	<i>(ITIL Service Design)</i> A database or structured document used to manage applications throughout their lifecycle. The application portfolio contains key attributes of all applications. The application portfolio is sometimes implemented as part of the service portfolio, or as part of the configuration management system.	<i>(ITIL Service Design)</i> En database eller et struktureret dokument, der anvendes til håndtering af applikationer i hele deres livscyklus. En application portfolio indeholder centrale attributter for alle applikationer. Application portfolio implementeres i nogle tilfælde som del af service portfolio eller som en del af et configuration management system.
application service provider (ASP)	application service provider (ASP)	<i>(ITIL Service Design)</i> An external service provider that provides IT services using applications running at the service provider's premises. Users access the applications by network connections to the service provider.	<i>(ITIL Service Design)</i> En ekstern serviceleverandør, der tilbyder it-services ved hjælp af applikationer, der afvikles fra serviceleverandørens lokalitet. Brugere har adgang til applikationerne gennem netværksforbindelser til serviceleverandøren.
application sizing	application sizing	<i>(ITIL Service Design)</i> The activity responsible for understanding the resource requirements needed to support a new application, or a major change to an existing application. Application sizing helps to ensure that the IT service can meet its agreed service level targets for capacity and performance.	<i>(ITIL Service Design)</i> Aktiviteten, der er ansvarlig for at beregne de krav til ressourcebehov, der stilles, for at kunne understøtte en ny applikation eller en omfattende change af en eksisterende applikation. Application sizing hjælper til med at sikre, at it-services kan opfylde de aftalte service level targets for capacity og performance.
architecture	arkitektur	<i>(ITIL Service Design)</i> The structure of a system or IT service, including the relationships of components to each other and to the environment they are in. Architecture also includes the standards and guidelines that guide the design and evolution of the system.	<i>(ITIL Service Design)</i> Strukturen af et system eller en it-service, herunder indbyrdes relationer mellem komponenter og mellem komponenterne og det miljø, de befinder sig i. Arkitektur indeholder også standarder og guidelines, der udstikker retningslinjer for design og udvikling af systemet.

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assembly	assembly	<i>(ITIL Service Transition)</i> A configuration item that is made up of a number of other CIs. For example, a server CI may contain CIs for CPUs, disks, memory etc.; an IT service CI may contain many hardware, software and other CIs. See also build; component CI.	<i>(ITIL Service Transition)</i> Et configuration item, der består af et antal andre CIs. F.eks. kan et server CI indeholde CIs for CPU'er, diske, memory etc. En it-service-CI kan indeholde hardware, software og andre CIs. Se: build, component CI.
assessment	assessment	Inspection and analysis to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met. See also audit.	Inspektion og analyse, der skal klarlægge, om en given standard eller guideline bliver fulgt, om records er retvisende, fuldstændige og nøjagtige, eller om mål for ressource- og kvalitetsmæssig effektivitet bliver opfyldt. Se: audit.
asset	asset	<i>(ITIL Service Strategy)</i> Any resource or capability. The assets of a service provider include anything that could contribute to the delivery of a service. Assets can be one of the following types: management, organization, process, knowledge, people, information, applications, infrastructure or financial capital. See also customer asset; service asset; strategic asset.	<i>(ITIL Service Strategy)</i> Enhver ressource eller capability. En serviceleverandørs assets inkluderer alt, der kan bidrage til at levere en service. Assets kan være af følgende typer: management, organisation, processer, viden, mennesker, information, applikationer, infrastruktur eller kapital. Se: customer asset, service asset, strategic asset.
asset management	asset management	<i>(ITIL Service Transition)</i> A generic activity or process responsible for tracking and reporting the value and ownership of assets throughout their lifecycle. See also service asset and configuration management; fixed asset management; software asset management.	<i>(ITIL Service Transition)</i> En generisk aktivitet eller proces, der er ansvarlig for at opsamle og rapportere værdioplysninger og ejerforhold om assets igennem hele deres livscyklus. Se: service asset and configuration management, fixed asset management, software asset management.

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asset register	asset register	<i>(ITIL Service Transition)</i> A list of fixed assets that includes their ownership and value. <i>See also</i> fixed asset management.	<i>(ITIL Service Transition)</i> En liste over fixed assets som omfatter ejerforhold og værdioplysninger. Se: fixed asset management.
asset specificity	asset specificity	<i>(ITIL Service Strategy)</i> One or more attributes of an asset that make it particularly useful for a given purpose. Asset specificity may limit the use of the asset for other purposes.	<i>(ITIL Service Strategy)</i> En eller flere attributter af et assets, attributter der gør det særligt nyttigt til et givet formål. Asset specificity kan begrænse brugen af et asset til andre formål.
attribute	attribut	<i>(ITIL Service Transition)</i> A piece of information about a configuration item. Examples are name, location, version number and cost. Attributes of CIs are recorded in a configuration management database (CMDB) and maintained as part of a configuration management system (CMS). <i>See also</i> relationship; configuration management system.	<i>(ITIL Service Transition)</i> Information vedrørende et configuration item. Eksempelvis navn, placering, versionsnummer og omkostning. Attributter, der er relateret til CIs, registreres i en configuration management database (CMDB) og vedligeholdes som en del af et configuration management system (CMS). Se: relation, configuration management system.
audit	audit	Formal inspection and verification to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met. An audit may be carried out by internal or external groups. <i>See also</i> assessment; certification.	Formel inspektion og kontrol, der skal klarlægge, om en given standard eller guideline bliver fulgt, om records er fuldstændige, retvisende og nøjagtige eller om mål for ressource- og kvalitetsmæssig effektivitet bliver opfyldt. En audit kan blive udført af såvel interne som eksterne grupper. Se: certificering, evaluering.
authority matrix	ansvarsmatrice	See RACI.	Se: RACI

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automatic call distribution (ACD)	automatic call distribution (ACD)	<i>(ITIL Service Operation)</i> Use of information technology to direct an incoming telephone call to the most appropriate person in the shortest possible time. ACD is sometimes called automated call distribution.	<i>(ITIL Service Operation)</i> Anvendelse af informationsteknologi til, hurtigst muligt, at dirigere indkomne telefonopkald til den rette person. ACD omtales sommetider som automated call distribution.
availability	availability	<i>(ITIL Service Design)</i> Ability of an IT service or other configuration item to perform its agreed function when required. Availability is determined by reliability, maintainability, serviceability, performance and security. Availability is usually calculated as a percentage. This calculation is often based on agreed service time and downtime. It is best practice to calculate availability of an IT service using measurements of the business output.	<i>(ITIL Service Design)</i> Et configuration item eller en it-services evne til at udføre den aftalte funktion, når det kræves. Availability bestemmes af reliability, maintainability, serviceability, performance, og security. Availability bliver normalt beregnet som en procentdel. Beregningen sker ofte på grundlag af agreed service time og nedetid. Det er best practice at beregne availability ud fra målinger af forretningsmæssigt output fra en it-service.
availability management (AM)	availability management	<i>(ITIL Service Design)</i> The process responsible for ensuring that IT services meet the current and future availability needs of the business in a cost-effective and timely manner. Availability management defines, analyses, plans, measures and improves all aspects of the availability of IT services, and ensures that all IT infrastructures, processes, tools, roles etc. are appropriate for the agreed service level targets for availability. See also availability management information system.	<i>(ITIL Service Design)</i> Den proces, der er ansvarlig for, at it-services opfylder de aktuelle og fremtidige availability-behov i virksomheden på en rentabel og rettidig måde. Availability management definerer, analyserer, planlægger, måler og forbedrer alle aspekter af availability for it-services og sikrer, at alle it-infrastrukturer, processer, værktøjer, roller mm. er hensigtsmæssige i forhold til de aftalte service level targets for availability. Se: availability management information system.
availability management information system (AMIS)	availability management information system (AMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support availability management. See also service knowledge management system.	<i>(ITIL Service Design)</i> Et sæt værktøjer, data og informationer, der anvendes til at støtte availability management (AM). Se: service knowledge management system.

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availability plan	availability plan	<i>(ITIL Service Design)</i> A plan to ensure that existing and future availability requirements for IT services can be provided cost-effectively.	<i>(ITIL Service Design)</i> En plan, der skal sikre, at de nuværende og fremtidige availability-krav til it-services kan opfyldes på omkostningsrentabel vis.
back-out	back-out	<i>(ITIL Service Transition)</i> An activity that restores a service or other configuration item to a previous baseline. Back-out is used as a form of remediation when a change or release is not successful.	<i>(ITIL Service Transition)</i> En aktivitet, der reetablerer en service eller et andet configuration item til en tidligere baseline. Back-out anvendes som en form for genetablering, når en change eller release ikke virker.
backup	backup	<i>(ITIL Service Design) (ITIL Service Operation)</i> Copying data to protect against loss of integrity or availability of the original.	<i>(ITIL Service Design) (ITIL Service Operation)</i> Kopiering af data med henblik på at beskytte originale data mod tab af Integrity eller availability.
balanced scorecard	balanced scorecard	<i>(ITIL Continual Service Improvement)</i> A management tool developed by Drs Robert Kaplan (Harvard Business School) and David Norton. A balanced scorecard enables a strategy to be broken down into key performance indicators. Performance against the KPIs is used to demonstrate how well the strategy is being achieved. A balanced scorecard has four major areas, each of which has a small number of KPIs. The same four areas are considered at different levels of detail throughout the organization.	<i>(ITIL Continual Service Improvement)</i> Et ledelsesværktøj, der er udviklet af Robert Kaplan (Harvard Business School) og David Norton. Et balanced scorecard gør det muligt at nedbryde en strategi i key performance indicators. Performance sammenholdt med KPIs anvendes til at vise, i hvilket omfang en strategi bliver opfyldt. Der er 4 hovedområder i et balanced scorecard. Hvert af disse har et begrænset antal KPIs. Detaljeringsgraden for de 4 områder afhænger af det organisatoriske niveau.

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baseline	baseline	<p>(<i>ITIL Continual Service Improvement</i>) (<i>ITIL Service Transition</i>) A snapshot that is used as a reference point. Many snapshots may be taken and recorded over time but only some will be used as baselines. For example:</p> <ul style="list-style-type: none"> • An ITSM baseline can be used as a starting point to measure the effect of a service improvement plan • A performance baseline can be used to measure changes in performance over the lifetime of an IT service • A configuration baseline can be used as part of a back-out plan to enable the IT infrastructure to be restored to a known configuration if a change or release fails. <p>See <i>also</i> benchmark.</p>	<p>(<i>ITIL Continual Service Improvement</i>) (<i>ITIL Service Transition</i>) Et snapshot, der anvendes som referencepunkt. Der kan tages og registreres mange snapshots over tid, hvoraf et antal bliver anvendt som baselines. Eksempler:</p> <ul style="list-style-type: none"> • En ITSM baseline kan anvendes som udgangspunkt for at måle effekten af en service improvement plan • En performance baseline kan anvendes til at måle ændringer af en it-services performance i dens livsforløb • En configuration baseline kan anvendes som en del af en back-out-plan til at genskabe en kendt tilstand i it-infrastrukturen, hvis en change eller release slår fejl <p>Se: benchmark.</p>
benchmark	benchmark	<p>(<i>ITIL Continual Service Improvement</i>) (<i>ITIL Service Transition</i>) A baseline that is used to compare related data sets as part of a benchmarking exercise. For example, a recent snapshot of a process can be compared to a previous baseline of that process, or a current baseline can be compared to industry data or best practice. See <i>also</i> benchmarking; baseline.</p>	<p>(<i>ITIL Continual Service Improvement</i>) (<i>ITIL Service Transition</i>) En baseline, der anvendes til at sammenligne relaterede datasæt som del af en benchmarking-øvelse. For eksempel kan et nyligt snapshot af en proces sammenlignes med en tidligere baseline i den proces, eller en aktuell baseline kan sammenlignes med data fra sektoren eller best practice. Se: benchmarking, baseline.</p>

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benchmarking	benchmarking	<i>(ITIL Continual Service Improvement)</i> The process responsible for comparing a benchmark with related data sets such as a more recent snapshot, industry data or best practice. The term is also used to mean creating a series of benchmarks over time, and comparing the results to measure progress or improvement. This process is not described in detail within the core ITIL publications.	<i>(ITIL Continual Service Improvement)</i> Den proces, der er ansvarlig for at sammenligne en benchmark med relaterede datasæt såsom et nyligere snapshot, data fra sektoren eller best practice. Begrebet benchmarking har også betydningen at skabe en serie benchmarks igennem en tidsperiode, for herefter at sammenligne resultaterne for at måle fremdrift eller forbedringer. Denne proces er ikke beskrevet i detaljer i de vigtigste ITIL-publikationer.
Best Management Practice (BMP)	Best Management Practice (BMP)	The Best Management Practice portfolio is owned by the Cabinet Office, part of HM Government. Formerly owned by CCTA and then OGC, the BMP functions moved to the Cabinet Office in June 2010. The BMP portfolio includes guidance on IT service management and project, programme, risk, portfolio and value management. There is also a management maturity model as well as related glossaries of terms.	Best Management Practice Portfolio ejes af Cabinet Office, der hører under den britiske statsadministration. BMP Portfolio omfatter vejledning i IT service management samt project, programme, risk, portfolio og value management. Der findes også en management maturity-model samt relaterede glosarer.
best practice	best practice	Proven activities or processes that have been successfully used by multiple organizations. ITIL is an example of best practice.	Aktiviteter eller processer, hvis værdi er bevist i praksis, og som med succes har været anvendt i adskillige organisationer. ITIL er et eksempel på en best practice.
billing	billing (fakturering)	<i>(ITIL Service Strategy)</i> Part of the charging process. Billing is the activity responsible for producing an invoice or a bill and recovering the money from customers. See also pricing.	<i>(ITIL Service Strategy)</i> Del af faktureringsprocessen. Billing er den aktivitet, der er ansvarlig for at oprette en faktura eller en regning og opkræve pengene fra kunderne. Se: prissætning.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
brainstorming	brainstorming	<i>(ITIL Service Design) (ITIL Service Operation)</i> A technique that helps a team to generate ideas. Ideas are not reviewed during the brainstorming session, but at a later stage. Brainstorming is often used by problem management to identify possible causes.	<i>(ITIL Service Design) (ITIL Service Operation)</i> En teknik, der støtter et team til at fremkomme med ideer. Ideerne gennemgås ikke under brainstorming processen. Det sker på et senere trin. Brainstorming anvendes ofte af problem management til at identificere mulige årsager.
British Standards Institution (BSI)	britisk standards institution (BSI)	The UK national standards body, responsible for creating and maintaining British standards. See www.bsi-global.com for more information. See also International Organization for Standardization.	Storbritanniens nationale standardiseringsorgan med ansvar for at skabe og vedligeholde britiske standarder. Se: www.bsi-global.com for yderligere information. Se: ISO.
budget	budget	A list of all the money an organization or business unit plans to receive, and plans to pay out, over a specified period of time. See also budgeting; planning.	En opgørelse over alle de midler en organisation eller forretningsenhed forventer at modtage og anvende i en specificeret periode. Se: budgeting, planlægning.
budgeting	budgeting	The activity of predicting and controlling the spending of money. Budgeting consists of a periodic negotiation cycle to set future budgets (usually annual) and the day-to-day monitoring and adjusting of current budgets.	Den aktivitet, hvor estimering og kontrol af pengeforbrug finder sted. Den består af en periodevis forhandlingscyklus, hvor fremtidige budgetter (normalt én gang årligt) fastlægges, og af løbende overvågning samt justering af aktuelle budgetter.
build	build	<i>(ITIL Service Transition)</i> The activity of assembling a number of configuration items to create part of an IT service. The term is also used to refer to a release that is authorized for distribution – for example, server build or laptop build. See also configuration baseline.	<i>(ITIL Service Transition)</i> Den aktivitet, hvor et antal configuration items samles for at fremstille en del af en it-service. Begrebet build betegner ligeledes en release, der er godkendt til distribution, f.eks. server build eller laptop build. Se: configuration baseline.

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build environment	build environment	<i>(ITIL Service Transition)</i> A controlled environment where applications, IT services and other builds are assembled prior to being moved into a test or live environment.	<i>(ITIL Service Transition)</i> Et kontrolleret miljø, hvor applikationer, it-services og andre builds bliver samlet, før de overføres til et test- eller et produktionsmiljø.
business	forretning	<i>(ITIL Service Strategy)</i> An overall corporate entity or organization formed of a number of business units. In the context of ITSM, the term includes public sector and not-for-profit organizations, as well as companies. An IT service provider provides IT services to a customer within a business. The IT service provider may be part of the same business as its customer (internal service provider), or part of another business (external service provider).	<i>(ITIL Service Strategy)</i> En overordnet selskabsenhed eller organisation, der består af et antal forretningsenheder. I en ITSM-kontekst omfatter begrebet forretning såvel den offentlige sektor og interesseorganisationer som erhvervsvirksomheder. En it-serviceleverandør leverer it-services til en kunde i en forretning. It-serviceleverandøren kan være en del af den samme virksomhed som kunden (intern serviceleverandør), eller være en del af en anden virksomhed (ekstern serviceleverandør).
business capacity management	business capacity management (BCM)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> In the context of ITSM, business capacity management is the sub-process of capacity management responsible for understanding future business requirements for use in the capacity plan. See also service capacity management; component capacity management.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> I ITSM-kontekst er business capacity management den underproces i capacity management, der er ansvarlig for at sætte sig ind i fremtidige forretningsbehov, for at kunne anvende disse i capacity planen. Se: service capacity management, component capacity management.
business case	business case	<i>(ITIL Service Strategy)</i> Justification for a significant item of expenditure. The business case includes information about costs, benefits, options, issues, risks and possible problems. See also cost benefit analysis.	<i>(ITIL Service Strategy)</i> Berettigelse af en væsentlig udgiftspost. Indeholder information om omkostninger, udbytte, muligheder, andre emner, risici og eventuelle problemer. Se: cost benefit analyse.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
business continuity management (BCM)	business continuity management (BCM)	<i>(ITIL Service Design)</i> The business process responsible for managing risks that could seriously affect the business. Business continuity management safeguards the interests of key stakeholders, reputation, brand and value-creating activities. The process involves reducing risks to an acceptable level and planning for the recovery of business processes should a disruption to the business occur. Business continuity management sets the objectives, scope and requirements for IT service continuity management.	<i>(ITIL Service Design)</i> Den forretningsproces, der er ansvarlig for styring af risici, der kan have alvorlig negativ konsekvens for forretningen. BCM sikrer virksomhedens nøgle-interessenter, omdømme og brand samt de værdiskabende aktiviteter. BCM-processen skal sikre, at risici reduceres til et acceptabelt niveau. Processen skal endvidere planlægge recovery af forretningsprocesser i tilfælde af afbrydelse i disse. BCM udstikker formål, scope og krav til IT service continuity management.
business continuity plan (BCP)	business continuity plan (BCP)	<i>(ITIL Service Design)</i> A plan defining the steps required to restore business processes following a disruption. The plan also identifies the triggers for invocation, people to be involved, communications etc. IT service continuity plans form a significant part of business continuity plans.	<i>(ITIL Service Design)</i> En plan, der definerer de fornødne skridt for at kunne genetablere forretningsprocesserne efter en alvorlig forstyrrelse. Planen identificerer endvidere triggere for iværksættelse, folk der skal involveres, kommunikation etc. IT service continuity-planer udgør en væsentlig del af business continuity-planer.
business customer	slutkunde	<i>(ITIL Service Strategy)</i> A recipient of a product or a service from the business. For example, if the business is a car manufacturer, then the business customer is someone who buys a car.	<i>(ITIL Service Strategy)</i> En modtager af et produkt eller en service fra forretningen. Hvis forretningen f.eks. er bilproducent, vil slutkunden være en, der køber en bil.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
business impact analysis (BIA)	business impact analysis (BIA)	<i>(ITIL Service Strategy)</i> Business impact analysis is the activity in business continuity management that identifies vital business functions and their dependencies. These dependencies may include suppliers, people, other business processes, IT services etc. Business impact analysis defines the recovery requirements for IT services. These requirements include recovery time objectives, recovery point objectives and minimum service level targets for each IT service.	<i>(ITIL Service Strategy)</i> BIA er den aktivitet i business continuity management, der identificerer vital business functions og deres indbyrdes afhængigheder. Disse afhængigheder kan omfatte leverandører, personale, andre forretningsprocesser, it-services etc. BIA definerer krav til recovery for it-services. Kravene omfatter recovery time objectives, recovery point objectives, og minimum service level targets for hver it-service.
business objective	forretningsmål	<i>(ITIL Service Strategy)</i> The objective of a business process, or of the business as a whole. Business objectives support the business vision, provide guidance for the IT strategy, and are often supported by IT services.	<i>(ITIL Service Strategy)</i> Formålet for en forretningsproces eller for forretningen som helhed. Forretningsmål understøtter forretningens vision, giver retningslinjer for it-strategien og understøttes ofte af it-services.
business operations	forretningsdrift	<i>(ITIL Service Strategy)</i> The day-to-day execution, monitoring and management of business processes.	<i>(ITIL Service Strategy)</i> Daglig afvikling, overvågning og styring af forretningsprocesser.
business perspective	forretningsperspektiv	<i>(ITIL Continual Service Improvement)</i> An understanding of the service provider and IT services from the point of view of the business, and an understanding of the business from the point of view of the service provider.	<i>(ITIL Continual Service Improvement)</i> En forståelse af serviceleverandøren og it-services, set fra forretningens synsvinkel, og en forståelse af forretningen, set fra serviceleverandørens synsvinkel.
business process	forretningsproces	A process that is owned and carried out by the business. A business process contributes to the delivery of a product or service to a business customer. For example, a retailer may have a purchasing process that helps to deliver services to its business customers. Many business processes rely on IT services.	En proces, der ejes og udføres af forretningen. En forretningsproces medvirker til levering af et produkt eller service til en slutkunde. F.eks. kan detailforretninger have en indkøbsproces, der sætter forretningerne i stand til at levere services til deres slutkunder. Mange forretningsprocesser baserer sig på it-services.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
business relationship management	business relationship management (BRM)	<i>(ITIL Service Strategy)</i> The process responsible for maintaining a positive relationship with customers. Business relationship management identifies customer needs and ensures that the service provider is able to meet these needs with an appropriate catalogue of services. This process has strong links with service level management.	<i>(ITIL Service Strategy)</i> Den proces, som er ansvarlig for at vedligeholde en positiv relation med kunderne. Business relationship management identificerer kundebehov og sikrer, at serviceleverandøren er i stand til at opfylde disse behov med et passende katalog af services. Processen har stærke bånd til service level management.
business relationship manager (BRM)	business relationship manager (BRM)	<i>(ITIL Service Strategy)</i> A role responsible for maintaining the relationship with one or more customers. This role is often combined with the service level manager role.	<i>(ITIL Service Strategy)</i> En rolle, der er ansvarlig for at vedligeholde relationen til en eller flere kunder. Rollen er ofte kombineret med rollen som service level manager.
business service	forretningsservice	A service that is delivered to business customers by business units. For example, delivery of financial services to customers of a bank, or goods to the customers of a retail store. Successful delivery of business services often depends on one or more IT services. A business service may consist almost entirely of an IT service – for example, an online banking service or an external website where product orders can be placed by business customers. <i>See also</i> customer-facing service.	En service, der leveres til slutkunder af forretningsenheder. Som eksempel kan nævnes finansielle services leveret til bankkunder, eller varer leveret til kunder i en detailbutik. Vellykket leverance af forretningsservices er ofte afhængig af en eller flere it-services. En forretningsservice kan næsten helt bestå af en it-service, f.eks. en online-bank-service eller et eksternt website, hvor produktordrer kan placeres af slutkunder. Se: kundesynlig service.
business service management	business service management (BSM)	The management of business services delivered to business customers. Business service management is performed by business units.	Management af forretningsservices leveret til slutkunder. Business service management udføres af forretningsenheder.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
business unit	forretningsenhed	<i>(ITIL Service Strategy)</i> A segment of the business that has its own plans, metrics, income and costs. Each business unit owns assets and uses these to create value for customers in the form of goods and services.	<i>(ITIL Service Strategy)</i> En enhed i forretningen, der har egne planer, metrikker, indtjening og omkostninger. Hver forretningsenhed ejer assets og anvender disse til at skabe værdi for kunderne i form af varer og services.
call	opkald	<i>(ITIL Service Operation)</i> A telephone call to the service desk from a user. A call could result in an incident or a service request being logged.	<i>(ITIL Service Operation)</i> En telefonisk henvendelse fra en bruger til service desk. Et opkald kan resultere i, at der registreres et incident eller et service request.
call centre	callcenter	<i>(ITIL Service Operation)</i> An organization or business unit that handles large numbers of incoming and outgoing telephone calls. <i>See also</i> service desk.	<i>(ITIL Service Operation)</i> En organisation eller forretningsenhed, som håndterer et stort antal indkommende og udgående telefonopkald. <i>Se:</i> service desk.
call type	henvendelsestype	<i>(ITIL Service Operation)</i> A category that is used to distinguish incoming requests to a service desk. Common call types are incident, service request and complaint.	<i>(ITIL Service Operation)</i> En kategori, der anvendes til at skelne imellem forskellige henvendelser til service desk. Almindelige henvendelsestyper er: incidents, service requests og klager.
capability	capability	<i>(ITIL Service Strategy)</i> The ability of an organization, person, process, application, IT service or other configuration item to carry out an activity. Capabilities are intangible assets of an organization. <i>See also</i> resource.	<i>(ITIL Service Strategy)</i> En organisations, persons, proces, applikations, configuration items eller it-services evne til, eller mulighed for, at udføre en aktivitet. Capabilities er en organisations immaterielle assets. <i>Se:</i> ressource.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
Capability Maturity Model Integration (CMMI)	Capability Maturity Model Integration (CMMI)	<i>(ITIL Continual Service Improvement)</i> A process improvement approach developed by the Software Engineering Institute (SEI) of Carnegie Mellon University, US. CMMI provides organizations with the essential elements of effective processes. It can be used to guide process improvement across a project, a division or an entire organization. CMMI helps integrate traditionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for appraising current processes. See www.sei.cmu.edu/cmmi for more information. See also maturity.	<i>(ITIL Continual Service Improvement)</i> En procesforbedringsmetode, der er udviklet af the Software Engineering Institute (SEI) ved Carnegie Mellon University. CMMI forsyner organisationer med de væsentlige elementer i effektive processer. Den kan anvendes som grundlag for procesforbedringer i projekter, en division eller hele organisationen. CMMI medvirker til at integrere traditionelt adskilte organisationsfunktioner, opstiller mål for procesforbedringer, giver retningslinjer for kvalitetsprocesser og giver et referencepunkt til at vurdere nuværende processer. Se www.sei.cmu.edu/cmmi for yderligere information. Se: CMM, modenhed.
capacity	capacity	<i>(ITIL Service Design)</i> The maximum throughput that a configuration item or IT service can deliver. For some types of CI, capacity may be the size or volume – for example, a disk drive.	<i>(ITIL Service Design)</i> Det maksimale throughput et configuration item eller en it-service kan levere. For nogle CI typer kan capacity være størrelse eller volumen, f.eks. et diskdrev.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
capacity management	capacity management	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> The process responsible for ensuring that the capacity of IT services and the IT infrastructure is able to meet agreed capacity- and performance-related requirements in a cost-effective and timely manner. Capacity management considers all resources required to deliver an IT service, and is concerned with meeting both the current and future capacity and performance needs of the business. Capacity management includes three sub-processes: business capacity management, service capacity management, and component capacity management. <i>See also</i> capacity management information system.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> Den proces, der har ansvaret for capacity i en it-service og for at it-infrastrukturen er i stand til at opfylde de aftalte capacity- og performance-relaterede krav til tiden på en omkostningseffektiv måde. Capacity management indbefatter alle typer af ressourcer, der er nødvendige for at kunne levere it-services og vedrører opfyldelsen af såvel aktuelle som fremtidige capacity- og performance-relaterede krav. Capacity management omfatter tre underprocesser: business capacity management, service capacity management og component capacity management. <i>Se:</i> capacity management information system
capacity management information system (CMIS)	capacity management information system (CMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support capacity management. <i>See also</i> service knowledge management system.	<i>(ITIL Service Design)</i> Et sæt værktøjer, data og informationer, der anvendes til at understøtte capacity management. <i>Se:</i> service knowledge management system.
capacity plan	capacity plan	<i>(ITIL Service Design)</i> A plan used to manage the resources required to deliver IT services. The plan contains details of current and historic usage of IT services and components, and any issues that need to be addressed (including related improvement activities). The plan also contains scenarios for different predictions of business demand and costed options to deliver the agreed service level targets.	<i>(ITIL Service Design)</i> En plan, der anvendes til styring af de ressourcer, der er nødvendige for at levere it-services. Planen indeholder detaljerede oplysninger vedrørende aktuel og historisk brug af it-services og komponenter samt ethvert emne, der skal tages fat på (herunder tilhørende forbedringsaktiviteter). Planen indeholder også scenarier for forskellige forudsigelser af forretningens efterspørgsel og prissatte muligheder for levering af aftalte service level targets.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
capacity planning	capacity planning	<i>(ITIL Service Design)</i> The activity within capacity management responsible for creating a capacity plan.	<i>(ITIL Service Design)</i> Den aktivitet indenfor capacity management, der er ansvarlig for at skabe capacity planen.
capital budgeting	capital budgeting	<i>(ITIL Service Strategy)</i> The present commitment of funds in order to receive a return in the future in the form of additional cash inflows or reduced cash outflows.	<i>(ITIL Service Strategy)</i> Den aktuelle forpligtelse af midler med henblik på at opnå et udbytte på et fremtidigt tidspunkt i form af yderligere likviditetstilførsel eller et reduceret likviditetsforbrug.
capital cost	capital cost	<i>(ITIL Service Strategy)</i> The cost of purchasing something that will become a financial asset – for example, computer equipment and buildings. The value of the asset depreciates over multiple accounting periods. See also operational cost.	<i>(ITIL Service Strategy)</i> Omkostningen ved at anskaffe noget, der vil blive et finansielt asset, f.eks. computerudstyr og bygninger. Anskaffelsessværdien afskrives over flere regnskabsperioder. Se: driftsomkostning.
capital expenditure (CAPEX)	capital expenditure (CAPEX)	See capital cost.	Se: capital cost.
capitalization	kapitalisering	<i>(ITIL Service Strategy)</i> Identifying major cost as capital, even though no asset is purchased. This is done to spread the impact of the cost over multiple accounting periods. The most common example of this is software development, or purchase of a software licence.	<i>(ITIL Service Strategy)</i> Identificerer væsentlige omkostninger som kapital, selv om der ikke er indkøbt et asset. Det gøres for at sprede konsekvenserne af omkostninger over flere regnskabsperioder. Det mest almindelige eksempel på dette er softwareudvikling eller køb af en software licens.
category	kategori	A named group of things that have something in common. Categories are used to group similar things together. For example, cost types are used to group similar types of cost. Incident categories are used to group similar types of incident, while CI types are used to group similar types of configuration item.	En gruppe af ting, der har fælles træk. Kategorier anvendes til at gruppere ensartede ting. F.eks. anvendes omkostningstype til at gruppere ensartede omkostninger. Incident kategorier anvendes til at gruppere ensartede typer incidents, CI type anvendes til at gruppere ensartede typer configuration items.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
certification	certificering	Issuing a certificate to confirm compliance to a standard. Certification includes a formal audit by an independent and accredited body. The term is also used to mean awarding a certificate to provide evidence that a person has achieved a qualification.	Udstedelse af et certifikat, der bekræfter compliance i forhold til en standard. Certificering inkluderer et formelt audit udført af en uafhængig og akkrediteret organisation. Termen certificering anvendes også, når en person tildeles et certifikat for at have opnået en kvalifikation.
change	change	<i>(ITIL Service Transition)</i> The addition, modification or removal of anything that could have an effect on IT services. The scope should include changes to all architectures, processes, tools, metrics and documentation, as well as changes to IT services and other configuration items.	<i>(ITIL Service Transition)</i> Tilføjelse, ændring eller fjernelse af noget, der kan have en effekt på it-services. Scopet bør omfatte changes til alle arkitekturer, processer, værktøjer, metrikker og dokumentation samt changes til it-services og andre configuration items.
change advisory board (CAB)	change advisory board (CAB)	<i>(ITIL Service Transition)</i> A group of people that support the assessment, prioritization, authorization and scheduling of changes. A change advisory board is usually made up of representatives from: all areas within the IT service provider; the business; and third parties such as suppliers.	<i>(ITIL Service Transition)</i> En gruppe personer, der understøtter assessment, prioritering, godkendelse og planlægning af changes. Et change advisory board sammensættes almindeligvis af repræsentanter fra alle områder hos it-serviceleverandøren, forretningen og tredjepart som f.eks. leverandører.
change evaluation	change evaluation	<i>(ITIL Service Transition)</i> The process responsible for formal assessment of a new or changed IT service to ensure that risks have been managed and to help determine whether to authorize the change.	<i>(ITIL Service Transition)</i> Den proces, der er ansvarlig for formel vurdering af en ny eller ændret it-service med henblik på at sikre, at risici er blevet håndteret, og for at hjælpe med at afgøre, om change skal godkendes.
change history	changehistorik	<i>(ITIL Service Transition)</i> Information about all changes made to a configuration item during its life. Change history consists of all those change records that apply to the CI.	<i>(ITIL Service Transition)</i> Information om alle de changes et configuration item har gennemgået i dets levetid. Changehistorik består af alle de change records, der er relateret til CIs.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
change management	change management	<i>(ITIL Service Transition)</i> The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.	<i>(ITIL Service Transition)</i> Den proces, der har ansvaret for at styre livscyklussen for alle changes og dermed gøre det muligt at gennemføre formålstjenelige changes effektivt og med mindst mulig forstyrrelse af it-services.
change model	change model	<i>(ITIL Service Transition)</i> A repeatable way of dealing with a particular category of change. A change model defines specific agreed steps that will be followed for a change of this category. Change models may be very complex with many steps that require authorization (e.g. major software release) or may be very simple with no requirement for authorization (e.g. password reset). <i>See also</i> change advisory board; standard change.	<i>(ITIL Service Transition)</i> En repeterbar måde at håndtere en bestemt kategori af changes på. En change model indeholder specifikke foruddefinerede trin, der skal følges for en change, der hører til denne kategori. Change modeller kan være meget komplekse med mange trin, der kræver godkendelse (f.eks. større software releases) eller være meget enkle uden krav om godkendelse (f.eks. reset af password). Se: change advisory board, standard change.
change proposal	change proposal	<i>(ITIL Service Strategy) (ITIL Service Transition)</i> A document that includes a high level description of a potential service introduction or significant change, along with a corresponding business case and an expected implementation schedule. Change proposals are normally created by the service portfolio management process and are passed to change management for authorization. Change management will review the potential impact on other services, on shared resources, and on the overall change schedule. Once the change proposal has been authorized, service portfolio management will charter the service.	<i>(ITIL Service Strategy) (ITIL Service Transition)</i> Et dokument, der indeholder en high-level beskrivelse af en potentiel introduktion af en service eller en væsentlig change sammen med en tilhørende business case og en plan for forventet implementering. Change proposals oprettes normalt igennem service portfolio management-processen og overføres til change management med henblik på godkendelse. Change management gennemgår den potentielle Impact på andre services, på delte ressourcer og på den overordnede changekalender. Når change proposalen er godkendt, kommissionerer service portfolio management servicen.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
change record	change record	<i>(ITIL Service Transition)</i> A record containing the details of a change. Each change record documents the lifecycle of a single change. A change record is created for every request for change that is received, even those that are subsequently rejected. Change records should reference the configuration items that are affected by the change. Change records may be stored in the configuration management system, or elsewhere in the service knowledge management system.	<i>(ITIL Service Transition)</i> En Record, der indeholder detaljer om en change. Hver change record dokumenterer livscyklussen for en enkelt change. Der oprettes en change record hver gang, der modtages et request for change, selv for dem, der afvises. Change records skal referere til de configuration items, der påvirkes af change. Change records kan lagres i configuration management systemet eller et andet sted i service knowledge management systemet.
change request	change request	See request for change.	Se: request for change.
change schedule	change kalender	<i>(ITIL Service Transition)</i> A document that lists all authorized changes and their planned implementation dates, as well as the estimated dates of longer-term changes. A change schedule is sometimes called a forward schedule of change, even though it also contains information about changes that have already been implemented.	<i>(ITIL Service Transition)</i> Et dokument, der indeholder alle godkendte changes og de planlagte implementeringsdatoer samt de estimerede datoer for changes der ligger længere ude i fremtiden. Sommetider kaldes en change kalender for forward schedule of change, selvom den også indeholder oplysninger om changes, der allerede er blevet implementeret.
change window	change vindue	<i>(ITIL Service Transition)</i> A regular, agreed time when changes or releases may be implemented with minimal impact on services. Change windows are usually documented in service level agreements.	<i>(ITIL Service Transition)</i> Et regelmæssigt, aftalt tidsrum inden for hvilket changes eller releases kan implementeres med minimal påvirkning af services. Change vinduer er normalt dokumenteret i SLAs.
chargeable item	chargeable item	<i>(ITIL Service Strategy)</i> A deliverable of an IT service that is used in calculating charges to customers (for example, number of transactions, number of desktop PCs).	<i>(ITIL Service Strategy)</i> En leverance fra en it-service, der bruges til at fakturere kunder (f.eks. antal transaktioner, antal stationære pc'ere).

Engelsk term	Dansk term	Engelsk definition	Dansk definition
charging	charging	<i>(ITIL Service Strategy)</i> Requiring payment for IT services. Charging for IT services is optional, and many organizations choose to treat their IT service provider as a cost centre. <i>See also</i> charging process; charging policy.	<i>(ITIL Service Strategy)</i> Opkrævning af betaling for it-services. Charging (fakturering) er ikke obligatorisk, og mange organisationer vælger i stedet at betragte deres it-serviceleverandør som et omkostningscenter. <i>Se:</i> charging process, charging policy.
charging policy	charging policy	<i>(ITIL Service Strategy)</i> A policy specifying the objective of the charging process and the way in which charges will be calculated. <i>See also</i> cost.	<i>(ITIL Service Strategy)</i> En politik, der specificerer formålet med charging processen og den måde, der faktureres ud fra. <i>Se:</i> omkostning.
charging process	charging process	<i>(ITIL Service Strategy)</i> The process responsible for deciding how much customers should pay (pricing) and recovering money from them (billing). This process is not described in detail within the core ITIL publications.	<i>(ITIL Service Strategy)</i> Den proces, der er ansvarlig for at beslutte, hvor meget kunder skal betale (prissætning), og for at opkræve penge fra dem (fakturering). Denne proces er ikke beskrevet i detaljer i kernebøgerne inden for ITIL.
charter	charter (kommissorium)	<i>(ITIL Service Strategy)</i> A document that contains details of a new service, a significant change or other significant project. Charters are typically authorized by service portfolio management or by a project management office. The term charter is also used to describe the act of authorizing the work required to complete the service change or project. <i>See also</i> change proposal; service charter; project portfolio.	<i>(ITIL Service Strategy)</i> Charter er et kommissorium der beskriver detaljer og principper for en ny service, en væsentlig change eller et andet væsentligt projekt. Et charter er typisk godkendt af service portfolio management eller af et project management office. Begrebet charter bruges også til at beskrive det at godkende det arbejde, der er nødvendigt for at færdiggøre service changen eller projektet. <i>Se:</i> change proposal, service charter, project portfolio.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
chronological analysis	kronologisk analyse	<i>(ITIL Service Operation)</i> A technique used to help identify possible causes of problems. All available data about the problem is collected and sorted by date and time to provide a detailed timeline. This can make it possible to identify which events may have been triggered by others.	<i>(ITIL Service Operation)</i> En teknik, der anvendes til at identificere mulige årsager til problems. Alle tilgængelige data om et problem indsamles og sorteres efter tid og dato for at skabe en detaljeret tidslinje. På denne måde kan det være muligt at identificere hvilke events, der kan være udløst af andre events.
CI type	CI type	<i>(ITIL Service Transition)</i> A category that is used to classify configuration items. The CI type identifies the required attributes and relationships for a configuration record. Common CI types include hardware, document, user etc.	<i>(ITIL Service Transition)</i> En kategori, der anvendes til at klassificere CIs. CI typen identificerer de attributter og relationer, der er påkrævet for en configuration record. De almindeligste CI typer er: hardware, dokument, bruger etc.
classification	classification	The act of assigning a category to something. Classification is used to ensure consistent management and reporting. Configuration items, incidents, problems, changes etc. are usually classified.	Det at tildele en kategori til noget. Classification bruges til at sikre konsistent styring og rapportering. Classification sker normalt for: CIs, incidents, problems, changes etc.
client	klient	A generic term that means a customer, the business or a business customer. For example, client manager may be used as a synonym for business relationship manager. The term is also used to mean: <ul style="list-style-type: none"> • A computer that is used directly by a user – for example, a PC, a handheld computer or a work station • The part of a client server application that the user directly interfaces with – for example, an email client. 	Et generisk begreb, der betyder kunde eller forretning. F.eks. kan det engelske begreb client manager anvendes synonymt med business relationship manager. Begrebet klient bruges også i følgende betydninger: <ul style="list-style-type: none"> • En computer, der direkte anvendes af en bruger, f.eks. en PC eller PDA. • Den del af en client-server applikation, som brugeren direkte anvender, f.eks. en e-mail-klient.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
closed	closed	<i>(ITIL Service Operation)</i> The final status in the lifecycle of an incident, problem, change etc. When the status is closed, no further action is taken.	<i>(ITIL Service Operation)</i> Sidste status i livscyklus for et incident, problem, change etc. Når status er closed udføres der ikke flere aktiviteter på sagen.
closure	closure	<i>(ITIL Service Operation)</i> The act of changing the status of an incident, problem, change etc. to closed.	<i>(ITIL Service Operation)</i> Den handling, der ændrer status på et incident, problem, change etc. til closed.
COBIT	COBIT	<i>(ITIL Continual Service Improvement)</i> Control Objectives for Information and related Technology (COBIT) provides guidance and best practice for the management of IT processes. COBIT is published by ISACA in conjunction with the IT Governance Institute (ITGI). See www.isaca.org for more information.	<i>(ITIL Continual Service Improvement)</i> Control Objectives for Information and related Technology (COBIT) indeholder vejledning om best practice for styring af it-processer. COBIT er udgivet af ISACA i samarbejde med the IT Governance Institute (ITGI). Se www.isaca.org for yderligere information.
code of practice	code of practice	A guideline published by a public body or a standards organization, such as ISO or BSI. Many standards consist of a code of practice and a specification. The code of practice describes recommended best practice.	Guidelines, der udgives af en offentlig institution eller standardiseringsorganisationer, som ISO eller BSI. Mange standarder består af en Code of Practice og en specifikation. Code of Practice beskriver anbefalet best practice.
cold standby	cold standby	See gradual recovery.	Se: gradual recovery.
commercial off the shelf (COTS)	commercial off the shelf (COTS)	<i>(ITIL Service Design)</i> Pre-existing application software or middleware that can be purchased from a third party.	<i>(ITIL Service Design)</i> Præeksisterende applikationer eller middleware, der kan købes fra en tredjepart.
compliance	compliance	Ensuring that a standard or set of guidelines is followed, or that proper, consistent accounting or other practices are being employed.	Sikrer at en standard eller et sæt guidelines bliver fulgt, eller at en virksomhed anvender anerkendte og konsistente metoder til f.eks. accounting.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
component	komponent	A general term that is used to mean one part of something more complex. For example, a computer system may be a component of an IT service; an application may be a component of a release unit. Components that need to be managed should be configuration items.	Et generelt begreb, der bruges i betydningen, at udgøre en del af noget mere komplekst. F.eks. kan et eller flere stykker hardware være komponenter i en it-service. En applikation kan være en komponent i en release unit. Komponenter, der er behov for at styre, bør defineres som configuration items.
component capacity management (CCM)	komponent capacity management (CCM)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> The sub-process of capacity management responsible for understanding the capacity, utilization and performance of configuration items. Data is collected, recorded and analysed for use in the capacity plan. See also business capacity management; service capacity management.	<i>(ITIL Service Design) (ITIL Continual Service Improvement)</i> Den underproces i capacity management, der er ansvarlig for at forstå capacity, utilisation og performance for configuration items. Data indsamles, registreres og analyseres med henblik på anvendelse i capacity planen. Se: business capacity management, service capacity management.
component CI	komponent CI	<i>(ITIL Service Transition)</i> A configuration item that is part of an assembly. For example, a CPU or memory CI may be part of a server CI.	<i>(ITIL Service Transition)</i> Et configuration item, der er en del af et assembly. F.eks. kan en CPU eller memory CI udgøre en del af et server CI.
component failure impact analysis (CFIA)	komponent failure impact analysis (CFIA)	<i>(ITIL Service Design)</i> A technique that helps to identify the impact of configuration item failure on IT services and the business. A matrix is created with IT services on one axis and CIs on the other. This enables the identification of critical CIs (that could cause the failure of multiple IT services) and fragile IT services (that have multiple single points of failure).	<i>(ITIL Service Design)</i> En teknik, der hjælper med at bestemme hvilke konsekvenser det vil få for it-services og forretningen, hvis CIs fejler. Der udfærdiges en matrice med it-services på den ene akse og CIs på den anden akse. Dette muliggør identifikation af kritiske CIs (som kan forårsage driftforstyrrelser for flere it-services) og "skrøbelige" it-services (dvs. services, som har flere single points of failure).

Engelsk term	Dansk term	Engelsk definition	Dansk definition
computer telephony integration (CTI)	computer telephony integration (CTI)	<i>(ITIL Service Operation)</i> Computer telephony integration is a general term covering any kind of integration between computers and telephone systems. It is most commonly used to refer to systems where an application displays detailed screens relating to incoming or outgoing telephone calls. See <i>also</i> automatic call distribution; interactive voice response.	<i>(ITIL Service Operation)</i> CTI er et generelt begreb, der dækker alle former for integration mellem computer- og telefonsystemer. Begrebet refererer almindeligvis til systemer, hvor en applikation viser detaljerede skærbilleder, der relaterer sig til indgående eller udgående telefonkald. Se: automatic call distribution, interactive voice response.
concurrency	samtidighed	A measure of the number of users engaged in the same operation at the same time.	En måling af det antal brugere, der lægger beslag på den samme systemmæssige aktivitet samtidigt.
confidentiality	confidentiality	<i>(ITIL Service Design)</i> A security principle that requires that data should only be accessed by authorized people.	<i>(ITIL Service Design)</i> Et sikkerhedsprincip der kræver, at data kun er tilgængelige for godkendte personer.
configuration	configuration	<i>(ITIL Service Transition)</i> A generic term used to describe a group of configuration items that work together to deliver an IT service, or a recognizable part of an IT service. Configuration is also used to describe the parameter settings for one or more configuration items.	<i>(ITIL Service Transition)</i> Et generisk begreb, der anvendes til at beskrive en gruppe configuration items, der i sammenhæng leverer en it-service, eller en synligt afgrænset del af en it-service. Configuration anvendes også til at beskrive driftsparametrene for en eller flere CIs.
configuration baseline	configuration baseline	<i>(ITIL Service Transition)</i> The baseline of a configuration that has been formally agreed and is managed through the change management process. A configuration baseline is used as a basis for future builds, releases and changes.	<i>(ITIL Service Transition)</i> En baseline af en formelt godkendt configuration, der styres af change management processen. En configuration baseline anvendes som udgangspunkt for fremtidige builds, releases og changes.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
configuration control	configuration control	<i>(ITIL Service Transition)</i> The activity responsible for ensuring that adding, modifying or removing a configuration item is properly managed – for example, by submitting a request for change or service request.	<i>(ITIL Service Transition)</i> Den aktivitet, der har ansvaret for at sikre, at tilføjelse, ændring eller fjernelse af CIs er passende styret f. eks. ved at indsende et request for change eller et service request.
configuration identification	configuration identification	<i>(ITIL Service Transition)</i> The activity responsible for collecting information about configuration items and their relationships, and loading this information into the configuration management database. Configuration identification is also responsible for labelling the configuration items themselves, so that the corresponding configuration records can be found.	<i>(ITIL Service Transition)</i> Den aktivitet, der har ansvaret for at indsamle information om configuration items og deres relationer, og for at lægge informationen ind i CMDB. Configuration identification har også ansvaret for at opmærke de fysiske CIs, således at de tilsvarende configuration records kan findes.
configuration item (CI)	configuration item (CI)	<i>(ITIL Service Transition)</i> Any component or other service asset that needs to be managed in order to deliver an IT service. Information about each configuration item is recorded in a configuration record within the configuration management system and is maintained throughout its lifecycle by service asset and configuration management. Configuration items are under the control of change management. They typically include IT services, hardware, software, buildings, people and formal documentation such as process documentation and service level agreements.	<i>(ITIL Service Transition)</i> Enhver komponent eller ethvert andet service asset, der skal styres, for at det er muligt at levere en it-service. Information om alle CIs er registreret i en configuration record i configuration management system og vedligeholdes af service asset and configuration management i CIs samlede livscyklus. Change management kontrollerer CIs. CIs er typisk hardware, software, bygninger, personer og formel dokumentation som f. eks. procesdokumentation og SLAs.
configuration management	configuration management	See service asset and configuration management.	Se: service asset and configuration management.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
configuration management database (CMDB)	configuration management database (CMDB)	<i>(ITIL Service Transition)</i> A database used to store configuration records throughout their lifecycle. The configuration management system maintains one or more configuration management databases, and each database stores attributes of configuration items, and relationships with other configuration items.	<i>(ITIL Service Transition)</i> En database, der anvendes til at opbevare configuration records igennem hele deres livscyklus. Configuration management systemet indeholder én eller flere CMDBs, og hver CMDB indeholder CIs med attributter, samt relationer til andre CIs.
configuration management system (CMS)	configuration management system (CMS)	<i>(ITIL Service Transition)</i> A set of tools, data and information that is used to support service asset and configuration management. The CMS is part of an overall service knowledge management system and includes tools for collecting, storing, managing, updating, analysing and presenting data about all configuration items and their relationships. The CMS may also include information about incidents, problems, known errors, changes and releases. The CMS is maintained by service asset and configuration management and is used by all IT service management processes. <i>See also</i> configuration management database.	<i>(ITIL Service Transition)</i> Et sæt værktøjer, data og informationer, der anvendes til at understøtte service asset and configuration management. CMS er en del af et overordnet service knowledge management system og indeholder værktøjer til indsamling, opbevaring, styring, opdatering, analyse og præsentation af data om alle configuration items og deres relationer. CMS kan også indeholde information om Incidents, problems, known errors, changes og releases. CMS vedligeholdes af service asset and configuration management og anvendes af alle IT service management processer. Se: configuration management database.
configuration record	configuration record	<i>(ITIL Service Transition)</i> A record containing the details of a configuration item. Each configuration record documents the lifecycle of a single configuration item. Configuration records are stored in a configuration management database and maintained as part of a configuration management system.	<i>(ITIL Service Transition)</i> En record, der indeholder detaljer om et configuration item. Hver configuration record dokumenterer et enkelt CIs livscyklus. Configuration records opbevares i en configuration management database og vedligeholdes som del af et configuration management system.
configuration structure	configuration structure	<i>(ITIL Service Transition)</i> The hierarchy and other relationships between all the configuration items that comprise a configuration.	<i>(ITIL Service Transition)</i> Hierarkiet og andre relationer mellem alle configuration items, der udgør en configuration.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
continual service improvement (CSI)	continual service improvement (CSI)	<i>(ITIL Continual Service Improvement)</i> A stage in the lifecycle of a service. Continual service improvement ensures that services are aligned with changing business needs by identifying and implementing improvements to IT services that support business processes. The performance of the IT service provider is continually measured and improvements are made to processes, IT services and IT infrastructure in order to increase efficiency, effectiveness and cost effectiveness. Continual service improvement includes the seven-step improvement process. Although this process is associated with continual service improvement, most processes have activities that take place across multiple stages of the service lifecycle. See also Plan-Do-Check-Act.	<i>(ITIL Continual Service Improvement)</i> Continual service improvement sikrer, at services er i overensstemmelse med ændrede forretningsbehov, ved at måle, identificere og implementere forbedringer af it-services, der understøtter forretningsprocesser. It-serviceleverandørens performance bliver kontinuerligt målt og forbedret for at effektivisere, øge ressourcer og kvalitet samt sikre rentabilitet i omkostninger. Continual service improvement omfatter 7-trins forbedringsprocessen. Selvom denne proces er forbundet med continual service improvement, har de fleste processer aktiviteter, der finder sted i forskellige faser af service lifecycle. Se: Plan-Do-Check-Act.
continuous availability	continuous availability	<i>(ITIL Service Design)</i> An approach or design to achieve 100% availability. A continuously available IT service has no planned or unplanned downtime.	<i>(ITIL Service Design)</i> En tilgang eller et design, der tilstræber 100% availability. Continuous availability betyder, at en it-service ikke vil være udsat for hverken planlagt eller ikke-planlagt nedetid.
continuous operation	continuous operation	<i>(ITIL Service Design)</i> An approach or design to eliminate planned downtime of an IT service. Note that individual configuration items may be down even though the IT service is available.	<i>(ITIL Service Design)</i> En tilgang eller et design, der har som sit formål at eliminere planlagt nedetid for en it-service. Bemærk dog, at enkelte configuration items kan være nede, selvom it-servicen er available.
contract	kontrakt	A legally binding agreement between two or more parties.	En juridisk bindende agreement mellem to eller flere parter.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
control	kontrol	A means of managing a risk, ensuring that a business objective is achieved or that a process is followed. Examples of control include policies, procedures, roles, RAID, door locks etc. A control is sometimes called a countermeasure or safeguard. Control also means to manage the utilization or behaviour of a configuration item, system or IT service.	En måde at håndtere en risiko, der sikrer, at forretningsmålene bliver opnået, eller sikrer at en proces bliver fulgt. Eksempler på kontroller: politikker, procedurer, roller, RAID, låse-mekanismer på døre etc. Kontroller kaldes undertiden sikkerheds- eller modforanstaltninger. Kontrol bruges også i betydningen at styre anvendelsen eller adfærden af et CI, system eller en it-service.
Control OBjectives for Information and related Technology	control objectives for information and related technology (COBIT)	See COBIT.	Se: COBIT.
control perspective	kontrolperspektiv	<i>(ITIL Service Strategy)</i> An approach to the management of IT services, processes, functions, assets etc. There can be several different control perspectives on the same IT service, process etc., allowing different individuals or teams to focus on what is important and relevant to their specific role. Examples of control perspective include reactive and proactive management within IT operations, or a lifecycle view for an application project team.	<i>(ITIL Service Strategy)</i> En tilgang til styring af it-services, processer, funktioner, assets etc. Der kan være adskillige kontrolperspektiver for den samme it-service, proces etc., for på denne måde at tillade forskellige individer eller teams at fokusere på de elementer, der er vigtige for netop deres specifikke rolle. Eksempler på et kontrolperspektiv kan være reaktiv eller proaktiv styring indenfor it-drift eller et livscyklusperspektiv for et applikationsprojektteam.
control processes	control processes	The ISO/IEC 20000 process group that includes change management and configuration management.	Den gruppe af ISO/IEC 20000 processer, der indeholder change management og configuration management.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
core service	core service	<i>(ITIL Service Strategy)</i> A service that delivers the basic outcomes desired by one or more customers. A core service provides a specific level of utility and warranty. Customers may be offered a choice of utility and warranty through one or more service options. <i>See also</i> enabling service; enhancing service; IT service; service package.	<i>(ITIL Service Strategy)</i> En service, der skaber de basale slutprodukter, som er efterspurgt af en eller flere kunder. En core service tilvejebringer et specifikt niveau for utility og warranty. Kunder kan blive tilbudt et udvalg af utility og warranty gennem en eller flere service options. <i>Se:</i> enabling service, enhancing service, it-service, service package.
cost	omkostning	The amount of money spent on a specific activity, IT service or business unit. Costs consist of real cost (money), notional cost (such as people's time) and depreciation.	Et beløb anvendt på en specifik aktivitet, it-service eller forretningsenhed. Omkostninger består af reelle omkostninger (pengemæssige), fiktive omkostninger så som folks tid, og afskrivninger.
cost benefit analysis	cost benefit analyse	An activity that analyses and compares the costs and the benefits involved in one or more alternative courses of action. <i>See also</i> business case; internal rate of return; net present value; return on investment; value on investment.	En aktivitet, der analyserer og sammenligner omkostninger og det udbytte, som alternative handlingsmuligheder indbefatter. <i>Se:</i> business case, net present value, internal rate of return, return on investment, value on investment.
cost centre	omkostningscenter	<i>(ITIL Service Strategy)</i> A business unit or project to which costs are assigned. A cost centre does not charge for services provided. An IT service provider can be run as a cost centre or a profit centre.	<i>(ITIL Service Strategy)</i> En forretningsenhed eller et projekt hvor der tilskrives omkostninger. Et omkostningscenter fakturerer ikke for services. En it-serviceleverandør kan drives som et omkostningscenter eller et profitcenter.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
cost element	omkostningselement	<i>(ITIL Service Strategy)</i> The middle level of category to which costs are assigned in budgeting and accounting. The highest-level category is cost type. For example, a cost type of 'people' could have cost elements of payroll, staff benefits, expenses, training, overtime etc. Cost elements can be further broken down to give cost units. For example, the cost element 'expenses' could include cost units of hotels, transport, meals etc.	<i>(ITIL Service Strategy)</i> Det midterste kategoriniveau omkostninger tildeles under budgeting og accounting. Det højeste niveau er omkostningstype. Som eksempel kunne omkostningstypen "mennesker" indeholde følgende omkostningselementer: lønningsliste, medarbejdergoder, udlæg, uddannelse, overtidsbetaling etc. Omkostningselementer kan nedbrydes yderligere – til omkostningsenheder. Som eksempel kan omkostningselementet "udlæg" nedbrydes til følgende omkostningsenheder: hotel, transport, måltider etc.
cost management	cost management	<i>(ITIL Service Strategy)</i> A general term that is used to refer to budgeting and accounting, and is sometimes used as a synonym for financial management.	<i>(ITIL Service Strategy)</i> Et generelt begreb, der refererer til budgeting og accounting. Anvendes også som synonym for financial management.
cost model	costmodel	<i>(ITIL Service Strategy)</i> A framework used in budgeting and accounting in which all known costs can be recorded, categorized and allocated to specific customers, business units or projects. See also cost type; cost element; cost unit.	<i>(ITIL Service Strategy)</i> Et metodeapparat, der anvendes til budgeting og accounting, i hvilket alle kendte omkostninger kan registreres, kategoriseres og allokeres til specifikke kunder, forretningsenheder eller projekter. Se: omkostningstype, omkostningselement, omkostningsenhed.
cost type	omkostningstype	<i>(ITIL Service Strategy)</i> The highest level of category to which costs are assigned in budgeting and accounting – for example, hardware, software, people, accommodation, external and transfer. See also cost element; cost unit.	<i>(ITIL Service Strategy)</i> Det højeste kategoriniveau til hvilket omkostninger tildeles under budgeting og accounting. Eksempler kunne være: hardware, software, mennesker, lokaleforhold, eksternt og koncernintern afregning. Se: omkostningselement.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
cost unit	omkostningsenhed	<i>(ITIL Service Strategy)</i> The lowest level of category to which costs are assigned, cost units are usually things that can be easily counted (e.g. staff numbers, software licences) or things easily measured (e.g. CPU usage, electricity consumed). Cost units are included within cost elements. For example, a cost element of 'expenses' could include cost units of hotels, transport, meals etc. <i>See also</i> cost type.	<i>(ITIL Service Strategy)</i> Det laveste kategoriniveau til hvilket omkostninger tildeles. Omkostningsenheder kan normalt nemt tælles (f.eks. antal medarbejdere, software licenser) eller måles (f.eks. CPU-forbrug, strømforbrug). Omkostningsenheder er indeholdt i omkostningselementer. Som eksempel kan omkostningselementet "udlæg" nedbrydes til følgende omkostningsenheder: hotel, transport, måltider etc. <i>Se:</i> omkostningstype.
cost effectiveness	omkostningsrentabilitet	A measure of the balance between the effectiveness and cost of a service, process or activity. A cost-effective process is one that achieves its objectives at minimum cost. <i>See also</i> key performance indicator; return on investment; value for money.	Et mål for balancen mellem kvalitetsmæssig effektivitet og omkostninger for en service, proces eller aktivitet. En omkostningsrentabel proces opfylder sit formål med færrest mulige omkostninger. <i>Se:</i> KPI, return on investment, value for money.
countermeasure	modforanstaltning	Can be used to refer to any type of control. The term is most often used when referring to measures that increase resilience, fault tolerance or reliability of an IT service.	Kan referere til alle former for kontroller. Begrebet modforanstaltning anvendes oftest, når der refereres til foranstaltninger, der øger resilience, fejltolerance eller reliability for en it-service.
course corrections	løbende korrigeringer	Changes made to a plan or activity that has already started to ensure that it will meet its objectives. Course corrections are made as a result of monitoring progress.	Ændringer til en plan eller aktivitet, der allerede er påbegyndt for at sikre, at den opfylder sit formål. Løbende korrigering udføres som resultat af overvågningsforløb.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
crisis management	krisestyring	Crisis management is the process responsible for managing the wider implications of business continuity. A crisis management team is responsible for strategic issues such as managing media relations and shareholder confidence, and decides when to invoke business continuity plans.	Den proces, der har ansvaret at styre de vidtrækkende og overordnede elementer af business continuity. Et krisestyringsteam har ansvaret for strategiske emner som håndtering af medierelationer og aktionærtillid, og teamet beslutter, hvornår business continuity plans skal sættes i værk.
critical success factor (CSF)	critical success factor (CSF)	Something that must happen if an IT service, process, plan, project or other activity is to succeed. Key performance indicators are used to measure the achievement of each critical success factor. For example, a critical success factor of 'protect IT services when making changes' could be measured by key performance indicators such as 'percentage reduction of unsuccessful changes', 'percentage reduction in changes causing incidents' etc.	En forudsætning, for at en it-service, proces, en plan, et projekt eller anden aktivitet skal lykkes. KPIs anvendes til måling af, hvorvidt CSF er opfyldt. F.eks. kan en CSF vedr. "beskyttelse af it-services, når der gennemføres changes", måles vha. KPIs som f. eks. procentvis reduktion af mislykkede changes; procentvis reduktion af changes, der forårsager incidents etc.
CSI register	CSI register	<i>(ITIL Continual Service Improvement)</i> A database or structured document used to record and manage improvement opportunities throughout their lifecycle.	<i>(ITIL Continual Service Improvement)</i> En database eller et struktureret dokument, der anvendes til at registrere og håndtere forbedringsmuligheder gennem deres livscyklus.
culture	kultur	A set of values that is shared by a group of people, including expectations about how people should behave, their ideas, beliefs and practices. See <i>also</i> vision.	Et værdisæt der deles af en gruppe mennesker. Disse værdier inkluderer: forventninger til adfærd, idéer, overbevisninger, samt måder at gøre tingene på. Se: vision.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
customer	kunde	Someone who buys goods or services. The customer of an IT service provider is the person or group who defines and agrees the service level targets. The term is also sometimes used informally to mean user – for example, 'This is a customer-focused organization.'	En, der køber varer eller services. En it-serviceleverandørs kunde er den person eller gruppe, der forhandler og godkender service level targets. Begrebet kunde kan uformelt anvendes om brugere, f. eks. "dette er en kundefokuseret organisation".
customer asset	kundeasset	Any resource or capability of a customer. <i>See also</i> asset.	Enhver ressource eller capability hos en kunde. Se: asset.
customer agreement portfolio	customer agreement portfolio	<i>(ITIL Service Strategy)</i> A database or structured document used to manage service contracts or agreements between an IT service provider and its customers. Each IT service delivered to a customer should have a contract or other agreement that is listed in the customer agreement portfolio. <i>See also</i> customer-facing service; service catalogue; service portfolio.	<i>(ITIL Service Strategy)</i> En database eller et struktureret dokument, der anvendes til at håndtere servicekontrakter eller aftaler mellem en it-serviceleverandør og dennes kunder. Hver it-service, der leveres til en kunde, bør høre ind under en kontrakt eller anden aftale, der er anført i customer agreement portfolioen. Se: kundesynlig service, service catalogue, service portfolio.
customer portfolio	customer portfolio	<i>(ITIL Service Strategy)</i> A database or structured document used to record all customers of the IT service provider. The customer portfolio is the business relationship manager's view of the customers who receive services from the IT service provider. <i>See also</i> customer agreement portfolio; service catalogue; service portfolio.	<i>(ITIL Service Strategy)</i> En database eller et struktureret dokument, der anvendes til at registrere alle it-serviceleverandørens kunder. customer portfolio er business relationship managerens synsvinkel på de kunder, der modtager services fra it-serviceleverandøren. Se: customer agreement portfolio, service catalogue, service portfolio.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
customer-facing service	kundevendt service	<i>(ITIL Service Design)</i> An IT service that is visible to the customer. These are normally services that support the customer's business processes and facilitate one or more outcomes desired by the customer. All live customer-facing services, including those available for deployment, are recorded in the service catalogue along with customer-visible information about deliverables, prices, contact points, ordering and request processes. Other information such as relationships to supporting services and other CIs will also be recorded for internal use by the IT service provider.	<i>(ITIL Service Design)</i> En it-service, der er synlig for kunden. Dette er normalt services, som understøtter kundens forretningsprocesser og formidler et eller flere slutprodukter, som kunden ønsker. Alle kørende kundevendt services, herunder dem, der er klar til deployment, registreres i service catalogue sammen med kundesynlig information om leverancer, priser, kontaktpunkter, ordre- og forespørgselsprocesser. Anden information såsom relationer til supporting services og andre CI'er vil også blive registreret til internt brug for it-serviceleverandøren.
dashboard	dashboard	<i>(ITIL Service Operation)</i> A graphical representation of overall IT service performance and availability. Dashboard images may be updated in real time, and can also be included in management reports and web pages. Dashboards can be used to support service level management, event management and incident diagnosis.	<i>(ITIL Service Operation)</i> En grafisk repræsentation af performance og availability for it-services på et overordnet niveau. Dashboards kan opdateres løbende i real-time, og deres indhold kan indgå i ledelsesrapporter og på hjemmesider. Dashboards kan også anvendes til at understøtte service level management, event management eller incident diagnosis.
Data-to-Information-to-Knowledge-to-Wisdom (DIKW)	Data-to-Information-to-Knowledge-to-Wisdom (DIKW)	<i>(ITIL Service Transition)</i> A way of understanding the relationships between data, information, knowledge and wisdom. DIKW shows how each of these builds on the others.	<i>(ITIL Service Transition)</i> En metode til at forstå relationerne mellem data, information, viden (knowledge) og visdom. DIKW viser, hvordan hvert af disse begreber bygger på de andre.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
definitive media library (DML)	definitive media library (DML)	<i>(ITIL Service Transition)</i> One or more locations in which the definitive and authorized versions of all software configuration items are securely stored. The definitive media library may also contain associated configuration items such as licences and documentation. It is a single logical storage area even if there are multiple locations. The definitive media library is controlled by service asset and configuration management and is recorded in the configuration management system.	<i>(ITIL Service Transition)</i> En eller flere lokaliteter, på hvilke endelige og godkendte versioner af alle software configuration items opbevares sikkert. DML kan også indeholde tilknyttede CIs så som licenser og dokumentation. DML udgør ét opbevaringssted, uanset om det fysisk set befinder sig på flere lokaliteter. Al software i DML er under change og release management kontrol og det er registreret i configuration management systemet. I en release må software kun komme fra DML.
deliverable	leverance	Something that must be provided to meet a commitment in a service level agreement or a contract. It is also used in a more informal way to mean a planned output of any process.	En ydelse, der skal leveres for at opfylde en forpligtigelse i en service level agreement eller kontrakt. Leverance anvendes også mere uformelt i forbindelse med et planlagt output fra en proces.
demand management	demand management	<i>(ITIL Service Design) (ITIL Service Strategy)</i> The process responsible for understanding, anticipating and influencing customer demand for services. Demand management works with capacity management to ensure that the service provider has sufficient capacity to meet the required demand. At a strategic level, demand management can involve analysis of patterns of business activity and user profiles, while at a tactical level, it can involve the use of differential charging to encourage customers to use IT services at less busy times, or require short-term activities to respond to unexpected demand or the failure of a configuration item.	<i>(ITIL Service Design) (ITIL Service Strategy)</i> Den proces, der er ansvarlig for at forstå, forudse og påvirke kundernes efterspørgsel efter services. demand management samarbejder med capacity management med henblik på at sikre, at serviceleverandøren har tilstrækkelig capacity til at opfylde kravene. På strategisk niveau kan demand management indeholde analyse af pattern of business activity og user profiles, mens det på taktisk niveau kan inkludere anvendelsen af differentieret fakturering for at tilskynde kunder til at anvende en it-service på mindre travle tidspunkter eller nødvendiggøre kortsigtede aktiviteter for at imødekomme uventet efterspørgsel eller en fejl i en CI.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
Deming Cycle	Deming Cycle	See Plan-Do-Check-Act.	Se: Plan-Do-Check-Act.
dependency	afhængighed	The direct or indirect reliance of one process or activity on another.	En proces eller aktivitets direkte eller indirekte afhængighed af en anden.
deployment	deployment	<i>(ITIL Service Transition)</i> The activity responsible for movement of new or changed hardware, software, documentation, process etc. to the live environment. Deployment is part of the release and deployment management process.	<i>(ITIL Service Transition)</i> Den aktivitet, der har ansvaret for at overflytte ny eller ændret hardware, software, dokumentation, processer etc. til produktionsmiljøet. Deployment er en del af release and deployment management processen.
depreciation	afskrivning	<i>(ITIL Service Strategy)</i> A measure of the reduction in value of an asset over its life. This is based on wearing out, consumption or other reduction in the useful economic value.	<i>(ITIL Service Strategy)</i> Et mål for nedbringelsen af værdien af et asset i dets levetid. Afskrivningen baseres på slitage, forbrug eller anden forringelse af den brugbare økonomiske værdi.
design	design	<i>(ITIL Service Design)</i> An activity or process that identifies requirements and then defines a solution that is able to meet these requirements. <i>See also</i> service design.	<i>(ITIL Service Design)</i> En aktivitet eller proces, der identificerer krav og herefter definerer en løsning, der er i stand til at opfylde disse krav. <i>Se:</i> service design.
design coordination	design coordination	<i>(ITIL Service Design)</i> The process responsible for coordinating all service design activities, processes and resources. Design coordination ensures the consistent and effective design of new or changed IT services, service management information systems, architectures, technology, processes, information and metrics.	<i>(ITIL Service Design)</i> Den proces, der er ansvarlig for koordinering af alle service design-aktiviteter, -processer og -ressourcer. Design coordination sikrer konsistent og effektivt design af nye eller ændrede it-services, service management information systemer, arkitekturer, teknologi, processer, information og metrikker.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
detection	detection	<i>(ITIL Service Operation)</i> A stage in the expanded incident lifecycle. Detection results in the incident becoming known to the service provider. Detection can be automatic or the result of a user logging an incident.	<i>(ITIL Service Operation)</i> En fase i expanded incident lifecycle. Detection medfører, at serviceleverandøren opdager et Incident. Detection kan ske automatisk, eller ved at en bruger registrerer et incident.
development	udvikling	<i>(ITIL Service Design)</i> The process responsible for creating or modifying an IT service or application ready for subsequent release and deployment. Development is also used to mean the role or function that carries out development work. This process is not described in detail within the core ITIL publications.	<i>(ITIL Service Design)</i> Den proces, der er ansvarlig for at fremstille eller ændre en it-service eller applikation, der er klar til efterfølgende release og deployment. Begrebet anvendes også i betydningen: den rolle eller gruppe, der udfører udviklingsarbejde. Denne proces er ikke beskrevet i detaljer i kernebøgerne i ITIL.
development environment	udviklingsmiljø	<i>(ITIL Service Design)</i> An environment used to create or modify IT services or applications. Development environments are not typically subjected to the same degree of control as test or live environments. <i>See also</i> development.	<i>(ITIL Service Design)</i> Et miljø, der anvendes til at fremstille eller ændre it-services eller applikationer. Udviklingsmiljøer er normalt ikke underlagt samme grad af styring som testmiljøer eller produktionsmiljøer. Se: udvikling.
diagnosis	diagnosis	<i>(ITIL Service Operation)</i> A stage in the incident and problem lifecycles. The purpose of diagnosis is to identify a workaround for an incident or the root cause of a problem.	<i>(ITIL Service Operation)</i> En fase i incidents eller problems livscyklus. Formålet med diagnosis er at identificere en workaround for et incident eller root cause for et problem.
diagnostic script	spørgeliste	<i>(ITIL Service Operation)</i> A structured set of questions used by service desk staff to ensure they ask the correct questions, and to help them classify, resolve and assign incidents. Diagnostic scripts may also be made available to users to help them diagnose and resolve their own incidents.	<i>(ITIL Service Operation)</i> Et sæt strukturerede spørgsmål, som personalet i service desk anvender for at sikre, at de rigtige spørgsmål bliver stillet, og derved hjælper med til classification og resolution og til videregivelse af incidents. Spørgelister kan også stilles til rådighed for brugere som en hjælp til at diagnosticere og løse egne incidents.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
differential charging	differentieret fakturering	A technique used to support demand management by charging different amounts for the same function of an IT service under different circumstances. For example, reduced charges outside peak times, or increased charges for users who exceed a bandwidth allocation.	En faktureringsteknik der understøtter demand management ved at fakturere med forskellige priser for den samme it-service, afhængig af anvendelsestidspunktet.
direct cost	direkte omkostning	<i>(ITIL Service Strategy)</i> The cost of providing an IT service which can be allocated in full to a specific customer, cost centre, project etc. For example, the cost of providing non-shared servers or software licences. <i>See also</i> indirect cost.	<i>(ITIL Service Strategy)</i> En omkostning ved at yde en it-service, hvor hele omkostningen kan henføres til en specifik kunde, omkostningscenter, projekt etc. F.eks. omkostninger til servere eller software licenser, der udelukkende anvendes af en enkelt kunde eller omkostningscenter. <i>Se:</i> indirekte omkostning.
directory service	directory service	<i>(ITIL Service Operation)</i> An application that manages information about IT infrastructure available on a network, and corresponding user access rights.	<i>(ITIL Service Operation)</i> En applikation, der styrer information om den del af it-infrastrukturen, der er tilgængelig på netværket og tilhørende adgangsrettigheder for brugerne.
document	dokument	Information in readable form. A document may be paper or electronic – for example, a policy statement, service level agreement, incident record or diagram of a computer room layout. <i>See also</i> record.	Information i læsbart format. Et dokument kan være papirbaseret eller elektronisk. Det kan f. eks. være politikker, service level agreement, incident record, en tegning over et serverrum. <i>Se:</i> record.
downtime	nedetid	<i>(ITIL Service Design) (ITIL Service Operation)</i> The time when an IT service or other configuration item is not available during its agreed service time. The availability of an IT service is often calculated from agreed service time and downtime.	<i>(ITIL Service Design) (ITIL Service Operation)</i> Den tid et configuration item eller en it-service ikke er available inden for agreed service time. Availability af en it-service beregnes ofte på grundlag af agreed service time og nedetid.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
driver	drivkraft	Something that influences strategy, objectives or requirements – for example, new legislation or the actions of competitors.	Noget, der påvirker strategi, formål og krav, f.eks. ny lovgivning eller konkurrenters handlinger.
early life support (ELS)	early life support (ELS)	<i>(ITIL Service Transition)</i> A stage in the service lifecycle that occurs at the end of deployment and before the service is fully accepted into operation. During early life support, the service provider reviews key performance indicators, service levels and monitoring thresholds and may implement improvements to ensure that service targets can be met. The service provider may also provide additional resources for incident and problem management during this time.	<i>(ITIL Service Transition)</i> En fase i service lifecycle, der finder sted i slutningen af deployment, og før servicen er fuldt accepteret til drift. Under early life support reviderer serviceleverandøren KPIs, service levels samt monitorerer på grænseværdier og kan implementere forbedringer for at sikre, at service targets nås. Serviceleverandøren kan også stille yderligere ressourcer til rådighed for incident og problem management i løbet af denne fase.
economies of scale	stordriftsfordele	<i>(ITIL Service Strategy)</i> The reduction in average cost that is possible from increasing the usage of an IT service or asset. <i>See also</i> economies of scope.	<i>(ITIL Service Strategy)</i> Den reduktion i de gennemsnitlige omkostninger, der kan opnås ved øget anvendelse af en it-service eller et asset. Se: omfangsfordele
economies of scope	omfangsfordele	<i>(ITIL Service Strategy)</i> The reduction in cost that is allocated to an IT service by using an existing asset for an additional purpose. For example, delivering a new IT service from an existing IT infrastructure. <i>See also</i> economies of scale.	<i>(ITIL Service Strategy)</i> Den reduktion i omkostninger, der allokeres til en it-service ved at anvende et eksisterende asset til flere formål. Som eksempel kan nævnes at levere en ny it-service ud fra den eksisterende it-infrastruktur. Se: stordriftsfordele
effectiveness	kvalitetsmæssig effektivitet	<i>(ITIL Continual Service Improvement)</i> A measure of whether the objectives of a process, service or activity have been achieved. An effective process or activity is one that achieves its agreed objectives. <i>See also</i> key performance indicator.	<i>(ITIL Continual Service Improvement)</i> En indikator for, om en proces, service eller aktivitet har opfyldt sit formål. En kvalitetsmæssig effektiv proces eller aktivitet opnår aftalte formål. Se: KPI.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
efficiency	ressourcemæssig effektivitet	<i>(ITIL Continual Service Improvement)</i> A measure of whether the right amount of resource has been used to deliver a process, service or activity. An efficient process achieves its objectives with the minimum amount of time, money, people or other resources. <i>See also</i> key performance indicator.	<i>(ITIL Continual Service Improvement)</i> En indikator for om den rette mængde ressourcer blev anvendt i udførelsen af en proces, service eller aktivitet. En ressourcemæssigt effektiv proces opnår sit formål ved mindst mulig anvendelse af tid, penge, mennesker eller andre ressourcer. <i>Se:</i> KPI.
emergency change	emergency change	<i>(ITIL Service Transition)</i> A change that must be introduced as soon as possible – for example, to resolve a major incident or implement a security patch. The change management process will normally have a specific procedure for handling emergency changes. <i>See also</i> emergency change advisory board.	<i>(ITIL Service Transition)</i> En change, der skal foretages hurtigst muligt, f.eks. for at løse et major incident eller implementere en sikkerheds-patch. Change management-processen vil normalt indeholde en procedure, der er specielt beregnet til at håndtere emergency changes. <i>Se:</i> emergency change advisory board (ECAB).
emergency change advisory board (ECAB)	emergency change advisory board (ECAB)	<i>(ITIL Service Transition)</i> A subgroup of the change advisory board that makes decisions about emergency changes. Membership may be decided at the time a meeting is called, and depends on the nature of the emergency change.	<i>(ITIL Service Transition)</i> En delmængde af change advisory board, der træffer afgørelser om emergency changes. Deltagerskaren for ECAB kan blive afgjort på det tidspunkt mødet indkaldes, og afhænger af typen af emergency change.
enabling service	enabling service	<i>(ITIL Service Strategy)</i> A service that is needed in order to deliver a core service. Enabling services may or may not be visible to the customer, but they are not offered to customers in their own right. <i>See also</i> enhancing service.	<i>(ITIL Service Strategy)</i> En service, der er nødvendig for at levere en core service. Enabling services kan være synlige for kunden, men de tilbydes ikke til kunden som en selvstændig service. <i>Se:</i> enhancing service.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
enhancing service	enhancing service	<i>(ITIL Service Strategy)</i> A service that is added to a core service to make it more attractive to the customer. Enhancing services are not essential to the delivery of a core service but are used to encourage customers to use the core services or to differentiate the service provider from its competitors. <i>See also</i> enabling service; excitement factor.	<i>(ITIL Service Strategy)</i> En service, der føjes til en core service for at gøre den mere interessant for kunden. Enhancing services er ikke afgørende for leverancen af en core service, men anvendes til at opfordre kunder til at bruge Core services eller til at differentiere serviceleverandøren fra konkurrenterne. Se: enabling service, excitement factor.
enterprise financial management	enterprise financial management	<i>(ITIL Service Strategy)</i> The function and processes responsible for managing the overall organization's budgeting, accounting and charging requirements. Enterprise financial management is sometimes referred to as the 'corporate' financial department. <i>See also</i> financial management for IT services.	<i>(ITIL Service Strategy)</i> Den funktion og de processer, der er ansvarlige for at håndtere den overordnede organisations budgeting, accounting og charging-krav. Enterprise financial management kaldes ind imellem for virksomhedens finansafdeling. Se: financial management for IT services.
environment	miljø	<i>(ITIL Service Transition)</i> A subset of the IT infrastructure that is used for a particular purpose – for example, live environment, test environment, build environment. Also used in the term 'physical environment' to mean the accommodation, air conditioning, power system etc. Environment is used as a generic term to mean the external conditions that influence or affect something.	<i>(ITIL Service Transition)</i> En delmængde af it-infrastrukturen, som anvendes til et specifikt formål, f.eks.: produktionsmiljø, testmiljø, buildmiljø. Flere miljøer kan dele et configuration item. F.eks. kan test- og produktionsmiljø anvende forskellige dele af en mainframe. Anvendes også som begreb om det fysiske miljø i betydningen lokaleforhold, aircondition, elforsyning etc. Miljø anvendes også som generisk begreb i betydningen: eksterne faktorer, der kan påvirke noget.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
error	error	<i>(ITIL Service Operation)</i> A design flaw or malfunction that causes a failure of one or more IT services or other configuration items. A mistake made by a person or a faulty process that impacts a configuration item is also an error.	<i>(ITIL Service Operation)</i> En designfejl eller funktionsfejl, der bevirker fejl på en eller flere configuration items eller it-services. Hvis en menneskelig fejl eller en fejlbehæftet proces påvirker et CI eller en it-service, kaldes det også en error.
escalation	eskalering	<i>(ITIL Service Operation)</i> An activity that obtains additional resources when these are needed to meet service level targets or customer expectations. Escalation may be needed within any IT service management process, but is most commonly associated with incident management, problem management and the management of customer complaints. There are two types of escalation: functional escalation and hierarchic escalation.	<i>(ITIL Service Operation)</i> En aktivitet, der sørger for supplerende ressourcer, når der er behov for disse for at opfylde service level targets eller kundeforventninger. Eskalering kan være nødvendig i alle IT service management-processer, men det forbindes almindeligvis med incident management, problem management og håndtering af kundeklager. Der er to typer eskalering – funktionel eskalering og hierarkisk eskalering.
eSourcing Capability Model for Client Organizations (eSCM-CL)	eSourcing Capability Model for Client Organizations (eSCM-CL)	<i>(ITIL Service Strategy)</i> A framework to help organizations in their analysis and decision-making on service sourcing models and strategies. It was developed by Carnegie Mellon University in the US. <i>See also</i> eSourcing Capability Model for Service Providers.	<i>(ITIL Service Strategy)</i> Et metodeapparat, der kan hjælpe organisationer i deres analyser og beslutning vedr. Service sourcing-modeller og -strategier. eSCM-CL blev udviklet af Carnegie Mellon-universitetet i USA. Se: eSCM-SP.
eSourcing Capability Model for Service Providers (eSCM-SP)	eSourcing Capability Model for Service Providers (eSCM-SP)	<i>(ITIL Service Strategy)</i> A framework to help IT service providers develop their IT service management capabilities from a service sourcing perspective. It was developed by Carnegie Mellon University in the US. <i>See also</i> eSourcing Capability Model for Client Organizations.	<i>(ITIL Service Strategy)</i> Et metodeapparat, der kan hjælpe it-serviceleverandører med at udvikle deres IT service management capabilities set fra et service sourcing-perspektiv. eSCM-SP blev udviklet af Carnegie Mellon-universitetet i USA. Se: eSCM-CL.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
estimation	estimering	The use of experience to provide an approximate value for a metric or cost. Estimation is also used in capacity and availability management as the cheapest and least accurate modelling method.	Anvendelse af erfaring til at anslå værdien af en metrik eller en omkostning. Estimering anvendes også i forbindelse med capacity og availability management som den billigste og mindst præcise metode til modellering.
event	event	<i>(ITIL Service Operation)</i> A change of state that has significance for the management of an IT service or other configuration item. The term is also used to mean an alert or notification created by any IT service, configuration item or monitoring tool. Events typically require IT operations personnel to take actions, and often lead to incidents being logged.	<i>(ITIL Service Operation)</i> En ændring af en tilstand, der har betydning for styringen af et configuration item eller en it-service. Begrebet event anvendes også i betydningen alarm eller notifikation fra en it-service, configuration item eller overvågningsværktøj. Events kræver som regel at personalet i IT operations skal udføre en handling, og events medfører ofte, at der registreres et incident.
event management	event management	<i>(ITIL Service Operation)</i> The process responsible for managing events throughout their lifecycle. Event management is one of the main activities of IT operations.	<i>(ITIL Service Operation)</i> Den proces, der er ansvarlig for at styre events igennem deres livscyklus. Event management er en af hovedaktiviteterne i IT operations.
exception report	afvigelsesrapport	A document containing details of one or more key performance indicators or other important targets that have exceeded defined thresholds. Examples include service level agreement targets being missed or about to be missed, and a performance metric indicating a potential capacity problem.	Et dokument, der indeholder detaljer om, at en eller flere KPIs eller andre vigtige målsætninger har overskredet definerede grænseværdier. Det kan f. eks. være SLA-mål, der enten er blevet overskredet eller er ved at blive overskredet, eller en performance metrik der indikerer et potentielt capacity problem.
excitement attribute	excitement attribute	See excitement factor.	Se: excitement factor.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
excitement factor	excitement factor	<i>(ITIL Service Strategy)</i> An attribute added to something to make it more attractive or more exciting to the customer. For example, a restaurant may provide a free drink with every meal. <i>See also</i> enhancing service.	<i>(ITIL Service Strategy)</i> En attribut, der føjes til noget for at gøre det mere interessant eller mere spændende for kunden. For eksempel kan en restaurant tilbyde en gratis drikkevare med alle måltider. <i>Se:</i> enhancing service.
expanded incident lifecycle	expanded incident lifecycle	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> Detailed stages in the lifecycle of an incident. The stages are detection, diagnosis, repair, recovery and restoration. The expanded incident lifecycle is used to help understand all contributions to the impact of incidents and to plan for how these could be controlled or reduced.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> Detaljeret nedbrydning af de enkelte trin i et Incidents livscyklus. Trinene omfatter: detection, diagnosis, repair, recovery og restoration. The expanded incident lifecycle anvendes for at forstå alle de faktorer, der bestemmer et Incidents Impact og for at planlægge, hvordan disse faktorer kan kontrolleres eller begrænses.
external customer	ekstern kunde	A customer who works for a different business from the IT service provider. <i>See also</i> external service provider; internal customer.	En kunde, som arbejder for en anden forretning end it-servicelevandøren. <i>Se:</i> ekstern serviceleverandør, intern kunde.
external metric	ekstern metrik	A metric that is used to measure the delivery of IT service to a customer. External metrics are usually defined in service level agreements and reported to customers. <i>See also</i> internal metric.	En metrik, der anvendes til at måle it-serviceleverancen til en kunde. Eksterne metrikker defineres sædvanligvis i SLAs og rapporteres til kunder. <i>Se:</i> intern metrik.
external service provider	ekstern serviceleverandør	<i>(ITIL Service Strategy)</i> An IT service provider that is part of a different organization from its customer. An IT service provider may have both internal and external customers. <i>See also</i> outsourcing; Type III service provider.	<i>(ITIL Service Strategy)</i> En it-serviceleverandør, der ikke tilhører samme organisation som it-serviceleverandørens kunde. En it-serviceleverandør kan både have interne og eksterne kunder. <i>Se:</i> outsourcing, Type III serviceleverandør.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
facilities management	facilities management	<i>(ITIL Service Operation)</i> The function responsible for managing the physical environment where the IT infrastructure is located. Facilities management includes all aspects of managing the physical environment – for example, power and cooling, building access management, and environmental monitoring.	<i>(ITIL Service Operation)</i> Den funktion, der er ansvarlig for at styre det fysiske miljø, hvori it-infrastrukturen befinder sig. Facilities management inkluderer alle aspekter af styring af det fysiske miljø, f.eks. strøm og køling, fysisk access management og overvågning af miljøet.
failure	fejl	<i>(ITIL Service Operation)</i> Loss of ability to operate to specification, or to deliver the required output. The term may be used when referring to IT services, processes, activities, configuration items etc. A failure often causes an incident.	<i>(ITIL Service Operation)</i> Manglende evne til at fungere i ht. specifikation eller til at levere det krævede output. Begrebet fejl anvendes, når der refereres til it-service, processer, aktiviteter, configuration items etc. En fejl medfører som hovedregel et Incident.
fast recovery	fast recovery	<i>(ITIL Service Design)</i> A recovery option that is also known as hot standby. Fast recovery normally uses a dedicated fixed facility with computer systems and software configured ready to run the IT services. Fast recovery typically takes up to 24 hours but may be quicker if there is no need to restore data from backups.	<i>(ITIL Service Design)</i> En recovery option, der også er kendt som hot standby. Der er taget forholdsregler, der gør det muligt at opnå recovery af it-servicen på kort tid - typisk mindre end 24 timer. Fast recovery anvender typisk et dedikeret fast anlæg, der er udstyret med de fornødne it-systemer og software, og som er konfigureret til at afvikle de nødvendige it-services. Fast recovery kan tage op til 24 timer, hvis det er nødvendigt at restore data fra backup.
fault	fejl	See error.	Se: fejl
fault tolerance	fejltolerance	<i>(ITIL Service Design)</i> The ability of an IT service or other configuration item to continue to operate correctly after failure of a component part. See also countermeasure; resilience.	<i>(ITIL Service Design)</i> En it-services eller configuration items evne til at fungere korrekt efter fejl på en delkomponent. Se: resilience, modforanstaltning.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
fault tree analysis (FTA)	fault tree analysis (FTA)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A technique that can be used to determine a chain of events that has caused an incident, or may cause an incident in the future. Fault tree analysis represents a chain of events using Boolean notation in a diagram.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> En teknik, der kan anvendes til at bestemme en kæde af events, der har forårsaget et incident, eller som kan forårsage et Incident på et senere tidspunkt. Fault tree analysis er et diagram over en kæde af events, ved anvendelse af boolske operatorer.
financial management	financial management	<i>(ITIL Service Strategy)</i> A generic term used to describe the function and processes responsible for managing an organization's budgeting, accounting and charging requirements. Enterprise financial management is the specific term used to describe the function and processes from the perspective of the overall organization. Financial management for IT services is the specific term used to describe the function and processes from the perspective of the IT service provider.	<i>(ITIL Service Strategy)</i> Et generisk begreb, der anvendes til at beskrive den funktion og de processer, der er ansvarlige for at styre en organisations krav i forhold til budgeting, accounting og charging. Enterprise financial management er det specifikke begreb, der anvendes til at beskrive funktionen og processerne set fra den overordnede organisations synspunkt. financial management for IT services er det specifikke begreb, der anvendes til at beskrive funktionen og processerne set fra it-serviceleverandørens synspunkt.
financial management for IT services	financial management for IT services	<i>(ITIL Service Strategy)</i> The function and processes responsible for managing an IT service provider's budgeting, accounting and charging requirements. Financial management for IT services secures an appropriate level of funding to design, develop and deliver services that meet the strategy of the organization in a cost-effective manner. See also enterprise financial management.	<i>(ITIL Service Strategy)</i> Den funktion og de processer, der er ansvarlige for at styre en it-serviceleverandørs krav til budgeting, accounting og charging. Financial management for IT services sikrer et passende niveau af bevillinger til at designe, udvikle og levere services, der opfylder organisationens strategi på en rentabel måde. Se: enterprise financial management.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
financial year	finansår	<i>(ITIL Service Strategy)</i> An accounting period covering 12 consecutive months. A financial year may start on any date (for example, 1 April to 31 March).	<i>(ITIL Service Strategy)</i> En regnskabsperiode, der udgøres af 12 på hinanden følgende måneder. Et finansår kan starte på en hvilken som helst dato (f.eks. 1. april til 31. marts).
first-line support	first-line support	<i>(ITIL Service Operation)</i> The first level in a hierarchy of support groups involved in the resolution of incidents. Each level contains more specialist skills, or has more time or other resources. <i>See also</i> escalation.	<i>(ITIL Service Operation)</i> Første niveau i supportgruppernes hierarki af grupper, som bliver involveret ved løsning af incidents. For hvert niveau findes flere specialistfærdigheder, mere tid eller andre ressourcer. <i>Se:</i> eskalering.
fishbone diagram	fiskebensdiagram	<i>See</i> Ishikawa diagram.	<i>Se:</i> for Ishikawa diagram.
fit for purpose	fit for purpose	<i>(ITIL Service Strategy)</i> The ability to meet an agreed level of utility. Fit for purpose is also used informally to describe a process, configuration item, IT service etc. that is capable of meeting its objectives or service levels. Being fit for purpose requires suitable design, implementation, control and maintenance.	<i>(ITIL Service Strategy)</i> Evnen til at opfylde et aftalt utility-niveau. Fit for purpose anvendes også uformelt til at beskrive en proces, et configuration item, en it-service etc., som er i stand til at opfylde sit formål eller sine service levels. At være "fit for purpose" kræver passende design, implementering, kontrol og vedligeholdelse.
fit for use	fit for use	<i>(ITIL Service Strategy)</i> The ability to meet an agreed level of warranty. Being fit for use requires suitable design, implementation, control and maintenance.	<i>(ITIL Service Strategy)</i> Evnen til at opfylde et aftalt warranty-niveau. At være "fit for use" kræver et egnet design, implementering, kontrol og vedligeholdelse.
fixed asset	fixed asset	<i>(ITIL Service Transition)</i> A tangible business asset that has a long-term useful life (for example, a building, a piece of land, a server or a software licence). <i>See also</i> service asset; configuration item.	<i>(ITIL Service Transition)</i> Et håndgribeligt forretningsasset, der har en længerevarende brugstid (f.eks. en bygning, et stykke jord, en server eller en softwarelicens). <i>Se:</i> service asset, configuration item.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
fixed asset management	fixed asset management	<i>(ITIL Service Transition)</i> The process responsible for tracking and reporting the value and ownership of fixed assets throughout their lifecycle. Fixed asset management maintains the asset register and is usually carried out by the overall business, rather than by the IT organization. Fixed asset management is sometimes called financial asset management and is not described in detail within the core ITIL publications.	<i>(ITIL Service Transition)</i> Den proces, der er ansvarlig for at opsamle og rapportere værdioplysninger og ejerforhold om fixed assets igennem hele deres livscyklus. Fixed asset management vedligeholder asset register og varetages normalt af den overordnede forretning frem for it-organisationen. Fixed asset management kaldes ind imellem for financial asset management og er ikke beskrevet i detaljer i kernebøgerne i ITIL.
fixed cost	fast omkostning	<i>(ITIL Service Strategy)</i> A cost that does not vary with IT service usage – for example, the cost of server hardware. <i>See also</i> variable cost.	<i>(ITIL Service Strategy)</i> En omkostning der ikke varierer som følge af anvendelsen af en it-service. Som eksempel kan nævnes udgiften til serverhardware. <i>Se:</i> variabel omkostning.
fixed facility	fast anlæg	<i>(ITIL Service Design)</i> A permanent building, available for use when needed by an IT service continuity plan. <i>See also</i> portable facility; recovery option.	<i>(ITIL Service Design)</i> En permanent bygning, der kan anvendes af IT service continuity planen efter behov. <i>Se:</i> transportabelt anlæg, recovery option.
follow the sun	follow the sun	<i>(ITIL Service Operation)</i> A methodology for using service desks and support groups around the world to provide seamless 24/7 service. Calls, incidents, problems and service requests are passed between groups in different time zones.	<i>(ITIL Service Operation)</i> En metodik der baserer sig på anvendelse af service desks og supportgrupper rundt omkring i verden, for at kunne levere uafbrudt service 24/7. Opkald, incidents, problems og service requests overføres til grupper i forskellige tidszoner.
fulfilment	opfyldelse	Performing activities to meet a need or requirement – for example, by providing a new IT service, or meeting a service request.	Det at udføre aktiviteter for at opfylde et behov eller et krav. Som eksempel kan nævnes at levere en ny it-service eller opfylde et service request.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
function	funktion	<p>A team or group of people and the tools or other resources they use to carry out one or more processes or activities – for example, the service desk. The term also has two other meanings:</p> <ul style="list-style-type: none"> • An intended purpose of a configuration item, person, team, process or IT service. For example, one function of an email service may be to store and forward outgoing mails, while the function of a business process may be to despatch goods to customers. • To perform the intended purpose correctly, as in ‘The computer is functioning.’ 	<p>Et team eller gruppe af medarbejdere og de værktøjer eller andre ressourcer, de anvender for at udføre en eller flere processer eller aktiviteter. service desk er et eksempel på en funktion. Begrebet funktion har yderligere to betydninger:</p> <ul style="list-style-type: none"> • Det tilsigtede formål for et configuration item, en person, et team, eller en it-service. F.eks. kan det at opbevare eller fremsende mails være én funktion for e-mail-service. En forretningsproces kan have til formål at levere varer til kunderne. • At udføre det tilsigtede formål korrekt: computeren fungerer.
functional escalation	funktionel eskalering	<i>(ITIL Service Operation)</i> Transferring an incident, problem or change to a technical team with a higher level of expertise to assist in an escalation.	<i>(ITIL Service Operation)</i> At videregive et incident. problem eller en change til et teknisk team med et højere kompetenceniveau, der kan assistere i løsningen.
gap analysis	gap-analyse	<i>(ITIL Continual Service Improvement)</i> An activity that compares two sets of data and identifies the differences. Gap analysis is commonly used to compare a set of requirements with actual delivery. <i>See also</i> benchmarking.	<i>(ITIL Continual Service Improvement)</i> En aktivitet, der sammenligner to datasæt og identificerer forskellene mellem disse. Gap-analyse bruges ofte til at sammenligne en række krav med det faktisk leverede. <i>Se:</i> benchmarking.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
governance	governance	Ensures that policies and strategy are actually implemented, and that required processes are correctly followed. Governance includes defining roles and responsibilities, measuring and reporting, and taking actions to resolve any issues identified.	Sikrer, at politikker og strategi rent faktisk er implementeret, og at de krævede processer bliver fulgt. Som en del af governance defineres roller og ansvar, målepunkter og rapportering, samt at der tages hånd om identificerede problemstillinger.
gradual recovery	gradual recovery	<i>(ITIL Service Design)</i> A recovery option that is also known as cold standby. Gradual recovery typically uses a portable or fixed facility that has environmental support and network cabling, but no computer systems. The hardware and software are installed as part of the IT service continuity plan. Gradual recovery typically takes more than three days, and may take significantly longer.	<i>(ITIL Service Design)</i> En recovery option, der også er kendt som cold standby. De trufne forholdsregler sikrer at recovery af en it-service kan gennemføres, dog i reglen på mere end 72 timer. Gradual recovery anvender typisk transportable eller faste anlæg, hvor der er installeret strøm, køling og netværk mm., men ingen it-systemer. Hardware og software installeres som en del af iværksættelse af IT service continuity planen.
guideline	guideline	A document describing best practice, which recommends what should be done. Compliance with a guideline is not normally enforced. <i>See also</i> standard.	Et dokument, der beskriver best practice og indeholder anbefalede tiltag. Compliance i forhold til guidelines håndhæves normalt ikke. Se: standard.
hierarchic escalation	hierakisk eskalering	<i>(ITIL Service Operation)</i> Informing or involving more senior levels of management to assist in an escalation.	<i>(ITIL Service Operation)</i> Det at informere eller involvere et eller flere ledelsesniveauer, der kan assistere i eskaleringen.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
high availability	high availability	<i>(ITIL Service Design)</i> An approach or design that minimizes or hides the effects of configuration item failure from the users of an IT service. High availability solutions are designed to achieve an agreed level of availability and make use of techniques such as fault tolerance, resilience and fast recovery to reduce the number and impact of incidents.	<i>(ITIL Service Design)</i> En tilgang eller et design, der minimerer eller skjuler virkningen af fejl i configuration items således, at brugerne af en it-service ikke påvirkes. Løsninger med high availability designes således, at de kan leve op til aftalte mål for availability. Dette gøres vha. teknikker som fejltolerance, resilience og fast recovery for på denne måde at reducere antallet af incidents og impact af incidents.
hot standby	hot standby	See fast recovery; immediate recovery.	Se: fast recovery eller immediate recovery.
identity	identitet	<i>(ITIL Service Operation)</i> A unique name that is used to identify a user, person or role. The identity is used to grant rights to that user, person or role. Example identities might be the username SmithJ or the role 'change manager'.	<i>(ITIL Service Operation)</i> Et unikt navn, der anvendes til at identificere en bruger, person eller rolle. Identiteten anvendes til at give rettigheder til brugeren, personen eller rollen. Eksempler på identiteter kunne være brugernavnet SmithJ eller rollen change manager.
immediate recovery	immediate recovery	<i>(ITIL Service Design)</i> A recovery option that is also known as hot standby. Provision is made to recover the IT service with no significant loss of service to the customer. Immediate recovery typically uses mirroring, load balancing and split-site technologies.	<i>(ITIL Service Design)</i> En recovery option, der også er kendt som hot standby. Der er taget forholdsregler, der gør det muligt at opnå recovery af it-servicen uden væsentligt tab af service for kunden. Immediate recovery anvender typisk spejling, load balancing og opdeling på flere lokaliteter.
impact	impact	<i>(ITIL Service Operation) (ITIL Service Transition)</i> A measure of the effect of an incident, problem or change on business processes. Impact is often based on how service levels will be affected. Impact and urgency are used to assign priority.	<i>(ITIL Service Operation) (ITIL Service Transition)</i> Et udtryk for hvordan et incident, problem eller en change påvirker forretningsprocesser. Impact tager ofte sit udgangspunkt i indvirkningen på service levels. Impact og urgency anvendes til tildeling af prioritet.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
incident	incident	<i>(ITIL Service Operation)</i> An unplanned interruption to an IT service or reduction in the quality of an IT service. Failure of a configuration item that has not yet affected service is also an incident – for example, failure of one disk from a mirror set.	<i>(ITIL Service Operation)</i> En ikke planlagt afbrydelse af en it-service eller reduktion i kvaliteten af it-servicen. Fejl i et configuration item, der endnu ikke har haft konsekvenser for servicen er også et incident. Som eksempel kan nævnes fejl på én enkelt spejlet disk.
incident management	incident management	<i>(ITIL Service Operation)</i> The process responsible for managing the lifecycle of all incidents. Incident management ensures that normal service operation is restored as quickly as possible and the business impact is minimized.	<i>(ITIL Service Operation)</i> Den proces, der er ansvarlig for at styre livscyklussen for alle incidents. Incident management sikrer, at normal service operation over for brugerne genskabes hurtigst muligt, og at Impact på forretningen minimeres.
incident record	incident record	<i>(ITIL Service Operation)</i> A record containing the details of an incident. Each incident record documents the lifecycle of a single incident.	<i>(ITIL Service Operation)</i> En record, der indeholder detaljer vedrørende et incident. Hver incident record dokumenterer et incidents livscyklus.
indirect cost	indirekte omkostning	<i>(ITIL Service Strategy)</i> The cost of providing an IT service which cannot be allocated in full to a specific customer – for example, the cost of providing shared servers or software licences. Also known as overhead. See also direct cost.	<i>(ITIL Service Strategy)</i> En omkostning ved at levere en it-service, som ikke i fuldt omfang kan henføres til en specifik kunde. F.eks. omkostningen ved at tilbyde delte servere eller omkostningen til software licenser. Indirekte omkostning betegnes også som overhead. Se: direkte omkostning.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
information security management (ISM)	information security management (ISM)	<i>(ITIL Service Design)</i> The process responsible for ensuring that the confidentiality, integrity and availability of an organization's assets, information, data and IT services match the agreed needs of the business. Information security management supports business security and has a wider scope than that of the IT service provider, and includes handling of paper, building access, phone calls etc. for the entire organization. <i>See also</i> security management information system.	<i>(ITIL Service Design)</i> Den proces, der er ansvarlig for at sikre, at confidentiality, integrity og availability for en organisations assets, informationer, data og it-services matcher de aftalte behov for forretningen. Information security management understøtter forretningssikkerheden, der har en bredere rækkevidde end den, som it-serviceleverandøren har, herunder håndtering af papir, adgang til bygninger, telefonopkald etc. for hele organisationen. <i>Se:</i> security management information system.
information security management system (ISMS)	information security management system (ISMS)	<i>(ITIL Service Design)</i> The framework of policy, processes, functions, standards, guidelines and tools that ensures an organization can achieve its information security management objectives. <i>See also</i> security management information system.	<i>(ITIL Service Design)</i> Et system af politikker, processer, funktioner, standarder, guidelines og værktøjer, der sikrer, at en organisation kan opnå sine mål for information security management. <i>Se:</i> security management information system.
information security policy	it sikkerhedspolitik	<i>(ITIL Service Design)</i> The policy that governs the organization's approach to information security management.	<i>(ITIL Service Design)</i> Den politik, der styrer organisationens rammer for information security management.
information system	information system	See management information system.	<i>Se:</i> management information system.
information technology (IT)	informationsteknologi (it)	The use of technology for the storage, communication or processing of information. The technology typically includes computers, telecommunications, applications and other software. The information may include business data, voice, images, video etc. Information technology is often used to support business processes through IT services.	Anvendelse af teknologi til lagring, udveksling eller behandling af information. Teknologien vil typisk omfatte computere, telekommunikation, applikationer og anden software. Information kan omfatte forretningsdata, lyd, billeder, video etc. Informationsteknologi anvendes ofte til at understøtte forretningens processer gennem it-services.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
infrastructure service	infrastrukturservice	A type of supporting service that provides hardware, network or other data centre components. The term is also used as a synonym for supporting service.	En type supporting service, der leverer hardware, netværk eller andre datacenter-komponenter. Begrebet anvendes også som synonym for supporting service.
insourcing	insourcing	<i>(ITIL Service Strategy)</i> Using an internal service provider to manage IT services. The term insourcing is also used to describe the act of transferring the provision of an IT service from an external service provider to an internal service provider. See also service sourcing.	<i>(ITIL Service Strategy)</i> Brug af en intern serviceleverandør til håndtering af it-services. Begrebet insourcing anvendes også til at beskrive det at overføre leverancen af en it-service fra en ekstern serviceleverandør til en intern serviceleverandør. Se: service sourcing.
integrity	integrity	<i>(ITIL Service Design)</i> A security principle that ensures data and configuration items are modified only by authorized personnel and activities. Integrity considers all possible causes of modification, including software and hardware failure, environmental events, and human intervention.	<i>(ITIL Service Design)</i> Et sikkerhedsprincip der sikrer, at data og configuration items udelukkende bliver ændret af autoriserede personer eller aktiviteter. Integrity vurderer alle muligheder for modifikationer, herunder software- og hardwarefejl, miljømæssige events og menneskelige indgreb.
interactive voice response (IVR)	interactive voice response (IVR)	<i>(ITIL Service Operation)</i> A form of automatic call distribution that accepts user input, such as key presses and spoken commands, to identify the correct destination for incoming calls.	<i>(ITIL Service Operation)</i> En form for automatic call distribution, der modtager input fra brugere i form af tastetryk eller indtalte kommandoer, med henblik på at identificere det rigtige bestemmelsessted for indgående telefonhenvendelser.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
intermediate recovery	intermediate recovery	<i>(ITIL Service Design)</i> A recovery option that is also known as warm standby. Intermediate recovery usually uses a shared portable or fixed facility that has computer systems and network components. The hardware and software will need to be configured, and data will need to be restored, as part of the IT service continuity plan. Typical recovery times for intermediate recovery are one to three days.	<i>(ITIL Service Design)</i> En recovery option, der også er kendt som warm standby. Der er taget forholdsregler, der gør det muligt at opnå recovery af en it-service på mellem 24 og 72 timer. Intermediate recovery anvender typisk delte transportable eller faste anlæg, hvori der er installeret it-systemer og netværkskomponenter. Hardware og software skal konfigureres og data genetableres i henhold til IT service continuity planen.
internal customer	intern kunde	A customer who works for the same business as the IT service provider. <i>See also</i> external customer; internal service provider.	En kunde, som arbejder for den samme forretning som it-serviceleverandøren. Se: intern serviceleverandør, ekstern kunde.
internal metric	intern metrik	A metric that is used within the IT service provider to monitor the efficiency, effectiveness or cost effectiveness of the IT service provider's internal processes. Internal metrics are not normally reported to the customer of the IT service. <i>See also</i> external metric.	En metrik, der anvendes hos it-serviceleverandøren til at overvåge it-serviceleverandørens interne processers ressource- og kvalitetsmæssige effektivitet samt omkostningseffektivitet. Interne metrikker afrapporteres normalt ikke til kunderne. Se: ekstern metrik.
internal rate of return (IRR)	internal rate of return (IRR)	<i>(ITIL Service Strategy)</i> A technique used to help make decisions about capital expenditure. It calculates a figure that allows two or more alternative investments to be compared. A larger internal rate of return indicates a better investment. <i>See also</i> net present value; return on investment.	<i>(ITIL Service Strategy)</i> En teknik der anvendes til at træffe beslutninger i forhold til capital expenditure. IRR beregner den interne rente ved en investering, der tillader sammenligning mellem to eller flere alternative investeringsmuligheder. En større intern rente (IRR) er udtryk for en bedre investering. Se: net present value, return on investment.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
internal service provider	intern serviceleverandør	<i>(ITIL Service Strategy)</i> An IT service provider that is part of the same organization as its customer. An IT service provider may have both internal and external customers. <i>See also</i> insourcing; Type I service provider; Type II service provider.	<i>(ITIL Service Strategy)</i> En it-serviceleverandør, der tilhører samme organisation, som sin kunde. En it-serviceleverandør kan have både interne og eksterne kunder. <i>Se:</i> Type I serviceleverandør, Type II serviceleverandør, insourcing.
International Organization for Standardization (ISO)	International Organization for Standardization (ISO)	The International Organization for Standardization (ISO) is the world's largest developer of standards. ISO is a non-governmental organization that is a network of the national standards institutes of 156 countries. <i>See</i> www.iso.org for further information about ISO.	The International Organization for Standardization (ISO) er verdens største udvikler af standarder. ISO er en regeringsuafhængig organisation, der består af et netværk af nationale standardiseringsinstitutter i 156 lande. Der findes mere information om ISO på www.iso.org .
International Standards Organization	International Standards Organization	<i>See</i> International Organization for Standardization.	<i>Se:</i> International Organization for Standardization (ISO).
internet service provider (ISP)	internet service provider (ISP)	An external service provider that provides access to the internet. Most ISPs also provide other IT services such as web hosting.	En ekstern serviceleverandør, der leverer adgang til internettet. Størstedelen af ISPs leverer endvidere andre it-services, som f.eks. webhosting.
invocation	iværksættelse	<i>(ITIL Service Design)</i> Initiation of the steps defined in a plan – for example, initiating the IT service continuity plan for one or more IT services.	<i>(ITIL Service Design)</i> Igangsættelse af de trin der er beskrevet i en plan, f.eks. igangsættelse af IT service continuity planen for en eller flere it-services.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
Ishikawa diagram	Ishikawa Diagram	<i>(ITIL Continual Service Improvement) (ITIL Service Operation)</i> A technique that helps a team to identify all the possible causes of a problem. Originally devised by Kaoru Ishikawa, the output of this technique is a diagram that looks like a fishbone.	<i>(ITIL Continual Service Improvement) (ITIL Service Operation)</i> En teknik, som hjælper et team med at identificere mulige årsager til et problem. teknikken blev oprindeligt udviklet af Kaoru Ishikawa, og teknikkens output er et diagram, der ligner et fiskeben.
ISO 9000	ISO 9000	A generic term that refers to a number of international standards and guidelines for quality management systems. See www.iso.org for more information. See also International Organization for Standardization.	Et generisk begreb, der refererer til et antal internationale standarder og guidelines for quality management systems. Se: www.iso.org for yderligere information. Se: International Organization for Standardization (ISO).
ISO 9001	ISO 9001	An international standard for quality management systems. See also ISO 9000; standard.	En international standard for quality management systems. Se: ISO 9000, Standard.
ISO/IEC 20000	ISO/IEC 20000	An international standard for IT service management.	En international standard for IT service management.
ISO/IEC 27001	ISO/IEC 27001	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An international specification for information security management. The corresponding code of practice is ISO/IEC 27002. See also standard.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> En international specifikation for information security management. Den tilhørende code of practice er ISO/IEC 27002. Se: standard.
ISO/IEC 27002	ISO/IEC 27002	<i>(ITIL Continual Service Improvement)</i> An international code of practice for information security management. The corresponding specification is ISO/IEC 27001. See also standard.	<i>(ITIL Continual Service Improvement)</i> En international code of practice for information security management. Den tilhørende code of practice er ISO/IEC 27001. Se: standard.
IT accounting	IT accounting	See accounting.	Se: accounting.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
IT infrastructure	It-infrastruktur	All of the hardware, software, networks, facilities etc. that are required to develop, test, deliver, monitor, control or support applications and IT services. The term includes all of the information technology but not the associated people, processes and documentation.	Al den hardware, software, netværk, anlæg etc. der er påkrævet, for at kunne udvikle, teste, levere, overvåge, kontrollere eller supportere applikationer og it-services. Begrebet it-infrastruktur omfatter al informationsteknologi, men ikke tilknyttede personer, processer og dokumentation.
IT operations	IT operations	<i>(ITIL Service Operation)</i> Activities carried out by IT operations control, including console management/operations bridge, job scheduling, backup and restore, and print and output management. IT operations is also used as a synonym for service operation.	<i>(ITIL Service Operation)</i> Aktiviteter, der udføres af IT operations control, herunder console management, job scheduling, backup og restore, print og output management. IT operations bruges også synonymt med service operation.
IT operations control	IT operations control	<i>(ITIL Service Operation)</i> The function responsible for monitoring and control of the IT services and IT infrastructure. <i>See also</i> operations bridge.	<i>(ITIL Service Operation)</i> Den funktion, der er ansvarlig for overvågning og kontrol af it-services og it-infrastruktur. <i>Se:</i> operations bridge.
IT operations management	IT operations management	<i>(ITIL Service Operation)</i> The function within an IT service provider that performs the daily activities needed to manage IT services and the supporting IT infrastructure. IT operations management includes IT operations control and facilities management.	<i>(ITIL Service Operation)</i> Den funktion hos en it-serviceleverandør, der udfører de daglige aktiviteter, der er påkrævede for at styre it-services og den understøttende it-infrastruktur. IT operations management omfatter IT operations control og facilities management.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
IT service	It-service	A service provided by an IT service provider. An IT service is made up of a combination of information technology, people and processes. A customer-facing IT service directly supports the business processes of one or more customers and its service level targets should be defined in a service level agreement. Other IT services, called supporting services, are not directly used by the business but are required by the service provider to deliver customer-facing services. See also core service; enabling service; enhancing service; service; service package.	En service, som leveres af en it-serviceleverandør. En it-service udgøres af en kombination af informationsteknologi, personer og processer. En kundesynlig it-service understøtter direkte forretningsprocesserne hos en eller flere kunder, og tilhørende service level targets bør defineres i en service level agreement. Andre it-services, kaldet supporting services, anvendes ikke direkte af forretningen, men er nødvendige for, at serviceleverandøren kan levere kundesynlige services. Se: core service, enabling service, enhancing service, service, service package.
IT service continuity management (ITSCM)	IT service continuity management (ITSCM)	<i>(ITIL Service Design)</i> The process responsible for managing risks that could seriously affect IT services. IT service continuity management ensures that the IT service provider can always provide minimum agreed service levels, by reducing the risk to an acceptable level and planning for the recovery of IT services. IT service continuity management supports business continuity management.	<i>(ITIL Service Design)</i> Den proces, der er ansvarlig for at håndtere risici, der kan have en alvorlig indvirkning på it-services. ITSCM sikrer, at it-serviceleverandøren altid er i stand til at levere aftalte minimum service levels, ved at nedbringe risikoen til et acceptabelt niveau, og ved at planlægge recovery af it-services. ITSCM skal designes, så tiltagene understøtter business continuity management.
IT service continuity plan	IT service continuity plan	<i>(ITIL Service Design)</i> A plan defining the steps required to recover one or more IT services. The plan also identifies the triggers for invocation, people to be involved, communications etc. The IT service continuity plan should be part of a business continuity plan.	<i>(ITIL Service Design)</i> En plan, der definerer de trin, der er nødvendige for recovery af en eller flere it-services. Planen identificerer også, hvad der udløser iværksættelse, hvilke personer der skal inddrages, kommunikation etc. IT service continuity planen bør udgøre en del af business continuity plan.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
IT service management (ITSM)	IT service management (ITSM)	The implementation and management of quality IT services that meet the needs of the business. IT service management is performed by IT service providers through an appropriate mix of people, process and information technology. See also service management.	Implementering og styring af kvalitets it-services, som imødekommer forrettningens behov. IT service management udføres af it-serviceleverandøren ved anvendelse af en passende blanding af mennesker, processer og informationsteknologi. Se: service management.
IT Service Management Forum (itSMF)	IT Service Management Forum (itSMF)	The IT Service Management Forum is an independent organization dedicated to promoting a professional approach to IT service management. The itSMF is a not-for-profit membership organization with representation in many countries around the world (itSMF chapters). The itSMF and its membership contribute to the development of ITIL and associated IT service management standards. See www.itsmf.com for more information.	IT Service Management Forum er en uafhængig organisation, der har som formål at fremme en professionel tilgang til IT service management. ItSMF er en interesseorganisation, der er repræsenteret i mange lande over hele verden (itSMF lokalafdelinger). ItSMF og dets medlemmer bidrager til udviklingen af ITIL og tilknyttede IT service management standarder. Se: www.itsmf.com og www.itsmf.dk for yderligere information.
IT service provider	It-serviceleverandør	<i>(ITIL Service Strategy)</i> A service provider that provides IT services to internal or external customers.	<i>(ITIL Service Strategy)</i> En serviceleverandør, der leverer it-services til interne eller eksterne kunder.
IT steering group (ISG)	IT steering group (ISG)	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A formal group that is responsible for ensuring that business and IT service provider strategies and plans are closely aligned. An IT steering group includes senior representatives from the business and the IT service provider. Also known as IT strategy group or IT steering committee.	<i>(ITIL Service Design) (ITIL Service Strategy)</i> En formel gruppe med ansvar for at sikre, at strategier og planer for forretningen og it-serviceleverandøren er helt på linie. En IT steering group består af topledere fra forretningen og it-serviceleverandøren. Gruppen kaldes også for IT strategy group eller IT steering committee.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
ITIL®	ITIL®	A set of best-practice publications for IT service management. Owned by the Cabinet Office (part of HM Government), ITIL gives guidance on the provision of quality IT services and the processes, functions and other capabilities needed to support them. The ITIL framework is based on a service lifecycle and consists of five lifecycle stages (service strategy, service design, service transition, service operation and continual service improvement), each of which has its own supporting publication. There is also a set of complementary ITIL publications providing guidance specific to industry sectors, organization types, operating models and technology architectures. See www.itilofficialsite.com for more information.	Et sæt best practice retningslinjer for IT service management. ITIL ejes af Cabinet Office (en del af den britiske regering) og kommer med vejledning om leverance af kvalitets it-services og om de processer, funktioner og evner, som er nødvendige for at understøtte disse it-services. ITIL-metodeapparatet er baseret på en services livscyklus og består af fem livscyklusfaser (service strategy, service design, service transition, service operation og continual service improvement), som hver især er beskrevet i en understøttende publikation. Der findes også en række supplerende ITIL-publikationer med vejledning vedrørende specifikke sektorer, organisationstyper, driftsmodeller og teknologisk arkitektur. Se www.itilofficialsite.com for yderligere information.
job description	stillingsbeskrivelse	A document that defines the roles, responsibilities, skills and knowledge required by a particular person. One job description can include multiple roles – for example, the roles of configuration manager and change manager may be carried out by one person.	Et dokument, der definerer roller, ansvar, færdigheder og viden, som en given person skal besidde. En stillingsbetegnelse kan inkludere flere roller. F.eks. kan én stillingsbetegnelse dække rollerne: configuration manager og change manager, der så udføres af én person.
job scheduling	job scheduling	(<i>ITIL Service Operation</i>) Planning and managing the execution of software tasks that are required as part of an IT service. Job scheduling is carried out by IT operations management, and is often automated using software tools that run batch or online tasks at specific times of the day, week, month or year.	(<i>ITIL Service Operation</i>) Planlægning, styring og afvikling af softwareopgaver, der er krævet for at levere en it-service. Job scheduling udføres af IT operations management og er ofte automatiseret vha. Software-værktøjer, der afvikles som batchkørsler eller som online-opgaver på fastlagte tidspunkter på dage, uger, måneder eller år.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
Kano model	Kano Model	<i>(ITIL Service Strategy)</i> A model developed by Noriaki Kano that is used to help understand customer preferences. The Kano model considers attributes of an IT service grouped into areas such as basic factors, excitement factors, performance factors etc.	<i>(ITIL Service Strategy)</i> En model udviklet af Noriaki Kano, som bruges til at forstå kundens præferencer. Kano-modellen omfatter attributter til en it-service, som kan være opdelt i følgende områder: basisfaktorer, spændingsfaktorer, performance-faktorer osv.
Kepner and Tregoe analysis	Kepner & Tregoe analyse	<i>(ITIL Service Operation)</i> A structured approach to problem solving. The problem is analysed in terms of what, where, when and extent. Possible causes are identified, the most probable cause is tested, and the true cause is verified.	<i>(ITIL Service Operation)</i> En struktureret fremgangsmåde til problemløsning. Problemet analyseres ud fra begreberne: hvad, hvor, hvornår og omfang. Mulige årsager bliver identificeret. Den mest sandsynlige årsag testes. Den rigtige årsag verificeres.
key performance indicator (KPI)	key performance indicator (KPI)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A metric that is used to help manage an IT service, process, plan, project or other activity. Key performance indicators are used to measure the achievement of critical success factors. Many metrics may be measured, but only the most important of these are defined as key performance indicators and used to actively manage and report on the process, IT service or activity. They should be selected to ensure that efficiency, effectiveness and cost effectiveness are all managed.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> En metrik, der anvendes til at styre en it-service, en proces, en plan, et projekt eller en anden aktivitet. KPI'er anvendes til at måle kritiske succesfaktorer. Flere metrikker kan blive målt, men kun de vigtigste af disse defineres som KPIs og anvendes til aktiv styring af og rapportering vedrørende processen, it-service eller aktiviteten. KPIs udvælges, så det sikres, at både den ressource- og kvalitetsmæssige effektivitet samt omkostningerne bliver styret.
knowledge base	knowledge base	<i>(ITIL Service Transition)</i> A logical database containing data and information used by the service knowledge management system.	<i>(ITIL Service Transition)</i> En logisk database, der indeholder data og information, der bruges af service knowledge management systemet.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
knowledge management	knowledge management	<i>(ITIL Service Transition)</i> The process responsible for sharing perspectives, ideas, experience and information, and for ensuring that these are available in the right place and at the right time. The knowledge management process enables informed decisions, and improves efficiency by reducing the need to rediscover knowledge. See also Data-to-Information-to-Knowledge-to-Wisdom; service knowledge management system.	<i>(ITIL Service Transition)</i> Den proces, der er ansvarlig for at dele synspunkter, idéer, erfaring og information og for at sikre, at dette er tilgængeligt på det rette sted og tidspunkt. Knowledge management-processen muliggør informerede beslutninger og forbedrer ressourcemæssig effektivitet ved at reducere behovet for at genopdage eksisterende viden. Se: Data-to-Information-to-Knowledge-to-Wisdom, service knowledge management system.
known error	known error	<i>(ITIL Service Operation)</i> A problem that has a documented root cause and a workaround. Known errors are created and managed throughout their lifecycle by problem management. Known errors may also be identified by development or suppliers.	<i>(ITIL Service Operation)</i> Et Problem, der har en dokumenteret root cause og en workaround. Known errors skabes og styres igennem deres livscyklus af problem management. Known errors kan også identificeres af udviklere og leverandører.
known error database (KEDB)	known error database (KEDB)	<i>(ITIL Service Operation)</i> A database containing all known error records. This database is created by problem management and used by incident and problem management. The known error database may be part of the configuration management system, or may be stored elsewhere in the service knowledge management system.	<i>(ITIL Service Operation)</i> En database, der indeholder alle known errors. Databasen etableres af problem management, og den anvendes af Incident- og problem management. Known error databasen kan være en del af configuration management systemet eller kan være lagret et andet sted i service knowledge management systemet.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
known error record	known error record	<i>(ITIL Service Operation)</i> A record containing the details of a known error. Each known error record documents the lifecycle of a known error, including the status, root cause and workaround. In some implementations, a known error is documented using additional fields in a problem record.	<i>(ITIL Service Operation)</i> En record, der indeholder detaljer om en known error i hele dens livscyklus, og som inkluderer status, root cause og workaround. I nogle implementeringer dokumenteres en known error ved at tilføje yderligere felter til en problem record.
lifecycle	livscyklus	<p>The various stages in the life of an IT service, configuration item, incident, problem, change etc. The lifecycle defines the categories for status and the status transitions that are permitted. For example:</p> <ul style="list-style-type: none"> • The lifecycle of an application includes requirements, design, build, deploy, operate, optimize • The expanded incident lifecycle includes detection, diagnosis, repair, recovery and restoration • The lifecycle of a server may include: ordered, received, in test, live, disposed etc. 	<p>De forskellige livsfaser for en it-service, et configuration item, incident, problem, en change etc. Livscyklus definerer kategorierne for status og de statusovergange, der er tilladt. F.eks:</p> <ul style="list-style-type: none"> • Livscyklus for en applikation omfatter requirements, design, build, deploy, operate, optimise etc. • The expanded incident lifecycle omfatter detection, diagnosis, repair, recovery, restoration. • Livscyklus for en server kan omfatte: bestilt, modtaget, under test, i produktion, afskaffet etc.
line of service (LOS)	line of service (LOS)	<i>(ITIL Service Strategy)</i> A core service or service package that has multiple service options. A line of service is managed by a service owner and each service option is designed to support a particular market segment.	<i>(ITIL Service Strategy)</i> En core service eller service package, som har flere service options. En line of service er styret af en serviceejer, og hver service option er designet til at understøtte et specifikt markedssegment.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
live	produktion	<i>(ITIL Service Transition)</i> Refers to an IT service or other configuration item that is being used to deliver service to a customer.	<i>(ITIL Service Transition)</i> Refererer til en it-service eller et configuration item, der anvendes til at levere en service til en kunde.
live environment	produktionsmiljø	<i>(ITIL Service Transition)</i> A controlled environment containing live configuration items used to deliver IT services to customers.	<i>(ITIL Service Transition)</i> Et kontrolleret miljø som indeholder de produktions configuration items, der anvendes til at levere it-services til kunderne.
maintainability	maintainability	<i>(ITIL Service Design)</i> A measure of how quickly and effectively an IT service or other configuration item can be restored to normal working after a failure. Maintainability is often measured and reported as MTRS. Maintainability is also used in the context of software or IT service development to mean ability to be changed or repaired easily.	<i>(ITIL Service Design)</i> Et mål for hvor hurtigt og effektivt et configuration item eller en it-service kan blive genoprettet til normalt brug efter en fejl. Maintainability måles og rapporteres ofte som MTRS. Maintainability bruges også indenfor software eller it-service udvikling i betydningen af at noget nemt kan blive changed eller repaired.
major incident	major incident	<i>(ITIL Service Operation)</i> The highest category of impact for an incident. A major incident results in significant disruption to the business.	<i>(ITIL Service Operation)</i> Den højeste impact-kategori for et incident. Et major Incident medfører væsentlig forstyrrelse af forretningen.
manageability	manageability	An informal measure of how easily and effectively an IT service or other component can be managed.	Et uformelt mål for, hvor nemt og effektivt en it-service eller anden komponent kan håndteres.
management information	ledelsesinformation	Information that is used to support decision making by managers. Management information is often generated automatically by tools supporting the various IT service management processes. Management information often includes the values of key performance indicators, such as 'percentage of changes leading to incidents' or 'first-time fix rate'.	Information, der anvendes som beslutningsstøtte for ledelsen. Ledelsesinformation er ofte genereret automatisk af værktøjer, der supporterer IT service management-processerne. Ledelsesinformation inkluderer ofte KPI værdier som f. eks. "procent af changes der fører til Incidents" eller "straksafklaringsprocent".

Engelsk term	Dansk term	Engelsk definition	Dansk definition
management information system (MIS)	management information system (MIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support a process or function. Examples include the availability management information system and the supplier and contract management information system. See <i>also</i> service knowledge management system.	<i>(ITIL Service Design)</i> Et sæt værktøjer, data og information, der anvendes til at understøtte en proces eller funktion. Eksempler omfatter availability management information system samt supplier og contract management information system. Se: service knowledge management system.
Management of Risk (M_o_R®)	Management of Risk (M_o_R®)	M_o_R includes all the activities required to identify and control the exposure to risk, which may have an impact on the achievement of an organization's business objectives. See www.mor-officialsite.com for more details.	M_o_R indeholder alle de aktiviteter, som er nødvendige for at identificere og kontrollere eksponeringen for risici, som potentielt kan påvirke opfyldelsen af en organisations forretningsmål. Se: www.mor-officialsite.com for mere information.
management system	management system	The framework of policy, processes, functions, standards, guidelines and tools that ensures an organization or part of an organization can achieve its objectives. This term is also used with a smaller scope to support a specific process or activity – for example, an event management system or risk management system. See <i>also</i> system.	Den ramme af politikker, processer, funktioner, standarder, retningslinjer og værktøjer, der sikrer, at en organisation eller en del af en organisation kan opfylde sit formål. Begrebet anvendes også i en snæver betydning til at understøtte en specifik proces eller aktivitet, f.eks. et event management system eller risk management system. Se: system.
manual workaround	manual workaround	<i>(ITIL Continual Service Improvement)</i> A workaround that requires manual intervention. Manual workaround is also used as the name of a recovery option in which the business process operates without the use of IT services. This is a temporary measure and is usually combined with another recovery option.	<i>(ITIL Continual Service Improvement)</i> En workaround, der kræver manuel indgriben. Manual workaround er også navnet på en recovery option, hvor driften af forretningsprocesser foregår manuelt uden anvendelse af it-services. Det er en midlertidig foranstaltning, som normalt kombineres med en anden recovery option.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
marginal cost	marginalomkostning	<i>(ITIL Service Strategy)</i> The increase or decrease in the cost of producing one more, or one less, unit of output – for example, the cost of supporting an additional user.	<i>(ITIL Service Strategy)</i> Omkostning, der er forbundet med den fortsatte levering af it-services. Marginalomkostning omfatter ikke investeringer, der allerede er foretaget, som f.eks. omkostninger ved udvikling af ny software og uddannelse.
market space	market space	<i>(ITIL Service Strategy)</i> Opportunities that an IT service provider could exploit to meet the business needs of customers. Market spaces identify the possible IT services that an IT service provider may wish to consider delivering.	<i>(ITIL Service Strategy)</i> Muligheder, som en it-serviceleverandør kan udnytte for at møde kundernes forretningsbehov. Market spaces identificerer de mulige it-services, som en it-serviceleverandør potentielt bør overveje at levere.
maturity	modenhed	<i>(ITIL Continual Service Improvement)</i> A measure of the reliability, efficiency and effectiveness of a process, function, organization etc. The most mature processes and functions are formally aligned to business objectives and strategy, and are supported by a framework for continual improvement.	<i>(ITIL Continual Service Improvement)</i> En måling af reliability, samt graden af ressource- og kvalitetsmæssig effektivitet for en proces, funktion og organisation etc. De mest modne processer og funktioner er formelt tilpasset forretningens formål og strategi, og de støttes gennem rammer for løbende forbedringer.
maturity level	modenhedsniveau	A named level in a maturity model, such as the Carnegie Mellon Capability Maturity Model Integration.	Et navngivet niveau i en modenhedsmodel som f.eks. i Carnegie Mellons Capability Maturity Model Integration.
mean time between failures (MTBF)	mean time between failures (MTBF)	<i>(ITIL Service Design)</i> A metric for measuring and reporting reliability. MTBF is the average time that an IT service or other configuration item can perform its agreed function without interruption. This is measured from when the configuration item starts working, until it next fails.	<i>(ITIL Service Design)</i> En metrik, der anvendes til at måle og rapportere reliability. MTBF angiver det gennemsnitlige tidsrum, som et configuration item eller en it-service kan levere den aftalte funktionalitet uden afbrydelse. MTBF måles fra det tidspunkt, et CI eller en it-service begynder at fungere og indtil det første gang fejler.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
mean time between service incidents (MTBSI)	mean time between service incidents (MTBSI)	<i>(ITIL Service Design)</i> A metric used for measuring and reporting reliability. It is the mean time from when a system or IT service fails, until it next fails. MTBSI is equal to MTBF plus MTRS.	<i>(ITIL Service Design)</i> En metrik, der anvendes til at måle og rapportere reliability. MTBSI er det tidsrum, der går fra et system eller it-service fejler indtil den næste fejl. MTBSI svarer til MTBF + MTRS.
mean time to repair (MTTR)	mean time to repair (MTTR)	The average time taken to repair an IT service or other configuration item after a failure. MTTR is measured from when the configuration item fails until it is repaired. MTTR does not include the time required to recover or restore. It is sometimes incorrectly used instead of mean time to restore service.	MTTR er den tid, det gennemsnitligt tager at reparere et configuration item eller en it-service efter en fejl. MTTR måles, fra det tidspunkt en fejl indtræffer for et CI eller en it-service, indtil det er repaired. MTTR inkluderer ikke tiden brugt til recovery eller restore. MTTR bruges nogle gange i en forkert betydning i stedet for mean time to restore service.
mean time to restore service (MTRS)	mean time to restore service (MTRS)	The average time taken to restore an IT service or other configuration item after a failure. MTRS is measured from when the configuration item fails until it is fully restored and delivering its normal functionality. See <i>also</i> maintainability; mean time to repair.	Gennemsnitstiden der bruges på at restore et CI eller en it-service efter en fejl. MTRS måles fra det tidspunkt en CI eller it-service fejler til den er fuldstændigt restored og leverer den aftalte funktionalitet. Se: maintainability, mean time to repair.
metric	metrik	<i>(ITIL Continual Service Improvement)</i> Something that is measured and reported to help manage a process, IT service or activity. See <i>also</i> key performance indicator.	<i>(ITIL Continual Service Improvement)</i> Noget der måles og rapporteres med henblik på at styre en proces, it-service eller aktivitet. Se: KPI.
middleware	middleware	<i>(ITIL Service Design)</i> Software that connects two or more software components or applications. Middleware is usually purchased from a supplier, rather than developed within the IT service provider. See <i>also</i> commercial off the shelf.	<i>(ITIL Service Design)</i> Software som forbinder to eller flere software-komponenter eller applikationer. Middleware er normalt købt fra en leverandør frem for at være udviklet internt hos it-serviceleverandøren. Se: commercial off the shelf.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
mission	mission	A short but complete description of the overall purpose and intentions of an organization. It states what is to be achieved, but not how this should be done. See <i>also</i> vision.	En kort, men komplet beskrivelse af en organisations overordnede formål og intention. Missionen dikterer, hvad der skal opnås, men ikke hvordan det skal ske. Se: vision.
model	model	A representation of a system, process, IT service, configuration item etc. that is used to help understand or predict future behaviour.	En repræsentation af et system, en proces, en it-service, et CI el.lign. Anvendes til at forstå eller forudsige fremtidig adfærd
modelling	modellering	A technique that is used to predict the future behaviour of a system, process, IT service, configuration item etc. Modelling is commonly used in financial management, capacity management and availability management.	En teknik der anvendes til at forudsige adfærden af et system, en proces, en it-service, et configuration item osv. Modeller anvendes normalt i forbindelse med financial management, capacity management og availability management.
monitor control loop	monitor control loop	<i>(ITIL Service Operation)</i> Monitoring the output of a task, process, IT service or other configuration item; comparing this output to a predefined norm; and taking appropriate action based on this comparison.	<i>(ITIL Service Operation)</i> Overvågning af output fra en opgave, proces, it-service eller et CI. Outputtet sammenlignes med en forhåndsbestemt norm. Hvis det er nødvendigt, udføres der en korrigerende handling baseret på resultatet af sammenligningen.
monitoring	overvågning	<i>(ITIL Service Operation)</i> Repeated observation of a configuration item, IT service or process to detect events and to ensure that the current status is known.	<i>(ITIL Service Operation)</i> Gentagne målinger af et configuration item, en it-service eller proces for at opdage events og for at sikre, at den aktuelle status er kendt.
near-shore	near-shore	<i>(ITIL Service Strategy)</i> Provision of services from a country near the country where the customer is based. This can be the provision of an IT service, or of supporting functions such as a service desk. See <i>also</i> offshore; onshore.	<i>(ITIL Service Strategy)</i> Levering af services fra et land tæt på det land, hvor kunden hører til. Dette kan være levering af en it-service eller en understøttende funktion, som service desk. Se: onshore, offshore.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
net present value (NPV)	net present value (NPV)	<i>(ITIL Service Strategy)</i> A technique used to help make decisions about capital expenditure. It compares cash inflows with cash outflows. Positive net present value indicates that an investment is worthwhile. See <i>also</i> internal rate of return; return on investment.	<i>(ITIL Service Strategy)</i> En teknik, der anvendes som beslutningsgrundlag for capital expenditure (CAPEX). NPV (nutidsværdi) sammenligner investeringsafkast og investeringsomkostninger i perioden. Positiv NPV indikerer at en investering giver positivt afkast. Se: internal rate of return, return on investment.
normal change	normal change	<i>(ITIL Service Transition)</i> A change that is not an emergency change or a standard change. Normal changes follow the defined steps of the change management process.	<i>(ITIL Service Transition)</i> En change, der ikke er en emergency change eller en standard change. Normal changes følger de definerede trin i change management processen.
normal service operation	normal service operation	<i>(ITIL Service Operation)</i> An operational state where services and configuration items are performing within their agreed service and operational levels.	<i>(ITIL Service Operation)</i> En driftstilstand, hvor services og CI'er lever op til de aftalte service- og driftsniveauer.
notional charging	fiktiv fakturering	<i>(ITIL Service Strategy)</i> An approach to charging for IT services. Charges to customers are calculated and customers are informed of the charge, but no money is actually transferred. Notional charging is sometimes introduced to ensure that customers are aware of the costs they incur, or as a stage during the introduction of real charging.	<i>(ITIL Service Strategy)</i> En faktureringspolitik, hvor kunderne modtager regninger, for de it-services de har anvendt; men der sker ingen faktisk betaling. Metoden anvendes sommetider for at sikre, at kunderne er bevidste om de omkostninger, de forbruger, eller som en fase før der indføres reel fakturering.
objective	mål (formål)	The outcomes required from a process, activity or organization in order to ensure that its purpose will be fulfilled. Objectives are usually expressed as measurable targets. The term is also informally used to mean a requirement.	De slutprodukter, der kræves fra en proces, en aktivitet eller en organisation for at sikre, at deres formål opfyldes. Formål/mål udtrykkes normalt i målbare termer. Begrebet mål kan også uformelt anvendes i betydningen krav.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
off the shelf	off the shelf	See commercial off the shelf.	Se: commercial off the shelf.
Office of Government Commerce (OGC)	Office of Government Commerce (OGC)	OGC (former owner of Best Management Practice) and its functions have moved into the Cabinet Office as part of HM Government. See www.cabinetoffice.gov.uk	OGC (tidligere ejer af Best Management Practice) og dens funktioner er flyttet til Cabinet Office som del af den britiske statsadministration. Se www.cabinetoffice.gov.uk
offshore	offshore	<i>(ITIL Service Strategy)</i> Provision of services from a location outside the country where the customer is based, often in a different continent. This can be the provision of an IT service, or of supporting functions such as a service desk. See also near-shore; onshore.	<i>(ITIL Service Strategy)</i> Levering af services fra et land fjernt fra det land, hvor kunden hører til, ofte på et andet kontinent. Dette kan være levering af en it-service eller en understøttende funktion, som service desk. Se: onshore, near-shore.
onshore	onshore	<i>(ITIL Service Strategy)</i> Provision of services from a location within the country where the customer is based. See also near-shore; offshore.	<i>(ITIL Service Strategy)</i> Levering af services fra samme land, som kunden hører til. Se: offshore, near-shore.
operate	fungere	To perform as expected. A process or configuration item is said to operate if it is delivering the required outputs. Operate also means to perform one or more operations. For example, to operate a computer is to do the day-to-day operations needed for it to perform as expected.	At fungere/være drevet som forventet. En proces eller et configuration item fungerer, hvis det leverer, det krævede output. F.eks. er drift af en server at udføre den dag-til-dag drift, der skal til, for at den fungerer som forventet.
operation	drift	<i>(ITIL Service Operation)</i> Day-to-day management of an IT service, system or other configuration item. Operation is also used to mean any predefined activity or transaction – for example, loading a magnetic tape, accepting money at a point of sale, or reading data from a disk drive.	<i>(ITIL Service Operation)</i> Daglig styring af en it-service, system eller andre CIs. Drift kan endvidere betyde en predefineret aktivitet eller transaktion. F.eks. at montere et magnetbånd, tage imod penge ved en kasseterminal eller læse data fra et diskdrev.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
operational	operationel	The lowest of three levels of planning and delivery (strategic, tactical, operational). Operational activities include the day-to-day or short-term planning or delivery of a business process or IT service management process. The term is also a synonym for live.	Det laveste niveau i planlægning og levering (strategisk, taktisk, operationel). Operationelle aktiviteter omfatter daglig eller kortsigtet planlægning, udførsel af en forretningsproces eller IT service management proces. Begrebet operationel anvendes endvidere som synonym for produktions- eller driftsklar.
operational cost	driftsomkostning	The cost resulting from running the IT services, which often involves repeating payments – for example, staff costs, hardware maintenance and electricity (also known as current expenditure or revenue expenditure). <i>See also</i> capital expenditure.	Omkostninger forbundet med at drive it-services. Der er ofte tale om gentagne betalinger. F.eks. omkostninger til personale, vedligeholdelse af hardware og elektricitet (kaldes også løbende omkostninger eller omsætningsrelaterede omkostninger). <i>Se:</i> capital expenditure.
operational expenditure (OPEX)	operational expenditure (OPEX)	See operational cost.	<i>Se:</i> driftsomkostning

Engelsk term	Dansk term	Engelsk definition	Dansk definition
operational level agreement (OLA)	operational level agreement (OLA)	<p><i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An agreement between an IT service provider and another part of the same organization. It supports the IT service provider's delivery of IT services to customers and defines the goods or services to be provided and the responsibilities of both parties. For example, there could be an operational level agreement:</p> <ul style="list-style-type: none"> • Between the IT service provider and a procurement department to obtain hardware in agreed times • Between the service desk and a support group to provide incident resolution in agreed times. <p>See also service level agreement.</p>	<p><i>(ITIL Service Design) (ITIL Continual Service Improvement)</i> En agreement mellem en it-serviceleverandør og en anden part i den samme organisation. En OLA definerer varer eller services, der skal leveres, samt hvilket ansvar der er placeret, hos de involverede parter.</p> <ul style="list-style-type: none"> • F.eks. kan der være udarbejdet en OLA med bygningsafdelingen, som leverer air-conditioning, eller med indkøbsafdelingen om at anskaffe hardware, på aftalte tidspunkter. • En OLA kan også være en aftale f.eks mellem Service Desk og en supportgruppe om at løse Incidents inden for aftalte tidsrammer. <p>Se: service level agreement.</p>
operations bridge	operations bridge	<i>(ITIL Service Operation)</i> A physical location where IT services and IT infrastructure are monitored and managed.	<i>(ITIL Service Operation)</i> En fysisk lokalitet, hvorfra it-service og it-infrastruktur bliver overvåget og styret.
operations control	operations control	See IT operations control.	Se: IT operations control.
operations management	operations management	See IT operations management.	Se: IT operations management.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
opportunity cost	offeromkostning	<i>(ITIL Service Strategy)</i> A cost that is used in deciding between investment choices. Opportunity cost represents the revenue that would have been generated by using the resources in a different way. For example, the opportunity cost of purchasing a new server may include not carrying out a service improvement activity that the money could have been spent on. Opportunity cost analysis is used as part of a decision-making process, but opportunity cost is not treated as an actual cost in any financial statement.	<i>(ITIL Service Strategy)</i> En omkostning som anvendes, når der skal træffes beslutning om valg mellem forskellige investeringsmuligheder. Offeromkostninger repræsenterer den omsætning, der ville have været genereret, hvis ressourcerne var blevet anvendt på en anden måde. F.eks. kan offeromkostningen ved at anskaffe en ny server medføre tab af renter, som beløbet ellers ville have optjent i banken. Offeromkostningsanalyse anvendes som led i beslutningsprocesser, men indgår ikke som en omkostningspost ved regnskabsaflæggelse.
optimize	optimere	Review, plan and request changes, in order to obtain the maximum efficiency and effectiveness from a process, configuration item, application etc.	Review, planlægning og anmodning om changes, med det formål at opnå optimal ressource- og kvalitetsmæssig effektivitet i en proces, et configuration item, en applikation etc.
organization	organisation	A company, legal entity or other institution. The term is sometimes used to refer to any entity that has people, resources and budgets – for example, a project or business unit.	En virksomhed, en juridisk enhed eller anden institution. Begrebet organisation anvendes til tider til at betegne enheder, der har personale, ressourcer og budgetter. Som eksempel kan nævnes et projekt eller en forretningsenhed.
outcome	slutprodukt	The result of carrying out an activity, following a process, or delivering an IT service etc. The term is used to refer to intended results as well as to actual results. <i>See also</i> objective.	Resultatet af at udføre en aktivitet, følge en proces, levere en it-service osv. Begrebet slutprodukt bruges til at beskrive både det ønskede resultat såvel som det faktisk opnåede resultat. <i>Se:</i> formål
outsourcing	outsourcing	<i>(ITIL Service Strategy)</i> Using an external service provider to manage IT services. <i>See also</i> service sourcing.	<i>(ITIL Service Strategy)</i> Brugen af en ekstern serviceleverandør til at levere it-services. <i>Se:</i> service sourcing.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
overhead	overhead	See indirect cost.	Se: indirekte omkostning
pain value analysis	pain value analysis	<i>(ITIL Service Operation)</i> A technique used to help identify the business impact of one or more problems. A formula is used to calculate pain value based on the number of users affected, the duration of the downtime, the impact on each user, and the cost to the business (if known).	<i>(ITIL Service Operation)</i> En teknik, som bruges til at identificere forretningsmæssig Impact ved et eller flere problems. Der anvendes en formel til at beregne pain value baseret på antallet af berørte brugere, varigheden af nedetid, impact af de enkelte brugere og omkostningen for forretningen (hvis kendt).
Pareto principle	Pareto-princip	<i>(ITIL Service Operation)</i> A technique used to prioritize activities. The Pareto principle says that 80% of the value of any activity is created with 20% of the effort. Pareto analysis is also used in problem management to prioritize possible problem causes for investigation.	<i>(ITIL Service Operation)</i> En teknik, der anvendes til at prioritere aktiviteter. Pareto-principet er, at 80% af en aktivitets værdi skabes ved en indsats, der svarer til 20%. Pareto analyse bruges bl.a. i problem management for at prioritere mulige årsager til problems, som skal undersøges.
partnership	partnerskab	A relationship between two organizations that involves working closely together for common goals or mutual benefit. The IT service provider should have a partnership with the business and with third parties who are critical to the delivery of IT services. See also value network.	En relation mellem to organisationer som omfatter tæt samarbejde om samme målsætning eller fælles udbytte. It-serviceleverandøren bør have et partnerskab med forretningen og med de tredjeparter, som er mest afgørende i forbindelse med levering af it-services. Se: værdinetværk.
passive monitoring	passiv overvågning.	<i>(ITIL Service Operation)</i> Monitoring of a configuration item, an IT service or a process that relies on an alert or notification to discover the current status. See also active monitoring.	<i>(ITIL Service Operation)</i> Overvågning af et CI, en it-service eller en proces, baseret på en alarm eller meddelelse for at kunne afdække gældende status. Se: aktiv overvågning.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
pattern of business activity (PBA)	pattern of business activity (PBA)	<i>(ITIL Service Strategy)</i> A workload profile of one or more business activities. Patterns of business activity are used to help the IT service provider understand and plan for different levels of business activity. <i>See also</i> user profile.	<i>(ITIL Service Strategy)</i> Et workload-mønster for en eller flere forretningsaktiviteter. Pattern of business activity bruges af it-serviceleverandør for at forstå og planlægge forskellige niveauer af forretningsaktivitet. <i>Se:</i> user profile.
percentage utilization	udnyttelsesgrad	<i>(ITIL Service Design)</i> The amount of time that a component is busy over a given period of time. For example, if a CPU is busy for 1,800 seconds in a one-hour period, its utilization is 50%.	<i>(ITIL Service Design)</i> Den tid en komponent er udnyttet i en given periode. F.eks. hvis en CPU er beskæftiget i 1800 sekunder i en periode af en time svarer udnyttelsesgraden til 50 %.
performance	performance	A measure of what is achieved or delivered by a system, person, team, process or IT service.	Et mål for, hvad der opnås eller leveres af et system, en person, et team, en proces eller en it-services.
performance management	performance management	Activities to ensure that something achieves its expected outcomes in an efficient and consistent manner.	Aktiviteter til sikring af, at noget når det forventede resultat på en effektiv og konsistent måde.
pilot	pilot	<i>(ITIL Service Transition)</i> A limited deployment of an IT service, a release or a process to the live environment. A pilot is used to reduce risk and to gain user feedback and acceptance. <i>See also</i> change evaluation; test.	<i>(ITIL Service Transition)</i> En afgrænset deployment af en it-service, en release eller en proces i produktionsmiljøet. En pilot bruges til at reducere risici og få brugernes tilbagemeldinger og godkendelse. <i>Se:</i> test, change evaluation.
plan	plan	A detailed proposal that describes the activities and resources needed to achieve an objective – for example, a plan to implement a new IT service or process. ISO/IEC 20000 requires a plan for the management of each IT service management process.	Et detaljeret forslag, som beskriver en række af aktiviteter og ressourcer, der er nødvendige for nå et mål. F.eks. en plan for implementering af en ny it-service eller proces. ISO/IEC 20000 kræver en plan for styringen af hver enkelt IT service management proces.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
Plan-Do-Check-Act (PDCA)	Plan-Do-Check-Act (PDCA)	<i>(ITIL Continual Service Improvement)</i> A four-stage cycle for process management, attributed to Edward Deming. Plan-Do-Check-Act is also called the Deming Cycle. Plan – design or revise processes that support the IT services; Do – implement the plan and manage the processes; Check – measure the processes and IT services, compare with objectives and produce reports; Act – plan and implement changes to improve the processes.	<i>(ITIL Continual Service Improvement)</i> En fire-trins cyklus for processtyring, der tilskrives Edward Deming. Plan-Do-Check-Act kaldes også the Deming Cycle. Plan: Design eller revurdér de processer, der understøtter it-tjenesten. Do: Implementér planen og styr processerne. Check: Mål processerne og it-tjenester – sammenlign med målsætningerne og udarbejd rapporter. Act: Planlæg og implementér changes med henblik på at forbedre processerne.
planned downtime	planlagt nedetid	<i>(ITIL Service Design)</i> Agreed time when an IT service will not be available. Planned downtime is often used for maintenance, upgrades and testing. See also change window; downtime.	<i>(ITIL Service Design)</i> Et aftalt tidspunkt, hvor en it-tjeneste er utilgængelig. Planlagt nedetid anvendes ofte til vedligeholdelse, opgradering og test. Se: changevindue, nedetid.
planning	planlægning	An activity responsible for creating one or more plans – for example, capacity planning.	Den aktivitet, der er ansvarlig for udfærdigelsen af en eller flere planer. F.eks. capacity planning.
policy	politik	Formally documented management expectations and intentions. Policies are used to direct decisions, and to ensure consistent and appropriate development and implementation of processes, standards, roles, activities, IT infrastructure etc.	Ledelsens formelt dokumenterede forventninger og intentioner. Politikker anvendes ofte til at udstikke rammerne for beslutninger og til at sikre en konsistent og formålstjenlig udvikling af processer, standarder, roller aktiviteter, it-infrastruktur etc.
portable facility	transportabelt anlæg	<i>(ITIL Service Design)</i> A prefabricated building, or a large vehicle, provided by a third party and moved to a site when needed according to an IT service continuity plan. See also fixed facility; recovery option.	<i>(ITIL Service Design)</i> En præfabrikeret bygning, eller et stort køretøj, der leveres af en tredjepartsleverandør og placeres i henhold til en IT service continuity plan. Se: recovery option, fast anlæg.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
post-implementation review (PIR)	post-implementation review (PIR)	A review that takes place after a change or a project has been implemented. It determines if the change or project was successful, and identifies opportunities for improvement.	Et review, der foretages efter implementering af en change eller et projekt. Et PIR fastslår, om change eller projektet var vellykket, og den identificerer muligheder for forbedringer.
practice	practice	A way of working, or a way in which work must be done. Practices can include activities, processes, functions, standards and guidelines. See <i>also</i> best practice.	En måde at arbejde på eller en måde som arbejde skal udføres på. Practices kan inkludere aktiviteter, processer, funktioner, standarder og vejledninger. Se: best practice.
prerequisite for success (PFS)	prerequisite for success (PFS)	An activity that needs to be completed, or a condition that needs to be met, to enable successful implementation of a plan or process. It is often an output from one process that is a required input to another process.	En aktivitet, som skal være afsluttet, eller en betingelse, som skal være opfyldt for at opnå en vellykket implementering af en plan eller proces. PFS er ofte output fra en proces, som er nødvendigt input til en anden proces.
pricing	prissætning	<i>(ITIL Service Strategy)</i> Pricing is the activity for establishing how much customers will be charged.	<i>(ITIL Service Strategy)</i> Prissætning er den aktivitet, der fastlægger, hvor meget kunderne skal faktureres.
PRINCE2®	PRINCE2®	See PProjects IN Controlled Environments.	Se: PProjects IN Controlled Environments.
priority	prioritet	<i>(ITIL Service Operation) (ITIL Service Transition)</i> A category used to identify the relative importance of an incident, problem or change. Priority is based on impact and urgency, and is used to identify required times for actions to be taken. For example, the service level agreement may state that Priority 2 incidents must be resolved within 12 hours.	<i>(ITIL Service Operation) (ITIL Service Transition)</i> En kategori, der anvendes til at identificere den relative vigtighed af et incident, problem eller en change. Prioritet baseres på Impact og urgency, og den anvendes til at identificere de tidspunkter, hvor det er nødvendigt at gøre noget. F.eks. kan en SLA fastslå, at et prioritet 2 Incident skal løses indenfor 12 timer.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
proactive monitoring	proaktiv overvågning	<i>(ITIL Service Operation)</i> Monitoring that looks for patterns of events to predict possible future failures. See also reactive monitoring.	<i>(ITIL Service Operation)</i> Overvågning, som ser efter mønstre i events for at forudse mulige fremtidige fejl. Se: reaktiv overvågning.
proactive problem management	proactive problem management	<i>(ITIL Service Operation)</i> Part of the problem management process. The objective of proactive problem management is to identify problems that might otherwise be missed. Proactive problem management analyses incident records, and uses data collected by other IT service management processes to identify trends or significant problems.	<i>(ITIL Service Operation)</i> En del af problem management processen. Formålet med proactive problem management er at identificere problems, der ellers ville være blevet overset. Proactive problem management analyserer incident records og anvender data, der er indsamlet af andre it service management processer med henblik på at identificere trends eller væsentlige problemer.
problem	problem	<i>(ITIL Service Operation)</i> A cause of one or more incidents. The cause is not usually known at the time a problem record is created, and the problem management process is responsible for further investigation.	<i>(ITIL Service Operation)</i> Den bagvedliggende årsag til et eller flere incidents. Årsagen er som regel ikke kendt på det tidspunkt hvor en problem record bliver oprettet. Problem management processen er ansvarlig for yderligere undersøgelse.
problem management	problem management	<i>(ITIL Service Operation)</i> The process responsible for managing the lifecycle of all problems. Problem management proactively prevents incidents from happening and minimizes the impact of incidents that cannot be prevented.	<i>(ITIL Service Operation)</i> Den proces, der er ansvarlig for at håndtere livscyklussen for alle problemer. Problem management forebygger proaktivt incidents og minimerer Impact af de Incidents, der ikke kan forebygges.
problem record	problem record	<i>(ITIL Service Operation)</i> A record containing the details of a problem. Each problem record documents the lifecycle of a single problem.	<i>(ITIL Service Operation)</i> En record, der indeholder detaljerne angående et problem. Den enkelte problem record dokumenterer et enkelt problems livscyklus.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
procedure	procedure	A document containing steps that specify how to achieve an activity. Procedures are defined as part of processes. <i>See also</i> work instruction.	Et dokument, der specificerer hvordan en aktivitet udføres. Procedurer defineres som en del af processer. Se: work instruction.
process	proces	A structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. It may include any of the roles, responsibilities, tools and management controls required to reliably deliver the outputs. A process may define policies, standards, guidelines, activities and work instructions if they are needed.	Et struktureret sæt aktiviteter der er designet til at opfylde et bestemt formål. En proces behandler et eller flere input, og leverer veldefinerede output. En proces kan omfatte alle de roller, ansvar, værktøjer og ledelseskontroller, der er nødvendige for at levere pålidelige output. En proces kan definere politikker, standarder, guidelines aktiviteter og work instructions, hvis det er nødvendigt.
process control	processtyring	The activity of planning and regulating a process, with the objective of performing the process in an effective, efficient and consistent manner.	Den aktivitet, der planlægger og regulerer en proces, med det formål/mål at udføre den ressource- og kvalitetsmæssigt effektivt og på en ensartet måde.
process manager	procesmanager	A role responsible for the operational management of a process. The process manager's responsibilities include planning and coordination of all activities required to carry out, monitor and report on the process. There may be several process managers for one process – for example, regional change managers or IT service continuity managers for each data centre. The process manager role is often assigned to the person who carries out the process owner role, but the two roles may be separate in larger organizations.	En rolle, der har ansvaret for operationel styring af en proces. Procesmanagerens ansvar omfatter planlægning og koordinering af alle aktiviteter, der er nødvendige for at udføre, overvåge og rapportere om processerne. Der kan være flere procesmanagers til en proces, f.eks regionale change managers eller it service continuity managers for hvert datacenter. Rollen tildeles ofte den samme person, som har rollen som procesejer, men de to roller kan være adskilt i større organisationer.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
process owner	processejer	The person who is held accountable for ensuring that a process is fit for purpose. The process owner's responsibilities include sponsorship, design, change management and continual improvement of the process and its metrics. This role can be assigned to the same person who carries out the process manager role, but the two roles may be separate in larger organizations.	Den person, som holdes ansvarlig for at sikre, at en proces lever op til sit formål. Processejerens ansvar omfatter sponsorering, design, change management og løbende forbedring af processerne og deres metrikker. Rollen kan tildeles den samme person, som har rollen som procesmanager, men de to roller kan være adskilt i større organisationer.
production environment	produktion	See live environment.	Se: live environment
profit centre	profitcenter	<i>(ITIL Service Strategy)</i> A business unit that charges for services provided. A profit centre can be created with the objective of making a profit, recovering costs, or running at a loss. An IT service provider can be run as a cost centre or a profit centre.	<i>(ITIL Service Strategy)</i> En forretningsenhed, der fakturerer for de services, de leverer. Et profitcenter kan blive etableret med det formål at give udbytte, at dække omkostninger eller at køre med underskud. En it-serviceleverandør kan drives som et omkostningscenter eller et profitcenter.
pro-forma	proforma	A template or example document containing sample data that will be replaced with real values when these are available.	En skabelon eller dokumenteksempel, som indeholder eksempel data, der vil blive erstattet med de rigtige værdier, når disse er tilgængelige.
programme	program	A number of projects and activities that are planned and managed together to achieve an overall set of related objectives and other outcomes.	Et antal projekter og aktiviteter, der planlægges og styres sammen med henblik på at opfylde et overordnet formål eller aflevere et samlet slutprodukt.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
project	projekt	A temporary organization, with people and other assets, that is required to achieve an objective or other outcome. Each project has a lifecycle that typically includes initiation, planning, execution, and closure. Projects are usually managed using a formal methodology such as PProjects IN Controlled Environments (PRINCE2) or the Project Management Body of Knowledge (PMBOK). See <i>also</i> charter; project management office; project portfolio.	En midlertidig organisation med de personer og andre ressourcer, der er krævet med henblik på at opfylde et formål eller levere et slutprodukt. Et projekt har en livscyklus, der typisk omfatter initiering, planlægning, udførsel og closure. projekter styres sædvanligvis ved anvendelse af en formel metode som f.eks. PProjects IN Controlled Environments (PRINCE2) eller Project Management Body of Knowledge (PMBOK). Se: charter (kommissorium), project management office, project portfolio
project charter	project charter	See charter.	Se: charter (kommissorium).
Project Management Body of Knowledge (PMBOK)	Project Management Body of Knowledge (PMBOK)	A project management standard maintained and published by the Project Management Institute. See www.pmi.org for more information. See <i>also</i> PProjects IN Controlled Environments (PRINCE2).	En project management-standard, der er vedligeholdt og publiceret af Project Management Institute. Se www.pmi.org for flere oplysninger. Se: PProjects IN Controlled Environments (PRINCE2)
Project Management Institute (PMI)	Project Management Institute (PMI)	A membership association that advances the project management profession through globally recognized standards and certifications, collaborative communities, an extensive research programme, and professional development opportunities. PMI is a not-for-profit membership organization with representation in many countries around the world. PMI maintains and publishes the Project Management Body of Knowledge (PMBOK). See www.pmi.org for more information. See <i>also</i> PProjects IN Controlled Environments (PRINCE2).	En medlemsorganisation, der fremmer projektstyringsfaget gennem globalt anerkendte standarder og certificeringer, samarbejdende fællesskaber, et omfattende forskningsprogram og faglige udviklingsmuligheder. PMI er en nonprofitorganisation, og den er repræsenteret i mange lande over hele verden. PMI vedligeholder og publicerer Project Management Body of Knowledge (PMBOK). Se www.pmi.org , hvor der er yderligere oplysninger. Se: PProjects IN Controlled Environments (PRINCE2).

Engelsk term	Dansk term	Engelsk definition	Dansk definition
project management office (PMO)	project management office (PMO)	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A function or group responsible for managing the lifecycle of projects. See also charter; project portfolio.	<i>(ITIL Service Design) (ITIL Service Strategy)</i> En funktion eller gruppe med ansvar for at styre projekters livscyklus. Se: charter (kommissorium), project portfolio.
project portfolio	project portfolio	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A database or structured document used to manage projects throughout their lifecycle. The project portfolio is used to coordinate projects and ensure that they meet their objectives in a cost-effective and timely manner. In larger organizations, the project portfolio is typically defined and maintained by a project management office. The project portfolio is important to service portfolio management as new services and significant changes are normally managed as projects. See also charter.	<i>(ITIL Service Design) (ITIL Service Strategy)</i> En database eller et struktureret dokument, der bruges til at styre projekter gennem deres livscyklus. Project portfolio bruges til at koordinere projekter og sikre, at de opfylder deres formål på en rentabel og rettidig måde. I større organisationer defineres og vedligeholdes project portfolio typisk af project management office. Project portfolio er vigtig for service portfolio management, da nye services og væsentlige changes normalt styres som projekter. Se: charter (kommissorium).
projected service outage (PSO)	projected service outage (PSO)	<i>(ITIL Service Transition)</i> A document that identifies the effect of planned changes, maintenance activities and test plans on agreed service levels.	<i>(ITIL Service Transition)</i> Et dokument, der identificerer effekten af planlagte changes, vedligeholdelsesaktiviteter og testplaner på aftalte service levels.
PRojects IN Controlled Environments (PRINCE2)	PRojects IN Controlled Environments (PRINCE2)	The standard UK government methodology for project management. See www.prince-officialsite.com for more information. See also Project Management Body of Knowledge (PMBOK).	Den britiske statslige standardmetodologi for projektstyring. Se www.prince-officialsite.com , hvor der er yderligere oplysninger. Se: Project Management Body of Knowledge (PMBOK).
qualification	kvalificering	<i>(ITIL Service Transition)</i> An activity that ensures that the IT infrastructure is appropriate and correctly configured to support an application or IT service. See also validation.	<i>(ITIL Service Transition)</i> En aktivitet som sikrer at it-infrastrukturen er passende og korrekt konfigureret til at understøtte en applikation eller it-service. Se: validation.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
quality	kvalitet	The ability of a product, service or process to provide the intended value. For example, a hardware component can be considered to be of high quality if it performs as expected and delivers the required reliability. Process quality also requires an ability to monitor effectiveness and efficiency, and to improve them if necessary. <i>See also</i> quality management system.	Et produkts, en services eller en proces evne til at levere den værdi, der er forventet. F.eks. kan en hardwarekomponent betragtes som værende af høj kvalitet, hvis den fungerer som forventet, og har den fornødne reliability. Proceskvalitet indebærer også evnen til at overvåge den ressource- og kvalitetsmæssige effektivitet og til at forbedre den, hvis det er nødvendigt. Se: quality management system.
quality assurance (QA)	quality assurance (QA)	<i>(ITIL Service Transition)</i> The process responsible for ensuring that the quality of a service, process or other service asset will provide its intended value. Quality assurance is also used to refer to a function or team that performs quality assurance. This process is not described in detail within the core ITIL publications. <i>See also</i> service validation and testing.	<i>(ITIL Service Transition)</i> Den proces, der er ansvarlig for at sikre, at kvaliteten af en service, en proces eller et andet service asset leverer den forventede værdi. Quality assurance anvendes også i betydningen en funktion eller et team, der udfører kvalitetssikring. Denne proces er ikke beskrevet i detaljer i kernebøgerne i ITIL. Se: service validation and testing.
quality management system (QMS)	quality management system (QMS)	<i>(ITIL Continual Service Improvement)</i> The framework of policy, processes, functions, standards, guidelines and tools that ensures an organization is of a suitable quality to reliably meet business objectives or service levels. <i>See also</i> ISO 9000.	<i>(ITIL Continual Service Improvement)</i> Det metodeapparat bestående af politik, processer, funktioner, standarder, retningslinjer og værktøjer, der sikrer, at en organisation er af en passende kvalitet, så den kan opfylde forretningens mål eller service levels på pålidelig vis. Se: ISO 9000.
quick win	quick win	<i>(ITIL Continual Service Improvement)</i> An improvement activity that is expected to provide a return on investment in a short period of time with relatively small cost and effort. <i>See also</i> Pareto principle.	<i>(ITIL Continual Service Improvement)</i> En forbedringsaktivitet, som forventes at give return on investment i løbet af kort tid, med forholdsvis små omkostninger og lille indsats. Se: Pareto-princip.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
RACI	RACI	<i>(ITIL Service Design)</i> A model used to help define roles and responsibilities. RACI stands for responsible, accountable, consulted and informed.	<i>(ITIL Service Design)</i> En model, som bruges som hjælp til at definere roller og ansvar. RACI står for responsible, accountable, consulted og informed.
reactive monitoring	reaktiv overvågning	<i>(ITIL Service Operation)</i> Monitoring that takes place in response to an event. For example, submitting a batch job when the previous job completes, or logging an incident when an error occurs. <i>See also</i> proactive monitoring.	<i>(ITIL Service Operation)</i> Overvågning, som reagerer på en event. F.eks. at starte et batch job når det foregående job er afsluttet eller logge et Incident når en error opstår. <i>Se:</i> proaktiv overvågning.
real charging	reel fakturering	<i>(ITIL Service Strategy)</i> A charging policy where actual money is transferred from the customer to the IT service provider in payment for the delivery of IT services. <i>See also</i> notional charging.	<i>(ITIL Service Operation)</i> En faktureringspolitik, hvor faktiske penge overføres fra kunden til it-serviceleverandøren som betaling for levering af it-services. <i>Se:</i> fiktiv fakturering.
reciprocal arrangement	reciprocal agreement	<i>(ITIL Service Design)</i> A recovery option. An agreement between two organizations to share resources in an emergency – for example, high-speed printing facilities or computer room space.	<i>(ITIL Service Design)</i> En recovery option. En agreement mellem to organisationer om at dele ressourcer i tilfælde af en krise. F.eks. faciliteter til højhastighedsudskrivning eller lokaler til computere.
record	record	A document containing the results or other output from a process or activity. Records are evidence of the fact that an activity took place and may be paper or electronic – for example, an audit report, an incident record or the minutes of a meeting.	Et dokument, med resultater eller andet output fra en proces eller en aktivitet. Records er bevis på, at en aktivitet har fundet sted. Records kan være papirbaserede eller elektroniske. F.eks. en audit rapport, en incident record eller et mødereferat.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
recovery	recovery	<i>(ITIL Service Design) (ITIL Service Operation)</i> Returning a configuration item or an IT service to a working state. Recovery of an IT service often includes recovering data to a known consistent state. After recovery, further steps may be needed before the IT service can be made available to the users (restoration).	<i>(ITIL Service Design) (ITIL Service Operation)</i> Genetablering af et configuration item eller en it-service. Recovery af en it-service indebærer ofte recovery af data til en kendt og konsistent tilstand. Efter recovery kan det være nødvendigt med flere trin, før en it-service igen er til rådighed for brugerne (servicegenetablering).
recovery option	recovery option	<i>(ITIL Service Design)</i> A strategy for responding to an interruption to service. Commonly used strategies are manual workaround, reciprocal arrangement, gradual recovery, intermediate recovery, fast recovery, and immediate recovery. Recovery options may make use of dedicated facilities or third-party facilities shared by multiple businesses.	<i>(ITIL Service Design)</i> En strategi for håndtering af en afbrydelse i en service. De almindeligste strategier er manual workaround, reciprocal agreement, gradual recovery, intermediate recovery, fast recovery og immediate recovery. Recovery options kan anvende dedikerede faciliteter, eller faciliteter stillet til rådighed af tredjepartsleverandører, som deles mellem flere forretninger.
recovery point objective (RPO)	recovery point objective (RPO)	<i>(ITIL Service Design) (ITIL Service Operation)</i> The maximum amount of data that may be lost when service is restored after an interruption. The recovery point objective is expressed as a length of time before the failure. For example, a recovery point objective of one day may be supported by daily backups, and up to 24 hours of data may be lost. Recovery point objectives for each IT service should be negotiated, agreed and documented, and used as requirements for service design and IT service continuity plans.	<i>(ITIL Service Design) (ITIL Service Operation)</i> Det maksimalt acceptable datatab, når en service restores efter en afbrydelse. Recovery point objective er udtrykt ved et maksimalt acceptable tidsrum forud for en fejl. F.eks. kan et recovery point objective være på én dag, hvilket understøttes af en daglig backup, hvor data for op til maksimalt 24 timer kan blive tabt. Recovery point objectives bør forhandles, aftales og dokumenteres for alle it-services og indgå som krav til service design og it service continuity plans.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
recovery time objective (RTO)	recovery time objective (RTO)	<i>(ITIL Service Design) (ITIL Service Operation)</i> The maximum time allowed for the recovery of an IT service following an interruption. The service level to be provided may be less than normal service level targets. Recovery time objectives for each IT service should be negotiated, agreed and documented. See also business impact analysis.	<i>(ITIL Service Design) (ITIL Service Operation)</i> Den maksimale tid der er tilladt til recovery af en afbrudt it-service. Det service level, der skal leveres, kan være ringere end de normale service level targets. Recovery time objective for alle it-services bør forhandles, aftales og dokumenteres. Se: business impact analysis.
redundancy	redundans	<i>(ITIL Service Design)</i> Use of one or more additional configuration items to provide fault tolerance. The term also has a generic meaning of obsolescence, or no longer needed.	<i>(ITIL Service Design)</i> Synonym for fejltolerance. Begrebet redundans kan også have en mere generel betydning: forældet eller overflødigt.
relationship	relation	A connection or interaction between two people or things. In business relationship management, it is the interaction between the IT service provider and the business. In service asset and configuration management, it is a link between two configuration items that identifies a dependency or connection between them. For example, applications may be linked to the servers they run on, and IT services have many links to all the configuration items that contribute to that IT service.	En forbindelse eller samspil mellem to personer eller ting. I business relationship management er det samspillet mellem it-serviceleverandøren og forretningen. I service asset og configuration management er det et link mellem to configuration items, der identificerer en afhængighed eller sammenhæng mellem dem. F.eks. kan applikationer have link til den server, de afvikles på, it-services kan have link til alle de CIs, der bidrager til dem.
relationship processes	relationship process	The ISO/IEC 20000 process group that includes business relationship management and supplier management.	Den gruppe ISO/IEC 20000 processer der omfatter business relationship management og supplier management.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
release	release	<i>(ITIL Service Transition)</i> One or more changes to an IT service that are built, tested and deployed together. A single release may include changes to hardware, software, documentation, processes and other components.	<i>(ITIL Service Transition)</i> En eller flere changes til en it-service, der er bygget, testet og distribueret sammen. En enkelt release kan omfatte ændringer til hardware, software, dokumentation, processer og andre komponenter.
release and deployment management	release and deployment management	<i>(ITIL Service Transition)</i> The process responsible for planning, scheduling and controlling the build, test and deployment of releases, and for delivering new functionality required by the business while protecting the integrity of existing services.	<i>(ITIL Service Transition)</i> Processen ansvarlig for planlægning, tilrettelæggelse og deployment af releases og for levering af ny funktionalitet, som forretningen kræver, alt imens integriteten af de eksisterende services beskyttes.
release identification	release identifikation	<i>(ITIL Service Transition)</i> A naming convention used to uniquely identify a release. The release identification typically includes a reference to the configuration item and a version number – for example, Microsoft Office 2010 SR2.	<i>(ITIL Service Transition)</i> En navngivningsstandard, der anvendes til entydigt at identificere en release. Release identifikation inkluderer typisk en reference til et configuration item og versionsnummer. F.eks. Microsoft Office 2010 SR2.
release management	release management	See release and deployment management.	Se: release and deployment management
release package	release package	<i>(ITIL Service Transition)</i> A set of configuration items that will be built, tested and deployed together as a single release. Each release package will usually include one or more release units.	<i>(ITIL Service Transition)</i> Et sæt configuration items, der bygges, testes og distribueres sammen som en enkelt release. En release package indeholder typisk en eller flere release units.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
release record	release record	<i>(ITIL Service Transition)</i> A record that defines the content of a release. A release record has relationships with all configuration items that are affected by the release. Release records may be in the configuration management system or elsewhere in the service knowledge management system.	<i>(ITIL Service Transition)</i> En record, der definerer indholdet af en release. En release record har relationer til alle de configuration items, der bliver berørt af releasen. Release records kan være i configuration management systemet eller et andet sted i service knowledge management systemet.
release unit	release unit	<i>(ITIL Service Transition)</i> Components of an IT service that are normally released together. A release unit typically includes sufficient components to perform a useful function. For example, one release unit could be a desktop PC, including hardware, software, licences, documentation etc. A different release unit may be the complete payroll application, including IT operations procedures and user training.	<i>(ITIL Service Transition)</i> Komponenter i en it-service bliver normalt released (frigivet) sammen. En release unit omfatter typisk de nødvendige komponenter, der skal til for at kunne yde brugbar funktionalitet. F.eks. kunne en release unit bestå af en desktop PC, inklusive hardware, software, licenser, dokumentation etc. En anden release unit kan være en komplet løn-applikation, inklusive IT operations procedures og brugeruddannelse.
release window	release window	See change window.	Se: changevindue.
reliability	reliability	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A measure of how long an IT service or other configuration item can perform its agreed function without interruption. Usually measured as MTBF or MTBSI. The term can also be used to state how likely it is that a process, function etc. will deliver its required outputs. See also availability.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> En måling af, hvor længe et configuration item eller en it-service kan udføre den aftalte funktion uden afbrydelse. Måles normalt som MTBF eller MTBSI. Begrebet reliability kan også bruges til at beskrive hvor sandsynligt det vil være at en proces, en funktion osv. vil levere det krævede output. Se: availability.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
remediation	genetablering	<i>(ITIL Service Transition)</i> Actions taken to recover after a failed change or release. Remediation may include back-out, invocation of service continuity plans, or other actions designed to enable the business process to continue.	<i>(ITIL Service Transition)</i> Handlinger, der gennemføres for at genetablere efter en fejlende change eller release. Genetablering kan omfatte back-out, iværksættelse af service continuity plans eller andre handlinger, der er designet til at gøre det muligt for forretningsprocessen at fortsætte.
repair	repair	<i>(ITIL Service Operation)</i> The replacement or correction of a failed configuration item.	<i>(ITIL Service Operation)</i> Udskiftning eller korrektion af et fejlbehæftet configuration item.
request for change (RFC)	request for change (RFC)	<i>(ITIL Service Transition)</i> A formal proposal for a change to be made. It includes details of the proposed change, and may be recorded on paper or electronically. The term is often misused to mean a change record, or the change itself.	<i>(ITIL Service Transition)</i> Et formelt forslag om en change. En RFC inkluderer detaljerne om den foreslåede change, og den kan registreres papirbaseret eller elektronisk. Betegnelsen RFC misbruges ofte i betydningen change record eller selve changen.
request fulfilment	request fulfilment	<i>(ITIL Service Operation)</i> The process responsible for managing the lifecycle of all service requests.	<i>(ITIL Service Operation)</i> Den proces, som er ansvarlig for håndtering af alle service requests i hele deres livscyklus.
request model	request model	<i>(ITIL Service Operation)</i> A repeatable way of dealing with a particular category of service request. A request model defines specific agreed steps that will be followed for a service request of this category. Request models may be very simple, with no requirement for authorization (e.g. password reset), or may be more complex with many steps that require authorization (e.g. provision of an existing IT service). See also request fulfilment.	<i>(ITIL Service Operation)</i> En gentagelig måde at håndtere en særlig kategori af service requests. En request model definerer specifikke aftalte trin, der skal følges for en service request i denne kategori. Request modeller kan være meget enkle uden krav om godkendelse (f.eks. nulstilling af password) eller mere komplekse med mange trin, der kræver godkendelse (f.eks. levering af en eksisterende it-service). Se: request fulfilment.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
requirement	krav	<i>(ITIL Service Design)</i> A formal statement of what is needed – for example, a service level requirement, a project requirement or the required deliverables for a process. <i>See also</i> statement of requirements.	<i>(ITIL Service Design)</i> Et formelt udsagn om, hvad der er behov for. F.eks. et service level requirement, et projektkrav eller de leverancer der kræves af en proces. <i>Se:</i> statement of requirements.
resilience	resilience	<i>(ITIL Service Design)</i> The ability of an IT service or other configuration item to resist failure or to recover in a timely manner following a failure. For example, an armoured cable will resist failure when put under stress. <i>See also</i> fault tolerance.	<i>(ITIL Service Design)</i> Et configuration items eller en it-services evne til modstå fejl eller til en hurtig recovery efter en fejl. F.eks. vil et armeret kabel modstå fejl, hvis det belastes. <i>Se:</i> fejltolerance.
resolution	resolution	<i>(ITIL Service Operation)</i> Action taken to repair the root cause of an incident or problem, or to implement a workaround. In ISO/IEC 20000, resolution processes is the process group that includes incident and problem management.	<i>(ITIL Service Operation)</i> Den handling, der foretages for at reparere root cause til et incident, et problem eller til at implementere en workaround. I ISO/IEC 20000 er resolution processes den gruppe processer, der inkluderer incident og problem management.
resolution processes	resolution processes	The ISO/IEC 20000 process group that includes incident and problem management.	ISO/IEC 20000 procesgruppen, der omfatter incident management og problem management.
resource	ressource	<i>(ITIL Service Strategy)</i> A generic term that includes IT infrastructure, people, money or anything else that might help to deliver an IT service. Resources are considered to be assets of an organization. <i>See also</i> capability; service asset.	<i>(ITIL Service Strategy)</i> Et generelt begreb, der omfatter it-infrastruktur, mennesker, penge eller andet, der kan bidrage til levering af en it-service. Ressourcer betragtes som assets for organisationen. <i>Se:</i> capability, service asset.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
response time	reaktionstid	A measure of the time taken to complete an operation or transaction. Used in capacity management as a measure of IT infrastructure performance, and in incident management as a measure of the time taken to answer the phone, or to start diagnosis.	En måling af den tid det tager at afslutte en handling eller transaktion. Anvendes i capacity management som en måling af it-infrastrukturens performance og i incident management som en måling af den tid der går, før et telefonopkald besvares eller diagnose påbegyndes.
responsiveness	reaktionsevne	A measurement of the time taken to respond to something. This could be response time of a transaction, or the speed with which an IT service provider responds to an incident or request for change etc.	En måling af den tid det tager at reagere på noget. Det kan være reaktionstid for en transaktion, eller den hastighed hvormed en it-serviceleverandør reagerer på et incident eller request for change etc.
restoration of service	servicegenetablering	See restore.	Se: restore.
restore	restore	<i>(ITIL Service Operation)</i> Taking action to return an IT service to the users after repair and recovery from an incident. This is the primary objective of incident management.	<i>(ITIL Service Operation)</i> Den handling, der skal til for at genetablere brugerens it-service efter repair og recovery efter et incident. Dette er hovedmålet for incident management.
retire	udfase	<i>(ITIL Service Transition)</i> Permanent removal of an IT service, or other configuration item, from the live environment. Being retired is a stage in the lifecycle of many configuration items.	<i>(ITIL Service Transition)</i> Permanent fjernelse af en it-service eller et andet CI fra produktionsmiljøet. Udfaset er endvidere betegnelsen for et trin i livscyklussen for mange CIs.
return on assets (ROA)	return on assets (ROA)	<i>(ITIL Service Strategy)</i> A measurement of the profitability of a business unit or organization. Return on assets is calculated by dividing the annual net income by the total value of assets. See <i>also</i> return on investment.	<i>(ITIL Service Strategy)</i> En måling af en forretnings eller en organisations indtjening. Return on assets beregnes ved at dividere den årlige nettoindtægt med den samlede værdi af aktiverne. Se: return on investment (ROI).

Engelsk term	Dansk term	Engelsk definition	Dansk definition
return on investment (ROI)	return on investment (ROI)	<i>(ITIL Continual Service Improvement) (ITIL Service Strategy)</i> A measurement of the expected benefit of an investment. In the simplest sense, it is the net profit of an investment divided by the net worth of the assets invested. <i>See also</i> net present value; value on investment.	<i>(ITIL Continual Service Improvement) (ITIL Service Strategy)</i> En måling af det forventede afkast af en investering. I sin enkleste udformning beregnes ROI som investeringens nettoresultat divideret med nettoværdien af de assets, der er investeret. Se: net present value, value on investment.
return to normal	return to normal	<i>(ITIL Service Design)</i> The phase of an IT service continuity plan during which full normal operations are resumed. For example, if an alternative data centre has been in use, then this phase will bring the primary data centre back into operation, and restore the ability to invoke IT service continuity plans again.	<i>(ITIL Service Design)</i> Den fase i en IT service continuity plan hvor normal drift er genetableret. F.eks. hvis et alternativt datacenter har været anvendt, vil denne fase bringe det primære datacenter tilbage i drift og igen gøre det muligt at iværksætte IT service continuity planer.
review	review	An evaluation of a change, problem, process, project etc. Reviews are typically carried out at predefined points in the lifecycle, and especially after closure. The purpose of a review is to ensure that all deliverables have been provided, and to identify opportunities for improvement. <i>See also</i> change evaluation; post-implementation review.	En evaluering af en change, et problem, en proces, et projekt etc. Review vil normalt blive gennemført på forud planlagte tidspunkter i livscyklussen, specielt efter closure. Formålet med et review er at sikre, at alle leverancer er leveret og at identificere muligheder for forbedringer. Se: change evaluation, post implementation review.
rights	rettigheder	<i>(ITIL Service Operation)</i> Entitlements, or permissions, granted to a user or role – for example, the right to modify particular data, or to authorize a change.	<i>(ITIL Service Operation)</i> Tilladelse givet til en bruger eller rolle. F.eks. rettigheder til at ændre specifikke data eller til at godkende en change.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
risk	risiko	A possible event that could cause harm or loss, or affect the ability to achieve objectives. A risk is measured by the probability of a threat, the vulnerability of the asset to that threat, and the impact it would have if it occurred. Risk can also be defined as uncertainty of outcome, and can be used in the context of measuring the probability of positive outcomes as well as negative outcomes.	En mulig hændelse, der kan medføre skade eller tab, eller påvirke evnen til at opnå mål. En risiko beregnes ud fra sandsynligheden for at en trussel indtræffer, et assets sårbarhed over for den givne trussel, og Impact, hvis den givne trussel rammer. Risiko kan også være defineret som usikkerhed omkring udfaldet og kan anvendes i kontekst med måling af sandsynligheden for positivt såvel som negativt udfald.
risk assessment	risikovurdering	The initial steps of risk management: analysing the value of assets to the business, identifying threats to those assets, and evaluating how vulnerable each asset is to those threats. Risk assessment can be quantitative (based on numerical data) or qualitative.	De indledende trin i risk management. Analyse af værdien af forretningens Assets, identifikation af trusler mod disse assets, vurdere hvor sårbart hvert asset er overfor trusler. Risikovurdering kan opgøres kvantitativt (baseret på numeriske data) eller kvalitativt.
risk management	risk management	The process responsible for identifying, assessing and controlling risks. Risk management is also sometimes used to refer to the second part of the overall process after risks have been identified and assessed, as in 'risk assessment and management'. This process is not described in detail within the core ITIL publications. See <i>also</i> risk assessment.	Den proces, der er ansvarlig for at identificere, vurdere og styre risici. Risk management kan også referere til den anden del af den overordnede proces, efter at risici er blevet identificeret og vurderet, som i 'risk assesment and management'. Denne proces er ikke beskrevet i detaljer i kernebøgerne i ITIL. Se: risikovurdering.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
role	rolle	A set of responsibilities, activities and authorities assigned to a person or team. A role is defined in a process or function. One person or team may have multiple roles – for example, the roles of configuration manager and change manager may be carried out by a single person. Role is also used to describe the purpose of something or what it is used for.	Et sæt af ansvar, aktiviteter og beføjelser, der er givet til en person eller et team. En rolle er defineret i en proces eller en funktion. En person eller et team kan have flere roller. F.eks. kan rollen som configuration manager og change manager udføres af en enkelt person. Rolle anvendes også til at beskrive formålet med noget, eller hvad dette bruges til.
root cause	root cause	<i>(ITIL Service Operation)</i> The underlying or original cause of an incident or problem.	<i>(ITIL Service Operation)</i> Den bagvedliggende eller oprindelige årsag til et incident eller problem.
root cause analysis (RCA)	root cause analysis (RCA)	<i>(ITIL Service Operation)</i> An activity that identifies the root cause of an incident or problem. Root cause analysis typically concentrates on IT infrastructure failures. <i>See also</i> service failure analysis.	<i>(ITIL Service Operation)</i> En aktivitet hvori root cause til et incident eller problem identificeres. RCA koncentrerer sig typisk om fejl i it-infrastrukturen. <i>Se:</i> service failure analysis.
running costs	løbende omkostning	See operational costs.	<i>Se:</i> driftsomkostning.
Sarbanes-Oxley (SOX)	Sarbanes-Oxley (SOX)	US law that regulates financial practice and corporate governance.	En amerikansk lov, der regulerer finansiell praksis og virksomhedsledelse.
scalability	skalerbarhed	The ability of an IT service, process, configuration item etc. to perform its agreed function when the workload or scope changes.	En it-service, en proces, et configuration items evne til at kunne levere den aftalte funktion, når workload eller scope ændres.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
scope	scope	The boundary or extent to which a process, procedure, certification, contract etc. applies. For example, the scope of change management may include all live IT services and related configuration items; the scope of an ISO/IEC 20000 certificate may include all IT services delivered out of a named data centre.	Afgrænsning af eller udstrækning af en proces, procedure, certificering eller kontrakt etc. og dens anvendelsesområde. F.eks kan scopet for change management omfatte alle kørende it-services og relaterede configuration items. Scopet for en ISO/IEC 20000 certificering kan omfatte alle it-services, der leveres fra et navngivet datacenter.
second-line support	second-line support	<i>(ITIL Service Operation)</i> The second level in a hierarchy of support groups involved in the resolution of incidents and investigation of problems. Each level contains more specialist skills, or has more time or other resources.	<i>(ITIL Service Operation)</i> Andet niveau i et hierarki af supportgrupper der er involveret i resolution af incidents og undersøgelse af problems. Hvert niveau har flere specialistfærdigheder, har mere tid, eller har andre ressourcer.
security	sikkerhed	See information security management.	Se: information security management.
security management	security management	See information security management.	Se: information security management.
security management information system (SMIS)	security management information system (SMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support information security management. The security management information system is part of the information security management system. <i>See also</i> service knowledge management system.	<i>(ITIL Service Design)</i> Et sæt værktøjer, data og information, der anvendes til at understøtte information security management. Security management information systemet er en del af information security management systemet. <i>Se:</i> service knowledge management system.
security policy	sikkerhedspolitik	See information security policy.	Se: IT-sikkerhedspolitik.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
separation of concerns (SoC)	separation of concerns (SoC)	An approach to designing a solution or IT service that divides the problem into pieces that can be solved independently. This approach separates what is to be done from how it is to be done.	En metode til design af en løsning for en it-service, som nedbryder problemerne i delproblemstillinger, der hver for sig kan løses uafhængigt. Denne metode adskiller "hvad" der skal gøres, fra "hvordan" det skal ske.
server	server	<i>(ITIL Service Operation)</i> A computer that is connected to a network and provides software functions that are used by other computers.	<i>(ITIL Service Operation)</i> En computer der er forbundet til et netværk, og som leverer softwarefunktioner, der anvendes af andre computere.
service	service	A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks. The term 'service' is sometimes used as a synonym for core service, IT service or service package. <i>See also</i> utility; warranty.	Et middel til at levere værdi til en kunde ved at formidle de slutprodukter, kunderne ønsker, uden at de skal påtage sig ejerskabet af specifikke omkostninger eller risici. Begrebet 'service' anvendes nogle gange synonymt med core service, it-service eller service package. <i>Se:</i> utility, warranty.
service acceptance criteria (SAC)	service acceptance criteria (SAC)	<i>(ITIL Service Transition)</i> A set of criteria used to ensure that an IT service meets its functionality and quality requirements and that the IT service provider is ready to operate the new IT service when it has been deployed. <i>See also</i> acceptance.	<i>(ITIL Service Transition)</i> Et sæt af kriterier, som bruges til at sikre, at en it-service lever op til de stillede funktionalitets- og kvalitetskrav, og at it-serviceleverandøren er klar til at drifte den nye it-service, efter den er blevet idriftsat. <i>Se:</i> godkendelse.
service analytics	service analytics	<i>(ITIL Service Strategy)</i> A technique used in the assessment of the business impact of incidents. Service analytics models the dependencies between configuration items, and the dependencies of IT services on configuration items.	<i>(ITIL Service Strategy)</i> En teknik brugt til at vurdere incidents impact på forretningen. Service analytics modellerer afhængigheder mellem configuration items og afhængigheder mellem it-services og configuration items.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service asset	service asset	Any resource or capability of a service provider. <i>See also</i> asset.	En serviceleverandørs ressourcer eller capabilities. Se: asset.
service asset and configuration management (SACM)	service asset and configuration management (SACM)	<i>(ITIL Service Transition)</i> The process responsible for ensuring that the assets required to deliver services are properly controlled, and that accurate and reliable information about those assets is available when and where it is needed. This information includes details of how the assets have been configured and the relationships between assets. <i>See also</i> configuration management system.	<i>(ITIL Service Transition)</i> Processen, der er ansvarlig for at sikre, at de assets, der er nødvendige for at levere services, er korrekt kontrolleret, og at nøjagtig og pålidelig information om disse assets er tilgængelig, når og hvor det er krævet. Denne information omfatter detaljer vedrørende, hvordan disse assets er konfigureret og relationerne mellem assets. Se: configuration management system.
service capacity management (SCM)	service capacity management (SCM)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> The sub-process of capacity management responsible for understanding the performance and capacity of IT services. Information on the resources used by each IT service and the pattern of usage over time are collected, recorded and analysed for use in the capacity plan. <i>See also</i> business capacity management; component capacity management.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> Den underproces i capacity management, der er ansvarlig for at forstå performance og capacity for it-services. Information om de ressourcer, der anvendes af it-services og deres brugsmønster over tid indsamles, registreres og analyseres til anvendelse i capacity planen. Se: business capacity management, component capacity management.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service catalogue	service catalogue	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A database or structured document with information about all live IT services, including those available for deployment. The service catalogue is part of the service portfolio and contains information about two types of IT service: customer-facing services that are visible to the business; and supporting services required by the service provider to deliver customer-facing services. <i>See also</i> customer agreement portfolio; service catalogue management.	<i>(ITIL Service Design) (ITIL Service Strategy)</i> En database eller et struktureret dokument, der indeholder information om alle kørende it-services, inklusive de der er klar til deployment. Service catalogue er en del af service portfolio og indeholder oplysninger om to typer it-service: kundesynlige services, der er synlige for forretningen, og supporting services, der er nødvendige for, at serviceleverandøren kan levere kundesynlige services. <i>Se:</i> customer agreement portfolio, service catalogue management.
service catalogue management	service catalogue management	<i>(ITIL Service Design)</i> The process responsible for providing and maintaining the service catalogue and for ensuring that it is available to those who are authorized to access it.	<i>(ITIL Service Design)</i> Den proces, der er ansvarlig for at levere og vedligeholde service catalogue og for at sikre, at kataloget er tilgængeligt for dem, der er godkendt til at få adgang til det.
service change	service change	See change.	<i>Se:</i> change.
service charter	service charter	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A document that contains details of a new or changed service. New service introductions and significant service changes are documented in a charter and authorized by service portfolio management. Service charters are passed to the service design lifecycle stage where a new or modified service design package will be created. The term charter is also used to describe the act of authorizing the work required by each stage of the service lifecycle with respect to the new or changed service. <i>See also</i> change proposal; service portfolio; service catalogue.	<i>(ITIL Service Design) (ITIL Service Strategy)</i> Et dokument, der indeholder detaljer vedrørende en ny eller ændret service. Introduktion af nye services og væsentlige service changes dokumenteres i et charter og godkendes af service portfolio management. Service charters overføres til service design lifecycle-fasen, hvor en ny eller ændret service design package skabes. Begrebet charter anvendes også til at beskrive det at godkende det arbejde, der kræves i hver fase af service lifecycle, for så vidt angår nye eller ændrede services. <i>Se:</i> change proposal, service portfolio, service catalogue.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service continuity management	service continuity management	See IT service continuity management.	Se: IT service continuity management.
service contract	servicekontrakt	<i>(ITIL Service Strategy)</i> A contract to deliver one or more IT services. The term is also used to mean any agreement to deliver IT services, whether this is a legal contract or a service level agreement. See also customer agreement portfolio.	<i>(ITIL Service Strategy)</i> En kontrakt om levering af en eller flere it-services. Begrebet kontrakt anvendes også om en agreement om at levere it-services, hvad enten det er en juridisk kontrakt eller en SLA. Se: customer agreement portfolio.
service culture	servicekultur	A customer-oriented culture. The major objectives of a service culture are customer satisfaction and helping customers to achieve their business objectives.	En kundeorienteret kultur. Det primære formål med en servicekultur er kundetilfredshed og at hjælpe kunden med at opfylde dennes forretningsmål.
service design	service design	<i>(ITIL Service Design)</i> A stage in the lifecycle of a service. Service design includes the design of the services, governing practices, processes and policies required to realize the service provider's strategy and to facilitate the introduction of services into supported environments. Service design includes the following processes: design coordination, service catalogue management, service level management, availability management, capacity management, IT service continuity management, information security management, and supplier management. Although these processes are associated with service design, most processes have activities that take place across multiple stages of the service lifecycle. See also design.	<i>(ITIL Service Design)</i> Titlen på en af ITILs kernebøger. En fase i en services livscyklus. Service design inkluderer design af de services, den regulerende praksis, de processer og de politikker, der er krævet for at realisere serviceleverandørens strategi og for at muliggøre introduktionen af services i understøttede miljøer. Service design omfatter følgende processer: design coordination, service catalogue management, service level management, availability management, capacity management, it service continuity management, information security management og supplier management. Selvom disse processer er forbundet med service design, har de fleste processer aktiviteter, der finder sted i flere faser af service lifecycle. Se: design.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service design package (SDP)	service design package (SDP)	<i>(ITIL Service Design)</i> Document(s) defining all aspects of an IT service and its requirements through each stage of its lifecycle. A service design package is produced for each new IT service, major change or IT service retirement.	<i>(ITIL Service Design)</i> Et eller flere dokumenter, som specificerer alle aspekter ved og krav til en it-service gennem hver fase i dens livscyklus. En service design package udarbejdes for hver ny it-service, ved en major change eller ved udfasning af en it-service.
service desk	service desk	<i>(ITIL Service Operation)</i> The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests, and also handles communication with the users.	<i>(ITIL Service Operation)</i> Single point of contact mellem serviceleverandøren og brugerne. Den typiske service desk håndterer incidents og service requests. Den håndterer også kommunikationen med brugerne.
service failure analysis (SFA)	service failure analysis (SFA)	<i>(ITIL Service Design)</i> A technique that identifies underlying causes of one or more IT service interruptions. Service failure analysis identifies opportunities to improve the IT service provider's processes and tools, and not just the IT infrastructure. It is a time-constrained, project-like activity, rather than an ongoing process of analysis.	<i>(ITIL Service Design)</i> En teknik, som identificerer underliggende årsager til nedbrud i en eller flere it-services. SFA identificerer mulige forbedringer af it-serviceleverandørens processer og værktøjer, og har dermed ikke kun fokus på infrastrukturen. SFA er en tidsbegrænset, projektagtig tilgang, i højere grad end en løbende analyseproces. Se: root cause analysis.
service hours	service hours	<i>(ITIL Service Design)</i> An agreed time period when a particular IT service should be available. For example, 'Monday–Friday 08:00 to 17:00 except public holidays'. Service hours should be defined in a service level agreement.	<i>(ITIL Service Design)</i> En aftalt periode hvor en bestemt it-service som minimum skal være available. F.eks. mandag – fredag 08:00 – 17:00 undtaget helligdage. Service hours bør defineres i en service level agreement.
service improvement plan (SIP)	service improvement plan (SIP)	<i>(ITIL Continual Service Improvement)</i> A formal plan to implement improvements to a process or IT service.	<i>(ITIL Continual Service Improvement)</i> En formel plan for implementering af forbedringer i en proces eller it-service.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service knowledge management system (SKMS)	service knowledge management system (SKMS)	<i>(ITIL Service Transition)</i> A set of tools and databases that is used to manage knowledge, information and data. The service knowledge management system includes the configuration management system, as well as other databases and information systems. The service knowledge management system includes tools for collecting, storing, managing, updating, analysing and presenting all the knowledge, information and data that an IT service provider will need to manage the full lifecycle of IT services. <i>See also</i> knowledge management.	<i>(ITIL Service Transition)</i> Et sæt af værktøjer og databaser, som bruges til at håndtere viden, information og data. SKMS inkluderer configuration management system (CMS) såvel som andre databaser og informationssystemer. SKMS omfatter værktøjer til indsamling, opbevaring, håndtering, opdatering, analyse og præsentation af al den viden, information og alle de data, som en it-serviceleverandør har brug for for at kunne styre den samlede livscyklus for it-services. <i>Se:</i> knowledge management.
service level	service level	Measured and reported achievement against one or more service level targets. The term is sometimes used informally to mean service level target.	Målt og rapporteret resultat i forhold til et eller flere service level targets. Service level anvendes somme tider uformelt til at betegne service level target.
service level agreement (SLA)	service level agreement (SLA)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An agreement between an IT service provider and a customer. A service level agreement describes the IT service, documents service level targets, and specifies the responsibilities of the IT service provider and the customer. A single agreement may cover multiple IT services or multiple customers. <i>See also</i> operational level agreement.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> En agreement mellem en it-serviceleverandør og en kunde. SLA beskriver it-servicen, dokumenterer service level targets og specificerer ansvar for både it-serviceleverandør og kunden. En SLA kan dække flere it-services eller flere kunder. <i>Se:</i> operational level agreement.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service level management (SLM)	service level management (SLM)	<i>(ITIL Service Design)</i> The process responsible for negotiating achievable service level agreements and ensuring that these are met. It is responsible for ensuring that all IT service management processes, operational level agreements and underpinning contracts are appropriate for the agreed service level targets. Service level management monitors and reports on service levels, holds regular service reviews with customers, and identifies required improvements.	<i>(ITIL Service Design)</i> Den proces, der har ansvaret for at forhandle opnåelige service level agreements og sikre, at de bliver overholdt. SLM er ansvarlig for at sikre, at alle IT service management processer, operational level agreements og underpinning contracts passer til de aftalte service level targets. SLM overvåger og rapporterer vedrørende service levels, foretager regelmæssige servicereviews med kunder og identificerer nødvendige forbedringer.
service level package (SLP)	service level package (SLP)	See service option.	Se: service option.
service level requirement (SLR)	service level requirement (SLR)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A customer requirement for an aspect of an IT service. Service level requirements are based on business objectives and used to negotiate agreed service level targets.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> Et kundekrav i forhold til en it-service. SLRs er baseret på forretningsmål og anvendes til at forhandle aftaler om service level targets. Se: service level agreement.
service level target	service level target	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A commitment that is documented in a service level agreement. Service level targets are based on service level requirements, and are needed to ensure that the IT service is able to meet business objectives. They should be SMART, and are usually based on key performance indicators.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> Et dokumenteret tilsagn i en service level agreement. Service level targets er baseret på service level requirements og er nødvendige for at sikre, at it-tjenesten er i stand til at opfylde forretningsmålene. Service level targets skal være specifikke, målbare, opnåelige, relevante og tidsfæstede (SMART), og er normalt baseret på KPIs.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service lifecycle	service lifecycle	An approach to IT service management that emphasizes the importance of coordination and control across the various functions, processes and systems necessary to manage the full lifecycle of IT services. The service lifecycle approach considers the strategy, design, transition, operation and continual improvement of IT services. Also known as service management lifecycle.	En tilgang til IT service management, der understreger vigtigheden af koordination og kontrol på tværs af de forskellige funktioner, processer og systemer, der er nødvendige for at styre den samlede livscyklus for it-services. Service lifecycle-tilgangen omfatter strategi, design, overførsel, drift og fortsat forbedring af it-services. Er også kendt som service management lifecycle.
service maintenance objective (SMO)	service maintenance objective (SMO)	<i>(ITIL Service Operation)</i> The expected time that a configuration item will be unavailable due to planned maintenance activity.	<i>(ITIL Service Operation)</i> Den tid hvor det forventes, at et configuration item ikke er available pga. Planlagt vedligeholdelsesaktivitet.
service management	service management	A set of specialized organizational capabilities for providing value to customers in the form of services.	Et sæt specialiserede organisatoriske capabilities, som tilfører værdi til kunder i form af services.
service management lifecycle	service management lifecycle	See service lifecycle.	Se: service lifecycle.
service manager	service manager	A generic term for any manager within the service provider. Most commonly used to refer to a business relationship manager, a process manager or a senior manager with responsibility for IT services overall.	Et generisk begreb for enhver manager hos en serviceleverandør. Anvendes almindeligvis som reference til business relationship manager, en process manager eller en topleder med et generelt it-serviceansvar.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service model	servicemodel	<i>(ITIL Service Strategy)</i> A model that shows how service assets interact with customer assets to create value. Service models describe the structure of a service (how the configuration items fit together) and the dynamics of the service (activities, flow of resources and interactions). A service model can be used as a template or blueprint for multiple services.	<i>(ITIL Service Strategy)</i> En model, der viser, hvordan service assets interagerer med kundeassets med henblik på at skabe værdi. Servicemodeller beskriver strukturen i en service (hvordan CI'erne passer sammen) og dynamikken i servicen (aktiviteter, flow af ressourcer og interaktioner). En servicemodel kan anvendes som en skabelon eller blueprint til flere services.
service operation	service operation	<i>(ITIL Service Operation)</i> A stage in the lifecycle of a service. Service operation coordinates and carries out the activities and processes required to deliver and manage services at agreed levels to business users and customers. Service operation also manages the technology that is used to deliver and support services. Service operation includes the following processes: event management, incident management, request fulfilment, problem management, and access management. Service operation also includes the following functions: service desk, technical management, IT operations management, and application management. Although these processes and functions are associated with service operation, most processes and functions have activities that take place across multiple stages of the service lifecycle. <i>See also</i> operation.	<i>(ITIL Service Operation)</i> Titlen på en af ITILs kernebøger. En fase i en services livscyklus. service operation koordinerer og udfører de aktiviteter og processer, der er nødvendige for at levere og styre services på aftalte niveauer til forretningens brugere og kunder. Service operation håndtere også teknologien som anvendes til at levere og supportere services. Service operation omfatter følgende processer: event management, incident management, request fulfilment, problem management og access management. Service operation omfatter også følgende funktioner: service desk, technical management, it operations management og application management. Selvom disse processer og funktioner er forbundet med service operation, har de fleste processer og funktioner aktiviteter, der finder sted i forskellige faser af service lifecycle. Se: drift.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service option	service option	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A choice of utility and warranty offered to customers by a core service or service package. Service options are sometimes referred to as service level packages.	<i>(ITIL Service Design) (ITIL Service Strategy)</i> Et udvalg af utility og warranty, som tilbydes kunderne gennem en core service eller service package. Service options omtales ind imellem som service level packages.
service owner	serviceejer	<i>(ITIL Service Strategy)</i> A role responsible for managing one or more services throughout their entire lifecycle. Service owners are instrumental in the development of service strategy and are responsible for the content of the service portfolio. See also business relationship management.	<i>(ITIL Service Strategy)</i> En rolle med ansvar for at styre en eller flere services gennem deres samlede livscyklus. Serviceejere er medvirkende i udviklingen af strategien for en service og er ansvarlige for indholdet af service portfolio. Se: business relationship management.
service package	service package	<i>(ITIL Service Strategy)</i> Two or more services that have been combined to offer a solution to a specific type of customer need or to underpin specific business outcomes. A service package can consist of a combination of core services, enabling services and enhancing services. A service package provides a specific level of utility and warranty. Customers may be offered a choice of utility and warranty through one or more service options. See also IT service.	<i>(ITIL Service Strategy)</i> To eller flere services, der er blevet kombineret for at tilbyde en løsning til en specifik type kundebehov eller for at understøtte specifikke forretningsmæssige slutprodukter. En service package kan bestå af en kombination af core services, enabling services og enhancing services. En service package giver et specifikt niveau af utility og warranty. Kunder kan tilbydes et udvalg af utility og warranty gennem en eller flere service options. Se: It-service.
service pipeline	service pipeline	<i>(ITIL Service Strategy)</i> A database or structured document listing all IT services that are under consideration or development, but are not yet available to customers. The service pipeline provides a business view of possible future IT services and is part of the service portfolio that is not normally published to customers.	<i>(ITIL Service Strategy)</i> En database eller et struktureret dokument, som viser alle it-services, der er under overvejelse eller udvikling, men endnu ikke er tilgængelige for kunder. Service pipelinen giver et forretningsperspektiv på mulige fremtidige it-services, og indgår i den del af service portfolio, som normalt ikke er tilgængelig for kunderne.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service portfolio	service portfolio	<i>(ITIL Service Strategy)</i> The complete set of services that is managed by a service provider. The service portfolio is used to manage the entire lifecycle of all services, and includes three categories: service pipeline (proposed or in development), service catalogue (live or available for deployment), and retired services. <i>See also</i> customer agreement portfolio; service portfolio management.	<i>(ITIL Service Strategy)</i> Det fuldstændige sæt af services, som er styret af en serviceleverandør. Service portfolioen bruges til at håndtere hele livscyklussen af alle services og indeholder de tre kategorier service pipeline (foreslået eller under udvikling), service catalogue (i produktion eller klar til deployment) og udfasede services. <i>Se:</i> service portfolio management, customer agreement portfolio.
service portfolio management (SPM)	service portfolio management (SPM)	<i>(ITIL Service Strategy)</i> The process responsible for managing the service portfolio. Service portfolio management ensures that the service provider has the right mix of services to meet required business outcomes at an appropriate level of investment. Service portfolio management considers services in terms of the business value that they provide.	<i>(ITIL Service Strategy)</i> Processen, der er ansvarlig for at håndtere service portfolioen. Service portfolio management sikrer, at serviceleverandøren har den rette blanding af services til at opfylde de krævede forretningsmæssige slutprodukter ved et passende investeringsniveau. Service portfolio management ser på services i lyset af den værdi, de leverer til forretningen.
service potential	service potentiale	<i>(ITIL Service Strategy)</i> The total possible value of the overall capabilities and resources of the IT service provider.	<i>(ITIL Service Strategy)</i> Den samlede potentielle værdi af de overordnede capabilities og ressourcer hos serviceleverandøren.
service provider	serviceleverandør	<i>(ITIL Service Strategy)</i> An organization supplying services to one or more internal customers or external customers. Service provider is often used as an abbreviation for IT service provider. <i>See also</i> Type I service provider; Type II service provider; Type III service provider.	<i>(ITIL Service Strategy)</i> En organisation der leverer services til en eller flere interne eller eksterne kunder. Serviceleverandør anvendes ofte som en forkortelse af it-serviceleverandør. <i>Se:</i> Type I serviceleverandør, Type II serviceleverandør, Type III serviceleverandør.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service provider interface (SPI)	service provider interface (SPI)	<i>(ITIL Service Strategy)</i> An interface between the IT service provider and a user, customer, business process or supplier. Analysis of service provider interfaces helps to coordinate end-to-end management of IT services.	<i>(ITIL Service Strategy)</i> En grænseflade mellem it-serviceleverandøren og en bruger, kunde, forretningsproces eller en underleverandør. Analyse af SPI hjælper til med koordinere end-to-end leveringen af it-services.
service reporting	service reporting	<i>(ITIL Continual Service Improvement)</i> Activities that produce and deliver reports of achievement and trends against service levels. The format, content and frequency of reports should be agreed with customers.	<i>(ITIL Continual Service Improvement)</i> Aktiviteter, der producerer og leverer rapporter med opnåede resultater og trends i forhold til service levels. Formatet, indholdet og frekvensen for rapporterne bør aftales med kunderne.
service request	service request	<i>(ITIL Service Operation)</i> A formal request from a user for something to be provided – for example, a request for information or advice; to reset a password; or to install a workstation for a new user. Service requests are managed by the request fulfilment process, usually in conjunction with the service desk. Service requests may be linked to a request for change as part of fulfilling the request.	<i>(ITIL Service Operation)</i> En formel anmodning fra en bruger om levering af noget, f.eks. en anmodning om information eller rådgivning, nulstilling af password eller installation af en arbejdsstation til en ny bruger. Service requests styres af request fulfilment-processen, normalt i samarbejde med service desk. Service requests kan være forbundet med en RFC som led i opfyldelsen af anmodningen. Se: request fulfilment.
service sourcing	service sourcing	<i>(ITIL Service Strategy)</i> The strategy and approach for deciding whether to provide a service internally, to outsource it to an external service provider, or to combine the two approaches. Service sourcing also means the execution of this strategy. See also insourcing; internal service provider; outsourcing.	<i>(ITIL Service Strategy)</i> Strategien for og tilgangen til at beslutte, hvorvidt en service skal leveres internt, outsources til en ekstern serviceleverandør eller en kombination heraf. Service sourcing inkluderer også gennemførelse af strategien. Se: insourcing, intern serviceleverandør, outsourcing.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service strategy	service strategy	<i>(ITIL Service Strategy)</i> A stage in the lifecycle of a service. Service strategy defines the perspective, position, plans and patterns that a service provider needs to execute to meet an organization's business outcomes. Service strategy includes the following processes: strategy management for IT services, service portfolio management, financial management for IT services, demand management, and business relationship management. Although these processes are associated with service strategy, most processes have activities that take place across multiple stages of the service lifecycle.	<i>(ITIL Service Strategy)</i> En fase i en services livscyklus. Service strategy definerer den synsvinkel, den position, de planer og mønstre, som en serviceleverandør er nødt til at gennemføre for at opfylde en organisations forretningsmæssige slutprodukter. Service strategy omfatter følgende processer: strategy management for IT services, service portfolio management, financial management for IT services, demand management og business relationship management. Selvom disse processer er forbundet med service strategy, har de fleste processer aktiviteter, der finder sted i forskellige faser af service lifecycle.
service transition	service transition	<i>(ITIL Service Transition)</i> A stage in the lifecycle of a service. Service transition ensures that new, modified or retired services meet the expectations of the business as documented in the service strategy and service design stages of the lifecycle. Service transition includes the following processes: transition planning and support, change management, service asset and configuration management, release and deployment management, service validation and testing, change evaluation, and knowledge management. Although these processes are associated with service transition, most processes have activities that take place across multiple stages of the service lifecycle. <i>See also</i> transition.	<i>(ITIL Service Transition)</i> En fase i en services livscyklus. Service transition sikrer, at nye, ændrede eller udfasede services opfylder forretningens forventninger som dokumenteret i faserne service strategy og service design af livscyklus. Service transition inkluderer følgende processer: Transition planning and support, change management, service asset og configuration management, release and deployment management, service validation and testing, change evaluation og knowledge management. Selvom disse processer er forbundet med service transition, har de fleste processer aktiviteter, der finder sted i forskellige faser af service lifecycle. <i>Sø:</i> transition.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
service validation and testing	service validation and testing	<i>(ITIL Service Transition)</i> The process responsible for validation and testing of a new or changed IT service. Service validation and testing ensures that the IT service matches its design specification and will meet the needs of the business.	<i>(ITIL Service Transition)</i> Den proces, der er ansvarlig for validation og test af en ny eller ændret it-service. Service validation and testing sikrer at it-servicen opfylder designspecifikationerne og forretningens behov.
service valuation	service valuation	<i>(ITIL Service Strategy)</i> A measurement of the total cost of delivering an IT service, and the total value to the business of that IT service. Service valuation is used to help the business and the IT service provider agree on the value of the IT service.	<i>(ITIL Service Strategy)</i> En måling af de samlede omkostninger ved at levere en it-service og den samlede værdi for forretningen af denne it-service. Service valuation bruges til at hjælpe forretningen og it-serviceleverandøren til at opnå enighed om værdien af en it-service.
serviceability	serviceability	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> The ability of a third-party supplier to meet the terms of its contract. This contract will include agreed levels of reliability, maintainability and availability for a configuration item.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> En tredjepartleverandørs evne til at leve op til kontraktlige forpligtelser. Kontrakten indeholder aftalte mål for reliability, maintainability eller availability for et configuration item.
seven-step improvement process	seven-step improvement process	<i>(ITIL Continual Service Improvement)</i> The process responsible for defining and managing the steps needed to identify, define, gather, process, analyse, present and implement improvements. The performance of the IT service provider is continually measured by this process and improvements are made to processes, IT services and IT infrastructure in order to increase efficiency, effectiveness and cost effectiveness. Opportunities for improvement are recorded and managed in the CSI register.	<i>(ITIL Continual Service Improvement)</i> Den proces, der er ansvarlig for at definere og styre de trin, der er nødvendige for at identificere, definere, indsamle, bearbejde, analysere, præsentere og implementere forbedringer. Performance for it-serviceleverandøren måles kontinuerligt af denne proces, og forbedringer af processer, it-services og it-infrastruktur foretages med henblik på at øge virkningen, effektiviteten og omkostningsrentabiliteten. Forbedringsmuligheder registreres og håndteres i CSI register.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
shared service unit	shared service unit	See Type II service provider.	Se: Type II-serviceleverandør.
shift	skiftehold	<i>(ITIL Service Operation)</i> A group or team of people who carry out a specific role for a fixed period of time. For example, there could be four shifts of IT operations control personnel to support an IT service that is used 24 hours a day.	<i>(ITIL Service Operation)</i> En gruppe af mennesker, som udfører en specifik rolle i et fast tidsrum. For eksempel kan der være fire skiftehold af IT operations control personale for at understøtte en it-service, som skal være tilgængelig 24 timer i døgnet.
simulation modelling	simuleringsmodellering	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A technique that creates a detailed model to predict the behaviour of an IT service or other configuration item. A simulation model is often created by using the actual configuration items that are being modelled with artificial workloads or transactions. They are used in capacity management when accurate results are important. A simulation model is sometimes called a performance benchmark. See also analytical modelling; modelling.	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> En teknik, der skaber en detaljeret model, der forudsiger adfærden for et configuration item eller en it-service. En simuleringsmodel udfærdiges ofte ved at anvende aktuelle configuration items, som bliver modelleret med kunstigt skabte workloads eller transaktioner. De anvendes i capacity management, når der er krav om præcise resultater. En simulering kaldes ind imellem for en performance benchmark. Se: analytical modelling, modelling.
single point of contact	single point of contact (SPOC)	<i>(ITIL Service Operation)</i> Providing a single consistent way to communicate with an organization or business unit. For example, a single point of contact for an IT service provider is usually called a service desk.	<i>(ITIL Service Operation)</i> At stille én ensartet måde til rådighed for kommunikation med en organisation eller forretningsenhed på. F.eks. kaldes et single point of contact hos en it-serviceleverandør normalt service desk.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
single point of failure (SPOF)	single point of failure (SPOF)	<i>(ITIL Service Design)</i> Any configuration item that can cause an incident when it fails, and for which a countermeasure has not been implemented. A single point of failure may be a person or a step in a process or activity, as well as a component of the IT infrastructure. See <i>also</i> failure.	<i>(ITIL Service Design)</i> Et configuration item, der egenhændigt kan forårsage et Incident, når det fejler, såfremt der ikke er etableret modforanstaltninger. En SPOF kan være en person eller et trin i en proces eller en aktivitet såvel som en komponent i it-infrastrukturen. Se: fejl.
SLAM chart	SLAM diagram	<i>(ITIL Continual Service Improvement)</i> A service level agreement monitoring chart is used to help monitor and report achievements against service level targets. A SLAM chart is typically colour-coded to show whether each agreed service level target has been met, missed or nearly missed during each of the previous 12 months.	<i>(ITIL Continual Service Improvement)</i> Et service level agreement monitoring (SLAM) diagram hjælper med at overvåge og rapportere resultater i forhold til service level targets. Et SLAM diagram anvender normalt farvekoder, der viser, om et aftalt service level target er overholdt, brudt eller delvist brudt i hver af de foregående 12 måneder.
SMART	SMART	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An acronym for helping to remember that targets in service level agreements and project plans should be specific, measurable, achievable, relevant and time-bound.	<i>(ITIL Service Design) (ITIL Continual Service Improvement)</i> Et akronym som hjælp til at huske at targets i service level agreements og projektplaner skal være specifikke, målbare, opnåelige (achievable), relevante og tidsfæstede.
snapshot	snapshot	<i>(ITIL Continual Service Improvement) (ITIL Service Transition)</i> The current state of a configuration item, process or any other set of data recorded at a specific point in time. Snapshots can be captured by discovery tools or by manual techniques such as an assessment. See <i>also</i> baseline; benchmark.	<i>(ITIL Continual Service Improvement)</i> Den aktuelle tilstand for et configuration item, en proces eller ethvert sæt af data registreret på et specifikt tidspunkt. Snapshots kan være opfanget af discovery tools eller ved hjælp af manuelle teknikker såsom en vurdering. Se: baseline, benchmark.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
software asset management (SAM)	software asset management (SAM)	<i>(ITIL Service Transition)</i> The process responsible for tracking and reporting the use and ownership of software assets throughout their lifecycle. Software asset management is part of an overall service asset and configuration management process. This process is not described in detail within the core ITIL publications.	<i>(ITIL Service Transition)</i> Den proces, der er ansvarlig for at spore og rapportere brugen og ejerskabet af software assets gennem deres livscyklus. Software asset management er en del af en overordnet service asset and configuration management proces. Denne proces er ikke beskrevet i detaljer i kernebøgerne i ITIL.
source	source	See service sourcing.	Se: service sourcing.
specification	specifikation	A formal definition of requirements. A specification may be used to define technical or operational requirements, and may be internal or external. Many public standards consist of a code of practice and a specification. The specification defines the standard against which an organization can be audited.	En formel definition af krav. En specifikation kan anvendes til at definere tekniske eller driftsmæssige krav, og de kan være både interne og eksterne. Mange offentlige standarder består af en code of practice og en specifikation. Specifikationen definerer den standard, som en organisation kan blive auditeret mod.
stakeholder	interessent	A person who has an interest in an organization, project, IT service etc. Stakeholders may be interested in the activities, targets, resources or deliverables. Stakeholders may include customers, partners, employees, shareholders, owners etc. See <i>also</i> RACI.	En person, der har en interesse i en organisation, et projekt, en it-service etc. Interessenter kan være interesserede i aktiviteter, mål, ressourcer eller leverancer. Interessenter kan være kunder, partnere, ansatte, aktionærer, ejere etc. Se: RACI.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
standard	standard	A mandatory requirement. Examples include ISO/IEC 20000 (an international standard), an internal security standard for Unix configuration, or a government standard for how financial records should be maintained. The term is also used to refer to a code of practice or specification published by a standards organization such as ISO or BSI. <i>See also</i> guideline.	Et obligatorisk krav. Eksempler kan være ISO/IEC 20000 (en international standard), en intern sikkerhedsstandard for en UNIX configuration, eller en statslig standard for, hvordan økonomiske registreringer skal holdes ajour. Begrebet standard anvendes også som reference til en code of practice eller en specifikation, der er udgivet af en standardiseringsorganisation som ISO eller BSI. Se: guideline.
standard change	standard change	<i>(ITIL Service Transition)</i> A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction – for example, a password reset or provision of standard equipment to a new employee. Requests for change are not required to implement a standard change, and they are logged and tracked using a different mechanism, such as a service request. <i>See also</i> change model.	<i>(ITIL Service Transition)</i> En forhåndsgodkendt change; med lav risiko, som er relativt hyppigt forekommende, som følger en forud fastlagt procedure eller work instruction. F.eks. nulstilling af et password eller anskaffelse af standardudstyr til en nyansat. RFC kræves ikke for at implementere en standard change. De spores og registreres ved anvendelse af forskellige andre mekanismer som f.eks. service request. Se: change model.
standard operating procedures (SOP)	standard operating procedures (SOP)	<i>(ITIL Service Operation)</i> Procedures used by IT operations management.	<i>(ITIL Service Operation)</i> Procedurer brugt af IT operations management.
standby	standby	<i>(ITIL Service Design)</i> Used to refer to resources that are not required to deliver the live IT services, but are available to support IT service continuity plans. For example, a standby data centre may be maintained to support hot standby, warm standby or cold standby arrangements.	<i>(ITIL Service Design)</i> Anvendes som reference til ressourcer, der ikke er krævet for at levere it-services i dagligdagen, men står til rådighed for at supportere IT service continuity plans. F.eks. kan et standby datacenter opretholdes for at supportere hot standby, warm standby eller cold standby.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
statement of requirements (SOR)	statement of requirements (SOR)	<i>(ITIL Service Design)</i> A document containing all requirements for a product purchase, or a new or changed IT service. See <i>also</i> terms of reference.	<i>(ITIL Service Design)</i> Et dokument (en kravspecifikation), der indeholder alle krav til indkøb af et produkt eller en ny eller ændret it-service. Se: terms of reference (TOR).
status	status	The name of a required field in many types of record. It shows the current stage in the lifecycle of the associated configuration item, incident, problem etc.	Navnet på et obligatorisk felt i mange records. Det viser den aktuelle status i recordens livscyklus, eller i livscyklussen for det tilhørende configuration item, incident, problem etc.
status accounting	status accounting	<i>(ITIL Service Transition)</i> The activity responsible for recording and reporting the lifecycle of each configuration item.	<i>(ITIL Service Transition)</i> Den aktivitet med ansvar for at registrere og rapportere de enkelte CIs livscyklus.
storage management	storage management	<i>(ITIL Service Operation)</i> The process responsible for managing the storage and maintenance of data throughout its lifecycle.	<i>(ITIL Service Operation)</i> Den proces, der er ansvarlig for at håndtere lagring og vedligeholdelse af data i deres livscyklus.
strategic	strategisk	<i>(ITIL Service Strategy)</i> The highest of three levels of planning and delivery (strategic, tactical, operational). Strategic activities include objective setting and long-term planning to achieve the overall vision.	<i>(ITIL Service Strategy)</i> Det højeste af tre niveauer i planlægning og levering (strategisk, taktisk og operationel). Strategiske aktiviteter omfatter fastlæggelse af mål og langtidsplanlægning med henblik på at opnå den overordnede vision.
strategic asset	strategisk asset	<i>(ITIL Service Strategy)</i> Any asset that provides the basis for core competence, distinctive performance or sustainable competitive advantage, or which allows a business unit to participate in business opportunities. Part of service strategy is to identify how IT can be viewed as a strategic asset rather than an internal administrative function.	<i>(ITIL Service Strategy)</i> Ethvert asset, der udgør grundlaget for kernekompetencer, karakteristisk performance eller bæredygtig konkurrencefordel, eller som sætter en forretningsenhed i stand til at deltage i forretningsmuligheder. En del af service strategy går ud på at identificere, hvordan it kan ses som et strategisk asset snarere end en intern administrativ funktion.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
strategy	strategi	<i>(ITIL Service Strategy)</i> A strategic plan designed to achieve defined objectives.	<i>(ITIL Service Strategy)</i> En strategisk plan, der er designet til at opfylde et fastlagt formål.
strategy management for IT services	strategy management for IT services	<i>(ITIL Service Strategy)</i> The process responsible for defining and maintaining an organization's perspective, position, plans and patterns with regard to its services and the management of those services. Once the strategy has been defined, strategy management for IT services is also responsible for ensuring that it achieves its intended business outcomes.	<i>(ITIL Service Strategy)</i> Den proces, der er ansvarlig for at definere og fastholde en organisations synsvinkel, position, planer og mønstre med hensyn til dens services og styringen af disse services. Når strategien er blevet defineret, er strategy management for IT services også ansvarlig for at sikre, at den når de tilsigtede forretningsmæssige resultater.
super user	superbruger	<i>(ITIL Service Operation)</i> A user who helps other users, and assists in communication with the service desk or other parts of the IT service provider. Super users are often experts in the business processes supported by an IT service and will provide support for minor incidents and training.	<i>(ITIL Service Operation)</i> En bruger som hjælper andre brugere og assisterer ved kommunikationen til service desk eller andre enheder hos it-leverandøren. Superbrugeren er ofte eksperter i de forretningsprocesser, der understøttes af en it-service, og de giver typisk support til mindre incidents og udfører uddannelse.
supplier	leverandør	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A third party responsible for supplying goods or services that are required to deliver IT services. Examples of suppliers include commodity hardware and software vendors, network and telecom providers, and outsourcing organizations. See also supply chain; underpinning contract.	<i>(ITIL Service Design) (ITIL Service Strategy)</i> En tredjepartsleverandør, der er ansvarlig for at levere de varer eller services, der er nødvendige for at levere it-services. Eksempler på leverandører omfatter leverandører af hard- og software, netværks- og teleudbydere samt outsourcingorganisationer. Se: underpinning contract, supply chain.
supplier and contract management information system (SCMIS)	supplier and contract management information system (SCMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support supplier management. See also service knowledge management system.	<i>(ITIL Service Design)</i> Et sæt værktøjer, data og information, der anvendes til at understøtte supplier management. Se: service knowledge management system.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
supplier management	supplier management	<i>(ITIL Service Design)</i> The process responsible for obtaining value for money from suppliers, ensuring that all contracts and agreements with suppliers support the needs of the business, and that all suppliers meet their contractual commitments. <i>See also</i> supplier and contract management information system.	<i>(ITIL Service Design)</i> Den proces, der er ansvarlig for at opnå "value for money" fra leverandørerne, idet det sikres, at alle leverandørkontrakter og -aftaler understøtter forretningens behov, og at alle leverandører lever op til deres kontraktlige forpligtelser. <i>Se:</i> supplier and contract management information system.
supply chain	supply chain	<i>(ITIL Service Strategy)</i> The activities in a value chain carried out by suppliers. A supply chain typically involves multiple suppliers, each adding value to the product or service. <i>See also</i> value network.	<i>(ITIL Service Strategy)</i> Aktiviteterne i en værdikæde, der udføres af leverandører. En supply chain vil typisk involvere flere leverandører, som hver især tilfører produktet eller servicen værdi. <i>Se:</i> værdinetværk.
support group	supportgruppe	<i>(ITIL Service Operation)</i> A group of people with technical skills. Support groups provide the technical support needed by all of the IT service management processes. <i>See also</i> technical management.	<i>(ITIL Service Operation)</i> En gruppe personer med tekniske færdigheder. Supportgrupper yder den tekniske support, der er behov for i IT service management processerne. <i>Se:</i> technical management.
support hours	support hours	<i>(ITIL Service Design) (ITIL Service Operation)</i> The times or hours when support is available to the users. Typically these are the hours when the service desk is available. Support hours should be defined in a service level agreement, and may be different from service hours. For example, service hours may be 24 hours a day, but the support hours may be 07:00 to 19:00.	<i>(ITIL Service Design) (ITIL Service Operation)</i> Den tid, hvor brugerne har adgang til support. Normalt svarer den til Service Desk åbningstid. Support hours skal være defineret i service level agreement, og kan afvige fra service hours. F.eks. kan der være 24 timers service hours, medens support hours kan være 07:00 – 19:00.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
supporting service	supporting service	<i>(ITIL Service Design)</i> An IT service that is not directly used by the business, but is required by the IT service provider to deliver customer-facing services (for example, a directory service or a backup service). Supporting services may also include IT services only used by the IT service provider. All live supporting services, including those available for deployment, are recorded in the service catalogue along with information about their relationships to customer-facing services and other CIs.	<i>(ITIL Service Design)</i> En it-service, der ikke direkte anvendes af forretningen, men som kræves af it-serviceleverandøren for at kunne levere kundesynlige services (f.eks. en directory service eller en backup-service). Supporting services kan også omfatte it-services, som kun bruges af it-serviceleverandøren. Alle kørende supporting services, herunder dem, der er klar til deployment, registreres i service catalogue sammen med information om deres relationer til kundesynlige services og andre CI'er.
SWOT analysis	SWOT analyse	<i>(ITIL Continual Service Improvement)</i> A technique that reviews and analyses the internal strengths and weaknesses of an organization and the external opportunities and threats that it faces. SWOT stands for strengths, weaknesses, opportunities and threats.	<i>(ITIL Continual Service Improvement)</i> En teknik, som udreder og analyserer de interne styrker og svagheder i en organisation og de eksterne muligheder og trusler den står over for. SWOT står for strengths (styrker), weaknesses (svagheder), opportunities (muligheder) og threats (trusler).

Engelsk term	Dansk term	Engelsk definition	Dansk definition
system	system	<p>A number of related things that work together to achieve an overall objective. For example:</p> <ul style="list-style-type: none"> • A computer system including hardware, software and applications • A management system, including the framework of policy, processes, functions, standards, guidelines and tools that are planned and managed together – for example, a quality management system • A database management system or operating system that includes many software modules which are designed to perform a set of related functions. 	<p>En række relaterede ting der samarbejder for at nå et overordnet mål. F.eks.:</p> <ul style="list-style-type: none"> • Et it-system, der omfatter hardware, software og applikationer. • Et ledelsessystem, der omfatter metodeapparatet for politik, processer, funktioner, standarder, retningslinjer og værktøjer, som er planlagt og styret sammen. F.eks. et quality management system (kvalitetsstyringssystem). • Et database management system eller et operativsystem, som indeholder mange softwaremoduler, og som er designet til at udføre et sæt af relaterede funktioner.
system management	system management	The part of IT service management that focuses on the management of IT infrastructure rather than process.	Den del af IT service management, der fokuserer på styring af it-infrastrukturen frem for processerne.
tactical	taktisk	The middle of three levels of planning and delivery (strategic, tactical, operational). Tactical activities include the medium-term plans required to achieve specific objectives, typically over a period of weeks to months.	Det midterste af tre niveauer i planlægning og leverance (strategisk, taktisk og operationel). Taktiske aktiviteter omhandler de planer, for en mellemlang periode, der kræves for at nå specifikke mål. Typisk dækker de en periode på uger eller måneder.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
technical management	technical management	<i>(ITIL Service Operation)</i> The function responsible for providing technical skills in support of IT services and management of the IT infrastructure. Technical management defines the roles of support groups, as well as the tools, processes and procedures required.	<i>(ITIL Service Operation)</i> Den funktion, der er ansvarlig for de tekniske aspekter i forbindelse med support af it-services. Technical management definerer såvel fornødne roller i supportgrupperne, som værktøjer, processer og procedurer.
technical observation (TO)	technical observation (TO)	<i>(ITIL Continual Service Improvement) (ITIL Service Operation)</i> A technique used in service improvement, problem investigation and availability management. Technical support staff meet to monitor the behaviour and performance of an IT service and make recommendations for improvement.	<i>(ITIL Continual Service Improvement) (ITIL Service Operation)</i> En teknik der anvendes i service improvement, problem undersøgelse og availability management. Teknisk supportpersonale mødes og overvåge en it-services adfærd og performance og anbefaler forbedringstiltag.
technical support	teknisk support	See technical management.	Se: technical management.
tension metrics	balancemetrikker	<i>(ITIL Continual Service Improvement)</i> A set of related metrics, in which improvements to one metric have a negative effect on another. Tension metrics are designed to ensure that an appropriate balance is achieved.	<i>(ITIL Continual Service Improvement)</i> Et sæt af relaterede metrikker, hvor forbedring af én metrik har en negativ effekt på en anden. Balancemetrikker er designet til at sikre en passende balance.
terms of reference (TOR)	terms of reference (TOR)	<i>(ITIL Service Design)</i> A document specifying the requirements, scope, deliverables, resources and schedule for a project or activity.	<i>(ITIL Service Design)</i> Et dokument, der specificerer krav, scope, leverancer, ressourcer og tidsplaner for et projekt eller en aktivitet.
test	test	<i>(ITIL Service Transition)</i> An activity that verifies that a configuration item, IT service, process etc. meets its specification or agreed requirements. See also acceptance; service validation and testing.	<i>(ITIL Service Transition)</i> En aktivitet, der skal eftervise om et configuration item, en it-service, en proces etc. lever op til specifikationerne, i henhold til de aftalte krav. Se: service validation and testing, godkendelse.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
test environment	testmiljø	<i>(ITIL Service Transition)</i> A controlled environment used to test configuration items, releases, IT services, processes etc.	<i>(ITIL Service Transition)</i> Et kontrolleret miljø, der anvendes til test af configuration items, releases, it-services, processer etc.
third party	tredjepartsleverandør	A person, organization or other entity that is not part of the service provider's own organization and is not a customer – for example, a software supplier or a hardware maintenance company. Requirements for third parties are typically specified in contracts that underpin service level agreements. <i>See also</i> underpinning contract.	En person, organisation eller anden enhed, der ikke indgår som en del af serviceleverandørens egen organisation, og som heller ikke er en kunde. F.eks. en softwareleverandør eller et firma, der vedligeholder hardware. Krav til tredjepartsleverandører er normalt specificeret i kontrakter, der understøtter service level agreements. <i>Se:</i> underpinning contract.
third-line support	third-line support	<i>(ITIL Service Operation)</i> The third level in a hierarchy of support groups involved in the resolution of incidents and investigation of problems. Each level contains more specialist skills, or has more time or other resources.	<i>(ITIL Service Operation)</i> Det tredje niveau i hierarkiet af supportgrupper, der er involveret i resolution af incidents eller problems. Jo længere ned i hierarkiet man kommer, des flere specialistfærdigheder, ressourcer og tid er gruppen i besiddelse af.
threat	trussel	A threat is anything that might exploit a vulnerability. Any potential cause of an incident can be considered a threat. For example, a fire is a threat that could exploit the vulnerability of flammable floor coverings. This term is commonly used in information security management and IT service continuity management, but also applies to other areas such as problem and availability management.	Ethvert forhold, der kan udnytte en sårbarhed. En potentiel årsag til et incident kan betragtes som en trussel. F.eks. er ild en trussel, der kan udnytte sårbarheden brændbar gulvbelægning. Begrebet anvendes almindeligvis i information security management og i it service continuity management, men kan også anvendes på andre områder såsom problem og availability management.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
threshold	grænseværdi	The value of a metric that should cause an alert to be generated or management action to be taken. For example, 'Priority 1 incident not solved within four hours', 'More than five soft disk errors in an hour', or 'More than 10 failed changes in a month'.	Værdien af en metrik, som ved overskridelse bør medføre, at der genereres en alarm, eller at der iværksættes en styringshandling. F.eks. "Prioritet 1 incident ikke løst indenfor 4 timer", "Mere end 5 diskfejl indenfor 1 time" eller "Flere end 5 changes gået galt i løbet af en måned".
throughput	throughput	(<i>ITIL Service Design</i>) A measure of the number of transactions or other operations performed in a fixed time – for example, 5,000 e-mails sent per hour, or 200 disk I/Os per second.	(<i>ITIL Service Design</i>) Et mål for antal transaktioner eller andre driftsmål, udført i løbet af et fastsat tidsrum. F.eks. 5000 e-mails sendt i løbet af en time, eller 200 disk I/O pr. sekund.
total cost of ownership (TCO)	total cost of ownership (TCO)	(<i>ITIL Service Strategy</i>) A methodology used to help make investment decisions. It assesses the full lifecycle cost of owning a configuration item, not just the initial cost or purchase price. See also total cost of utilization.	(<i>ITIL Service Strategy</i>) En metode, der anvendes i forbindelse med investeringsbeslutninger. TCO vurderer alle omkostninger i livscyklussen ved at eje et configuration item, ikke kun initialomkostning eller indkøbspris. Se: total cost of utilization.
total cost of utilization (TCU)	total cost of utilization (TCU)	(<i>ITIL Service Strategy</i>) A methodology used to help make investment and service sourcing decisions. Total cost of utilization assesses the full lifecycle cost to the customer of using an IT service. See also total cost of ownership.	(<i>ITIL Service Strategy</i>) En metode som hjælper med at tage beslutninger om investeringer og service sourcing. TCU vurderer de samlede livscyklus-omkostninger for en kunde ved brugen af en it-service. Se: total cost of ownership.
total quality management (TQM)	total quality management (TQM)	(<i>ITIL Continual Service Improvement</i>) A methodology for managing continual improvement by using a quality management system. Total quality management establishes a culture involving all people in the organization in a process of continual monitoring and improvement.	(<i>ITIL Continual Service Improvement</i>) En metode til at håndtere vedvarende forbedringstiltag gennem anvendelse af et quality management system. TQM fastlægger en kultur, der inddrager alle personer i organisationen i en løbende proces af kvalitetsovervågning og forbedring.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
transaction	transaktion	A discrete function performed by an IT service – for example, transferring money from one bank account to another. A single transaction may involve numerous additions, deletions and modifications of data. Either all of these are completed successfully or none of them is carried out.	En særskilt funktion udført af en it-service, f.eks. pengeoverførsel fra en bankkonto til en anden. En enkelt transaktion kan medføre adskillige tilføjelser, opdelinger eller modifikationer af data. Enten er de alle vellykkede, ellers gennemføres ingen af dem.
transfer cost	transfer cost	<i>(ITIL Service Strategy)</i> A cost type which records expenditure made on behalf of another part of the organization. For example, the IT service provider may pay for an external consultant to be used by the finance department and transfer the cost to them. The IT service provider would record this as a transfer cost.	<i>(ITIL Service Strategy)</i> En omkostningstype, der registrerer udgifter afholdt på vegne af en anden del af organisationen. Eksempelvis kan it-serviceleverandøren betale for en ekstern konsulent, som finansafdelingen skal anvende, og overføre omkostningen til den afdeling. It-serviceleverandøren registrerer så dette som en transfer cost.
transition	transition	<i>(ITIL Service Transition)</i> A change in state, corresponding to a movement of an IT service or other configuration item from one lifecycle status to the next.	<i>(ITIL Service Transition)</i> En ændring i tilstand, svarende til en flytning af en it-service eller configuration item fra en livscyklusstatus til den næste.
transition planning and support	transition planning and support	<i>(ITIL Service Transition)</i> The process responsible for planning all service transition processes and coordinating the resources that they require.	<i>(ITIL Service Transition)</i> Processen som er ansvarlig for planlægningen af alle service transition-processer og for koordinering af de tilsvarende nødvendige ressourcer.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
trend analysis	trendanalyse	<i>(ITIL Continual Service Improvement)</i> Analysis of data to identify time-related patterns. Trend analysis is used in problem management to identify common failures or fragile configuration items, and in capacity management as a modelling tool to predict future behaviour. It is also used as a management tool for identifying deficiencies in IT service management processes.	<i>(ITIL Continual Service Improvement)</i> Analyse af data for at identificere tidsrelaterede mønstre. Trendanalyse anvendes i problem management med henblik på at identificere typiske fejl eller skrøbelige configuration items, samt i capacity management som et modelleringværktøj, for at kunne foregribe fremtidig adfærd. Anvendes også som et ledelsesværktøj til identifikation af mangler i IT service management processerne.
tuning	tuning	The activity responsible for planning changes to make the most efficient use of resources. Tuning is most commonly used in the context of IT services and components. Tuning is part of capacity management, which also includes performance monitoring and implementation of the required changes. Tuning is also called optimization, particularly in the context of processes and other non-technical resources.	Den aktivitet, der har ansvaret for planlægning af changes med henblik på at udnytte ressourcerne mest effektivt. Tuning anvendes som oftest i forbindelse med it-services og komponenter. Tuning udgør en del af capacity management, som også omfatter overvågning af performance og implementering af de nødvendige changes. Tuning kaldes også for optimering, især i forbindelse med processer og andre ikke-tekniske ressourcer.
Type I service provider	Type I serviceleverandør	<i>(ITIL Service Strategy)</i> An internal service provider that is embedded within a business unit. There may be several Type I service providers within an organization.	<i>(ITIL Service Strategy)</i> En intern serviceleverandør, som er en del af en forretningsenhed. Der kan være flere Type I serviceleverandører i en organisation.
Type II service provider	Type II serviceleverandør	<i>(ITIL Service Strategy)</i> An internal service provider that provides shared IT services to more than one business unit. Type II service providers are also known as shared service units.	<i>(ITIL Service Strategy)</i> En intern serviceleverandør, som leverer delte it-services til mere end en forretningsenhed. Type II-serviceleverandører kaldes også for shared service units.
Type III service provider	Type III serviceleverandør	<i>(ITIL Service Strategy)</i> A service provider that provides IT services to external customers.	<i>(ITIL Service Strategy)</i> En serviceleverandør, som leverer it-service til eksterne kunder.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
underpinning contract (UC)	underpinning contract (UC)	<i>(ITIL Service Design)</i> A contract between an IT service provider and a third party. The third party provides goods or services that support delivery of an IT service to a customer. The underpinning contract defines targets and responsibilities that are required to meet agreed service level targets in one or more service level agreements.	<i>(ITIL Service Design)</i> En kontrakt mellem en it-serviceleverandør og en ekstern tredjepartsleverandør. Denne tredjepart leverer varer eller services, der understøtter leverancen af it-service til kunderne. En underpinning contract definerer mål og ansvar, som skal opfyldes, for at it-serviceleverandøren kan leve op til service level targets i en eller flere SLA'er.
unit cost	enhedsomkostning	<i>(ITIL Service Strategy)</i> The cost to the IT service provider of providing a single component of an IT service. For example, the cost of a single desktop PC, or of a single transaction.	<i>(ITIL Service Strategy)</i> It-serviceleverandørens omkostninger ved at levere en enkelt komponent af en it-service. F.eks. omkostningen ved en enkelt PC eller en enkelt transaktion.
urgency	urgency	<i>(ITIL Service Design) (ITIL Service Transition)</i> A measure of how long it will be until an incident, problem or change has a significant impact on the business. For example, a high-impact incident may have low urgency if the impact will not affect the business until the end of the financial year. Impact and urgency are used to assign priority.	<i>(ITIL Service Transition) (ITIL Service Design)</i> Et mål for hvor lang tid det varer, før et incident, problem eller en change får en væsentlig Impact for forretningen. F.eks. kan et Incident med stor Impact have en lille urgency, hvis konsekvensen ikke har betydning for forretningen før årsafslutningen. Impact og urgency anvendes til prioritering.
usability	brugervenlighed	<i>(ITIL Service Design)</i> The ease with which an application, product or IT service can be used. Usability requirements are often included in a statement of requirements.	<i>(ITIL Service Design)</i> Hvor let det er at anvende en applikation, et produkt eller en it-service. Krav til brugervenlighed indgår ofte i statement of requirements.
use case	use case	<i>(ITIL Service Design)</i> A technique used to define required functionality and objectives, and to design tests. Use cases define realistic scenarios that describe interactions between users and an IT service or other system.	<i>(ITIL Service Design)</i> En teknik der bruges, til at definere den ønskede funktionalitet og mål og til at designe tests. Use cases definerer virkelighedstro scenarier, som beskriver samspillet mellem brugere og en it-service eller andet system.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
user	bruger	A person who uses the IT service on a day-to-day basis. Users are distinct from customers, as some customers do not use the IT service directly.	En person der anvender en it-service dagligt. Brugere adskiller sig fra kunder, fordi nogle kunder ikke selv anvender it-servicen.
user profile (UP)	user profile (UP)	<i>(ITIL Service Strategy)</i> A pattern of user demand for IT services. Each user profile includes one or more patterns of business activity.	<i>(ITIL Service Strategy)</i> Et mønster i brugerefterspørgelsen af it-services. Hver user profile inkluderer en eller flere pattern of business activity.
utility	utility	<i>(ITIL Service Strategy)</i> The functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does', and can be used to determine whether a service is able to meet its required outcomes, or is 'fit for purpose'. The business value of an IT service is created by the combination of utility and warranty. <i>See also</i> service validation and testing.	<i>(ITIL Service Strategy)</i> Den funktionalitet, som et produkt eller en service leverer for at imødekomme et givet behov. Utility kan kort beskrives som "hvad servicen gør" og kan anvendes til at bestemme, om en service er i stand til at producere de krævede slutprodukter, eller om den er 'fit for purpose'. Forretningsværdien af en it-service skabes af kombinationen af utility og warranty. Se: service validation and testing.
validation	validation	<i>(ITIL Service Transition)</i> An activity that ensures a new or changed IT service, process, plan or other deliverable meets the needs of the business. Validation ensures that business requirements are met even though these may have changed since the original design. <i>See also</i> acceptance; qualification; service validation and testing; verification.	<i>(ITIL Service Transition)</i> En aktivitet, som sikrer, at en ny eller ændret it-service, proces, plan eller anden leverance opfylder forretningens behov. Validation sikrer at forretningskrav opfyldes, også selv om disse kan være ændret, siden det originale design blev udført. Se: verifikation, godkendelse, service validation and testing.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
value chain	værdikæde	<i>(ITIL Service Strategy)</i> A sequence of processes that creates a product or service that is of value to a customer. Each step of the sequence builds on the previous steps and contributes to the overall product or service. <i>See also</i> value network.	<i>(ITIL Service Strategy)</i> En sekvens af processer der skaber et produkt eller en service, som har værdi for en kunde. Hvert trin i rækkefølgen bygger på det foregående trin, og bidrager til det samlede produkt eller service. Se: værdinetværk.
value for money	value for money	An informal measure of cost effectiveness. Value for money is often based on a comparison with the cost of alternatives. <i>See also</i> cost benefit analysis.	En uformel måling af omkostningsrentabilitet. Value for money beregnes ofte ved at foretage en sammenligning med omkostningerne ved alternativer. Se: cost benefit analyse.
value network	værdinetværk	<i>(ITIL Service Strategy)</i> A complex set of relationships between two or more groups or organizations. Value is generated through exchange of knowledge, information, goods or services. <i>See also</i> partnership; value chain.	<i>(ITIL Service Strategy)</i> Et komplekst sæt af relationer mellem to eller flere grupper eller organisationer. Værdien skabes gennem udveksling af viden, information, varer og service. Se: værdikæde, partnerskab
value on investment (VOI)	value on investment (VOI)	<i>(ITIL Continual Service Improvement)</i> A measurement of the expected benefit of an investment. Value on investment considers both financial and intangible benefits. <i>See also</i> return on investment.	<i>(ITIL Continual Service Improvement)</i> Et mål for det forventede udbytte af en investering. VOI inddrager både økonomiske og ikke målbare gevinster. Se: return on investment.
variable cost	variabel omkostning	<i>(ITIL Service Strategy)</i> A cost that depends on how much the IT service is used, how many products are produced, the number and type of users, or something else that cannot be fixed in advance.	<i>(ITIL Service Strategy)</i> En omkostning, der varierer med: - det omfang it-servicen benyttes - hvor mange produkter, der fremstilles - antallet og typen af brugere - andet, der ikke kan fastsættes på forhånd.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
variance	varians	The difference between a planned value and the actual measured value. Commonly used in financial management, capacity management and service level management, but could apply in any area where plans are in place.	Forskellen mellem planlagt værdi og faktisk værdi. Almindeligvis anvendt i financial management, capacity management og service level management, men kan også forekomme på områder, hvor der findes planer.
verification	verificering	<i>(ITIL Service Transition)</i> An activity that ensures that a new or changed IT service, process, plan or other deliverable is complete, accurate, reliable and matches its design specification. See also acceptance; validation; service validation and testing.	<i>(ITIL Service Transition)</i> En aktivitet, som sikrer, at en ny eller ændret it-service, proces, plan eller anden leverance er komplet, præcis, reliable og svarer til det specificerede design. Se: validation, godkendelse, service validation and testing.
verification and audit	verification and audit	<i>(ITIL Service Transition)</i> The activities responsible for ensuring that information in the configuration management system is accurate and that all configuration items have been identified and recorded. Verification includes routine checks that are part of other processes – for example, verifying the serial number of a desktop PC when a user logs an incident. Audit is a periodic, formal check.	<i>(ITIL Service Transition)</i> De aktiviteter, som er ansvarlige for at sikre, at informationerne i CMS er nøjagtige, og at alle CIs er identificerede og dokumenterede. Verification inkluderer rutinetjek, der indgår som elementer i andre processer. Som eksempel kan nævnes verificering af serienummer på en pc, når en bruger logger et incident. Audit er et periodisk, formelt check.
version	version	<i>(ITIL Service Transition)</i> A version is used to identify a specific baseline of a configuration item. Versions typically use a naming convention that enables the sequence or date of each baseline to be identified. For example, payroll application version 3 contains updated functionality from version 2.	<i>(ITIL Service Transition)</i> En version anvendes til at identificere en specifik baseline af et configuration item. Der anvendes normalt en navnestandard for versioner, som gør det muligt at identificere sekvens eller dato for hver baseline. F.eks. indeholder lønssystem version 3 opdaterede funktioner fra version 2.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
vision	vision	A description of what the organization intends to become in the future. A vision is created by senior management and is used to help influence culture and strategic planning. <i>See also</i> mission.	En beskrivelse af en organisations intentioner for fremtiden. En vision er udfærdiget af topledelsen, og den anvendes til at påvirke kulturen og den strategiske planlægning.
vital business function (VBF)	vital business function (VBF)	<i>(ITIL Service Design)</i> Part of a business process that is critical to the success of the business. Vital business functions are an important consideration of business continuity management, IT service continuity management and availability management.	<i>(ITIL Service Design)</i> En kritisk del af en forretningsproces. Vital business functions bør tages i betragtning i forbindelse med business continuity management, IT service continuity management og availability management.
vulnerability	sårbarhed	A weakness that could be exploited by a threat – for example, an open firewall port, a password that is never changed, or a flammable carpet. A missing control is also considered to be a vulnerability.	En svaghed, der kan udnyttes af en trussel. F.eks. en åben firewall-port, et password, der aldrig bliver ændret, eller et brandfarligt tæppe. En manglende kontrol kan også betragtes som en sårbarhed.
warm standby	warm standby	<i>See</i> intermediate recovery.	<i>Se:</i> intermediate recovery.
warranty	warranty	<i>(ITIL Service Strategy)</i> Assurance that a product or service will meet agreed requirements. This may be a formal agreement such as a service level agreement or contract, or it may be a marketing message or brand image. Warranty refers to the ability of a service to be available when needed, to provide the required capacity, and to provide the required reliability in terms of continuity and security. Warranty can be summarized as 'how the service is delivered', and can be used to determine whether a service is 'fit for use'. The business value of an IT service is created by the combination of utility and warranty. <i>See also</i> service validation and testing.	<i>(ITIL Service Strategy)</i> Forsikring om, at et produkt eller en service vil opfylde de aftalte krav. Dette kan være en formel aftale såsom en service level agreement eller kontrakt, eller det kan være en marketing-besked eller et brand image. Warranty henviser til en services evne til at være tilgængelig, når der er behov for den, til at levere den krævede kapacitet og til at levere den krævede pålidelighed med hensyn til kontinuitet og sikkerhed. Warranty kan kort beskrives som 'hvordan servicen leveres' og kan anvendes til at afgøre, om en service er 'fit for use'. Forretningsværdien af en it-service skabes af kombinationen af utility og warranty. <i>Se:</i> service validation and testing.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
work in progress (WIP)	work in progress (WIP)	A status that means activities have started but are not yet complete. It is commonly used as a status for incidents, problems, changes etc.	En status, der betyder, at aktiviteter er påbegyndt, men endnu ikke tilendebragt. Anvendes normalt som status for incidents, problems, changes etc.
work instruction	work instruction	A document containing detailed instructions that specify exactly what steps to follow to carry out an activity. A work instruction contains much more detail than a procedure and is only created if very detailed instructions are needed.	Et dokument, der indeholder detaljerede instruktioner, som præcist specificerer, hvilke trin der skal udføres for at gennemføre en aktivitet. En work instruction indeholder flere detaljer end en procedure, og den udarbejdes kun, hvis der er behov for den.
work order	work order	A formal request to carry out a defined activity. Work orders are often used by change management and by release and deployment management to pass requests to technical management and application management functions.	En formel anmodning om at udføre en defineret aktivitet. Work orders anvendes ofte af change management og af release and deployment management til at sende anmodninger til technical management- og application management-funktioner.
workaround	workaround	<i>(ITIL Service Operation)</i> Reducing or eliminating the impact of an incident or problem for which a full resolution is not yet available – for example, by restarting a failed configuration item. Workarounds for problems are documented in known error records. Workarounds for incidents that do not have associated problem records are documented in the incident record.	<i>(ITIL Service Operation)</i> Det at reducere eller eliminere Impact af et Incident eller problem, hvortil der ikke endnu findes en fuldstændig resolution. F.eks. genstart af et fejlramt configuration item. Workarounds for problems dokumenteres i known error records. Workarounds for incidents, som ikke er associeret med problem records, dokumenteres i incident records.

Engelsk term	Dansk term	Engelsk definition	Dansk definition
workload	workload	The resources required to deliver an identifiable part of an IT service. Workloads may be categorized by users, groups of users, or functions within the IT service. This is used to assist in analysing and managing the capacity, performance and utilization of configuration items and IT services. The term is sometimes used as a synonym for throughput.	De ressourcer der er nødvendige, for at kunne levere en identificerbar del af en it-service. Workloads kan være kategoriseret efter brugere, grupperinger af brugere eller funktioner i it-servicen. Begrebet anvendes som hjælp til analyse og styring af capacity, performance og anvendelse af configuration items og it-services. Begrebet workload anvendes til tider som synonym for throughput.

Liste over forkortelser

Engelsk forkortelse	Dansk forkortelse	Engelsk term	Dansk term
ACD	ACD	automatic call distribution	automatic call distribution
AM	AM	availability management	availability management
AMIS	AMIS	availability management information system	availability management information system
ASP	ASP	application service provider	application service provider
AST	AST	agreed service time	agreed service time
BCM	BCM	business continuity management	business continuity management
BCP	BCP	business continuity plan	business continuity plan
BIA	BIA	business impact analysis	business impact analysis
BMP	BMP	Best Management Practice	best management practice
BRM	BRM	business relationship manager	business relationship manager
BSI	BSI	British Standards Institution	British Standards Institution
CAB	CAB	change advisory board	change advisory board
CAPEX	CAPEX	capital expenditure	capital expenditure
CCM	CCM	component capacity management	component capacity management
CFIA	CFIA	component failure impact analysis	component failure impact analysis

Engelsk forkortelse	Dansk forkortelse	Engelsk term	Dansk term
CI	CI	configuration item	configuration item
CMDB	CMDB	configuration management database	configuration management database
CMIS	CMIS	capacity management information system	capacity management information system
CMM	CMM	capability maturity model	capability maturity model
CMMI	CMMI	Capability Maturity Model Integration	Capability Maturity Model Integration
CMS	CMS	configuration management system	configuration management system
COBIT	COBIT	Control OBJECTives for Information and related Technology	control objectives for information and related technology
COTS	COTS	commercial off the shelf	commercial off the shelf
CSF	CSF	critical success factor	critical success factor
CSI	CSI	continual service improvement	continual service improvement
CTI	CTI	computer telephony integration	computer telephony integration
DIKW	DIKW	Data-to-Information-to-Knowledge-to-Wisdom	data-to-information-to-knowledge-to-wisdom
DML	DML	definitive media library	definitive media library
ECAB	ECAB	emergency change advisory board	emergency change advisory board
ELS	ELS	early life support	early life support
eSCM-CL	eSCM-CL	eSourcing Capability Model for Client Organizations	esourcing capability model for client organizations

Engelsk forkortelse	Dansk forkortelse	Engelsk term	Dansk term
eSCM-SP	eSCM-SP	eSourcing Capability Model for Service Providers	esourcing capability model for service providers
FTA	FTA	fault tree analysis	fault tree analysis
IRR	IRR	internal rate of return	internal rate of return
ISG	ISG	IT steering group	IT steering group
ISM	ISM	information security management	information security management
ISMS	ISMS	information security management system	information security management system
ISO	ISO	International Organization for Standardization	International Organization for Standardization
ISP	ISP	internet service provider	internet service provider
IT	IT	information technology	informationsteknologi
ITSCM	ITSCM	IT service continuity management	IT service continuity management
ITSM	ITSM	IT service management	IT service management
itSMF	itSMF	IT Service Management Forum	IT service management forum
IVR	IVR	interactive voice response	interactive voice response
KEDB	KEDB	known error database	known error database
KPI	KPI	key performance indicator	key performance indicator
LOS	LOS	line of service	line of service

Engelsk forkortelse	Dansk forkortelse	Engelsk term	Dansk term
MIS	MIS	management information system	management information system
M_o_R	M_o_R	Management of Risk	management of risk
MTBF	MTBF	mean time between failures	mean time between failures
MTBSI	MTBSI	mean time between service incidents	mean time between service incidents
MTRS	MTRS	mean time to restore service	mean time to restore service
MTTR	MTTR	mean time to repair	mean time to repair
NPV	NPV	net present value	net present value
OLA	OLA	operational level agreement	operational level agreement
OPEX	OPEX	operational expenditure	operational expenditure
PBA	PBA	pattern of business activity	pattern of business activity
PDCA	PDCA	Plan-Do-Check-Act	plan-do-check-act
PFS	PFS	prerequisite for success	prerequisite for success
PIR	PIR	post-implementation review	post-implementation review
PMBOK	PMBOK	Project Management Body of Knowledge	project management body of knowledge
PMI	PMI	Project Management Institute	Project Management Institute
PMO	PMO	project management office	project management office
PRINCE2	PRINCE2	PRojects IN Controlled Environments	PRojects IN Controlled Environments

Engelsk forkortelse	Dansk forkortelse	Engelsk term	Dansk term
PSO	PSO	projected service outage	projected service outage
QA	QA	quality assurance	quality assurance
QMS	QMS	quality management system	quality management system
RACI	RACI	responsible, accountable, consulted and informed	responsible, accountable, consulted og informed
RCA	RCA	root cause analysis	root cause analysis
RFC	RFC	request for change	request for change
ROA	ROA	return on assets	return on assets
ROI	ROI	return on investment	return on investment
RPO	RPO	recovery point objective	recovery point objective
RTO	RTO	recovery time objective	recovery time objective
SAC	SAC	service acceptance criteria	service acceptance criteria
SACM	SACM	service asset and configuration management	service asset and configuration management
SAM	SAM	software asset management	software asset management
SCM	SCM	service capacity management	service capacity management
SCMIS	SCMIS	supplier and contract management information system	supplier and contract management information system
SDP	SDP	service design package	service design package

Engelsk forkortelse	Dansk forkortelse	Engelsk term	Dansk term
SFA	SFA	service failure analysis	service failure analysis
SIP	SIP	service improvement plan	service improvement plan
SKMS	SKMS	service knowledge management system	service knowledge management system
SLA	SLA	service level agreement	service level agreement
SLM	SLM	service level management	service level management
SLP	SLP	service level package	service level package
SLR	SLR	service level requirement	service level requirement
SMART	SMART	specific, measurable, achievable, relevant and time-bound	specific, measurable, achievable, relevant og time-bound
SMIS	SMIS	security management information system	security management information system
SMO	SMO	service maintenance objective	service maintenance objective
SoC	SoC	separation of concerns	separation of concerns
SOP	SOP	standard operating procedure	standard operating procedure
SOR	SOR	statement of requirements	statement of requirements
SOX	SOX	Sarbanes-Oxley (US law)	Sarbanes-Oxley (amerikansk lov)
SPI	SPI	service provider interface	service provider interface
SPM	SPM	service portfolio management	service portfolio management

Engelsk forkortelse	Dansk forkortelse	Engelsk term	Dansk term
SPOF	SPOF	single point of failure	single point of failure
TCO	TCO	total cost of ownership	total cost of ownership
TCU	TCU	total cost of utilization	total cost of utilization
TO	TO	technical observation	technical observation
TOR	TOR	terms of reference	terms of reference
TQM	TQM	total quality management	total quality management
UC	UC	underpinning contract	underpinning contract
UP	UP	user profile	user profile
VBF	VBF	vital business function	vital business function
VOI	VOI	value on investment	value on investment
WIP	WIP	work in progress	work in progress

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