Glosar ITIL® in Romana, v1.0, 29 Julie 2011
bazat pe glosarul in Engleza v1.0, 29 Julie 2011

ITIL glossary and abbreviations

Romana

Multumiri

Am dori sa-i multumim lui Ashley Hanna (HP) si lui Stuart Rance (HP) care au produs glosarul original ITIL in Engleza in Mai 2007, si lui Ashley Hanna care l-a actualizat in Iulie 2011.

Multumiri sunt aduse si celor care au contribuit la editiile 2007 si 2011 ale ITIL core guidance. Pentru a lista completa, va rugam sa accesati: www.itil-officialsite.com/Publications/PublicationAcknowledgements.aspx

Deasemeni am dori sa-i multumim lui Catalin DANILA, ITAcademy care a condus proiectul de traducere a glosarului in limba Romana si urmatorilor experti, parte a echipei de Quality Assurance:

Maria PRODAN, Ericsson Telecommunications Romania
Bianca IOANA, Ericsson Telecommunications Romania
Bogdan Mihai BACIU, VILMAR - Groupe Genoyer
Cristian GHELNER, Materna Information & Communications
Daniel GRUIA, Ministry of Finance
Adrian MUNTEANU, KTB InfoNet
Dan TANASE, ITAcademy
Mihaita TIRON, BCR
Dan ZAHARIA, Stefanini TechTeam

Glosar de termeni si definitii

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
acceptance	acceptanta	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.	Acord formal ca un serviciu IT, process, plan sau alt livrabil ca este complet, corect, de incredere si care indeplineste cerintele specificate. Uzual, acceptanta este precedata de evaluarea scimbarii ori testare si si este adeseori necesara inainte de a trece la o urmatoare etapa dintr-un proiect sau proces. *A se vedea de asemenea* criterii de acceptanta ale serviciului
access management	access management / managementul accesului	(*ITIL Service Operation*) 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.	(*ITIL Service Operations*) Procesul responsabil sa permita utilizatorilor sa foloseasca serviciile IT, datele sau alte active. Managementul accesului ajuta la protejarea confidentialitatii, integritatii si disponibilitatii activelor asigurandu-se ca doar utilizatorii autorizati au dreptul de a le accesa sau modifica. Managemenutul accesului implementeaza politicile din managementul securitatii informatiilor si este uneori numit managementul drepturilor sau managementul identitatii.
account manager	manager de cont	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un rol ce similar cu cel de manager al rela iilor cu business-ul, dar care include mai multe aspecte comerciale. Adeseori este folosit de catre prestatorii de servicii de Tip III atunci cand se interactioneaza cu clienti externi.
accounting	contabilitate	(*ITIL Service Strategy*) The process responsible for identifying the actual costs of delivering IT services, comparing these with budgeted costs, and managing variance from the budget.	(*ITIL Service Strategy*) Procesul responsabil pentru identificarea costurilor reale de livrare a serviciilor IT, compararea acestora cu costurile bugetate si managementul deviatiilor de la buget

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
accounting period	perioada contabila	(*ITIL Service Strategy*) A period of time (usually one year) for which budgets, charges, depreciation and other financial calculations are made. *See also* financial year.	(*ITIL Service Strategy*) O perioada de timp (in mod uzual un an) pentru care bugetele, taxarile, deprecierea si alte calcule financiare sunt facute. *A se vedea de asemenea* an fiscal.
accredited	acreditat	Officially authorized to carry out a role. For example, an accredited body may be authorized to provide training or to conduct audits.	Autorizat oficial sa indeplineasca un rol. Spre exemplu, un organism acreditat poate fi autorizata sa furnizeze training sau sa conduca audituri.
active monitoring	monitorizare activa	(*ITIL Service Operation*) Monitoring of a configuration item or an IT service that uses automated regular checks to discover the current status. *See also* passive monitoring.	(*ITIL Service Operation*) Monitorizarea unui element de configuratie sau a unui serviciu IT care foloseste verificari , automate periodice, pentru a descoperi starea curenta. *A se vedea de asemenea* Monitorizarea pasiva.
activity	activitate	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.	Un set de actiuni proiectate pentru a obtine un rezultat specific. Activitatile sunt deobicei definite ca parte din procese sau planuri, si sunt documentate in proceduri.
agreed service time (AST)	perioada agreata de furnizare a serviciilor (AST)	(*ITIL Service Design*) A synonym for service hours, commonly used in formal calculations of availability. *See also* downtime.	(*ITIL Service Design*) Un sinonim pentru orarul disponibilitatii serviciului, folosit de obicei in calculele formale de disponibilitate. *A se vedea de asemenea* Timp de intrerupere.
agreement	acord	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. *See also* operational level agreement; service level agreement.	Un document care descrie o intelegere formala intre doua sau mai multe parti. Un acord nu reprezinta o obligatie legala, decat daca face parte dintr-un contract. *A se vedea de asemenea* acord nivel serviciu agrat (SLA); acord nivel operational agrat (OLA).

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
alert	alerta	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O notificare ca s-a atins un prag, s-a schimbat ceva sau a aparut o defectiune. Alertele sunt de obicei create si gestionate prin intermediul instrumentelor de management al sistemelor si sunt gestionate de procesul de management al evenimentelor.
analytical modelling	modelare analitica	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) (*ITIL Service Strategy*) 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. *See also* modelling; simulation modelling.	(*ITIL Service Strategy*) (*ITIL Service Design*) (*ITIL Continual Service Improvement*) O tehnica ce utilizeaza modele matematice pentru a prezice comportamentul unui element de configuratie (CI) sau a unui serviciu IT. Modelele analitice sunt des folosite in managementul capacitatii si in managementul disponibilitatii. *A se vedea de asemenea* modelare; modelare prin simulare.
application	aplicatie	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. *See also* application management; application portfolio.	Un software care asigura functii necesare unui serviciu IT. Fiecare aplicatie poate fi parte din unul sau mai multe servicii IT. Aplicatia poate functiona pe unul sau mai multe servere sau clienti. *A se vedea de asemenea* managementul aplicatiilor, application portfolio / portofoliu de aplicatii.
application management	application management / managementul aplicatiilor	(*ITIL Service Design*) (*ITIL Service Operation*) The function responsible for managing applications throughout their lifecycle.	(*ITIL Service Design*) (*ITIL Service Operation*) Functia responsabila de managementul aplicatiilor, pe tot parcursul ciclului lor de viata.
application portfolio	application portfolio / portofoliu de aplicatii	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O baza de date sau un document structurat, utilizat pentru a gestiona aplicatiile pe parcursul ciclului lor de viata. Portofoliul aplicatiilor contine atribute cheie ale tuturor aplicatiilor. Portofoliul aplicatiilor este cateodata implementat ca parte a portofoliului de servicii, sau ca parte a sistemului pentru managementul configuratiilor (CMS).

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
application service provider (ASP)	application service provider (ASP)	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Un prestator de servicii extern care furnizeaza servicii IT utilizand aplicatii ce functioneaza la sediul prestatorului de serviciu. Utilizatorii acceseaza aplicatia prin intermediul conexiunilor de retea catre prestatorul de servicii.
application sizing	application sizing / dimensionarea aplicatiilor	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Activitatea responsabila pentru intelegerea cerintelor de resurse necesare pentru suportul unei aplicatii noi, sau a unei schimbari majore a unei aplicatii existente. Dimensionarea aplicatiilor se asigura ca serviciile IT pot atinge nivelele de servicii agreate pentru capacitate si performanta.
architecture	arhitectura	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Structura unui sistem sau a unui serviciu IT, incluzand relatiile componentelor unele cu celelalte si cu mediul din care fac parte. Arhitectura include de asemenea standarde si ghiduri ce ghideaza modul de proiectare si evolutie sistemului.
assembly	ansamblu	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Un element de configuratie (CI) care este format dintr-un numar de alte elemente de configuratie (CI). De exemplu un CI de tip server poate contine elemente de configuratie de tipul procesoare (CPU), discuri, memorii, etc.; un CI de tip serviciu IT poate contine mai multe elemente hardware, software si alte elemente de CI. *A se vedea de asemenea* asamblare; componenta a elementului de configuratie.
assessment	evaluare	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.	Inspectie si verificare pentru a controla in ce masura un standard sau un set de ghiduri sunt respectate, ca inregistrarile sunt corecte sau daca tintele propuse pentru eficienta si efectivitate sunt atinse. *A se vedea de asemenea* audit.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
asset	activ	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Orice resursa sau capabilitate. Activele unui prestator de servicii pot include tot ceea ce poate contribui la livrarea unui serviciu. Activele pot fi de tipurile urmatoare: management, organizatie, process, cunostinte, oameni, informatii, aplicatii, infrastructura sau capital financiar. *A se vedea de asemenea* activele clientului; activele serviciului; active strategice.
asset management	asset management / managementul activelor	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O activitate sau un process generic responsabil pentru urmarirea si raportarea valorii si a apartenentei activelor pe durata lor de viata. *A se vedea de asemenea* managementul activelor si al configuratiilor; managementul activelor software.
asset register	registrul activelor	(*ITIL Service Transition*) A list of fixed assets that includes their ownership and value. *See also* fixed asset management.	(*ITIL Service Transition*) O lista a activelor fixe ce include proprietarul si valoarea activelor. *A se vedea de asemenea de asemenea* managementul activelor fixe.
asset specificity	specificitatile activelor / caracteristicile activelor	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Unul sau mai multe attribute ale unui activ ce ii confera in mod particular o utilitate in cazul unui scop precis. Specificitatea unui activ poate limita utilizarea acelui activ pentru alte scopuri.
Attribute	atribut	(*ITIL Service Transition*) 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). *See also* relationship; configuration management system.	(*ITIL Service Transition*) O portiune de informatie despre un element de configuratie (CI). De exemplu, nume, locatie, numar versiune si cost. Atributele elementelor de configuratie (CI) sunt inregistrate in baza de date pentru managementul configuratiilor (CMDB) si mentinute ca parte a sistemului de management al configuratiilor (CMS). *A se vedea de asemenea* relationare; sistemul de management al configuratiilor .

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
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. *See also* assessment; certification.	Inspectie si verificare formala pentru a controla in ce masura un standard sau un set de ghiduri sunt respectate, daca inregistrarile sunt corecte sau daca tintele propuse pentru eficienta si efectivitate sunt atinse. Un audit poate fi condus de un grup intern sau extern. *A se vedea de asemenea* evaluare; certificare,.
authority matrix	matrice de autoritate	*See* RACI.	*A se vedea de asemenea* RACI
automatic call distribution (ACD)	distributia automata a apelurilor (ACD)	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Folosirea unei tehnologii informatice pentru a directiona apelurile telefonice sosite catre cea mai potrivita persoana in timpul cel mai scurt. ACD este cunoscut si sub de numirea de distribuirea automata a apelurilor.
Availability	disponibilitate / availability	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Abilitatea unui element de configuratie sau a unui serviciu IT de a executa functia agreata atunci cand este cerut. Disponibilitatea este determinata de gradul de incredere, mentenabilitate, capacitatea de executie a contractului, , performanta si securitate. Disponibilitatea este de obicei calculata ca un procent. Acest calcul este de obicei bazat pe perioada agreata de furnizare a serviciului si indisponibilitate. Este o buna practica de a calcula disponibilitatea unui serviciu IT utilizand masuratori asupra efectelor de business.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
availability management (AM)	availabilty management / managementul disponibilitatii (AM)	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Procesul responsabil pentru a se asigura ca un serviciu IT respecta nevoile curente si viitoare de disponibilitate ale business-ului intro maniera eficienta din pucnt de vedere al costurilor si timpului. Managementul disponibilitatii (AM) defineste, analizeaza, planifica, masoara si aduce imbunatatiri tuturor aspectelor legate de disponibiliatea serviciilor IT si se asigura ca toata infrastructura IT, procesele, instrumentele, rolurile etc. sunt corespunzatoare cu tintele agreate de nivel de furnizare ale seviciului. *A se vedea de asemenea* sistem informational pentru managementul disponibilitatii.
availability management information system (AMIS)	availability management information system (AMIS) / sistem informational pentru managementul disponibilitatii	(*ITIL Service Design*) A set of tools, data and information that is used to support availability management. *See also* service knowledge management system.	(*ITIL Service Design*) Un set de instrumente, date si informatii ce sunt folosite pentru a sustine managementul disponibilitatii. *A se vedea de deasemnea* sistemul informational pt managemntul cunostintelor (SKMS).
availability plan	plan de disponibilitate	(*ITIL Service Design*) A plan to ensure that existing and future availability requirements for IT services can be provided cost-effectively.	(*ITIL Service Design*) Un plan care se asigura ca, cerintele de disiponibilitate curente si viitoare, pentru serviciile IT, sa fie furnizate in mod efectiv din punct de vedere al costului.
back-out	back-out	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O activitate ce restaureaza un serviciu sau un alt element de configuratie (CI) la o stare de baza anterioara. Back-out este folosit ca o forma de remediere atunci cand o schimbare sau o noua versiune nu sunt facute cu success.
Backup	salvare date/backup	(*ITIL Service Design*) (*ITIL Service Operation*) Copying data to protect against loss of integrity or availability of the original.	(*ITIL Service Design*) (*ITIL Service Operation*) Copierea datelor pentru a fi protejate impotriva pierderii/distrugerii integritatii sau disponibilitatii originalului.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
balanced scorecard	balanced scorecard	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) Este un instrument de management, dezvoltata de Dr. Robert Kaplan (Harward Business School) si David Norton. Un balanced scorecard faciliteaza o strategie sa poata fi divizata in indicatori cheie de performanta/KPI. Performanta versus KPI este folosita pentru a demonstra cat de bine strategia a fost atinsa. Balance scorecard are patru arii majore, fiecare avand un numar mic de KPIs. Aceleasi patru arii sunt considerate la nivele diferite de detaliu de-a lungul organizatiei.
baseline	baseline/referinta	*ITIL Continual Service Improvement*) (*ITIL Service Transition*) 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: • 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. *See also* benchmark.	(*ITIL Continual Service Improvement*) (*ITIL Service Transition*) Un configuratie instantanee folosita ca un punct de referinta. Se pot inregistra mai multe configuratii instantanee in timp dar numai cateva vor fi folosite ca referinta: De exemplu: • Un baseline ITSM poate fi folosit ca un punct de pornire pentru masurarea efectului planului de imbunatatire al serviciului. • Un baseline de performanta poate fi folosit pentru a masura schimbarile in performanta unui serviciu IT de-a lungul duratei sale de viata. • Un baseline de configuratie poate fi folosit ca optiune pentru ca infrastructura IT sa poata fi restaurata la o configuratie cunoscuta, daca vreo schimbare sau un pachet de distributie esueaza. *A se vedea de asemenea* benchmark/etalon.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
benchmark	benchmark/etalon	(*ITIL Continual Service Improvement*) (*ITIL Service Transition*) 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 also* benchmarking; baseline.	(*ITIL Continual Service Improvement*) (*ITIL Service Transition*) O referinta ce este folosita sa compare seturi de date relationate ca partea unui exercitiu de benchmarking. Spre exemplu, o imagine recenta a unui process poate fi comparata cu o imagine anterioara a aceluiasi process, sau poate fi comparata cu o referinta curenta de date din industrie sau din codul de bune practice. *A se vedea de asemenea* benchmarking/comparare, baseline/referinta.
benchmarking	benchmarking / comparare	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) Procesul responsabil pentru compararea unui benchmark / etalon cu seturi de date similar cum ar fi date din industrie, o imagine mai recenta sau ghid de bune practice. Termeneul este de asemenea utilizat in sensul de creare a unei serii de benchmark-uri / etaloane in timp si compararea rezultatelor pentru a masura progresul sau imbunatatirile. Acest process nu este descris in detaliu in publicatiile de baza ITIL.
best management practice (BMP)	buna practica in management (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.	Portofoliu de Buna Practica In Management este in proprietatea Cabinet Office, parte a HM Government. Inainte a fost in proprietatea CCTA si apoi OGC, urmand ca in iunie 2010 functiile BMP sa fie mutate catre Biroul Cabinetului. Portofoliu BMP contine un ghiduri/indrumare despre managementul serviciilor in IT, managementul de proiect, al programelor, riscului, portofoliului si al valorii. Exista de asemenea un model de maturitate a managementului cat si glosare de termeni corespondente.
best practice	buna practica	Proven activities or processes that have been successfully used by multiple organizations. ITIL is an example of best practice.	Activitati sau procese demonstrate care au fost folosite cu succes de catre mai multe organizatii. ITIL este un exemplu de buna practica.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
billing	facturare	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Parte a procesului de taxare. Facturarea este o activitate responsabila pentru producerea unei facturi sau note de plata si de recuperare a banilor de la clienti. *A se vedea de asemenea* stabilire preturi.
brainstorming	brainstroming (sesiune de creare si colectare de idei)	(*ITIL Service Design*) (*ITIL Service Operation*) 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.	(*ITIL Service Design*) (*ITIL Service Operation*) O tehnica ce ajuta o echipa sa genereze idei. Ideile nu sunt revazute in timpul sesiunii brainstorming, ci intr-o faza ulterioara. Brainstorming este adesea folosit de problem managementul problemelor pentru a identifica posibilele cauze.
British Standards Institution (BSI)	Institutul Britanic de Standarde (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.	Organizatia Nationala Britanica a Standardelor, responsabila pentru crearea si mentinerea standardelor britanice. Pentru mai multe informatii acceseaza www.bsi-global.com *A se vedea de asemenea* Organizatia Internationala pentru Standardizare.
budget	buget	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.	O lista a banilor pe care organizatia sau unitatea de businessi planifica sa-i primeasca si sa-I achite de-a lungul unei perioade determinate de timp. *A se vedea de asemenea* bugetare; planificare.
budgeting	bugetare	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.	Activitatea previzionarii si controlului cheltuielilor banilor. Bugetarea consta intr-un ciclu periodic de negociere pentru a stabili bugetele viitoare (de obicei anual) si monitorizarea si ajustarea zilnica a bugetelor curente.
build	asamblare	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Activitatea de asamblare a unui numar de elemente de configuratie (CI) menite a face parte dintr-un Serviciu IT. Termenul este de asemenea folosit pentru a se referi la un pachet de release autorizat pentru implementare - de exemplu, server buils ori laptop build. A se vedea *de asemenea* configuratie de baza.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
build environment	mediu de asamblare	(*ITIL Service Transition*) A controlled environment where applications, IT services and other builds are assembled prior to being moved into a test or live environment.	(*ITIL Service Transition*) Un mediu controlat, unde aplicatiile, serviciile IT sau alte build-uri sunt asamblate in prealabil, innainte de a fi mutate intr-un mediu de test sau de productie.
business	business	(*ITIL Service Strategy*) 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).	(*ITIL Service Strategy*) O entitate globala a unei corporatii sau organizatii formata dintr-un numar de unitati de business. In contextul ITSM, termenul de businesses include sectorul public si organizatiile non-profit, precum si companiile. Un prestator de servicii IT furnizeaza servicii IT catre un client din cadrul unui business. Prestatorul de servicii IT poate face parte din acelasi business ca si clientul sau (prestator de servicii intern) ori parte dintr-un alt business (prestator de servicii extern).
business capacity management	business capacity management	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) In contextul ITSM, business capacity management este sub-proces din managementul capacitatii ce este responsabil pentru intelegerea necesitatilor de business viitoare pentru elaborarea planului de capacitate. *A se vedea de asemenea* managementul capacitatii serviciilor; managementul capacitatii componentelor.
business case	business case	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Justificarea pentru o suma semnificativa de cheltuieli. Business case-ul include informatii despre cost, beneficii, optiuni, situatii riscuri si posibile probleme. *A se vedea de asemenea* analiza cost-beneficiu.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
business continuity management (BCM)	business continuity management / managementul continuitatii activitatii de business (BCM)	(*ITIL Service Design*) 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.	(*ITIL Service Strategy*) Procesul de business ce este responsabil pentru managementul riscului care ar putea afecta semnificativ business-ul. Managementul continuitatii activită ii de business protejeaza interesele partilor interesate, reputatia, marca si activitatille ce creeaza valoare. Procesul implica reducerea riscurilor la un nivel acceptabil si planificarea pentru recuperarea proceselor de business in cazul aparitiei unui eveniment de intrerupere a business-ului. Business continuity management fixeaza obiectivele, scopul si cerintele pentru managementul continuitatii serviciilor IT.
business continuity plan (BCP)	plan de continuitate al business-ului(BCP)	(*ITIL Service Design*) 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.	(*ITIL Service Strategy*) Un plan care defineste pasii necesari pentru restaurarea proceselor de business in cazul unui eveniment de intrerupere. De asemenea, planul identifica declansatorii pentru invocare, persoane implicate, comunicatii etc. Planurile continuitatii serviciilor IT sunt o parte semnificativa din planurile continuitatii business-ului (BCP).
business customer	client de business	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Beneficiarul unui produs sau al unui serviciu dintr-un business. De exemplu, daca business-ul reprezinta productia de masini, atunci clientul de business este reprezentat de cel ce cumpara masina.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
business impact analysis (BIA)	business impact analisys / analiza de impact in business (BIA)	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Analiza de impact de business este activitatea din managementul continuitatii activitatii de business ce identifica functiile vitale de business si dependentele lor. Aceste dependente pot include furnizori, oameni, alte procese de business, servicii IT etc. analiza de impact in business defineste cerintele pentru recuperarea serviciilor IT. Aceste cerinte includ obiective precum: durata de recuperare, momentul de recuperare si tinta nivelului minim de servicii pentru fiecare serviciu IT.
business objective	obiectiv de business	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Obiectivul unui proces al business-ului sau al business-ului privit in ansamblu. Obiectivulele de business suporta viziunea business-ului, furnizeaza indrumare pentru strategia IT si sunt sprijinite de serviciile IT.
business operations	operatiuni de business	(*ITIL Service Strategy*) The day-to-day execution, monitoring and management of business processes.	(*ITIL Service Strategy*) Executia zilnica, monitorizarea si managementul proceselor de business.
business perspective	perspectiva de business	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) Modul in care este perceput prestatorul de servicii si serviciile IT din punct de vedere al business-ului si modul in care se percepe business-ul din punctul de vedere al prestatorului de servicii.
business process	proces de business	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.	Un proces detinut si efectuat de catre un business. Un proces de business contribuie la livrarea unui produs sau serviciu catre un client de business. De exemplu, un comerciant poate avea un proces de achizitii care ajuta la livrarea unor servicii catre clientii proprii. Multe procese de business se bazeaza pe servicii IT.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
business relationship management	business relationship management /managementul relatiilor cu business-ul	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Procesul responsabil pentru mentinerea unei relatii positive cu clientii. Managementul relatiilor cu business-ul identifica nevoile clientului si se asigura ca prestatorul de servicii este capabil sa raspunda acestor nevoi cu un catalog de servicii corespunzator. Acest proces are legaturi puternice cu procesul de management al nivelului serviciului.
business relationship manager (BRM)	manager al relatiilor cu business-ul / business relationship manager (BRM)	(*ITIL Service Strategy*) A role responsible for maintaining the relationship with one or more customers. This role is often combined with the service level manager role.	(*ITIL Service Strategy*) Un rol responsabil pentru mentinerea relatiilor cu unul sau mai multi clienti. Acest rol este adesea combinat cu rolul de manager al nivelului de servicii.
business service	servicii de business	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. *See also* customer-facing service.	Un serviciu ce este livrat catre clientii de business de catre unitati de business. Spre exemplu, livrarea unor servicii finaciare catre clientii unei banci, sau bunuri catre clientii unui magazin. Livrarea cu success a serviciilor de business depinde adesea de unul sau de mai multe servicii IT. Un serviciu de business poate fi constituit aproape in integralitate de catre un serviciu IT – spre exemplu, un serviciu bancar online sau un site web extern unde comenzile de produse pot fi depuse de catre clientii unui business. *A se vedea de asemenea* serviciu orientat catre client.
business service management	business service management / managementul serviciilor de business	The management of business services delivered to business customers. Business service management is performed by business units.	Managementul serviciilor de business livrate catre clientii de business. Managementul serviciilor de business este desfasurat de catre unitatile de business.
business unit	unitate de business	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un segment al business-ului ce are planuri, metrici, venituri si costuri proprii. Fiecare unitate de business detine active pe care le foloseste pentru a crea valoare pentru clienti sub forma de bunuri sau servicii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
call	apel	(*ITIL Service Operation*) A telephone call to the service desk from a user. A call could result in an incident or a service request being logged.	(*ITIL Service Operation*) Un apel telefonic catre service desk din partea unui utilizator. Acest apel telefonic se poate transforma intr-o inregistrare de incident sau a unei cereri de servicii.
call centre	centru de apeluri / call centre	(*ITIL Service Operation*) An organization or business unit that handles large numbers of incoming and outgoing telephone calls. *See also* service desk.	(*ITIL Service Operation*) O organizatie sau o unitate de business care administreaza un numar mare de apeluri telefonice primite si efectuate. *A se vedea de asemenea* service desk.
call type	tip de apel	(*ITIL Service Operation*) A category that is used to distinguish incoming requests to a service desk. Common call types are incident, service request and complaint.	(*ITIL Service Operation*) O categorie folosita pentru a diferentia cererile primite de catre un service desk. Tipuri de apel : incidente, solicitari de servicii şi reclamatii.
capability	capabilitate	(*ITIL Service Strategy*) 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. *See also* resource.	(*ITIL Service Strategy*) Abilitatea unei organizatii, persoane, proces, aplicatie, serviciu IT sau a unui alt element de configuratie de a desfasura o activitate. Capacitatile reprezinta activele intangibile ale unei organizatii. *A se vedea de asemenea* resursa.
Capability Maturity Model Integration (CMMI)	Capability Maturity Model Integration (CMMI)	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) O abordare de imbunatatire a proceselor dezvoltata de Software Engineering Institute (SEI) din cadrul Carnegie Mellon University, SUA. CMMI ofera organizatiilor elementele de baza ale proceselor eficace. Poate fi utilizat pentru a imbunatati procesele intr-un proiect, divizie sau a unei organizatii intregi. CMMI sprijina integrarea functiilor organizationale considerate separate in mod traditional, stabileste obiectivele si prioritatile de imbunatatire a proceselor, ofera indrumare pentru procese de calitate, si furnizeaza un punct de referinta pentru evaluarea proceselor curente. A se vedea www.sei.cmu.edu/cmmi pentru mai multe detalii. *A se vedea de asemenea* maturitate.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
capacity	capacitate	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Utilizarea maxima (de capacitate) ce poate fi furnizata de un element de configuratie sau serviciu IT. Pentru unele tipuri de elemente de configuratie, capacitatea poate fi marimea sau volumul – un disk drive, de exemplu.
capacity management	capacity management / managementul capacitatii	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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. *See also* capacity management information system.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) Procesul responsabil cu asigurarea ca, capacitatea serviciilor IT si a infrastructurii IT sunt capabile sa indeplineasca cerintele agreate de capacitatea si performanta, intr-o maniera eficace in privinta costurilor si al oportunitatii in timp. Managementul capacitatii tine cont de toate resursele necesare livrarii unui serviciu IT si urmareste indeplinirea nevoilor curente si viitoare legate de capacitatea si performanta business-ului. Managementul capacitatii include trei subprocese: business capacity management, managementul capacitatii serviciilor si managementul capacitatii componentelor. *A se vedea de asemenea* sistem informatic de management al capacitatii.
capacity management information system (CMIS)	capacity management information system / sistem informatic de management al capacitatii(CMIS)	(*ITIL Service Design*) A set of tools, data and information that is used to support capacity management. *See also* service knowledge management system.	*(ITIL Service Design)* Un set de instrumente, date si informatii folosit in managementului capacitatii. *A se vedea de asemenea* sistemul de management a cunostintelor despre servicii.
capacity plan	plan al capacitatii	(*ITIL Service Design*) 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.	*(ITIL Service Design)* Un plan folosit pentru managementul resurselor necesare in vederea livrarii de servicii IT. Planul contine detalii ale utilizarii actuale si istorice a serviciilor si componentelor IT si orice alt aspect ce trebuie abordat (inclusiv activitatile de imbunatatire asociate). Planul contine de asemenea diferite predictii de cerinte de business si optiuni bugetate de atingere a nivelului convenit de furnizare a serviciilor.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
capacity planning	planificarea capacitatii	(*ITIL Service Design*) The activity within capacity management responsible for creating a capacity plan.	(*ITIL Service Design*) Activitatea din cadrul managementului capacitatii responsabila de crearea unui plan de capacitate.
capital budgeting	bugetarea de capital	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Angajamentul de fonduri curente stabilite in vederea obtinerii unor fluxuri viitoare suplimentare de numerar sau a unor reduceri viitoare suplimentare a unor iesiri de numerar.
capital cost	costuri de capital	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Costul unei achizitii care se va transforma intr-un activ financiar – de pilda un calculator sau niste cladiri. Valoarea activului se depreciaza in decursul mai multor perioade contabile *A se vedea de asemenea* cost operational.
capital expenditure (CAPEX)	cheltuieli de capital (CAPEX)	*See* capital cost.	*A se vedea de asemenea* costuri de capital.
capitalization	capitalizare	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Identificarea costurilor majore drept capital chiar daca niciun activ nu este achizitionat. Acest lucru se face pentru a distribui impactul costurilor de-a lungul mai multor perioade contabile. Cel mai comun exemplu este dezvoltarea de software sau cumpararea unei licente software.
category	categorie	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.	Un grup anume de obiecte care au ceva in comun. Categoriile sunt folosite pentru a grupa obiecte similare impreuna. De pilda, tipurile de cost sunt folosite pentru a grupa tipuri de costuri similare. Categoriile de incidente sunt folosite pentru a grupa tipuri similare de incidente, in timp ce tipurile de elemente de configuratie sunt folosite pentru gruparea elementelor de configuratie similare.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
certification	certificare	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.	Emiterea unui certificat care sa ateste conformitatea cu un standard. Certificarea include un audit formal derulat de catre un organism acreditat si independent. Termenul este folosit si in expresia acordarea unui certificat care semnifica emiterea unei doA se vedeai care sa ateste ca o persoana a obtinut o calificare.
change	schimbare	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Adaugarea, modificarea sau eliminarea a orice, ce ar putea avea un efect asupra serviciilor IT. Scopul ar trebui sa includa schimbarile asupra tuturor arhitecturilor, proceselor, instrumentelor, metricelor si documentatiilor, precum si schimbarilor serviciilor IT si a altor elemente de configuratie.
change advisory board (CAB)	change advisory board / comitet consultativ pentru schimbari (CAB)	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Un grup de persoane care sustine evaluarea, proritizarea, autorizarea si planificarea schimbarilor. Un comitet consultativ pentru schimbari este format de regula din: reprezentanti din toate zonele care furnizeaza servicii IT; business; si zona tertelor parti precum furnizorii.
change evaluation	evaluarea schimbarii	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Procesul responsabil pentru evaluarea formala a unui serviciu IT nou sau modificat in vederea obtinerii asigurarii ca riscurile au fost gestionate si pentru a putea stabili daca schimbarea va fi autorizata.
change history	istoricul schimbarilor	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Informatiile referitoare la schimbarile facute asupra unui element de configuratie de-a lungul duratei sale de viata. Istoricul schimbarilor consta in toate acele inregistrari ale schimbarii aplicate unui element de configuratie.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
change management	change management / managementul schimbarii	(*ITIL Service Transition*) The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.	(*ITIL Service Transition*) Procesul responsabil pentru controlul ciclului de viata al tuturor schimbarilor, permitand schimbarilor benefice sa fie efectuate cu o intrerupere minimala a serviciilor IT.
change model	change model / model de schimbare	(*ITIL Service Transition*) 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). *See also* change advisory board; standard change.	(*ITIL Service Transition*) O modalitate repetabila de a gestiona un anumit tip de schimbare. Un model de schimbare defineste pasii specifici agreati care vor fi urmariti pentru schimbarea acestei categorii. Modelele de schimbare pot fi foarte complexe, avand mai multi pasi care necesita autorizarea (ca de pilda un release software major) sau pot fi foarte simple, fara nicio cerinta de autorizare (ca de pilda reinitializarea unei parole). *A se vedea de asemenea* comitet consultativ pentru schimbari; schimbare standard.
change proposal	change proposal / propunere de schimbare	(*ITIL Service Strategy*) (*ITIL Service Transition*) 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.	(*ITIL Service Strategy*) (*ITIL Service Transition*) Un document care include o descriere la nivel general a introducerii unui serviciu potential sau a unei schimbarii semnificative, impreuna cu business case-ul corespunzator si planificarea implementarii estimate. Propunerile de schimbare sunt de regula create prin procesul de management al portofoliului de servicii si sunt transmise managementului schimbarii pentru autorizare. Managementul schimbarii va revizui impactul potential asupra altor servicii, asupra resurselor comune si asupra planificarii schimbarilor in ansamblu. O data ce propunerea de schimbarea a fost autorizata,, managementul portofoliului de servicii va crea un charter pentru serviciu.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
change record	inregistrarea schimbarii	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O inregistrare continand detaliile unei schimbari. Fiecare inregistrare a schimbarii documenteaza ciclul de viata al unei singure schimbari. O inregistrare a schimbarii este creata pentru fiecare cerere de schimbare primita, inclusiv si pentru cerintele ce vor fi respinse ulterior. Inregistrarile schimbarilor trebuie sa se relationeze cu elementele de configuratie afectate de schimbare. Inregistrarile schimbarilor pot fi pastrate in sistemul de management al configuratiei CMS sau in alta parte in sistemul de management a cunostintelor despre servicii SKMS.
change request	change request / cerere de schimbare /	*See* request for change.	*A se vedea* cerere de schimbare/modificare
change schedule	planificarea schimbarilor	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Un document care prezinta toate schimbarile autorizate si datele planificate pentru implementarea lor, precum si termenele estimate ale schimbarilor pe termen lung. O planificare a schimbarilor este numita uneori si planificare anticipata a schimbarii, chiar daca aceasta contine si informatii despre schimbarile deja implementate.
change window	fereastra (de timp) de introducere a schimbarilor /change window	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O perioada de timp standard, agreata, in care schimbarile sau release-urile pot fi implementate cu un impact minimal asupra serviciilor. Ferestrele (de timp) de introducere a schimbarilor sunt documentate de regula in acordurile de nivel de furnizare al serviciilor/SLA.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
chargeable item	element taxabil	(*ITIL Service Strategy*) A deliverable of an IT service that is used in calculating charges to customers (for example, number of transactions, number of desktop PCs).	(*ITIL Service Strategy*) Un livrabil al unui serviciu IT utilizat in calcularea taxelor catre clienti (de pilda, numarul de tranzactii, numarul de calculatoare).
charging	taxare	(*ITIL Service Strategy*) 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. *See also* charging process; charging policy.	(*ITIL Service Strategy*) Solicitare de plata pentru servicii IT. Taxarea serviciilor IT este optionala, iar multe organizatii decid sa isi considere prestatorul propriu de serviciile IT drept un centru de cost. *A se vedea de asemenea* proces de taxare; politica de taxare.
charging policy	politica de taxare	(*ITIL Service Strategy*) A policy specifying the objective of the charging process and the way in which charges will be calculated. *See also* cost.	(*ITIL Service Strategy*) O politica care precizeaza obiectivele procesului de taxare si modul in care vor fi calculate taxele. *A se vedea de asemenea* cost.
charging process	proces de taxare	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Procesul responsabil pentru deciderea sumelor pe care clientii ar trebui sa le plateasca (stabilirea pretului) si a modului de recuperare a banilor de la acestia (facturarea). Acest proces nu este detaliat in ITIL Core.
charter	charter	(*ITIL Service Strategy*) 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. *See also* change proposal; service charter; project portfolio.	(*ITIL Service Strategy*) Un document continand detaliile unui nou serviciu, a unei schimbari semnificative sau a altui proiect semnificativ. Charter-ele sunt de regula autorizate de catre managementul portofoliilor de servicii sau de catre departamentul de management de proiect. Termenul de charter este utilizat si pentru descrierea actului de autorizare a muncii necesare pentru finalizarea schimbarii serviciului sau a proiectului. *A se vedea de asemenea* propunere de schimbare; document de serviciului; portofoliu de proiect.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
chronological analysis	analiza cronologica	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O tehnica folosita in identificarea posibilelor cauze ale problemelor. Toate informatiile disponibile despre problema sunt colectate si sortate in functie de data si timp in vederea furnizarii unei cronologii detaliate. Acest lucru ar putea face posibila identificarea acelor evenimente ce ar putea fi declansate de producerea altor evenimente.
CI type	tip de element de configuratie	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O categorie folosita in clasificarea elementelor de configuratie. Tipul de elemente de configuratie identifica atributele si relatiile necesare pentru inregistrarea configuratiei. Tipurile obisnuite de elemente de configuratie sunt: hardware, documentele, utilizatorii etc.
classification	clasificare	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.	Actul de atribuire al unei categorii. Clasificarea este folosita in vederea asigurarii unor activitati de management si raportare consistente. Elementele de configurare, incidentele, problemele, schimbarile etc. sunt de regula clasificate.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
client	client	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: 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.	Un termen generic care desemneaza un client, un business sau un client de business. De pilda, managerul de clienti poate fi folosit drept sinonim pentru managerul de relatii business. Termenul e folosit si cu urmatoarele intelesuri: Un calculator care e folosit in mod direct de catre un utilizator - de pilda, un calculator personal, un calculator portabil sau o statie de lucru. Partea unei aplicatii de tip client server cu care utilizatorul interactioneaza direct - de exemplu un client de e-mail.
closed	inchis	(*ITIL Service Operation*) The final status in the lifecycle of an incident, problem, change etc. When the status is closed, no further action is taken.	(*ITIL Service Operation*) Starea finala in ciclul de viata al unui incident, a unei probleme, a unei schimbari etc. Atunci cand status-ul este inchis nicio alta actiune viitoare nu mai este luata.
closure	inchidere	(*ITIL Service Operation*) The act of changing the status of an incident, problem, change etc. to closed.	(*ITIL Service Operation*) Actul de schimbare a starii unui incident, a unei probleme, a unei schimbari etc. in status-ul de inchis.
COBIT	COBIT/Obiectivele Controlului pentru Informatii si Tehnologii conexe	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*). Obiectivele Controlului pentru Informatii si Tehnologii conexe (COBIT) furnizeaza indrumare si buna practica pentru managementul proceselor IT. COBIT este publicat de catre ISACA in colaborare cu IT Governance Institute (ITGI). A se devea www.isaca.org pentru mai multe informatii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
code of practice	cod de practica	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.	Un indrumar publicat de catre un organism public sau o organizatie de standardizare, precum ISO sau BSI. Multe standarde constau intr-un cod de practica si o specificatie. Codul de practica descrie cele mai bune practici recomandate.
cold standby	cold standby	*See* gradual recovery.	*A se vedea de asemenea* optiunea recuperare progresiva.
commercial off the shelf (COTS)	produs comercial din raft/COTS (Produs standard, "de-gata")	(*ITIL Service Design*) Pre-existing application software or middleware that can be purchased from a third party.	(*ITIL Service Design*) Aplicatii software sau de tip middleware preexistente care pot fi cumparate de la o terta parte.
compliance	conformitate	Ensuring that a standard or set of guidelines is followed, or that proper, consistent accounting or other practices are being employed.	Asigurarea faptului ca un standard sau un indrumar este urmat, sau ca alte practici adecvate sunt consistent luate in consideratie si sunt utilizate.
component	componenta	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.	Un termen general folosit pentru a descrie o parte a ceva mai complex. De pilda, un sistem de calcul poate fi o componenta a unui serviciu IT; o aplicatie poate fi o componenta a unei unitati de release. Componentele ce trebuiesc gestionate ar trebui sa fie considerate elementele de configuratie.
component capacity management (CCM)	component capacity management / managementul capacitatii componentelor (CCM)	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) Subprocesul din cadrul managementului capacitatii responsabil pentru intelegerea capacitatii, utilizarii si performantei elementelor de configurare. Datele sunt colectate, inregistrate si analizate pentru a fi folosite in planul capacitatii. *A se vedae de asemenea* business capacity management; managementul capacitatii serviciilor.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
component CI	componenta a elementului de configuratie	(*ITIL Service Transition*) A configuration item that is part of an assembly. For example, a CPU or memory CI may be part of a server CI.	(*ITIL Service Transition*) Un element de configuratie care face parte dintr-un ansamblu. De pilda, un element de configuratie CPU sau un element de configuratie memorie poate fi parte a unui element de configuratie server.
component failure impact analysis (CFIA)	component failure impact analysis / analiza de impact a defectarii componentei (CFIA)	(*ITIL Service Design*) 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).	(*ITIL Service Design*) O tehnica ce ajuta in identificarea impactului defectarii unui element de configuratie asupra serviciilor IT si a business-ului. Se foloseste o matrice avand serviciile IT pe o axa si elementele de configuratie pe cealalta. Astfel se pot identifica elementele de configuratie critice (cele care pot duce la defectarea mai multor servicii IT) si serviciile IT vulnerabile (cele care au mai multe puncte unice de defectare).
computer telephony integration (CTI)	telefonie integrata asistata de calculator (CTI)	(*ITIL Service Operation*) 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 also* automatic call distribution; interactive voice response.	(*ITIL Service Operation*) Telefonie integrata asistata de calculator reprezinta un termen care desemneaza orice fel de integrare dintre calculatoare si sisteme de telefonie. Cel mai des este folosit atunci cand se refera la sisteme in care o aplicatie afiseaza ecrane detaliate de informatie in relatie cu apelurile telefonice primite sau efectuate. *A se vedea de asemenea* distributia automata a apelurilor; raspuns vocal interactiv.
concurrency	concurenta	A measure of the number of users engaged in the same operation at the same time.	O masura a numarului de utilizatori angajati in aceeasi operatiune, in acelasi timp.
confidentiality	confidentialitate	(*ITIL Service Design*) A security principle that requires that data should only be accessed by authorized people.	(*ITIL Service Design*) Un principiu de securitate care impune ca datele sa fie accesate doar de catre persoanele autoritizate.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
configuration	configuratie	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Un termen generic folosit pentru a descrie un grup de elemente de configuratie care functioneaza impreuna pentru a livra un serviciu IT sau o parte disctincta a unui serviciu IT. Configuratie este folosit si pentru a descrie setarile de parametrii pentru unul sau mai multe elemente de configuratie.
configuration baseline	configuration baseline / configuratie de referinta	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Baseline-ul unei configuratii care a fost agreata formal si este gestionata in cadrul procesului de management al schimbarii. O configuratie baseline este folosita drept o baza pentru build-uri/ansamblari, release-uri si schimbari viitoare.
configuration control	controlul configuratiei	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Activitatea responsabila pentru asigurarea faptului ca adaugarea, modificarea sau eliminarea unui element de configuratie este corect gestionata – de pilda, prin intermediul unei cereri de schimbare sau a unei solicitari de servicii.
configuration identification	identificarea configuratiei	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Activitatea responsabila pentru colectarea informatiilor despre elementele de configuratie si relatiile dintre acestea si incarcarea acestor informatii in baza de date pentru managementul configuratiei. Identificarea configuratiei este responsabila si pentru etichetarea elementelor de configuratie insasi, astfel incat inregistrarile despre elementele de configuratie corespunzatoare sa poata fi regasite.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
configuration item (CI)	element de configuratie (CI)	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Orice component sau activ al serviciului care necesita sa fie gestionat in vederea furnizarii unui serviciu IT. Informatiile despre fiecare element de configuratie sunt inregistrate intr-o inregistrare a elementului de configuratie din cadrul sistemului de management al configuratiei CMS si este intretinut de-a lungul intregului cliclu de viata de catre procesul managementul activelelor serviciului si al configuratiei. Elementele de configuratie sunt controlate de managementul schimbarii. De regula acestea includ: servicii IT, hardware, software, cladiri, oameni si documentaii formale precum documentarea unui proces sau acordurile pentru stabilirea nivelului de furnizare a serviciilor.
configuration management	configuration management / managementul configuratiei	*See* service asset and configuration management.	*A se vedea* active ale serviciului si managementul configuratiei.
configuration management database (CMDB)	configuration management database / baza de date pentru managementul configuratiei / (CMDB)	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O baza de date folosita pentru stocarea inregistrarilor despre elementele de configuratie de-a lungul intregului ciclu de viata. Sistemul de management al configuratiei CMS pastreaza una sau mai multe baze de date pentru managemenul configuratiei, iar fiecare baza de date stocheaza atributele elementelor de configuratie si relatiile cu alte elemente de configuratie.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
configuration management system (CMS)	configuration management system / sistemul de management al configuratiei (CMS)	(*ITIL Service Transition*) 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. *See also* configuration management database.	(*ITIL Service Transition*) Un set de instrumente, date si informatii utilizate pentru sustinerea procesului managementul activelor serviciului si al configuratiei. CMS este parte a unui sistem global de management a cunostiintelor despre servicii SKMS si include intrumente pentru colectarea, stocarea, managementul, actualizarea, analiza si prezentarea datelor despre toate elementele de configuratie si a relatiilor dintre ele. CMS poate include de asemenea informatii despre incidente, probleme, erori cunoscute, schimbari si pachet de distributie CMS este mentinut de procesul managementul activelor serviciului si al configuratiei si este utilizat de toate procesele de management al serviciilor. *A se vedea de asemenea* baza de date pentru managementul configuratiei.
configuration record	inregistrare despre element de configuratie	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O inregistrare continand detaliile unui element de configuratie. Fiecare inregistrare despre un element de configuratie documenteaza ciclul de viata al unui singur element de configuratie. Inregistrarile despre un element de configuratie sunt stocate intr-o baza de date pentru managementul configuratiei CMDB si sunt mentinute ca o parte a sistemului de management al configuratiei CMS
configuration structure	structura configuratiei	(*ITIL Service Transition*) The hierarchy and other relationships between all the configuration items that comprise a configuration.	(*ITIL Service Transition*) Ierarhia si alte relatii dintre toate elementele de configuratie ce compun o configuratie.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
continual service improvement (CSI)	continual service improvement / (faza de) imbunatatirea continua a serviciului / (CSI)	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) O etapa in cadrul ciclului de viata al unui serviciu. Imbunatatirea continua a serviciului se asigura ca serviciile sunt aliniate schimbarilor nevoilor de business prin identificarea si implementarea imbunatatirii serviciilor IT care sustin procesele de business. Performanta prestatorului de servicii IT este masurata continuu, iar imbunatatirile sunt aduse proceselor, serviciilor si infrastructurii IT in vederea cresterii eficientei, eficacitatii si eficacitatii costurilor. CSI include procesul de imbunatatire in sapte pasi. Desi acest process este asociat cu imbunatatirea continua a serviciului, cele mai multe procese contin activitati care se realizeaza de-a lungul mai multor stagii ale ciclului de viata al serviciului. *A se vedea de asemenea* Planifica-Executa-Verifica-Actioneaza.
continuous availability	disponibilitate continua	(*ITIL Service Design*) An approach or design to achieve 100% availability. A continuously available IT service has no planned or unplanned downtime.	(*ITIL Service Design*) O abordare sau un design menit sa asigure atingerea unei disponibilitati de 100%. Un serviciul IT avand disponibilitate continua nu inregistreaza niciun fel de indisponibilitate, planificata sau nu.
continuous operation	operare continua	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O abordare sau un design menit sa elimine indisponibilitatea planificata a unui serviciu IT. Retineti ca, elemente individuale de configuratie pot fi indisponibile chiar daca serviciul IT este disponibil.
contract	contract	A legally binding agreement between two or more parties.	Un accord juridic incheiat intre doua sau mai multe parti.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
control	control	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.	O modalitate de gestionare a riscului care se asigura ca un obiectiv de business este atins sau ca un proces este urmat. Exemple de control: proceduri, roluri, RAID, incuietori de usi etc. Un control este uneori denumit o contramasura sau o masura de protectie. Termenul desemneaza si managementul utilizarii sau comportamentului unui element de configuratie, sistem sau serviciu IT.
Control OBjectives for Information and related Technology	Obiectivele Controlului pentru Informatii si Tehnologii conexe (COBIT)	*See* COBIT.	*A se vedea* COBIT.
control perspective	perspectiva de control	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O abordare a managementului serviciilor IT, proceselor, functiilor, activelor etc. Exista mai multe perspective diferite de control asupra aceluiasi serviciu IT, proces etc., permitand diferitelor persoane sau echipe sa se concentreze asupra a ceea ce este important si relevant in rolurile lor specifice. Exemple de perspective de control includ managementul reactiv si proactiv din cadrul operatiunilor IT sau o viziune a ciclului de viata pentru echipa de proiect a unei aplicatii
control processes	procese de control	The ISO/IEC 20000 process group that includes change management and configuration management.	Grupul de procese ISO/IEC 20000 care includ managementul schimbării si managementul configurației

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
core service	serviciu de baza	(*ITIL Service Strategy*) 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. *See also* enabling service; enhancing service; IT service; service package.	(*ITIL Service Strategy*) Un serviciu care livreaza rezultatele de baza dorite de unul sau mai multi clienti. Un serviciu de baza ofera un nivel specific al utilitatii si garantiei. Clientilor li se pot oferi diverse optiuni de utilitate si garantie prin intermediul uneia sau mai multor optiuni ale serviciului. *A se vedea de asemenea* servicii de facilitare; servicii de imbunatatire; serviciu IT; pachet de servicii.
cost	cost	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.	Suma de bani cheltuita pe o activitate specifica, serviciu IT sau unitate functionala. Costul consta in cost real (bani), cost teoretic (cum ar fi timpul alocat de oameni) si amortizarea.
cost benefit analysis	analiza cost beneficiu	An activity that analyses and compares the costs and the benefits involved in one or more alternative courses of action. *See also* business case; internal rate of return; net present value; return on investment; value on investment.	O activitate care analizeaza si compara costurile si beneficiile implicate în diferitelor variante de actiune. *A se vedea de asemenea* business case; rata interna de recuperare; valoare neta actualizata; rata de recuperare a investitiei, profitabilitatea investitiei.
cost centre	centru de cost	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O unitate functionala sau un proiect carora li se atribuie costuri. Un centru de cost nu taxeaza pentru serviciile oferite. Un prestator de servicii IT poate functiona ca un centru de cost sau ca un centru de profit.
cost element	element de cost	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Nivelul de mijloc al categoriei careia i se asociaza costuri in procesele de bugetare si contabilitate. Cea mai inalta categorie este tipul de cost. De exemplu, un tip de cost 'oameni' poate avea elemente de cost ca salarii, beneficii, cheltuieli, training, lucru peste program, etc. Elementele de cost pot fi divizate la randul lor in unitati de cost cum ar fi hoteluri, transport, mese etc.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
cost management	managementul costurilor	(*ITIL Service Strategy*) A general term that is used to refer to budgeting and accounting, and is sometimes used as a synonym for financial management.	(*ITIL Service Strategy*) Un termen general care este folosit pentru referirea la bugetare si contabilitate, folosit cateodata si ca sinonim pentru managementul financiar.
cost model	cost model / model de cost	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un cadru de referință folosit la bugetare si contabilitate, in care toate costurile cunoscute pot fi inregistrate, categorisite si alocate specific unor clienti, unitati functionale sau proiecte. *A se vedea de asemenea* tip de cost; element de cost; unitate de cost.
cost type	tip de cost	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Cel mai inalt nivel al categoriei careia i se asociaza costuri in procesele de bugetare si contabilitate – de exemplu hardware, software, oameni, locatie, externe si transfer. *A se vedea de asemenea* element de cost; unitate de cost.
cost unit	unitate de cost	(*ITIL Service Strategy*) 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. *See also* cost type.	(*ITIL Service Strategy*) Cel mai de jos nivel al categoriei careia i se asociaza costuri, unitatile de cost sunt de regula lucruri usor de cuantificat (de exemplu numarul de angajati, licente de software) sau lucruri usor de masurat (de exemplu nivelul de utilizare al CPU, cantitatea de electricitate consumata). Unitatile de cost sunt incluse in elementele de cost. De exemplu, un element de cost numit 'cheltuieli' poate include unitati de cost ca hoteluri, transport, mese, etc. *A se vedea de asemenea* tip de cost.
cost effectiveness	eficacitatea costurilor	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. *See also* key performance indicator; return on investment; value for money.	O masura a echilibrului intre eficacitatea si costul unui serviciu, proces sau activitate. Un proces eficace din punct de vedere al costului este unul care isi atinge obiectivele cu un minim de cost. *A se vedea de asemenea* indicatori cheie de performanta; profitabilitatea investitiei; valoare pentru bani.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
countermeasure	contramasuri	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.	Poate fi folosit pentru referirea oricarui tip de control. Termenul este folosit adesea pentru referirea la acele masuri care ridica nivelul de rezistenta (la intreruperi), toleranta sau increderea intr-un serviciu IT.
course corrections	corectii de curs	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.	Schimbari facute asupra unui plan sau activitati aflate deja in desfasurare pentru a se asigura de succesul in atingerea obiectivelor. Corectiile de curs sunt facute in urma monitorizarii progresului.
crisis management	managementul crizei / crisis management	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.	Managementul crizei este procesul responsabil de managementul implicatiilor generale ale continuitatii afacerii. O echipa de management al crizei este responsabila de elementele strategice cum ar fi managementul relatiei cu media, gradul de incredere al actionarilor si decide cand sa invoce planurile de continuitate a afacerii.
critical success factor (CSF)	factor critic de succes (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.	Un lucru ce trebuie sa se intample pentru ca un serviciu IT, un proces, un plan, un proiect sau alta activitate sa aiba succes. Indicatorii cheie de performanta sunt folositi pentru a masura indeplinirea fiecarui factor critic de succes. De exemplu, un factor critic de succes 'protectia serviciilor IT cand efectuezi schimbari' poate fi masurat de indicatori cheie de performanta 'procentajul reducerii schimbarilor fara succes', 'procentajul reducerii schimbarilor cauzatoare de incidente' etc.
CSI register	registrul CSI	(*ITIL Continual Service Improvement*) A database or structured document used to record and manage improvement opportunities throughout their lifecycle.	(*ITIL Continual Service Improvement*) O baza de date sau un document structurat folosit pentru a inregistra si administra oportunitatile de imbunatatire, de la inceputul si pana la sfarsitul ciclului lor de viata.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
culture	cultura	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 also* vision.	Un set de valori impartasit de un grup de oameni, inclusiv asteptarile despre felul in care oamenii ar trebui sa se comporte, ideile lor, credintele si practicile comune. *A se vedea de asemenea* viziune.
customer	client	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 informally used to mean user – for example, 'This is a customer-focused organization.'	Cineva care cumpara bunuri sau servicii. Clientul unui prestator de servicii IT este persoana sau grupul care defineste si agreaza tintele nivelurilor serviciilor. Termenul este de asemenea folosit informal cu semnificatia de utilizator. De exemplu "Aceasta este o organizatie centrata pe client"
customer asset	activele clientului	Any resource or capability of a customer. *See also* asset.	Orice resursa sau capabilitate a unui client. *A se vedea de asemenea* active.
customer agreement portfolio	customer agreement portfolio / portofoliul acordurilor cu clientii	(*ITIL Service Strategy*) 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. *See also* customer-facing service; service catalogue; service portfolio.	(*ITIL Service Strategy*) O baza de date sau un document structurat folosit pentru a administra contractele de servicii sau acordurile intre un prestator de servicii IT si clientii sai. Fiecare serviciu IT livrat unui client trebuie sa aiba un contract sau alt tip de acord care sa figureze in portofoliul acordurilor cu clientii. *A se vedea de asemenea* serviciu orientat catre client, catalog de servicii, portofoliu de servicii.
customer portfolio	customer portfolio / portofoliu de clienti	(*ITIL Service Strategy*) 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. *See also* customer agreement portfolio; service catalogue; service portfolio.	(*ITIL Service Strategy*) O baza de date sau un document structurat folosit pentru inregistrarea tuturor clientilor unui prestator de servicii IT. Portofoliul de clienti este viziunea managerului de relatii de business asupra clientilor care primesc servicii de la prestatorul de servicii IT. *A se vedea de asemenea* portofoliul acordurilor cu clientii, catalog de servicii, portofoliu de servicii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
customer-facing service	serviciu customer-facing / serviciu orientat catre client	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Un serviciu vizibil de catre client. In mod normal, acestea sunt servicii care asigura suport proceselor economice ale clientului si faciliteaza obtinerea unuia sau mai multor rezultate dorite de catre client. Toate serviciile orientate catre client operationale, inclusiv cele disponibile pentru implementare, sunt inregistrate in catalogul de servicii impreuna cu informatii vizibile pentru client, referitoare la livrabile, preturi, persoane de contact, procesele privind comanda si cererea. Vor fi inregistrate pentru uzul intern al prestatorului de servicii IT si alte informatii, precum relatii intre servicii si alte elemente de configuratie (CI's).
Dashboard	tablou de bord / dashboard	(*ITIL Service Operation*) 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.	(*ITIL Service Operations*) O reprezentare grafica a performantei generale a serviciilor IT si a disponibilitatii acestora. Imaginile prezentate de catre tabloului de bord poate fi actualizata in timp real si poate fi inclusa in rapoartele de management si in pagini web. Tablourile de bord pot fi folosite pentru suportul managementului nivelului serviciilor, managementului evenimentelor si la diagnoza incidentelor.
Data-to-Information-to-Knowledge-to-Wisdom (DIKW)	Date-catre-Informatii-catre-Cunoastere-catre-Intelepciune (DIKW)	(*ITIL Service Transition*) A way of understanding the relationships between data, information, knowledge and wisdom. DIKW shows how each of these builds on the others.	(*ITIL Service Transition*) O cale de a intelege relatiile dintre date, informatii, cunoastere si intelepciune. DIKW arata cum fiecare dintre aceste elemente se construiesc pe baza celorlalte.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
definitive media library (DML)	biblioteca media definitiva (DML)	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) una sau mai multe locatii in care sunt stocate in conditii de siguranta, versiunile autorizate si definitive ale elementelor de configuratie software. Biblioteca media definitiva poate contine de asemenea elemente asociate de configuratie, cum ar fi licente si documentatie. Este o singura arie logica de stocare, chiar daca in fapt exista locatii fizice multiple. Biblioteca media definitiva este controlata de managementul activele si configuratiile serviciului si este inregistrata in sistemul de management al configuratiei CMS.
deliverable	livrabil	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.	Ceva care trebuie furnizat pentru a satisface o promisiune a unui acord de nivel al serviciului sau a unui contract. Este folosit de asemenea intr-o maniera informala pentru a specifica rezultatul planificat al oricarui proces.
demand management	demand management / managementul cerintelor	(*ITIL Service Design*) (*ITIL Service Strategy*) 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.	(*ITIL Service Design*) (*ITIL Service Strategy*) Procesul responsabil de intelegerea, anticiparea si influentarea cererii de servicii din partea clientilor. Managementul cerintelor lucreaza impreuna cu managementul capacitatii pentru a se asigura ca prestatorul de servicii are suficienta capacitate pentru a satisface necesarul de cerere. La nivel strategic, managementul cererii poate implica analiza profilul activitatii de business si a profilelor de utilizator, in timp ce la nivel tactic poate implica folosirea taxarii diferentiate pentru a incuraja clientii sa foloseasca serviciile IT in momente de incarcare redusa, sau poate necesita activitati pe termen scurt care sa raspunda unei cereri neasteptate sau defectarii unui element de configuratie.
Deming Cycle	Ciclu Deming	*See* Plan-Do-Check-Act.	*A se vedea* Plan-Do-Check-Act.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
dependency	dependenta	The direct or indirect reliance of one process or activity on another.	Suportul direct sau indirect pe care un proces sau o activitate il ofera unui alt proces sau altei activitati.
deployment	implementare	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Activitatea responsabila de transferul de hardware, software, documentatie, procese noi sau modificate catre mediul de productie. Implementarea este parte din procesul release and deployment management.
depreciation	depreciere	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O masura a reducerii valorii unui activ pe parcursul vietii sale. Aceasta masura se bazeaza pe uzura, consum sau alta reducere a valorii economice a activului.
design	design	(*ITIL Service Design*) An activity or process that identifies requirements and then defines a solution that is able to meet these requirements. *See also* service design.	(*ITIL Service Design*) O activitate sau un proces care identifica cerintele si apoi defineste o solutie capabila sa satisfaca aceste cerinte. *A se vedea de asemenea* service design.
design coordination	design coordination / coordonarea design-ului	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Procesul responsabil de coordonarea tuturor activitatilor, proceselor si resurselor care tin de proiectarea serviciului. Coordonarea proiectarii asigura consistenta si eficienta proiectarii serviciilor IT, sistemelor de management a serviciilor, arhitecturilor, tehnologiei, proceselor, informatiei si metricelor, fie ele noi sau proaspat modificate.
detection	detectie	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O etapa a ciclului extins de viata al incidentelor. Detectia rezulta in faptul ca un incident ajunge la cunostinta prestatorului de servicii. Detectia poate fi automata sau poate avea loc ca rezultat al inregistrarii in sistem a unui incident, de catre un utilizator.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
development	dezvoltare	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Procesul resonsabil de crearea sau modificarea unui serviciu IT sau a unei aplicatii pregatite pentru urmatorul release si deployment. Termenul este folosit de asemenea pentru a referi rolul sau functia care face munca efectiva de dezvoltare. Acest proces nu este descris in detaliu in cadrul publicatiilor ITIL de baza.
development environment	mediu de dezvoltare	(*ITIL Service Design*) 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. *See also* development.	(*ITIL Service Design*) Un mediu folosit pentru a crea sau modifica servicii IT sau aplicatii. In mod obisnuit, mediile de dezvoltare nu sunt supuse acelorasi rigori de control ca mediile de test sau cele de productie. *A se vedea de asemenea* dezvoltare.
diagnosis	diagnoza	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O etapa in ciclul de viata al incidentelor si problemelor. Scopul diagnozei este de a identifica o solutie temporara pentru un incident sau cauza principala a unei probleme.
diagnostic script	script de diagnosticare	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Un set structurat de intrebari, folosite de personalul service desk-ului, pentru se asigura ca pun intrebarile corecte si care ii ajuta sa clasifice, sa rezolve si sa aloce incidentele. Script-urile de diagnosticare pot fi de asemenea puse la dispozitia utilizatorilor pentru a le permite acestora sa isi diagnosticheze si sa isi rezolve propriile incidente.
differential charging	taxare diferentiata	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.	O tehnica folosita pentru suportul managementului cerintelor, caracterizata prin taxarea diferita a aceleiasi functii a unui serviciu IT, in circumstante diferite. De exemplu, taxarea redusa in afara momentelor de varf, sau taxarea crescuta pentru utilizatorii care folosesc o latime de banda mai mare decat cea alocata.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
direct cost	cost direct	(*ITIL Service Strategy*) 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. *See also* indirect cost.	(*ITIL Service Strategy*) Costul aferent furnizarii unui serviciu IT, care poate fi alocat integral unui client, centru de cost, proiect specific, etc. De exemplu, costul aferent furnizarii unor servere dedicate sau a licentelor de software. *A se vedea de asemenea* cost indirect.
directory service	directory service	(*ITIL Service Operation*) An application that manages information about IT infrastructure available on a network, and corresponding user access rights.	(*ITIL Service Operation*) O aplicatie care administreaza informatiile despre infrastructura IT disponibila in retea si drepturile de acces corespunzatoare ale utilizatorilor.
document	document	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. *See also* record.	Informatie in format usor de citit. Un document poate fi pe suport de hartie sau electronic - de exemplu descrierea unei politici de acces, un acord asupra nivelului serviciului, o inregistrare a unui incident sau diagrama amplasarii serverelor din central de date. *A se vedea de asemenea* inregistrare.
downtime	indisponibilitate (ca durata in timp)	(*ITIL Service Design*) (*ITIL Service Operation*) 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.	(*ITIL Service Design*) (*ITIL Service Operation*) Intervalul de timp in care un serviciu IT sau alt element de configuratie este indisponibil pe durata cand s-a agreat disponibilitatea serviciului. Disponibilitatea unui serviciu IT este calculata adesea din timpul agreat pentru serviciu si perioada de indisponibilitate.
driver	factor determinant	Something that influences strategy, objectives or requirements – for example, new legislation or the actions of competitors.	Ceva ce influenteaza strategia, obiectivele sau cerintele - de exemplu o noua legislatie sau actiunile competitorilor.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
early life support (ELS)	suport in regim de garantie / early life support (ELS)	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O etapa din ciclul de viata al serviciului care intervine la sfarsitul implementarii, inainte ca serviciul sa fie acceptat pe deplin in exploatare. In timpul suportului in regim de garantie, prestatorul de servicii trece in revista indicatorii cheie de performanta, nivelurile serviciului si pragurile de monitorizare si poate implementa imbunatatiri pentru a asigura atingerea tintelor de performanta a serviciului. Prestatorul de servicii poate asigura resurse suplimentare pentru managementul problemelor si al incidentelor survenite in aceasta perioada.
economies of scale	economie de scara larga	(*ITIL Service Strategy*) The reduction in average cost that is possible from increasing the usage of an IT service or asset. *See also* economies of scope.	(*ITIL Service Strategy*) Reducerea costului mediu care este posibila prin cresterea utilizarii unui serviciu sau a unui activ IT. *A se vedea de asemenea* economie de diversificare.
economies of scope	economie de diversificare	(*ITIL Service Strategy*) 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. *See also* economies of scale.	(*ITIL Service Strategy*) Reducerea de cost alocata unui serviciu IT prin folosirea unui activ existent pentru un scop suplimentar. De exemplu, furnizarea unui nou serviciu IT suplimentar folosind infrastructura existenta. *A se vedea de asemenea* economie de scara larga.
effectiveness	eficacitate	(*ITIL Continual Service Improvement*) 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. *See also* key performance indicator.	(*ITIL Continual Service Improvement*) Masura in care obiectivele unui proces, serviciu sau activitati au fost indeplinite. Un proces sau o activitate eficace sunt cele care isi indeplinesc obiectivele agreate. *A se vedea de asemenea* indicatori cheie de performanta.
efficiency	eficienta	(*ITIL Continual Service Improvement*) 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. *See also* key performance indicator.	(*ITIL Continual Service Improvement*) Masura in care in indeplinirea obiectivelor unui proces, serviciu sau activitati au fost folosite nivele corecte de resurse. Un proces eficient isi indeplineste obiectivele cu minimum de bani, oameni, timp sau alte resurse. *A se vedea de asemenea* indicatori cheie de performanta.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
emergency change	emergency change / schimbare urgenta	(*ITIL Service Transition*) 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. *See also* emergency change advisory board.	(*ITIL Service Transition*) O schimbare ce trebuie efectuata in cel mai scurt timp posibil - de exemplu pentru a rezolva un incident major sau pentru a implementa un patch de securitate. Procesul de management a schimbarii are in mod normal o procedura specifica de tratare a schimbarilor emergency. *A se vedea de asemenea* comitet consultativ pentru schimbari urgente.
emergency change advisory board (ECAB)	emergency change advisory board / comitet consultativ pentru schimbari urgente (ECAB)	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Un subgrup al comitetului consultativ pentru schimbari CAB care ia decizii in privinta schimbarilor emergency. Componenta comitetului poate fi decisa la momentul in care se decide necesitatea intalnirii si depinde de natura schimbarii emergency.
enabling service	servicii de facilitare	(*ITIL Service Strategy*) 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. *See also* enhancing service.	(*ITIL Service Strategy*) Un serviciu suplimentar necesar pentru livrarea serviciului de baza. Serviciile de facilitare pot fi sau nu vizibile de catre client, dar ele nu pot fi oferite independent clientilor. *A se vedea de asemenea* servicii de imbunatatire.
enhancing service	servicii de imbunatatire	(*ITIL Service Strategy*) 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. *See also* enabling service; excitement factor.	(*ITIL Service Strategy*) Un serviciu adaugat serviciului de baza pentru a-l face pe acesta mai atractiv pentru client. Serviciile de imbunatatire nu sunt esentiale in prestarea serviciului de baza catre client, dar sunt folosite pentru a incuraja clientii sa foloseasca serviciile de baza, sau pentru a diferentia prestatorul de servicii de competitori. *A se vedea de asemenea* servicii de facilitare; factor de satisfactie.
enterprise financial management	managementul financiar al organizatiei	(*ITIL Service Strategy*) 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. *See also* financial management for IT services.	(*ITIL Service Strategy*) Functia si procesele responsabile de managementul general al bugetului organizatiei, contabilitate si cerinte de taxare. Managementul financiar al companiei este referit cateodata cu termenul departament financiar 'corporatist'. *A se vedea de asemenea* management financiar pentru servicii IT.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
environment	mediu	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Un subset al infrastructurii IT care este folosit pentru un scop bine determinat - de exemplu mediul de productie, mediul de test, mediul de asamblare. Folosit de asemenea ca 'mediu fizic' pentru a referi centru de date, aerul conditionat, sistemul de alimentare cu energie electrica, etc. Mediul este folosit si ca termen generic pentru conditiile externe care influenteaza sau afecteaza ceva.
error	eroare	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Un viciu de proiectare sau o defectiune care determina cedarea unuia sau mai multor servicii IT sau a altor elemente de configuratie. O greseala facuta de catre o persoana sau un proces defectuos care afecteaza un element de configuratie este numit de asemenea, o eroare.
escalation	escaladare	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O activitate in urma careia se obtin resurse aditionale atunci cand acestea sunt necesare pentru satisfacerea nivelului serviciilor sau a asteptarilor clientului. Escaladarea poate fi necesara in cadrul oricarui proces de management al serviciilor IT, dar in cele mai multe cazuri este asociata cu managementul incidentelor si cu managementul reclamatiilor clientilor. Exista doua tipuri de escaladare: escaladare functionala si escaladare ierarhica.
eSourcing Capability Model for Client Organizations (eSCM-CL)	Modelul de Capabilitate a eSourcing-ului pentru Organizatii Client (eSCM-CL)	(*ITIL Service Strategy*) 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. *See also* eSourcing Capability Model for Service Providers.	(*ITIL Service Strategy*) Un cadru care ajuta organizatiile in analiza si in luarea deciziilor asupra strategiilor si a modelelor de sourcing a serviciilor. Cadrul a fost dezvoltat de Carnegie Mellon University in SUA. *A se vedea de asemenea* Modelul de Capabilitate a eSourcing-ului pentru Prestatorii de Servicii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
eSourcing Capability Model for Service Providers (eSCM-SP)	Modelul de Capabilitate a eSourcing-ului pentru Prestatorii de Servicii (eSCM-SP)	(*ITIL Service Strategy*) 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. *See also* eSourcing Capability Model for Client Organizations.	(*ITIL Service Strategy*) Un cadru de referinta care ajuta prestatorii de servicii IT sa-si dezvolte capabilitatile de management plecand de la o perspectiva orientata pe sourcing-ul serviciilor. Cadrul a fost dezvoltat de Carnegie Mellon University in SUA. *A se vedea de asemenea* Modelul de Capabilitate a eSourcing-ului pentru Organizatii Client.
estimation	estimare	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.	Folosirea experientei pentru a estima valoarea unei metrice sau cost. Estimarea este folosita si in managementul capacitati si al disponibilitatii ca fiind cea mai ieftina si mai putin precisa metoda de modelare.
event	eveniment	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O schimbare de stare care are semnificatie pentru managementul serviciilor IT sau a altui element de configuratie. Termenul mai este folosit pentru a descrie o alerta sau o notificare creata de orice serviciu IT, element de configuratie sau element de monitorizare. Evenimentele necesita in mod tipic ca persoane din cadrul departamentului de operatiuni IT sa ia masuri si deseori rezulta in inregistrarea in sistem a unor incidente.
event management	event management / managementul evenimentelor	(*ITIL Service Operation*) The process responsible for managing events throughout their lifecycle. Event management is one of the main activities of IT operations.	(*ITIL Service Operation*) Procesul responsabil de managementul evenimentelor pe tot parcursul ciclului de viata. Managementul evenimentelor e una din activitatile de baza ale operatiunilor IT.
exception report	raport de exceptie / exception report	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.	Un document ce contine detalii ale unuia sau mai multor indicatori cheie de performanta sau a altor tinte importante ce au depasit un prag determinat. De exemplu acordul nivelului serviciului care a fost compromis sau este pe cale e a fi compromis, sau o metrica de performanta care indica o potentiala problema de capacitate.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
excitement attribute	atribut de satisfactie	*See* excitement factor.	*A se vedea* factor de satisfactie.
excitement factor	factor de satisfactie	(*ITIL Service Strategy*) 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. *See also* enhancing service.	(*ITIL Service Strategy*) Un atribut adaugat la ceva pentru a-l face mai atractiv sau mai captivant pentru client. De exemplu, un restaurant poate oferi o bautura gratuita pentru fiecare masa platita. *A se vedea de asemenea* servicii de imbunatatire.
expanded incident lifecycle	ciclul extins de viata al incidentului	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) Etapele detaliate ale ciclului de viata al unui incident. Etapele sunt detectie, diagnoza, reparare, recuperare si restaurare. Ciclul extins de viata este folosit pentru a ajuta la intelegerea tuturor contributiilor la impactul incidentelor si la planificarea a cum acestea pot fi aduse sub control si minimizate.
external customer	client extern	A customer who works for a different business from the IT service provider. *See also* external service provider; internal customer.	Un client care lucreaza pentru o alta companie decat cea a prestatorului de servicii IT. *A se vedea de asemenea* prestator extern de servicii; client intern.
external metric	metrica externa	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. *See also* internal metric.	O metrica folosita pentru masurarea livrarii de servicii IT catre client. Metricele externe sunt definite in mod uzual in acordul de nivel al serviciului si sunt raportate catre clienti. *A se vedea de asemenea* metrica interna.
external service provider	prestator extern de servicii	(*ITIL Service Strategy*) 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. *See also* outsourcing; Type III service provider.	(*ITIL Service Strategy*) Un prestator de servicii IT care face parte dintr-o organizatie diferita de cea a clientului. Un prestator de servicii poate avea in acelasi timp si clienti interni si externi. *A se vedea de asemenea* externalizare; prestator de servicii de tip III.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
facilities management	facilities management / managementul facilitatilor	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Functia responsabila de managementul mediului fizic in care este localizat serviciul IT. Managementul facilitatilor include toate aspectele managementului mediului fizic - de exemplu energia electrica si racirea, managementul accesului in cladire, monitorizarea mediului ambiant.
failure	defectiune	(*ITIL Service Operation*) 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.	(ITIL Service Operation) Pierderea capacitatii de a opera la nivelul specificatiilor, sau de a livra rezultatul cerut. Termenul poate fi folosit cand se face referire la servicii IT, procese, activitati, elemente de configuratie etc. O defectiune cauzeaza un incident in cele mai multe cazuri.
fast recovery	fast recovery / optiunea "recuperare rapida"	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O optiune de recuperare cunoscuta de asemenea si sub denumirea de hot standby. Optiunea "recuperare rapida" utilizeaza de obicei facilitati fixe dedicate, dotate cu sisteme de computere cu hardware si software preconfigurate pentru rularea serviciilor IT. Optiunea "recuperare rapida", de obicei, dureza pana la 24 de ore dar poate fi mai rapida daca nu necesita restaurarea datelor de backup.
fault	defect	*See* error.	*A se vedea* error
fault tolerance	toleranta la defecte	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Abilitatea unui serviciu IT ori a unui element de configuratie de a continua sa functioneze corect dupa defectarea unei parti componente. *A se vedea de asemenea* contramasuri; rezistenta (la intrerupere).

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
fault tree analysis (FTA)	fault tree analysis / analiza fault tree (FTA) (analiza "arborele defectelor")	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) O tehnica ce poate fi utilizata pentru determinarea unui sir de evenimente ce a cauzat un incident, ori ar putea cauza un incident in viitor. Analiza "arborele defectelor" este reprezentata printr-un sir de evenimente utilizand notarea Booleana intr-o diagrama.
financial management	management financiar	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un termen generic utilizat pentru descrierea unei functii sau a procesului responsabil pentru managementul bugetarii, contabilitatii si taxarii unei organizatii. Managementul financiar al organizatiei este sintagma specifica utilizata pentru a descrie functia si procesele din perspectiva unei organizatii per ansamblu. Managementul Financiar pentru serviciile IT este sintagma specifica utilizata pentru a descrie functia si procesele din perspective unui prestaror de servicii IT.
financial management for IT services	financial management for IT services / management financiar pentru servicii IT	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Functia sau procesele responsabile pentru administrarea cerintelor de bugetare, contabilitate si taxare ale unui prestaror de servicii IT. Managementul financiar al serviciilor IT securizeaza un nivel corespunzator de finantare pentru proiectarea, dezvoltarea si furnizarea de servicii care indeplinesc strategia organizationala intr-un mod cost-eficient. *A se vedea de asemenea* managementul financiar al organizatiei.
financial year	an fiscal	(*ITIL Service Strategy*) An accounting period covering 12 consecutive months. A financial year may start on any date (for example, 1 April to 31 March).	(*ITIL Service Strategy*) O perioada financiara acoperind 12 luni consecutive. Un an Financiar poate incepe la orice data calendaristica (se exemplu, de la 1 Aprilie la 31 Martie).

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
first-line support	prima linie de suport	(*ITIL Service Operation*) 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. *See also* escalation.	(*ITIL Service Operation*) Primul nivel dintr-un ierarhie de grupuri de suport implicat in rezolvarea incidentelor. Fiecare nivel contine mai multe competente de specialiate, ori mai mult timp, ori alte resurse. *A se vedea de asemenea* escaladare.
fishbone diagram	diagrama cauza-efect / fishbone	*See* Ishikawa diagram.	*A se vedea* diagrama Ishikawa.
fit for purpose	fit for purpose / potrivit pentru scop	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Abiliatea de a satisface un nivel de utilitate agreat. Fit for purpose / potrivit pentru scop este, de asemenea, utilizat informal pentru a descrie un process, element de configuratie, serviciu IT etc. care este capabil sa atinga obiectivele sau nivele de furnizare ale serviciului. Pentru a fi fit for purpose / potrivit pentru scop sunt necesare design, implementare, control si mentenabilitate potrivite.
fit for use	fit for use / potrivit pentru utilizare	(*ITIL Service Strategy*) The ability to meet an agreed level of warranty. Being fit for use requires suitable design, implementation, control and maintenance.	(*ITIL Service Strategy*) Abilitatea de a satisface un nivel agreat de warranty / garantie. Pentru a fi potrivit pentru utilizare sunt necesare design, implementare, control si mentenabilitate potrivite.
fixed asset	mijloace fixe	(*ITIL Service Transition*) 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). *See also* service asset; configuration item.	(*ITIL Service Transition*) Un mijloc fix de business tangibil, care are un termen de viata mai lung (de exmplu, o cladire, un teren, un server, o licenta software). *A se vedea de asemenea* active ale serviciului; element de configuratie (CI).

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
fixed asset management	managementul mijloacelor fixe	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) procesul responsabil de urmarirea si raportarea valorii si proprietatea mijloacelor fixe de-a lungul ciclului lor de viata. Managementul mijloacelor fixe mentine registrul de active si este de obicei gestionat de business ca intreg, mai degraba decat de catre organizatia de IT. Managementul mijloacelor fixe este cateodata denumit si managementul activelor financiare si nu este descris in detaliu in cadrul publicatiilor ITIL de baza.
fixed cost	cost fix	(*ITIL Service Strategy*) A cost that does not vary with IT service usage – for example, the cost of server hardware. *See also* variable cost.	(*ITIL Service Strategy*) Un cost care nu variaza in cadrul utilizarii serviciului IT – de exemplu, costul serverului hardware. *A se vedea de asemenea* cost variabil.
fixed facility	facilitati fixe	(*ITIL Service Design*) A permanent building, available for use when needed by an IT service continuity plan. *See also* portable facility; recovery option.	(*ITIL Service Design*) O cladire permanenta, disponibila pentru utilizare la nevoie, in cadrul unui plan de continuitate al serviciilor IT. *A se vedea de asemenea* facilitati portabile; recovery option/ optiunea de recuperare.
follow the sun	follow the sun ("Urmareste soarele" - optiune de Service Desk)	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O metodologie de utilizare a service desk si a grupurilor de support de pe mapamond pentru a oferi neintrerupt, servicii in regim 24/7. Apelurile, incidentele, problemele si cererile de servicii sunt trecute de la un grup la altul in functie de fusul orar.
fulfilment	indeplinire / satisfacere	Performing activities to meet a need or requirement – for example, by providing a new IT service, or meeting a service request.	Desfasurarea de activitati pentru a satisface o nevoie sau o cerinta – de exemplu, oferirea unui nou serviciu IT, ori solutionarea unei solicitari de servicii/ service request.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
function	functie	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: 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.'	O echipa sau un grup de oameni si instrumente sau alte resurse utilizate de catre acestia pentru a desfasura una sau mai multe activitati/procese – de exemplu, service desk. De asemenea, termenul poate avea inca 2 sensuri: Un scop intentionat a unui element de configuratie, persoana, echipa, process sau serviciu IT. Spre exemplu, o functie a unui serviciu de email, poate stoca si transmite emailuri, pe cand functia unui process de business poate fi de a distribui bunuri clientilor. Pentru a efectua in mod corect scopul propus, spre exemplu 'computerul functioneaza'.
functional escalation	escaladare functionala	(*ITIL Service Operation*) Transferring an incident, problem or change to a technical team with a higher level of expertise to assist in an escalation.	(*ITIL Service Operation*) Transferarea unui incident, problema, sau schimbare catre o echipa tehnica cu un nivel de expertiza superior pentru a asista intr-o escaladare.
gap analysis	analiza GAP	(*ITIL Continual Service Improvement*) 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. *See also* benchmarking.	(*ITIL Continual Service Improvement*) O activitate de comparare a doua seturi de date si de identificare a diferentelor. Analiza GAP este in mod obisnuit utilizata pentru a compara un set de cerinte cu livrarea efectiva. *A se vedea de asemenea* benchmarking/ comparare.
governance	guvernare	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.	Asigura faptul ca politicile si strategia sunt implementate, si ca procesele necesare sunt correct urmarite. Guvernarea include definirea rolurilor si a responsabilitatilor, masurarea si raportarea, si luarea masurilor de a rezolva problemele identificate.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
gradual recovery	gradual recovery / optiunea "recuperare progresiva"	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O optiune de recuperare, cunoscuta de asemenea si sub numele de cold standby. Gradual recovery / optiunea "recuperare progresiva" de obicei utilizeaza o facilitate portabila sau fixa care are suport de utilitati si cablare de retea, dar nu are sisteme de computere. Hardware-ul si software-ul sunt instalate ca parte a IT service continuity management / managementul continuitatii serviciilor IT. Gradual recovery / optiunea "recuperare progresiva" de obicei dureaza 3 zile sau mai mult.
guideline	indrumar / ghid	A document describing best practice, which recommends what should be done. Compliance with a guideline is not normally enforced. *See also* standard.	Un document ce descrie buna practica, ce recomanda ceea ce ar trebui facut. Conformitatea cu ghidul nu este in mod normal impusa. *A se vedea de asemenea* standard.
hierarchic escalation	escaladare ierarhica	(*ITIL Service Operation*) Informing or involving more senior levels of management to assist in an escalation.	(*ITIL Service Operation*) Informarea sau implicarea mai multor nivele de management pentru a asista intr-o escaladare
high availability	disponibilitate ridicata	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O abordare ori un design ce minimizeaza ori ascunde utilizatorilor unui serviciu IT, efectele defectarii unui element de configuratie (CI). Solutiile cu un mare grad de disponibilitate sunt construite pentru a atinge un nivel de disponibilitate agreat si utilizeaza tehnici precum toleranta la erori, rezistenta (la intrerupere) si fast recovery / optiunea "recuperare rapida" pentru a reduce numarul si impactul incidentelor.
hot standby	hot standby	*See* fast recovery; immediate recovery.	*A se vedea de asemenea* fast recovery / optiunea "recuperare rapida"; immediate recovery / optiunea "recuperare imediata".

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
identity	identitate	(*ITIL Service Operation*) 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'.	(*ITIL Service Operation*) Un nume unic ce este utilizat pentru a identifica un utilizator, persoana sau rol. Identitatea este folosita pentru a garanta drepturile acelui utilizator, persoana sau rol. De exemplu, identitati pot fi numele de utilizator SmithJ ori rolul 'change manager/ manager de schimbare'
immediate recovery	immediate recovery / optiunea "recuperare imediata"	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O optiune de recuperare cunoscuta de asemenea sub denumirea de hot standby. Provizionarea este facuta pentru recuperarea serviciului IT fara o pierdere semnificativa a serviciului la clienti. Recuperarea imediata de obicei utilizeaza: mirroring, load balancing si tehnologiile split-site.
impact	impact	(*ITIL Service Operation*) (*ITIL Service Transition*) 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.	(*ITIL Service Operation*) (*ITIL Service Transition*) O masura a efectului unui incident, problema sau schimbare asupra proceselor de business. Impactul este adesea bazat pe modul in care nivelul de functionare al serviciului va fi afectat. Impactul si urgenta sunt folosite pentru atribuirea prioritatii.
incident	incident	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O intrerupere neplanificata a unui serviciu IT ori o reducere in calitate a unui serviciu IT. Defectarea unui element de configuratie care nu a afectat inca serviciul este, de asemenea, un incident – spre exemplu, defectarea unui disc dintr-un set mirror.
incident management	incident management / managementul incidentelor	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Procesul responsabil pentru managementul ciclului de viata al tuturor incidentelor. Managementul incidentelor se asigura ca operarea normala a serviciului este restabilita cat mai repede cu putinta si ca impactul asupra businessului este minimizat.
incident record	inregistrare incident	(*ITIL Service Operation*) A record containing the details of an incident. Each incident record documents the lifecycle of a single incident.	(*ITIL Service Operation*) O inregistrare ce contine detaliile unui incident. Fiecare inregistare de incident documenteaza ciclul de viata al unui singur incident.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
indirect cost	cost indirect	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Costul furnizarii unui serviciu IT, ce nu poate fi alocat in intregime unui client specific - spre exemplu, costul furnizarii de servere ori licente software shared. De asemenea cunoscut si ca overhead. *A se vedea de asemenea* cost direct.
information security management (ISM)	information security management / managementul securitatii informatiei (ISM)	(*ITIL Service Design*) 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. *See also* security management information system.	(*ITIL Service Design*) Procesul responsabil pentru asigurarea confidentialitatii, integritatii si disponibilitatii (availability) activelor unei organizatii, informatiilor, datelor si serviciilor IT, la un nivel agreat de business. Managementul securitatii informatiei asigura suport pentru securitatea business–ului si are un scop mai larg decat acela al unui prestator de servicii IT incluzand documentatia, accesul in cladiri, telefoanele etc. intregii organizatii. *A se vedea de asemenea* security management information system / sistemul Informatic de management al securitatii (SMIS).
information security management system (ISMS)	information security management system / sistem de management al securitatii informatiei (ISMS)	(*ITIL Service Design*) The framework of policy, processes, functions, standards, guidelines and tools that ensures an organization can achieve its information security management objectives. *See also* security management information system.	(*ITIL Service Design*) Cadrul politicilor, proceselor, functiilor, standardelor, ghidurilor si instrumentelor ce se asigura ca o organizatie isi poate atinge obiectivele de management ale securitatii informatiei. *A se vedea de asemenea* security management information system / sistemul Informatic de management al securitatii (SMIS)
information security policy	politica de securitate a informatiei	(*ITIL Service Design*) The policy that governs the organization's approach to information security management.	(*ITIL Service Design*) Politica ce guverneaza abordarea organizatiei cu privire la managementul securitatii informatiei
information system	sistem informatic	*See* management information system.	*A se vedea* Management information system / sistem de management al informatiilor.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
information technology (IT)	tehnologia informatiei (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.	Utilizarea tehnologiei pentru stocarea, comunicarea ori procesarea informatiei. Tehnologia include de obicei computere, telecomunicatii, aplicatii si alte componente software. Informatia poate include date de business, voce, imagini, video etc. Tehnologia informatiei este adesea utilizata pentru a sustine procesele de business prin servicii IT.
infrastructure service	serviciu de infrastructura	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.	Un tip de (pachet) servicii suport ce ofera hardware, retea ori alte componente de centru de date / data centre. Termenul este de asemenea utilizat ca un sinonim pentru (pachet) servicii suport.
insourcing	internalizare	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Utilizarea unui prestator intern de servicii pentru a gestiona serviciile IT. Termenul internalizare este de asemenea utilizat pentru a descrie actul transferarii provizionarii serviciului IT de la un prestator extern de servicii catre un prestator intern de servicii. *A se vedea de asemenea* originea serviciului.
integrity	integritate	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Un principiu de securitate ce asigura faptul ca datele si elementele de configuratie sunt modificate doar de personal si de activitati autorizate. Integratitatea ia in considerare toate posibilele cauze ale modificarii, incluzand defectiunile software si hardware, evenimentele de mediu si interventia umana.
interactive voice response (IVR)	raspuns vocal interactiv (IVR)	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O forma de distributie automata a apelurilor ce accepta input de utilizatori, cum ar fi apelare de taste si comenzi vocale, pentru a identifica destinatia corecta a apelurilor primite.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
intermediate recovery	intermediate recovery / optiunea "recuperare intermediara"	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O optiune de recuperare cunoscuta de asemenea ca warm standby / Optiunea "Warm Standby". Optiunea "recuperare intermediara" de obicei utilizeaza o facilitate partajata, mobila sau fixa care este dotate cu sisteme de computere si componente de retea/network. Echipamentele software si hardware vor trebui configurate si datele vor trebui restaurate ca parte a planul de continuitate a serviciilor IT. In mod normal, timpul de recuperare intermediara este de una pana la trei zile.
internal customer	client intern	A customer who works for the same business as the IT service provider. *See also* external customer; internal service provider.	Un client ce lucreaza pentru acelasi business ca si prestatorul de servicii IT. *A se vedea de asemenea* client extern; prestator intern de servicii.
internal metric	metrice interne	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. *See also* external metric.	O metrica utilizata in cadrul prestatorului de servicii IT pentru a monitoriza eficienta, eficacitatea sau costul eficacitatii proceselor interne ale prestatorului de servicii IT. Metricile interne nu sunt de obicei raportate catre clientii serviciului IT. *A se vedea de asemenea* metrica externa.
internal rate of return (IRR)	rata interna de recuperare (a investitiei) (IRR)	(*ITIL Service Strategy*) 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. *See also* net present value; return on investment.	(*ITIL Service Strategy*) O tehnica utilizata pentru a ajuta la luarea deciziilor in legatura cu cheltuieli de capital (CAPEX). Calculeaza o cifra ce permite compararea a doua sau mai multe alternative de investitii. O rata interna de recuperare (a investitiei) (IRR) indica o investitie mai buna. *A se vedea de asemenea* valoare neta actualizata (NPV); profitabilitatea investitiei (ROI).

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
internal service provider	prestator intern de servicii	(*ITIL Service Strategy*) 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. *See also* insourcing; Type I service provider; Type II service provider.	(*ITIL Service Strategy*) Un prestator de servicii IT ce este parte din aceeasi organizatie ca si clientul sau. Un prestator intern de servicii poate avea atat clienti interni cat si clienti externi. *A se vedea de asemenea* internalizare; prestator de servicii de tip I; prestator de servicii de tip II
International Organization for Standardization (ISO)	Organizatia Internationala de Standardizare (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. See www.iso.org for further information about ISO.	Organizatia Internationala de Standardizare (ISO) este cel mai mare dezvoltator de standarde al lumii. ISO este o organizatie non-guvernamentala formata dintr-o retea de institutii nationale de standarde din 156 de tari. A se vedea www.iso.org pentru mai multe informatii despre ISO.
International Standards Organization	Organizatia Internationala de Standarde	*See* International Organization for Standardization.	*A se vedea* Organizatia Internationala de Standardizare (ISO).
internet service provider (ISP)	prestator de servicii de internet (ISP)	An external service provider that provides access to the internet. Most ISPs also provide other IT services such as web hosting.	Un prestator de servicii extern ce ofera acces la internet. Majoritatea prestatorilor de servicii de internet ofera de asemenea alte servicii IT cum ar fi gazuire web.
invocation	invocare	(*ITIL Service Design*) Initiation of the steps defined in a plan – for example, initiating the IT service continuity plan for one or more IT services.	(*ITIL Service Design*) Initierea pasilor definiti intr-un plan - de exemplu, initierea planul de continuitate a serviciilor IT pentru unul sau mai multe servicii IT.
Ishikawa diagram	diagrama Ishikawa	(*ITIL Continual Service Improvement*) (*ITIL Service Operation*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Operation*) O tehnica ce ajuta o echipa sa identifice toate posibilele cauze ale unei probleme. Initial conceput de catre Kaoru Ishikawa, rezultatul acestei tehnici este o diagrama care arata ca un schelet de peste (diagrama cauza-efect, fishbone).

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
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.	Un termen generic ce se refera la un numar de standarde internationale si ghiduri pentru sistemul de management al calitatii (QMS). A se vedea www.iso.org pentru mai multe informatii. *A se vedea de asemenea* Organizatia Internationala de Standardizare (ISO).
ISO 9001	ISO 9001	An international standard for quality management systems. *See also* ISO 9000; standard.	Un standard international pentru sistemul de management al calitatii (QMS). *A se vedea de asemenea* ISO 9000; standard.
ISO/IEC 20000	ISO/IEC 20000	An international standard for IT service management.	Un standard international pentru managementul serviciilor IT (ITSM).
ISO/IEC 27001	ISO/IEC 27001	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) An international specification for information security management. The corresponding code of practice is ISO/IEC 27002. *See also* standard.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) O specificatie internationala pentru managementul securitatii informatiei. Codul de practica corespunzator este ISO/IEC 27002. *A se vedea de asemenea* standard.
ISO/IEC 27002	ISO/IEC 27002	(*ITIL Continual Service Improvement*) An international code of practice for information security management. The corresponding specification is ISO/IEC 27001. *See also* standard.	(*ITIL Continual Service Improvement*) Un cod de practica international pentru managementul securitatii informatiei. Specificatia corespunzatoare este ISO/IEC 27001. *A se vedea de asemenea* standard.
IT accounting	contabilitate IT	*See* accounting.	*A se vedea* contabilitate.
IT infrastructure	infrastructura IT	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.	Toate componentele hardware, software, retelele, facilitatile etc. ce sunt necesare pentru a dezvolta, testa, livra, monitoriza controla sau a sustine aplicatiile si serviciile IT. Termenul include toate tehnologile de informatii dar nu si oamenili, procesele si documentata asociata.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
IT operations	operatiuni IT	(*ITIL Service Operation*) Activities carried out by IT operations control, including console management / operation bridge, job scheduling, backup and restore, and print and output management. IT operations is also used as a synonym for service operation.	(*ITIL Service Operation*) Activitati desfasurate de catre controlul operatiunilor IT, incluzand managementul consolei, centru de control operatiuni, planificarea job-urilor/ activitatilor, salvare date/backup si restaurare, listare si output management. Termenul de operatiuni IT este folosit de asemenea ca sinonim pentru (faza de) exploatarea serviciilor.
IT operations control	IT operations control / controlul operatiunilor IT	(*ITIL Service Operation*) The function responsible for monitoring and control of the IT services and IT infrastructure. *See also* operations bridge.	(*ITIL Service Operation*) Functia responsabila pentru monitorizarea si controlul serviciilor IT si a infrastructurii IT. *A se vedea de asemenea* centru de control operatiuni.
IT operations management	IT operations management / managementul operatiunilor IT	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O functie din cadrul prestarii de servicii IT ce efectueaza activitati zilnice necesare pentru a gestiona serviciile IT si infrastructura IT suport. Managementul operatiunilor IT include controlul operatiunilor IT si managementul facilitatilor.
IT service	servicii IT	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.	Un serviciu furnizat de catre un prestator de servicii IT. Un serviciu IT este compus dintr-o combinatie de tehnologia informatiei, oameni si procese. Un serviciu IT orientat catre client spijina procesele de business al unuia sau mai multor clienti iar nivelul dorit al serviciului trebuie definit intr-un service level agreement / acord nivel serviciu (SLA). Alte servicii IT, denumite (pachet) servicii suport, nu sunt folosite in mod direct de catre business dar sunt cerute de catre prestatorul de servicii pentru a livra serviciile orientate catre client. *A se vedea de asemenea* serviciu de baza; servicii de facilitare; servicii de imbunatatire; serviciu; pachet de servicii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
IT service continuity management (ITSCM)	IT service continuity management / managementul continuitatii serviciilor IT (ITSCM)	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Procesul responsabil pentru managementul riscului care ar putea afecta in mod serios serviciile IT. Managementul continuitatii serviciilor IT se asigura ca prestatorul de servicii IT poate intotdeauna presta nivelul de serviciu minim agreat, prin reducerea riscului la un nivel acceptabil si planificarea pentru recuperarea serviciilor IT. Managementul continuitatii serviciilor IT sprijina managementul continuitatii activitatii de business.
IT service continuity plan	planul de continuitate a serviciilor IT	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Un plan ce defineste pasii necesari pentru recuperarea unuia sau mai multor servicii IT. Planul identifica de asemenea triggers/declasatorii de invocare, oamenii implicati, planul de comunicare etc. Planul de continuitate a serviciilor IT ar trebui sa fie parte a planului de continuitate al business-ului.
IT service management (ITSM)	IT service management / managementul serviciilor IT (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.	Implementarea si mangementul calitatii serviciilor IT care satisfac nevoile de business. Managementul serviciilor IT este realizat de catre prestatorii de servicii IT printr-un mix adecvat de oameni, procese si tehnologia informatiei. *A se vedea de asemenea* service management / managementul serviciilor.
IT Service Management Forum (itSMF)	forumul managementului seviciilor de IT (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.	Forumul managementului serviciilor IT este o organizatie independenta dedicata promovarii unei abordari profesioniste a managementului serviciilor IT. itSMF este o organizatie non-profit de aderare cu reprezentare in multe tari ale lumii (chaptere itSMF). itSMF si membrii sai contribuie la dezvoltarea ITIL-ului si a standardelor de management al serviciilor IT associate. A se vedea www.itsmf.com pentru mai multe informatii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
IT service provider	prestator de servicii IT	(*ITIL Service Strategy*) A service provider that provides IT services to internal or external customers.	(*ITIL Service Strategy*) Un prestator de servicii care presteaza servicii IT catre clientii interni sau externi.
IT steering group (ISG)	grupul de coordonare IT (ISG)	(*ITIL Service Design*) (*ITIL Service Strategy*) 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.	(*ITIL Service Design*) (*ITIL Service Strategy*) Un grup formal care este responsabil pentru a se asigura ca strategiile si planurile de business si a prestarea de servicii IT sunt aliniate. Grupul de coordonare IT include reprezentanti cu grad inalt din mediul de afaceri si din prestarea de servicii IT. Cunoscut de asemenea ca grupul de strategii IT ori comitetul de coordonare IT.
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.itil-officialsite.com for more information.	Un set de publicatii de bune practici pentru managemntul serviciilor IT. Detinut de catre Cabinet Office (parte a HM Government), ITIL ofera indrumare cu privire la furnizarea de servicii IT de calitate si procesele, functiile si alte capabilitati necesare pentru a le sustine. Cadrul ITIL este bazat pe ciclul de viata al serviciului si este format din cinci etape de ciclu de viata (service strategy, service strategy, service design, service transition, service operation and continual service improvement) fiecare dintre ele detinand propriile plublicatii. Exista de asemenea un set complementar de publicatii ce ofera indrumare specifica sectoarelor industriale, tipurilor de organizatii, modelelor operationale si arhitecturilor de tehnologii. A se vedea www.itil-officialsite.com pentru mai multe informatii.
job description	fisa postului	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.	Un document ce defineste rolurile, responsabilitatile, aptitudinile si cunostintele necesare unei anumite persone. O fisa a postului poate include roluri multiple – de exmplu, rolul managerului de configuratie si al managerului de schimare pot fi efectuate de aceeasi persoana.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
job scheduling	planificarea job-urilor/ activitatilor	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Planificarea si managementul executiei task-urilor software ce sunt necesare ca parte a unui serviciu IT. Planificarea job-urilor/ activitatilor este efectuata de catre managementul operatiunilor IT si este adesea automatizata prin utilizarea unor instrumente software ce ruleaza batch-uri ori task-uri online la intervale de timp specifice din zi, saptamana, luna ori an.
Kano model	modelul Kano	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un model dezvoltat de catre Noriaki Kano ce este utilizat pentru a ajuta intelegerea preferintelor clientilor. Modelul Kano ia in considerare atributele unui serviciu IT grupate in arii precum atribute de baza, atribute de satisfactie, atribute de performanta etc.
Kepner and Tregoe analysis	analiza Kepner & Tregoe	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O abordare structurata a rezolvarii de probleme. Problema este analizata in termenii: ce, unde, cand si in ce limite (pana unde). Cauzele posibile sunt identificate, cea mai probabila cauza este testata si cauza (considerata a fi) reala este verificata.
key performance indicator (KPI)	indicatori cheie de performanta (KPI)	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) O metrica utilizata in ajutorul managementului unui serviciu IT, proces, plan, proiect sau alta activitate. Indicatori cheie de performanta sunt utilizati pentru a masura indeplinrea factorilor de succes. Pot fi masurate multe metrici dar numai cele mai importante dintre acestea sunt definte ca indicatori cheie de performanta si utilizate pentru managementul si raportarea procesului, serviciului sau activitatii IT. Ei trebui selectati astfel incat sa asigure ca eficienta, eficacitatea si eficacitatea costurilor sunt toate gestionate.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
knowledge base	knowledge base	(*ITIL Service Transition*) A logical database containing data and information used by the service knowledge management system.	(*ITIL Service Transition*) O baza logica de date care contine date si informatii utilizate de SKMS
knowledge management	knowledge management / managementul cunoasterii	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Procesul responsabil pentru diseminarea perspectivelor, ideilor, experientei si informatiei si pentru asigurarea ca acestea sunt disponibile la locul potrivit la momentul potrivit. Procesul de management al cunostintelor permite decizii in cunostinta de cauza, si imbunatateste eficienta prin reducerea nevoii de redescoperire a cunostintelor. *A se vedea de asemenea* Date-catre-Informatii-catre-Cunoastere-catre-Intelepciune; sistemul de management al cunostintelor despre servicii
known error	known error / eroare cunoscuta	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O problema care are o cauza principala documentata si o solutie temporara. Erorile cunoscute sunt create si gestionate de-a lungul ciclului lor de viata prin intermediul managementului problemelor. Erorile cunoscute pot fi deasemenea identificate si de dezvoltatori sau furnizori.
known error database (KEDB)	known error database / baza de date a erorilor cunoscute (KEDB)	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O baza de date care contine inregistrarile tuturor erorilor cunoscute. Aceasta baza de date este creata de managementul problemelor si utilizata de managementul incidentelor si de cel al problemelor. Baza de date a erorilor cunoscute poate fi parte a sistemului de management al configuratiilor CMS sau poate fi stocat in alta parte in sistemul de management al cunostintelor despre servicii SKMS.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
known error record	inregistrare known error / inregistrare a unei erori cunoscute	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O inregistrare care contine detaliile unei erori cunoscute. Fiecare inregistrare a unei erori cunoascute documenteaza ciclul de viata a unei erori cunoscute, inclusiv starea, cauza principala si solutia temporara. In unele cazuri o eroare cunoscuta este documentata utilizand campuri suplimentare in inregistrarea problemei.
lifecycle	ciclu de viata	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:

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. | Diversele etape in viata unui serviciu IT, element de configuratie, incident, problema, schimbare etc. Ciclul de viata defineste categoriile pentru stari si tranzitiile permise intre stari. De exemplu:

Ciclul de viata al unei aplicatii include cerinte, design, asamblare, implementare, operare, optimizare.
Ciclul de viata extins al incidentelor include: detectie, diagnoza, reparare, recuperare si restaurare
Ciclul de viata a unui server poate include: comanda, receptia, testarea, productia, casarea etc. |
line of service (LOS)	linie de servicii (LOS)	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un serviciu core sau pachet de servicii care are optiuni de servicii multiple. O linie de servicii este gestionata de un service owner si fiecare optiune de serviciu este destinata a sustine un segment de piata specific.
live	in productie	(*ITIL Service Transition*) Refers to an IT service or other configuration item that is being used to deliver service to a customer.	(*ITIL Service Transition*) Se refera la un serviciu IT sau alt element de configuratie care este utilizat pentru a furniza servicii catre clienti.
live environment	mediu de productie	(*ITIL Service Transition*) A controlled environment containing live configuration items used to deliver IT services to customers.	(*ITIL Service Transition*) Un mediu controlat care contine elemente de configuratie active utilizate pentru a furinza servicii IT catre clientii

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
maintainability	mentenabilitate	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O masura a cat de rapid si eficace pot fi restaurate la nivelul normal de functionare un serviciu IT sau un element de configuratie, dupa o defectiune. Mentenabilitatea este adesea masurata si raportata ca MTRS (timp mediu de restaurare a serviciului). Mentenabilitatea este deasemenea utilizata in contextul dezvoltarii de software sau servicii IT, insemnand abilitatea de a fi modificat sau reparat cu usurinta.
major incident	incident major	(*ITIL Service Operation*) The highest category of impact for an incident. A major incident results in significant disruption to the business.	(*ITIL Service Operation*) Cea mai inalta categorie de impact pentru un incident. Rezultatul unui incident major este o intrerupere semnificativa a business-ului.
manageability	capacitatea de fi gestionat (un serviciu)	An informal measure of how easily and effectively an IT service or other component can be managed.	O masura informala a cat de usor si eficace pot fi gestionate un serviciu IT sau alta componenta.
management information	informatii de management	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'.	Informatii care sunt utilizate pentru a sustine luarea deciziilor de business de catre manageri. Informatia de management este adesea generata automat de instrumente care sustin diverse procese IT de management al serviciilor. Informatiile de management includ adesea valori ale indicatorilor de performanta precum "procentul de schimbari care au generat incidente" sau "rata de incidente rezolvate la primul apel"
management information system (MIS)	Management information system / sistem de management al informatiilor	(*ITIL Service Design*) 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 also* service knowledge management system.	(*ITIL Service Design*) Un set de instrumente, date si informatii care sunt utilizate pentru sustinerea unui proces sau functie. Exemplele includ sistemul de management al informatiilor privind disponibilitatea si sistemul de management al informatiilor cu privire la furnizori si contracte. *A se vedea de asemenea* sistemul de management a cunostintelor despre servicii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
Management of Risk (M_o_R®)	Management al Riscului (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 include toate activitatile necesare pentru identificarea si controlul expunerii la risc, care poate avea un impact asupra atingerii obiectivelor de business ale organizatiei. A se vedea www.mor-officialsite.com pentru mai multe detalii.
management system	sistem de management	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 also* system.	Cadrul politicilor, proceselor, functiilor, standardelor, recomandarilor si instrumentelor care asigura faptul ca o organizatie sau parte din organizatie isi poate atinge obiectivele. Acest termen este utilizat in sens restrans pentru a sustine un proces sau activitate specifice – de exemplu un sistem de management al evenimentelor sau sistem de management al riscului. *A se vedea de asemenea* sistem
manual workaround	solutie temporara manuala / workaround	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) O solutie temporara care necesita interventie manuala. Solutia temporara manuala este de asemenea utilizata ca nume a unei optiuni de revenire in care procesele de business opereaza fara ajutorul serviciilor IT. Aceasta este o masura temporara si este, de obicei, combinata cu o alta masura de revenire.
marginal cost	cost marginal	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Cresterea sau descresterea costului prin producerea cu una in plus sau una in minus a unei unitati de produs – de exemplu costul sustinerii unui utilizator in plus.
market space	market space / arie de oportunitati	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Oportunitati pe care un prestator de servicii IT le poate exploata pentru a indeplini nevoile de business ale clientilor. Ariile de oportunitati identifica posibilele servicii IT pe care un prestator de servicii IT le poate lua in considerare pentru livrare.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
maturity	maturitate	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) O masura a gradului de incredere, eficientei si eficacitatii unui proces, functie, organizatie etc. Cele mai mature procese si functii sunt aliniate formal la obiectivele de business si strategie si sunt sustinute de un cadru al imbunatatirii continue.
maturity level	nivel de maturitate	A named level in a maturity model, such as the Carnegie Mellon Capability Maturity Model Integration.	Un anumit nivel intr-un model de maturitate precum CMMI (Capability Maturity Model Integration) al universitatii Carnegie Mellon
mean time between failures (MTBF)	mean time between failures / timp mediu intre defecte (MTBF)	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O metrica pentru masurarea si raportarea nivelului de incredere. MTBF este timpul mediu in care un serviciu sau alt element de configuratie isi poate indeplini fara intrerupere functiile agreate. Este masurata de cand elementul de configurare incepe sa lucreze pana la urmatoarea defectiune.
mean time between service incidents (MTBSI)	mean time between service incidents / timp mediu intre incidente ale serviciului (MTBSI)	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O metrica utilizata pentru masurarea si raportarea nivelului de incredere. Este timpul mediu de cand un sistem sau serviciu IT are o defectiune pana la urmatoare defectiune. MTBSI este egal cu MTBF plus MTRS
mean time to repair (MTTR)	mean time to repair / timp mediu de reparare (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.	Timpul mediu pentru repararea unui serviciu IT sau alt element de configuratie dupa o defectiune. MTTR este masurat de la defectarea elementului de configuratie pana cand acesta este reparat. MTTR nu include timpul necesar pentru recuperare sau restaurare. Este uneori incorect utilizat in loc de timpul mediu de restaurare a serviciului.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
mean time to restore service (MTRS)	mean time to restore / timp mediu de restaurare a serviciului (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 also* maintainability; mean time to repair.	Timpul mediu de restaurare a serviciului IT sau a altui element de configuratie dupa o defectiune. MTRS este masurat de cand elementul de configuratie se defecteaza pana cand este restaurat complet si furnizeaza la intreaga sa functionalitate. *A se vedea de asemenea* mentenanta; timp mediu de reparare.
metric	metrica	(*ITIL Continual Service Improvement*) Something that is measured and reported to help manage a process, IT service or activity. *See also* key performance indicator.	(*ITIL Continual Service Improvement*) Ceva ce este masurat si raportat pentru a ajuta gestionarea unui proces, serviciu IT sau activitate. *A se vedea de asemenea* indicator de cheie al performantei.
middleware	middleware	(*ITIL Service Design*) 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 also* commercial off the shelf.	(*ITIL Service Design*) Software care conecteaza doua sau mai multe componente software sau aplicatii. Middleware este de obicei cumparat de la un furnizor, mai degraba decat dezvoltat in cadrul furnizorului de servicii IT. *A se vedea de asemenea* produs comercial de pe raft
mission	misiune	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 also* vision.	O descriere scurta dar completa si generala a scopurilor si intentiilor unei organizatii. Exprima ceea ce trebuie indeplinit dar nu si cum aceasta trebuie facut. *A se vedea de asemenea* viziunea
model	model	A representation of a system, process, IT service, configuration item etc. that is used to help understand or predict future behaviour.	O reprezentare a unui sistem, proces, serviciu IT, element de configuratie etc care este utilizat pentru a ajuta sau prezice comportamente viitoare.
modelling	modelare	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.	O tehnica utilizata pentru a prezice comportamentul viitor al unui sistem, proces serviciu IT, element de configuratie etc. Modelarea este utilizata in mod curent in managementul financiar, managementul capacitatii si managementul disponibilitatii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
monitor control loop	bucla de control a monitorizarii	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Monitorizarea rezultatului unui proces, serviciu IT sau element de configuratie; compararea acestui rezultat cu o norma predefinita si luarea masurilor potrivite pe baza acestei comparatii.
monitoring	monitorizare	(*ITIL Service Operation*) Repeated observation of a configuration item, IT service or process to detect events and to ensure that the current status is known.	(*ITIL Service Operation*) Observarea repetata a unui elment de configuratie, serviciu sau proces IT pentru a detecta evenimente si a se asigura ca starea curenta este cunoscuta.
near-shore	near-shore	(*ITIL Service Strategy*) 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 also* offshore; onshore.	(*ITIL Service Strategy*) Furnizarea unui serviciu dintr-o tara apropiata geografic de tara unde este localizat clientul. Aceasta poate fi furnizarea unui serviciu IT sau unor functii suport precum service-desk *A se vedea de asemenea* offshore; onshore.
net present value (NPV)	valoare neta actualizata (NPV)	(*ITIL Service Strategy*) 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 also* internal rate of return; return on investment.	(*ITIL Service Strategy*) o tehnica utilizata insprijinul deciziilor cu privire la cheltuielile de capital. Compara intrarile si iesirile de lichiditati. O valoare neta actualizata pozitiva arata ca o investitie merita facuta. *A se vedea de asemenea* rata interna de rentabilitate; profitabilitatea investitiei.
normal change	schimbare normala	(*ITIL Service Transition*) A change that is not an emergency change or a standard change. Normal changes follow the defined steps of the change management process.	(*ITIL Service Transition*) O schimbare care nu este o schimbare de urgenta sau o schimbare standard. Schimbarile normale parcurg pasii definiti ai procesului de management al schimbarii.
normal service operation	operarea normala a serviciului	(*ITIL Service Operation*) An operational state where services and configuration items are performing within their agreed service and operational levels.	(*ITIL Service Operation*) O stare operationala in care serviciile si elementele de configuratie functioneaza in limitele agreate ale serviciilor si operatiunilor.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
notional charging	taxare informativa	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O abordare a taxarii pentru serviciile IT. Taxele catre clinti sunt calculate si acestia sunt informati de taxa dar , in realitate, nu este transferata nicio suma de bani. Taxarea informativa este introdusa uneori pentru informarea clientilor cu privire la costurile pe care acestia le provoaca sau ca o etapa in introducerea taxarii reale.
objective	obiectiv	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.	Efectul cerut de la un proces, activitate sau organizatie pentru a se asigura faptul ca scopul acesteia este atins. Obiectivele sunt, de obicei, exprimate ca tinte masurabile. Termenul este desemenea utilizat informal cu semnificatia de cerinta.
off the shelf	"De pe raft"/ (Solutie standard / prefabricata,"De-a gata")	*See* commercial off the shelf.	*A se vedea* produs comercial de pe raft.
Office of Government Commerce (OGC)	Oficiul de Comert Guvernamental (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 (fost detinator al *Best Management Practice*) si functiunile sale au fost mutate la Cabinet Office al HM Government. A se vedea www.cabinetoffice.gov.uk
offshore	offshore	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Furnizarea unui serviciu dintr-o locatie din afara tarii unde este localizat clientul, adesea de pe un continent diferit. Aceasta poate fi furnizarea unui serviciu IT sau a unor functii suport precum service-desk. *A se vedea de asemenea* near-shore; onshore.
onshore	onshore	(*ITIL Service Strategy*) Provision of services from a location within the country where the customer is based. *See also* near-shore; offshore.	(*ITIL Service Strategy*) Furnizarea unui serviciu dintr-o locatie din tara unde este localizat clientul. *A se vedea de asemenea* near-shore; offshore.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
operate	opereaza	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.	A functiona conform asteptarilor. Se spune despre un proces sau element de configuratie ca opereaza atunci cand livreaza rezultatele asteptate. Operarea inseamna de asemenea efectuarea uneia sau mai multe operatii. De exemplu operarea unui computer inseamna efectuarea operatiunilor zi-de-zi necesare pentru ca acesta sa actioneze conform asteptarilor.
operation	operatiuni	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Managementul zilnic al unui serviciu IT, sistem sau alt elementele de configuratie. Termenul de operatiuni este deasemenea utilizat in intelesul unei activitati sau tranzactii predefinite – de exemplu incarcarea unei benzi magnetice, acceptarea banilor la un punct de vanzare sau citirea datelor de pe un disc.
operational	operational	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.	Cel mai jos nivel de planificare si livrare (strategic, operational, tactic). Activitati operationale includ planificare zilnica sau pe termen scurt sau livrarea unui proces de business sau al unui proces IT de management al unui serviciu. Termenul este de asemenea un sinonim pentru "in productie".
operational cost	cost operational	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). *See also* capital expenditure.	Costul rezultat din derularea serviciilor IT , care adesea implica plati repetate – de exemplu costul personalului, mentenanta hardware şi electricitatea (cunoscute de asemenea ca si cheltuieli curente). *A se vedea de asemenea* cheltuieli de capital
operational expenditure (OPEX)	cheltuieli operationale (OPEX)	*See* operational cost.	*A se vedea* cost operational

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
operational level agreement (OLA)	operational level agreement / acord de nivel operational (OLA)	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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: 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. *See also* service level agreement.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) Un acord intre un prestator de servicii IT si o alta componenta a aceleiasi organizatii. Sustine livrarea de catre furnizorul de servicii IT a serviciilor IT catre clienti si defineste bunurile sau serviciile si responsabilitatile fiecarei parti. De exemplu un acord de nivel operational poate fi: Intre furnizorul de servicii IT si un departament de achizitii pentru a obtine hardware in timpii agreati; Intre service-desk si grupul suport pentru a furniza rezolvarea incidentelor in timpii agreati. *A se vedea de asemenea* service level agreement.
operations bridge	centru de control operatiuni	(*ITIL Service Operation*) A physical location where IT services and IT infrastructure are monitored and managed.	(*ITIL Service Operation*) O loocatie fizica unde serviciile IT si infrastructura IT sunt monitorizate si manageriate.
operations control	operations control / controlul operatiunilor	*See* IT operations control.	*A se vedea* controlul operatiunilor IT.
operations management	managementul operatiunilor	*See* IT operations management.	*A se vedea* managementul operatiunilor IT.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
opportunity cost	cost de oportunitate	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) un cost care este utilizat in decizia in selectarea investitiilor. Costul de oportunitate reprezinta venitul care ar fi fost generat prin utilizarea resurselor intr-un mod diferit. De exemplu, costul de oportunitate al achizitionarii unui server nou pot sa includa neefectuarea unei activitati de imbunatatire a unui serviciu pe care ar fi putut fi cheltuiti banii. Costul de oportunitate este utilizat ca parte a unui proces de luare a deciziei dar costul de oportunitate nu este tratat ca un cost real in nicio evidenta financiara.
optimize	optimizare	Review, plan and request changes, in order to obtain the maximum efficiency and effectiveness from a process, configuration item, application etc.	Evaluarea, planificarea si cerinte de schimbare, pentru a obtine eficienta si eficacitatea maxima a unui proces, element de configuratie, aplicatie etc.
organization	organizatie	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.	O companie, entitate legala sau alta institutie. Termenul este uneori utilizat pentru a referi orice entitate care are personal, resurse si buget – de exemplu o unitate de proiect sau de business.
outcome	efect / outcome	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. *See also* objective.	Impactul derularii unei activitati, a urmarii unui proces sau furnizarii unui serviciu IT etc. Termenul este utilizat atat pentru a referi rezultatele intentionate cat si pe cele actuale. *A se vedea de asemenea* obiective
outsourcing	externalizare	(*ITIL Service Strategy*) Using an external service provider to manage IT services. *See also* service sourcing.	(*ITIL Service Strategy*) Utilizarea unui prestator extern de servicii pentru a conduce serviciile IT. *A se vedea de asemenea* originea serviciului
overhead	overhead	*See* indirect cost.	*A se vedea* Costuri indirecte

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
pain value analysis	analiza pain value	(*ITIL Service Operation*) 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).	(*ITIL Service Operation*) O tehnica utilizata pentru a ajuta identificarea impactului in business a uneia sau mai multor probleme. O formula este utilizata pentru calculul *pain value* in baza numarului de utilizatori afectati, durata intreruperii, impactul pe fiecare utilizator si costul generat business-ului (daca este cunoscut)
Pareto principle	principiul Pareto	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O tehnica utilizata pentru a prioritiza activitati. Principul Pareto spune ca 80% din valoarea oricarei activitati este creata cu 20% din effort. Analiza Pareto este deasemenea utilizata in managementul problemelor pentru a prioritiza pentru investigare posibilele cauze ale problemelor
partnership	parteneriat	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.	O relatie intre doua organizatii care implica lucrul impreuna indeaproape pentru indeplinrea unor scopuri comune sau un beneficiu comun. Furnizorul de servicii IT ar trebui sa aiba parteneriate cu business-ul si cu terti care sunt critici pentru livrarea serviciilor IT. *A se vedea de asemenea* value network
passive monitoring	monitorizare pasiva	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Monitorizarea unui element de configuratie, un serviciu IT sau a unui proces care se bazeaza pe alerte sau notificari pentru descoperirea starii curente. *A se vedea de asemenea* monitorizare activa
pattern of business activity (PBA)	profilul activitatii de business (PBA)	(*ITIL Service Strategy*) 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. *See also* user profile.	(*ITIL Service Strategy*) Un profil de incarcare al uneia sau mai multor activitati de business. Profilele activitatii de business sunt utilizate pentru a ajuta furnizorul de servicii IT sa inteleaga si sa planifice pentru diverse nivele ale activitatii de business. *A se vedea de asemenea* profilul utilizatorului

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
percentage utilization	utilizare procentuala	(*ITIL Service Design*) 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%.	(*ITIL Service Design*) Durata in care o componenta este ocupata intr-o perioada de timp data. De exemplu daca un procesor este ocupat pentru 1800 de secunde intr-o perioada de o ora, utilizarea sa este de 50%.
performance	performanta	A measure of what is achieved or delivered by a system, person, team, process or IT service.	O masura a ceea ce este indeplinit sau furnizat de catre un sistem, persoana, echipa, proces sau serviciu IT.
performance management	managementul performantei	Activities to ensure that something achieves its expected outcomes in an efficient and consistent manner.	Activitati pentru asigurarea indeplinirii rezultatelor si efectelor intr-un mod eficient si consistent.
pilot	pilot	(*ITIL Service Transition*) 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. *See also* change evaluation; test.	O implementare limitata a unui serviciu IT, a unui release sau a unui proces in mediul de productie. Pilotul se foloseste pentru a reduce riscul si a castiga feed-back-ul si acceptanta utilizatorului *A se vedea de asemenea* evaluarea schimbarii evaluation; test.
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.	O propunere detaliata care descrie activitatile si resursele utilizate pentru atingerea unui obiectiv – de exemplu un plan pentru implementarea unui nou serviciu IT sau proces. Standardul ISO/IEC 20000 solicita un plan pentru managementul fiecarui proces de management al serviciilor IT.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
Plan-Do-Check-Act (PDCA)	planifica-executa-verifica-actioneaza (PDCA)	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) un ciclu de patru etape pentru managementul proceselor, atribuit lui Edward Deming, Plan-Do-Check-Act este denumit desemenea Ciclul Deming. **Planifica** (**Plan)** – proiecteaza sau revizuieste procesele care sustin serviciul IT; **Executa (Do)** – implementeaza planul si gestioneaza procesele; **Verifica (Check)** – masoara procesele si serviciile IT, compara cu obiectivele si produce rapoarte; **Actioneaza (Act)** – planifica si implementeaza schimbarile pentru a imbunatati procesele
planned downtime	timp de intrerupere planificat	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Timp agreat in care un serviciu IT nu va fi disponibil. Planificarea indisponibilitatii este adesea utilizata pentru mentenanta, upgrade sau testare. *A se vedea de asemenea* fereastra de schimbare; indisponibilitate
planning	planificare	An activity responsible for creating one or more plans – for example, capacity planning.	O activitate responsabila pentru crearea unui sau mai multor planuri – de exemplu, planificarea capacitatii.
policy	politica	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.	Asteptarile si intentiile managementului, documentate formal. Politicile sunt utilizate pentru a dirija decizii si pentru a se asigura dezvoltarea consistenta si potrivita, si implementarea proceselor, standardelor, rolurilor, activitatilor, infrastructurii IT etc.
portable facility	facilitati portabile	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O constructie prefabricata sau un vehicul mare, furnizat de catre un tert si mutat intr-o locatie la nevoie, conform unui plan de continuitate a serviciilor IT. *A se vedea de asemenea* Facilitate fixa; optiune de revenire.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
post-implementation review (PIR)	analiza post-implementare (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.	O trecere in revista care are loc dupa implementarea unei schimbari sau a unui proiect. Determina daca schimbarea sau proiectul au avut succes si identifica oportunitatile de imbunatatire
practice	practica	A way of working, or a way in which work must be done. Practices can include activities, processes, functions, standards and guidelines. *See also* best practice.	Un mod de lucru, un mod in care activitatea trebuie desfasurata. Practica poate include activitati, procese, functii, standarde si recomandari. *A se vedea de asemenea Cele mai bune practici.*.
prerequisite for success (PFS)	premise pentru succes (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.	O activitate necesara a fi completata, sau o conditie care trebuie indeplinita pentru a permite implementarea cu succes a unui plan sau a unui proces. Este adeseori un produs al unui proces care este un input necesar pentru alt proces.
pricing	stabilire preturi	(*ITIL Service Strategy*) Pricing is the activity for establishing how much customers will be charged.	(*ITIL Service Strategy*) Stabilirea preturilor este activitatea de a stabili cu cat de mult este taxat clientul.
PRINCE2®	PRINCE2®	*See* PRojects IN Controlled Environments.	*A se vedea* PRojects IN Controlled Environments.
priority	prioritate	(*ITIL Service Operation*) (*ITIL Service Transition*) 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.	(*ITIL Service Operation*) (*ITIL Service Transition*) O categorie utilizata pentru a identifica importanta unui incident, a unei probleme sau schimbari. Prioritatea este bazata pe impact si urgenta, si este utilizata pentru a identifica timpul necesar pentru desfasurarea actiunilor. De exemplu, acordul de nivel al serviciilor SLA poate prevedea ca incidentele de prioritate 2 trebuie rezolvate in 12 ore.
proactive monitoring	monitorizare proactiva	(*ITIL Service Operation*) Monitoring that looks for patterns of events to predict possible future failures. *See also* reactive monitoring.	(*ITIL Service Operation*) Monitorizare ce identifica pattern-e de evenimente pentru a prevedea posibile defectiuni din viitor. *A se vedea de asemenea* monitorizare reactiva.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
proactive problem management	management proactiv al problemelor	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Parte a procesului de management al problemelor. Obiectivul managementului proactiv al problemelor este de a identifica probleme care ar putea altfel sa treaca neobservate. Managementul proactiv al problemelor analizeaza inregistrarile de incidente si utilizeaza datele culese de alte procese ale managementului de servicii IT pentru a identifica tendinte sau probleme semnificative.
problem	problema	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O cauza a unuia sau mai multor incidente. Cauza nu este, in general, cunoscuta la momentul la care este creata o inregistrare a problemei. Procesul de management al problemelor este responsabil pentru investigarea ulterioara.
problem management	problem management / managementul problemelor	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Procesul este responsabil pentru managementul ciclului de viata al problemelor. Managementul problemelor actioneaza proactiv pentru prevenirea incidentelor si minimizeaza impactul incidentelor care nu pot fi prevenite.
problem record	inregistrarea problemei	(*ITIL Service Operation*) A record containing the details of a problem. Each problem record documents the lifecycle of a single problem.	(*ITIL Service Operation*) O inregistrare care contine detaliile unei probleme. Fiecare inregistrare a unei probleme documenteaza ciclul de viata a unei singure probleme.
procedure	procedura	A document containing steps that specify how to achieve an activity. Procedures are defined as part of processes. *See also* work instruction.	Un document care contine pasii care descriu cum se indeplineste o activitate. Procedurile sunt definite ca parti din procese. *A se vedea de asemenea* instructiune de lucru.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
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.	Un set structurat de activitati proiectat pentru a indeplini un obiectiv specific. Un proces preia unul sau mai multe intrari (*inputs*) si le transforma in rezultate (*outputs*) definite. Poate include oricare din roluri, responsabilitati, instrumente si controale de management necesare pentru a furniza rezultatele cu grad mare de incredere. Un proces poate defini politici, standarde, recomandari, activitati si instructiuni de lucru daca acestea sunt necesare.
process control	controlul procesului	The activity of planning and regulating a process, with the objective of performing the process in an effective, efficient and consistent manner.	Activitatea planificarii si reglementarii unui proces, avand ca obiectiv executia procesului intr-un mod eficace, eficient si consistent.
process manager	managerul de proces	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.	Un rol responsabil pentru managementul operational al unui proces. Responsabilitatile managerului de proces includ planificarea si coordonarea tuturor activitatilor necesare pentru derularea, monitorizarea si raportul asupra procesului. Pot fi mai multi manageri de proces pentru acelasi proces – de exemplu manageri regionali ai schimbarii sau manageri ai continuitatii serviciilor IT pentru fiecare centru de date. Rolul managerului de proces este adesea alocat persoanei care indeplineste si rolul de responsabil al procesului dar, in organizatii mai mari, cele doua roluri pot fi separate.
process owner	process owner / responsabil de proces	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.	Persoana care raspunde de asigurarea faptului ca un proces este potrivit pentru scop. Responsabilitatile responsabilului de proces includ sponsorizarea, proiectarea, managementul schimbarii si imbunatatirea continua a procesului si a metricilor sale. Acest rol poate fi asignat aceleiasi persoane care indeplineste rolul de manager de proces dar, in organizatiile mai mari, cele doua roluri pot fi separate.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
production environment	mediu de productie	*See* live environment.	*A se vedea* mediul de productie
profit centre	centru de profit	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O unitate de business care taxeaza serviciile furnizate. Un centru de profit poate fi creat avand ca obiectiv profitul, recuperarea costurilor sau activitatea in pierdere. Un prestator de servicii IT poate activa ca si centru de cost sau centru de profit
pro-forma	proforma	A template or example document containing sample data that will be replaced with real values when these are available.	Un sablon sau document de exemplificare care contine mostre de date care for fi inlocuite cu valori reale cand acestea devin disponibile.
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.	Un numar de proiecte si activitati care sunt planificate si gestionate impreuna pentru a atinge un set comun de obiective relationate sau alt rezultat
project	proiect	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 PRojects IN Controlled Environments (PRINCE2) or the Project Management Body of Knowledge (PMBOK). *See also* charter; project management office; project portfolio.	O organizatie temporara, cu personal si alte active, care este necesara pentru atingerea unui obiectiv sau alt rezultat. Fiecare proiect are un ciclu de viata care in mod obisnuit include initierea, planificarea, executia si inchiderea. Proiectele sunt, de obicei, conduse utilizand o metodologie explicita precum *Projects IN Controlled Environments* (PRINCE2) sau *Project Management Body of Knowledge* (PMBOK). *A se vedea de asemenea* charter; compartiment de management de proiect; portofoliu de proiecte.
project charter	project charter / charter de proiect	*See* charter.	*A se vedea* charter
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 also* PRojects IN Controlled Environments (PRINCE2).	Un standard de management de proiect intretinut si publicat de *Project Management Institute*. A se vedea www.pmi.org pentru mai multa informatie. *A se vedea de asemenea* PRojects IN Controlled Environments (PRINCE2).

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
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 also* PRojects IN Controlled Environments (PRINCE2).	O asociere de membrii care promoveaza profesia de manager de proiect prin standarde si certificari recunoscute global, comunitati de colaborare, un program intensiv de cercetare si oportunitati de dezvoltare profesionalal. PMI este o organizatie non-profit cu reprezentari in mai multe tari din lume. PMI intretine si publica *Project Management Body of Knowledge* (PMBOK). A se vedea www.pmi.org pentru mai multa informatie. *A se vedea de asemenea* PRojects IN Controlled Environments (PRINCE2).
project management office (PMO)	project management office (PMO) departamentul de management de proiect	(*ITIL Service Design*) (*ITIL Service Strategy*) A function or group responsible for managing the lifecycle of projects. *See also* charter; project portfolio.	(*ITIL Service Design*) (*ITIL Service Strategy*) O functie sau grup, responsabile de managementul ciclului de viata al proiectelor. *A se vedea de asemenea* charter, portofoliu de proiecte.
project portfolio	project portfolio / portofoliu de proiecte	(*ITIL Service Design*) (*ITIL Service Strategy*) 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.	(*ITIL Service Design*) (*ITIL Service Strategy*) O baza de date sau document structurat utilizate pentru a conduce proiectele de-a lungul ciclului lor de viata. Portofoliul de proiecte este utilizat pentru a coordona proiecte si a se asigura ca acestea isi indeplinesc obiectivele la timp si intr-un mod eficient din punct de vedere al costurilor. In organizatiile mai mari, portofoliul de proiecte este de regula definit si intretinut de un compartiment de management de proiect PMO. Portofoliul de proiecte este important pentru managementul portofoliului de servicii din moment ce noile servicii sau schimbari majore sunt, in mod normal, conduse prin proiecte. *A se vedea de asemenea* charter
projected service outage (PSO)	indisponibilitatea planificata a serviciului (PSO)	(*ITIL Service Transition*) A document that identifies the effect of planned changes, maintenance activities and test plans on agreed service levels.	(*ITIL Service Transition*) Un document care identifica efectul schimbarilor planificate, activitatilor de mentenanta si a planurilor de testare asupra nivelului agreat al serviciilor

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
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).	Metodologia standard pentru managemnt de proiect a guvernului britanic. A se vedea www.prince-officialsite.com pentru mai multe informatii. *A se vedea de asemenea* Project Management Body of Knowledge (PMBOK).
qualification	calificare	(*ITIL Service Transition*) An activity that ensures that the IT infrastructure is appropriate and correctly configured to support an application or IT service. *See also* validation.	(*ITIL Service Transition*) O activitate care asigura faptul ca infrastructura IT este potrivita si corect configurata pentru a sustine o aplicatie sau un serviciu IT. *A se vedea de asemenea* validare
quality	calitate	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. *See also* quality management system.	Abilitatea unui produs, serviciu sau proces de a furniza valoarea intentionata. De exemplu, o componenta hardware poate fi considerata de calitate ridicata daca performeaza conform asteptarilor si la nivelul de incredere necesar. Calitatea proceselor necesita de asemenea abilitatea de a monitoriza eficienta si eficacitatea si de a le imbunatati daca este necesar. *A se vedea de asemenea* sistem de management al calitatii.
quality assurance (QA)	quality assurance (QA) / asigurarea calitatii	(*ITIL Service Transition*) 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. *See also* service validation and testing.	(*ITIL Service Transition*) Procesul responsabil pentru asigurarea furnizarii la nivelul intentionat de calitate a unui serviciu, proces sau activ de servicii. Asigurarea calitatii este deasemena utilizat pentru a ne referi la o functie sau o echipa care deruleaza asigurarea calitatii. Acest proces nu este descris in detaliu in cadrul publicatiilor ITIL. *A se vedea de asemenea* validarea si testarea serviciului
quality management system (QMS)	sistemul de management al calitatii (QMS)	(*ITIL Continual Service Improvement*) 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. *See also* ISO 9000.	(*ITIL Continual Service Improvement*) Cadrul de politici, procese, functii, standarde, recomandari si instrumente care asigura faptul ca o organizatie este la un nivel de calitate potrivit, pentru a avea incredere in atingerea obiectivelor de business sau a nivelelor serviciilor *A se vedea de asemenea* ISO 9000

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
quick win	castiguri rapide	(*ITIL Continual Service Improvement*) An improvement activity that is expected to provide a return on investment in a short period of time with relatively small cost and effort. *See also* Pareto principle.	(*ITIL Continual Service Improvement*) O activitate de imbunatatire de la care este asteptat o profitabilitate a investitiei (returnare a investitiei) intr-un timp scurt si cu un cost si efort relativ mici. *A se vedea de asemenea* principiul lui Pareto
RACI	RACI	(*ITIL Service Design*) A model used to help define roles and responsibilities. RACI stands for responsible, accountable, consulted and informed.	(*ITIL Service Design*) Un model utilizat pentru a ajuta definirea rolurilor si responsabilitatilor. RACI inseamna Responsabil de implementare (Responsible), Responsabil de performanta (Accountable), Consultat si Informat.
reactive monitoring	monitorizare reactiva	(*ITIL Service Operation*) 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. *See also* proactive monitoring.	(*ITIL Service Operation*) Monitorizarea care are loc ca raspuns la un eveniment. De exemplu, pornirea unui set de job-uri atunci cand setul anterior este finalizat sau inregistrarea unui incident cand apare o eroare. *A se vedea de asemenea* monitorizare proactiva.
real charging	taxare reala	(*ITIL Service Strategy*) A charging policy where actual money is transferred from the customer to the IT service provider in payment for the delivery of IT services. *See also* notional charging.	(*ITIL Service Strategy*) O politica de taxare in care sunt transferate sume de bani de la client catre furnizorul de servicii IT, ca plata pentru furnizarea serviciilor IT. *A se vedea de asemenea* taxare informativa.
reciprocal arrangement	reciprocal arrangement / optiunea de "intelegere reciproca"	(*ITIL Service Design*) A recovery option. An agreement between two organizations to share resources in an emergency – for example, high-speed printing facilities or computer room space.	(*ITIL Service Design*) O optiune de recuperare. Un acord intre doua organizatii pentru impartirea resurselor in caz de urgenta – de exemplu facilitati de tiparire rapida sau spatiu in centrul de date.
record	inregistrare	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.	Un document care contine rezultate sau alte iesiri dintr-un proces sau activitate. Inregistrarile sunt dovada faptului ca o activitate a avut loc si pot fi in format hartie sau electronic – de exemplu, un raport de audit, o inregistrare de incident sau minuta unei intalniri

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
recovery	recuperare	(*ITIL Service Design*) (*ITIL Service Operation*) 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).	*(ITIL Service Design) (ITIL Service Operation)* Revenirea la starea de functionare a unui element de configuratie sau serviciu IT. Recuperarea unui serviciu IT include adesea recuperarea datelor la o stare consistenta cunoscuta. Dupa recuperare, pot fi necesari mai multi pasi pana cand serviciul poate fi pus la dispozitia utilizatorilor (restaurare)
recovery option	recovery option / optiunea de recuperare	(*ITIL Service Design*) 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.	*(ITIL Service Design)* O strategie de raspuns la o intrerupere a unui serviciu. Strategii comune utilizate sunt: solutii temporare manuale, optiunea de "intelegere reciproca", recuperare graduala, recuperare intermediara, recuperare rapida si recuperare imediata. Optiunile de recuperare pot utiliza infrastructuri dedicate sau facilitati ale tertilor utilizate in comun de mai multe zone de business.
recovery point objective (RPO)	recovery point objective / obiectiv al momentului de recuperare(RPO)	(*ITIL Service Design*) (*ITIL Service Operation*) 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.	(*ITIL Service Design*) (*ITIL Service Operation*) Cantitatea maxima de date care pot fi pierdute atunci cand un serviciu este restaurat dupa o intrerupere. Obiectivul momentului de recuperare se exprima in durata de timp inainte de defectiune. De exemplu, un obiectiv al punctului de recuperare de o zi poate fi sustinut prin back-up-uri zilnice, astfel incat cel mult 24 de ore de date pot fi pierdute. Obiective ale punctelor de recuperare, pentru fiecare serviciu IT, trebuie negociat, agreat si documentat si utilizat ca si cerinta pentru designul serviciilor si pentru planul de continuitate a serviciilor IT.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
recovery time objective (RTO)	recovery time objective / obiectiv al perioadei de recuperare (RTO)	(*ITIL Service Design*) (*ITIL Service Operation*) 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.	(*ITIL Service Design*) (*ITIL Service Operation*) Durata maxima admisa pentru recuperarea unui serviciu IT dupa o intrerupere. Nivelul de serviciu furnizat poate fi mai mic decat tintele normale ale nivelului de serviciu. Obiectivele timpului de recuperare, pentru fiecare serviciu IT, trebuie negociat, agreat si documentat. *A se vedea de asemenea* analiza de impact in business.
redundancy	redundanta	(*ITIL Service Design*) 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.	(*ITIL Service Design*) utilizarea unuia sau mai multor elemente de configuratie pentru a furniza toleranta la defecte. Termenul mai are o semnificatie generica de "depasit", "de care nu mai este nevoie".
relationship	relationare	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.	O conexiune sau interactiune intre doua persoane sau obiecte. In managementul relatiilor de business semnifica interactiunea intre furnizorul de servicii IT si business. In managementul activelor si configuratiilor serviciilor este o legatura intre doua elemente de configuratie care identifica o dependenta sau o conexiune intre ele. De exemplu aplicatiile pot fi legate de serverele pe care ruleaza si serviciile IT pot fi legate de toate elementele de configurare care contribuie la acel serviciu IT.
relationship processes	procese de relationare	The ISO/IEC 20000 process group that includes business relationship management and supplier management.	Grupul de procese ISO/IEC 20000 care includ managementul relatiilor de business si managementul furnizorilor.
release	release / pachet de distributie	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Una sau mai multe schimbari/modificari ale unui serviciu IT care sunt construite, testate si implementate impreuna. Un singur pachet de distributie poate include modificari ale hardware-lui, software-lui, documentatiei, proceselor si a altor componente.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
release and deployment management	release and deployment management	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Procesul responsabil pentru planificarea, programarea si controlul dezvoltarii, testarii si implementarii release-urilor si pentru livrarea de noi functionalitati cerute de business, protejandu-se in acelasi timp integritatea serviciilor existente.
release identification	identificarea release-ului	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O conventie de numire utilizata pentru a identifica unic un release. Identificarea release-urilor include de obicei o referire la elementul de configuratie si numarul de versiune – de exemplu Microsoft Office 2010 SR2
release management	release management	*See* release and deployment management.	*A se vedea* release and deployment management.
release package	release package / pachet de release	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Un set de elemente de configuratie care vor fi dezvoltate, testate si implementate impreuna, ca un singur release. Fiecare pachet de configurare va include de obicei, mai multe unitati de release.
release record	inregistrarea release-ului	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O inregistrare care defineste continutul unui release. O inregistrare a release-ului este relationata cu toate elementele de configurare care sunt afectate de release. Inregistrarile de release pot fi localizate in sistemul de management al configuratiilor CMS sau in in alta parte in sistemul de management al cunostintelor de servicii SKMS.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
release unit	unitate de release	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Componentele unui serviciu IT care, in mod norml, fac parte din acelasi release. O unitate de release, in mod normal, contine suficiente componente pentru a derula o functie utila. De exemplu, un release poate fi un PC, inclusiv hardware, software, licente, documentatii etc. O unitate de release complet diferita poate fi o aplicati completa de salarizare, inclusiv procedurile de operare IT si training-ul utilizatorilor
release window	fereastra de introducere a release-ului (temporal)	*See* change window.	*A se vedea* fereastra de introducere a schimbarilor.
reliability	incredere (gradul de)	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) O masura a duratei in care un serviciu IT sau un alte element de configuratie poate sa isi indeplineasca functiile fara intrerupere. De obicei este masurata in MTBF sau MTBSI. Termenul poate fi utilizat de asemenea pentru a exprima probabilitatea ca un proces, functie etc. sa livreze rezultatele solicitate. *A se vedea de asemenea* disponibilitate
remediation	remediere	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Actiune desfasurata pentru recuperarea dupa o schimbare sau release esuat. Remedierea poate include back-out, invocarea sau planurile de continuitate a serviciilor sau alte actiuni proiectate sa permita proceselor de business sa se desfasoare in continuare.
repair	reparatie	(*ITIL Service Operation*) The replacement or correction of a failed configuration item.	(*ITIL Service Operation*) Inlocuirea sau corectarea unui element de configuratie defect.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
request for change (RFC)	cerere de schimbare / modificare (RFC)	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O propunere formala pentru efectuarea unei modificari. Include detaliile schimbarii propuse şi poate fi inregistrata pe hartie sau electronic. Termenul este adeseori utilizat eronat cu sensul de inregistrare a schimbarii sau schimbarea in sine.
request fulfilment	request fulfillment / indeplinirea/ satisfacerea solicitarilor	(*ITIL Service Operation*) The process responsible for managing the lifecycle of all service requests.	(*ITIL Service Operation*) Procesul responsabil de managementul ciclului de viața al tuturor solicitarilor de servicii.
request model	model de cerere /solicitare	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Un mod repetabil de a gestiona o categorie particulara de solicitare de servicii. Un model de solicitare defineşte paşii agreaţi care vor fi urmaţi pentru o solicitare de serviciu din aceasta categorie. Modelele de cerere pot fi foarte simple, fara solicitari de autorizare (de exemplu resetari de parole) sau pot fi mai complexe, cu mai mulţi paşi in care sunt solicitate autorizari (de exemplu furnizarea unui serviciu IT existent). *A se vedea de asemenea* indeplinirea cerinţelor.
requirement	cerinta	(*ITIL Service Design*) A formal statement of what is needed – for example, a service level requirement, a project requirement or the required deliverables for a process. *See also* statement of requirements.	(*ITIL Service Design*) O exprimare formala a ceea ce este solicitat - de exemplu o cerinţa a unui nivel de servicii, o cerinţa de proeict sau livrabilele solicitate pentru un proces. *A se vedea de asemenea* declaraţia cerinţelor
resilience	rezistenta (la intrerupere)	(*ITIL Service Design*) 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. *See also* fault tolerance.	(*ITIL Service Design*) Abilitatea unui serviciu IT sau a altui element de configuratie de a rezista defecţiunilor sau de a se recupera in timp util dupa o defecţiune. De exemplu, un cablu armat va rezista defectarii atunci cand este supus la incercari. *A se vedea de asemenea* toleranţa la defecte.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
resolution	rezolvare	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Masurile luate pentru repararea unei cauze principale a unui incident sau a unei probleme, sau la implementarea unei rezolvari temporare. In ISO/IEC 20000, procesul de rezolvare este grupa de procese care include managementul incidentelor şi al problemelor.
resolution processes	procesele de rezolvare	The ISO/IEC 20000 process group that includes incident and problem management.	Grupa de procese ISO/IEC 20000 care include managementul incidentelor şi problemelor.
resource	resursa	(*ITIL Service Strategy*) 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. *See also* capability; service asset.	(*ITIL Service Strategy*) Un termen generic care include infrastructura IT, personalul, banii sau orice altceva care poate contribui la livrarea unui serviciu IT. Resursele sunt considerate a fi active ale organizaţiei. *A se vedea de asemenea* capabiltate; active ale serviciului
response time	timp de raspuns	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.	O masura a timpului necesar pentru completarea unei operaţiuni sau tranzacţii. Este utilizat in managementul capacitaţii ca o masura a performanţei infrastructurii IT şi in managementul incidentelor ca o masura a timpului luat pentru a raspunde la telefon sau pentru a incepe diagnoza.
responsiveness	responsivitate	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.	O masura a timpului luat pentru a raspunde la ceva. Acesta poate fi timpul de raspuns a unei tranzacţii sau viteza cu care un prestator de servicii IT raspunde unei solicitari de incident sau cerere de schimbare etc.
restoration of service	restabilirea serviciului	*See* restore.	*A se vedea* restabilire
restore	restabilire	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Luarea de masuri pentru returnarea unui serviciu IT catre utilizatori dupa reparare şi recuperarea dintr-un incident. Acesta este obiectivul primar al managementului incidentelor.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
retire	retragere / decomisionare	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Retragerea permanenta a unui serviciu IT, a unui element de configuratie, din mediul de producție. Retragerea este o etapa in ciclul de viața a multor elemente de configuratie.
return on assets (ROA)	productivitatea activelor (ROA)	(*ITIL Service Strategy*) 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 also* return on investment.	(*ITIL Service Strategy*) O masura a profitabilitații unui business sau a unei organizații. Productivitatea activelor este calculata prin imparțirea venitului net anual la valoarea totala a activelor. *A se vedea de asemenea* profitabilitatea investiției
return on investment (ROI)	profitabilitatea investitiei (ROI)	(*ITIL Continual Service Improvement*) (*ITIL Service Strategy*) 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. *See also* net present value; value on investment.	(*ITIL Continual Service Improvement*) (*ITIL Service Strategy*) O masura a beneficiului aşteptat al unei investiții. In sensul cel mai simplu este profitul net al unei investiții imparțita la valoarea neta a activelor investite. *A se vedea de asemenea* valoarea neta actualizata, valoarea din investiție.
return to normal	revenire la starea normala	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Faza a unui plan de continuitate a serviciilor IT in care operațiunile normale sunt reluate. De exemplu, daca un centru alternativ de date a fost in utilizare, atunci aceasta este faza care va aduce centrul de date primar in producție şi va restaura abilitatea de a invoca din nou planul de continuitate a serviciilor IT.
review	evaluare	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. *See also* change evaluation; post-implementation review.	O trecere in revista a unei schimbari, probleme, proces, proiect etc. Evaluarile sunt, de obicei, derulate la momente predefinite in ciclul de viața şi, mai ales, dupa o inchidere. Scopul unei evaluari este de a se asigura faptul ca toate livrabilele au fost furnizate şi pentru a identifica oportunitați de imbunatațire. *A se vedea de asemenea* evaluarea schimbarii; evaluarea post-implementare

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
rights	drepturi	(*ITIL Service Operation*) Entitlements, or permissions, granted to a user or role – for example, the right to modify particular data, or to authorize a change.	(*ITIL Service Operation*) Drepturi sau permisiuni acordate unui utilizator sau rol – de exemplu dreptul de a modifica o anumita data sau de a autoriza o schimbare.
risk	risc	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.	Un eveniment posibil, care ar putea cauza rau sau pierderi sau sa afecteze abilitatea de a atinge obiective. Un risc este masurat prin probabilitatea unei amenințari, vulnerabilitatea unui activ şi impactul pe care l-ar avea daca s-ar manifesta. Riscul poate definit ca incertitudinea unui rezultat şi poate fi utilizat in contextul masurarii probabilitaților unor rezultate pozitive precum şi a unor rezultate negative.
risk assessment	evaluarea riscului	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.	Paşii inițiali ai managementului riscului: analiza valorii activelor pentru business, identificarea amenințarilor la adresa acelor active şi evaluarea a cat de vulnerabil este fiecare activ la acea amenințare. Evaluarea riscului poate fi cantitativa (bazata pe date numerice) sau calitativa.
risk management	risk management / managementul riscului	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 also* risk assessment.	Procesul responsabil pentru identificarea, evaluarea şi controlul riscurilor. Managementul riscurilor este de asemenea utilizat uneori şi pentru a face referire la a doua parte a procesului general, dupa ce riscurile au fost identificate şi evaluate, precum in „evaluarea şi managementul riscurilor". Acest proces nu este descris in detaliu in publicațiile de baza ale ITIL. *A se vedea de asemenea* evaluarea riscurilor

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
role	rol	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.	Un set de responsabilitați, activitați şi autorizari alocate unei persoane sau unei echipe. Un rol este definit in cadrul unui proces sau funcție. O persoana sau echipa pot avea roluri multiple - de exemplu rolul de manager de configurare şi cel de manager al schimbarii pot fi derulate de o singura persoana. Rolul este utilizat de asemenea pentru descrierea scopului a ceva sau ce este utilizat pentru acesta.
root cause	cauza principala	(*ITIL Service Operation*) The underlying or original cause of an incident or problem.	(*ITIL Service Operation*) Cauza initiala sau cauza care sta la baza aparitiei unui incident sau a unei probleme.
root cause analysis (RCA)	analiza cauzei principale (RCA)	(*ITIL Service Operation*) An activity that identifies the root cause of an incident or problem. Root cause analysis typically concentrates on IT infrastructure failures. *See also* service failure analysis.	(*ITIL Service Operation*) Activitatea prin care se determina cauza principala a unui incident sau a unei probleme. Analiza cauzei principale se concentreaza de obicei pe erorile din infrastructura IT. *A se vedea de asemenea* analiza intreruperii serviciului.
running costs	costuri de operare	*See* operational costs.	*A se vedea cost* operational.
Sarbanes-Oxley (SOX)	Sarbanes-Oxley (SOX)	US law that regulates financial practice and corporate governance.	Lege a Statelor Unite care reglementeaza practica financiara si guvernarea corporativa.
scalability	scalabilitate	The ability of an IT service, process, configuration item etc. to perform its agreed function when the workload or scope changes.	Abilitatea unui serviciu IT, proces, element de configuratie etc, de a-si indeplini functia agreata atunci cand incarcarea sau scopul se schimba.
scope	scop	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.	Limita sau masura in care un proces, o procedura, certificare, contract, etc se aplica. De exemplu, scopul managementului schimbarii poate include toate serviciile IT aflate in productie impreuna cu elementele de configuratie aferente; scopul unei certificari ISO/IEC 20000 poate include toate serviciile IT livrate de catre un centru de date numit.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
second-line support	linia doua de suport	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Al doilea nivel din ierarhia grupurilor de suport implicate in rezolvarea incidentelor sau in investigarea problemelor. Fiecare nivel contine mai multe competente specializate, sau are mai mult timp sau alte resurse.
security	securitate	*See* information security management.	*A se vedea managementul* securitatii informatiei.
security management	security management / managementul securitatii	*See* information security management.	*A se vedea managementul securitatii informatiei.*
security management information system (SMIS)	security management information system / sistemul Informatic de management al securitatii (SMIS)	(*ITIL Service Design*) 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. *See also* service knowledge management system.	(*ITIL Service Design*) Un set de instrumente, date si informatii utilizate pentru a sustine managementul securitatii informatiei. Sistemul informatic de management al securitatii SMIS este parte din sistemul de management al securitatii informatiei ISMS. *A se vedea de asemenea* service knowledge management system/sistemul de management a cunostintelor despre servicii (SKMS).
security policy	politica de securitate	*See* information security policy.	*A se vedea* politica de securitate a informatiei.
separation of concerns (SoC)	separarea problemelor (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.	O abordare de proiectare a unei solutii sau a unui serviciu IT care imparte problema in parti ce pot fi rezolvate independent. Aceasta abordare separa ceea ce este de facut de cum trebuie facut.
server	server	(*ITIL Service Operation*) A computer that is connected to a network and provides software functions that are used by other computers.	(*ITIL Service Operation*) Un calculator conectat la o retea si care furnizeaza functii software ce sunt folosite de catre alte calculatoare.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service	serviciu	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. *See also* utility; warranty.	Un mijloc de a livra valoare catre clienti prin facilitarea efectelor dorite de catre clienti, fara asumarea costurilor si riscurilor specifice. Termenul 'serviciu' este utilizat uneori ca sinonim pentru serviciu core, serviciu IT sau pachet de servicii. *A se vedea de asemenea* utilitate; garantie.
service acceptance criteria (SAC)	criterii de acceptanta ale serviciului (SAC)	(*ITIL Service Transition*) 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. *See also* acceptance.	(*ITIL Service Transition*) Un set de criterii utilizate pentru a se asigura ca serviciul IT satisface cerintele de functionalitate si calitate, si ca prestatorul de servicii IT este pregatit sa opereze un nou serviciu atunci cand a fost implementat. *A se vedea de asemenea* acceptanta.
service analytics	analitica serviciului	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O tehnica folosita in evaluarea impactului asupra business-ului a incidentelor. Analitica serviciului modeleaza dependentele dintre elementele de configuratie, si dependentele serviciilor IT de elementele de configuratie.
service asset	active ale serviciului	Any resource or capability of a service provider. *See also* asset.	Orice resursa sau capabilitate a unui prestator de servicii. *A se vedea de asemenea* active.
service asset and configuration management (SACM)	service assets and configuration management / managementul activelor si al configuratiilor (SACM)	(*ITIL Service Transition*) 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. *See also* configuration management system.	(*ITIL Service Transition*) Procesul care se asigura ca activele necesare livrarii serviciilor sunt controlate adecvat, si ca informatiile exacte si de incredere ale acestor active sunt disponibile oriunde si oricand este nevoie. Aceste informatii includ detalii despre cum au fost configurate aceste active respectiv relatiile dintre active. *A se vedea de asemenea* configuration management system/ sistemul de management al configuratiilor.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service capacity management (SCM)	service capacity management / managementul capacitatii serviciilor (SCM)	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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. *See also* business capacity management; component capacity management.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) Subproces al managementului capacitatii responsabil cu intelegerea performantei si capacitatii serviciilor IT. Informatiile despre resursele utilizate de catre fiecare serviciu IT si despre modelele de utilizare in timp sunt colectate, inregistrate si analizate in scopul crearii planului de capacitate. *A se vedea de asemenea* business capacity management; managementul capacitatii componentelor.
service catalogue	service catalogue / catalogul de servicii	(*ITIL Service Design*) (*ITIL Service Strategy*) 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. *See also* customer agreement portfolio; service catalogue management.	(*ITIL Service Design*) (*ITIL Service Strategy*) O baza de date sau un document structurat cu informatii despre toate serviciile IT din productie, inclusiv acelea disponibile pentru implementare. Catalogul de servicii face parte din portofoliul de servicii si contine informatii despre doua tipuri de servicii IT: servicii orientate catre client, care sunt vizibile business-ului, si servicii de suport necesare prestatorului de servicii pentru a livra servicii orientate catre client. *A se vedea de asemenea* portofoliul acordurilor cu clientii; managementul catalogului de servicii.
service catalogue management	service catalogue management / managementul catalogului de servicii	(*ITIL Service Design*) 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.	*(ITIL Service Design)* Procesul responsabil cu furnizarea si intretinerea catalogului de servicii precum si asigurarea disponibilitatii catre cei care sunt autorizati sa-l acceseze.
service change	schimbarea serviciului	*See* change.	*A se vedea* schimbare.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service charter	service charter	(*ITIL Service Design*) (*ITIL Service Strategy*) 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. *See also* change proposal; service portfolio; service catalogue.	(*ITIL Service Design*) (*ITIL Service Strategy*) Un document ce contine detalii despre un serviciu nou sau schimbat. Introducerea de noi servicii precum si schimbarile semnificative ale unui serviciu sunt documentate in charter si autorizate de catre managementul portofoliului de servicii. Service charters sunt trimise catre faza de design al serviciilor unde va fi creat sau modificat pachetul de definitii ale serviciului SDP. Termenul charter mai este folosit pentru descrierea actului de autorizare a muncii necesare fiecarei etape din cadrul ciclului de viata a serviciului, cu privire la serviciile noi sau schimbate. *A se vedea de asemenea* propunere de schimbare; portfoliul de servicii; catalogul de servicii.
service continuity management	service continuity management / managementul continuitatii serviciilor	*See* IT service continuity management.	*A se vedea* managementul continuitatii serviciilor IT.
service contract	contract de servicii	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un contract pentru livrarea unuia sau mai multor servicii IT. Termenul este de asemenea utilizat pentru a desemna orice accord de furnizare a serviciilor IT, indifferent daca este un contract legal ori un acord nivel serviciu. *A se vedea de asemenea* portofoliul acordurilor cu clientii.
service culture	cultura orientata catre servicii	A customer-oriented culture. The major objectives of a service culture are customer satisfaction and helping customers to achieve their business objectives.	O cultura orientata catre client. Obiectivele majore ale culturii orientate catre servicii sunt satisfactia clientului si sprijinirea clientului in obtinerea obiectivelor proprii de business.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service design	service design / (faza de) design al serviciilor	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O etapa in ciclul de viata al unui serviciu. Faza de design al serviciilor include designul serviciilor, practicilor de guvernare, proceselor si politicilor necesare realizarii strategiei prestatorului de servicii precum si facilitarea introducerii serviciilor in mediile de suport. Faza de design al serviciilor include urmatoarele procese: coordonarea design-ului, managementul catalogului de servicii, acord nivel serviciu, managementul disponibilitatii, managementul capacitatii, managementul continuitatii serviciilor IT, managementul securitatii informatiei si managementul furnizorilor. Desi aceste procese sunt asociate cu faza de design al serviciilor, majoritatea proceselor cuprind activitati ce se desfasoara in mai multe etape ale ciclului de viata ale unui serviciu. *A se vedea de asemenea* design.
service design package (SDP)	service design service / pachet de definitii ale serviciului (SDP)	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Document(e) ce definesc toate aspectele unui serviciu IT si cerintele lui in fiecare faza a ciclului de viata. Pachetul de definitii ale serviciului este creat pentru fiecare serviciu IT nou, pentru schimbari majore sau retragere/ decomisionare de serviciu IT.
service desk	service desk	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Punct unic de contact dintre prestatorul de servicii si utilizatori. Un service desk tipic gestioneaza incidentele si noile solicitari de servicii si de asemenea gestioneaza comunicarea cu utilizatorii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service failure analysis (SFA)	service failure analysis / analiza Intreruperii serviciului	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Tehnica ce identifica cauzele ce stau la baza intreruperii unuia sau mai multor servicii IT. Analiza intreruperii serviciului identifica oportunitatile de imbunatatire ale proceselor si instrumentelor prestatorilor de servicii IT, nu numai ale infrastructurii IT. Este mai degraba o activitate de tip proiect, limitata in timp, decat un proces continuu de analiza.
service hours	orarul disponibilitatii serviciului	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O perioada de timp agreata cand un serviciu IT specific trebuie sa fie disponibil. De exemplu, 'Luni-Vineri de la 08:00 la 17:00 exceptand sarbatorile legale'. Orarul disponibilitatii serviciului ar trebui definit in cadrul acordului nivelului de serviciu SLA
service improvement plan (SIP)	plan de imbunatatire a serviciului (SIP)	(*ITIL Continual Service Improvement*) A formal plan to implement improvements to a process or IT service.	(*ITIL Continual Service Improvement*) Un plan formal de implementare a imbunatatirilor unui proces sau a unui serviciu IT.
service knowledge management system (SKMS)	service knowledge management system / sistemul de management a cunostintelor despre servicii (SKMS)	(*ITIL Service Transition*) 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. *See also* knowledge management.	(*ITIL Service Transition*) Un set de instrumente si baze de date utilizate pentru management-ul cunostintelor, informatiilor si datelor. Sistemul de management a cunostintelor despre servicii include sistemul de management al configuratiei precum si alte baze de date si sisteme informationale. Sistemul de management a cunostintelor despre servicii include instrumentele de colectare, stocare, management, actualizare, analizare si afisare a tuturor cunostintelor, informatiilor si datelor de care un prestator de servicii IT va avea nevoie pentru a gestiona intregul ciclu de viata al serviciilor IT. *A se vedea de asemenea* knowledge management / managementul cunoa terii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service level	nivelul de furnizare al serviciului	Measured and reported achievement against one or more service level targets. The term is sometimes used informally to mean service level target.	Realizari masurate si raportate versus unuia sau mai multor nivele de furnizare ale serviciului. Termenul este uneori utilizat informal cu semnificatia de service level target / nivelul dorit al serviciului.
service level agreement (SLA)	service level agreement / acord nivel serviciu (SLA)	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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. *See also* operational level agreement.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) Un acord intre un prestator de servicii IT si un client. Un acord nivel serviciu descrie serviciul IT, documenteaza nivelul dorit al serviciului si specifica responsabilitatile prestatorului serviciului IT si ale clientului. Un singur acord poate cuprinde servicii IT multiple sau clienti multipli. *A se vedea de asemenea* acord de nivel operational.
service level management (SLM)	service level management / managementul nivelului serviciului (SLM)	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Procesul responsabil cu negocierea acordurilor nivelului de servicii realizabile, si cu asigurarea ca aceste acorduri vor fi indeplinite. Este responsabil de asigurarea ca toate procesele managementului serviciilor IT, acordurile de nivel operational precum si contractele de servicii support furnizori sunt adecvate nivelului dorit al serviciului agreat. Managementul nivelului serviciului monitorizeaza si raporteaza nivelul serviciilor, organizeaza impreuna cu clientul evaluari periodice ale serviciilor si identifica imbunatatirile necesare.
service level package (SLP)	service level package / pachet de nivele al serviciului (SLP)	*See* service option.	*A se vedea* optiuni ale serviciului.
service level requirement (SLR)	service level requirements / cerinte de nivel al serviciului (SLR)	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) O cerinta a clientului referitoare la un aspect al unui serviciu IT. Cerintele de nivel al serviciului sunt bazate pe obiectivele de business si sunt folosite la negocierea nivelului dorit al serviciului.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service level target	service level target / nivelul dorit al serviciului	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) Un angajament documentat in acordul nivel serviciu. Nivelurile dorite ale serviciului se bazeaza pe cerintele de nivel al serviciului si sunt necesare pentru a garanta ca serviciile IT sunt capabile sa indeplinesca obiectivele de business. Ele trebuie sa fie SMART, si de obicei se bazeaza pe indicatorii cheie de performanta.
service lifecycle	service lifecycle / ciclul de viata al serviciului	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.	O abordare a managementului serviciilor IT ce subliniaza importanta coordonarii si controlului de-a lungul diferitelor functii, procese si sisteme necesare management-ului intregului ciclu de viata al serviciilor IT. Abordarea de tip ciclul de viata al serviciului ia in considerare strategia, design-ul, tranzitia, operarea si imbunatatire continua a serviciilor IT. De asemenea, cunoscut sub numele de managementul ciclului de viata al serviciului.
service maintenance objective (SMO)	service maintenance objective / obiectivul de intretinere a serviciului (SMO)	(*ITIL Service Operation*) The expected time that a configuration item will be unavailable due to planned maintenance activity.	(*ITIL Service Operation*) Timpul estimat al indisponibilitatii unui element de configuratie cauzata de o activitate planificata de mentenabiliate.
service management	service management / managementul serviciilor	A set of specialized organizational capabilities for providing value to customers in the form of services.	Un set de capabilitati organizationale specializate ce furnizeaza valoare clientilor sub forma serviciilor.
service management lifecycle	service management lifecycle / ciclul de viata a managementului serviciului	*See* service lifecycle.	*A se vedea* ciclul de viata al serviciului.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service manager	manager de servicii	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.	Un termen generic atribuit oricarui manager in cadrul unui prestator de servicii. Cel mai adesea folosit pentru a desemna un manager al realatiilor cu business-ul, un manager de proces sau un senior manager ce raspunde de serviciile IT la nivel global.
service model	modelul serviciului	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un model ce arata cum activele serviciului interactioneaza cu activele clientului pentru a crea valoare. Modelele serviciului descriu structura unui serviciu (cum se imbina elementele de configuratie), precum si dinamica serviciului (activitati, fluxul de resurse si interactiuni). Un model de serviciu poate fi folosit ca sablon sau model pentru servicii multiple

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service operation	service operation / (faza de) exploatarea serviciilor	(*ITIL Service Operation*) 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. *See also* operation.	(*ITIL Service Operation*) O etapa in ciclul de viata al unui serviciu. Faza de exploatare a serviciilor coordoneaza si efectueaza activitatile si procesele necesare livrarii si management-ului serviciilor la nivelul agreat cu utilizatorii si clientii de business. Faza de exploatare a serviciilor gestioneaza de asemenea tehnologia utilizata pentru livrarea si suportul serviciilor. Faza de exploatare a serviciilor include urmatoarele procese: managementul evenimentelor, managementul incidentelor, satisfacerea cerintelor, managementul problemelor, si managementul accesului. Faza de exploatare a serviciilor include de asemenea urmatoarele functii: service desk, managementul tehnic, managementul operatiunilor IT si managementul aplicatiilor. Desi aceste procese si functii sunt asociate cu faza de exploatare a serviciilor, majoritatea proceselor si functiilor cuprind activitati ce se desfasoara pe mai multe etape ale ciclului de viata ale unui serviciu. *A se vedea de asemenea* operatiuni.
service option	optiuni ale serviciului	(*ITIL Service Design*) (*ITIL Service Strategy*) 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.	(*ITIL Service Design*) (*ITIL Service Strategy*) O optiune de utilitatie si garantie oferita clientilor de un serviciu de baza sau un pachet de servicii. Optiunile serviciului sunt uneori mentionate ca pachet de nivele al serviciului.
service owner	service owner / responsabilul serviciului	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Este un rol responsabil de managementul unuia sau mai multor servicii pe toata durata ciclului lor de viata. Responsabilii serviciului au un rol esential in dezvoltarea strategiei serviciului si sunt responsabili pentru continutul portofoliului de servicii. *A se vedea de asemenea* managementul relatiilor cu business-ul.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service package	service package / pachet de servicii	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Doua sau mai multe servicii ce au fost combinate pentru a oferi o solutie pentru un anumit tip nevoi ale cientului, sau pentru a sprijini efecte specifice de business. Un pachet de servicii poate fi alcatuit dintr-o combinatie de servicii de baza, servicii de facilitare si servicii de inbunatatire. Clientiilor le sunt oferite optiuni de utilitate si garantie prin intermediul unuia sau mai multor optiuni ale serviciului. *A se vedea de asemenea* serviciu IT.
service pipeline	service pipeline / servicii in curs de elaborare	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O baza de date sau un document structurat ce listeaza toate serviciile IT care sunt luate in consideratie sau in dezvoltare, dar care nu sunt inca disponibile pentru clienti. Serviciile in curs de elaborare furnizeaza o imagine de business asupra posibilelor viitoare servicii IT si face parte din portofoliul de servicii care in mod normal nu este disponibil clientilor.
service portfolio	service portfolio / portofoliu de servicii	(*ITIL Service Strategy*) The complete set of services that are 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. *See also* customer agreement portfolio; service portfolio management.	(*ITIL Service Strategy*) Setul complet de servicii gestionat de catre prestatorul de servicii. Portofoliul de servicii este utilizat in managementul intregului ciclu de viata al tuturor serviciilor si include trei categorii: servicii in curs de elaborare (propuse sau in dezvoltare), catalogul de servicii (in productie sau disponibile pentru implementare), si serviciile retrase / decomisionate. *A se vedea de asemenea* portofoliul acordurilor cu clientii; managementul portofoliului de servicii

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service portfolio management (SPM)	service portfolio management / managementul portofoliului de servicii (SPM)	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Procesul responsabil de managementul portofoliului de servicii. Managementul portofoliului de servicii se asigura ca prestatorul de servicii detine mixul necesar de servicii pentru a atinge efectele de business necesare la un nivel adecvat de investitie. Managementul portofoliului de servicii apreciaza serviciile in functie de valoarea de business pe care le ofera.
service potential	potentialul serviciului	(*ITIL Service Strategy*) The total possible value of the overall capabilities and resources of the IT service provider.	(*ITIL Service Strategy*) Valoarea posibila totala a capabilitatilor si resurselor globale ale prestatorului de servicii IT.
service provider	prestator de servicii	(*ITIL Service Strategy*) 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. *See also* Type I service provider; Type II service provider; Type III service provider.	(*ITIL Service Strategy*) O organizatie ce furnizeaza servicii catre unul sau mai multi clienti interni sau externi. Prestatorul de servicii este ca abreviere pentru prestatorul de servicii IT. *A se vedea de asemenea* prestator de servicii de tip I; prestator de servicii de tip II; prestator de servicii de tip III.
service provider interface (SPI)	interfata cu prestatorul servicii (SPI)	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O interfata intre prestatorul de servicii IT si utilizator, client, proces de business sau furnizor. Analiza interfetei cu prestatorul de servicii sustine coordonarea managementului serviciilor IT, end-to-end.
service reporting	raportarea serviciului	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) Activitati ce produc si livreaza rapoarte cu realizari si tendinte comparate cu nivelele de servicii. Formatul, continutul si frecventa rapoartelor ar trebui agreate cu clientii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service request	service request / solicitare de servicii	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) O cerere formala a unui utilizator pentru ceva ce urmeaza sa fie furnizat – de exemplu, o cerere de informatii sau un sfat; reinitializarea parolei; instalarea unei statii de lucru pentru un utilizator nou. Solicitarile de servicii sunt gestionate de catre procesul de satisfacere a cerintelor, de regula in colaborare cu service desk-ul. Solicitarile de servicii pot fi legate de o cerere de schimbare ca parte a satisfacerii cererii.
service sourcing	originea serviciului	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Strategia si aborbarea de a decide daca se presteaza un serviciu intern, se externaliza catre un prestator de servicii extern ori se combina cele doua abordari. Originea serviciului semnifica de asemenea executia acestei strategii. *A se vedea de asemenea* internalizare; prestator intern de servicii; externalizare.
service strategy	service strategy / (faza de) strategia serviciului	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O etapa in ciclul de viata al unui serviciu. Faza de strategie a serviciului defineste perspectiva, pozitia, planul si sabloanele pe care prestatorul de servicii trebuie sa le execute pentru a indeplini efectele de business ale organizatiei. Faza de stratege a serviciului include urmatoarele procese: managementul strategiei pentru serviciile IT, managementul portofoliului serviciilor, managementul financiar al serviciilor IT, managementul cerintelor, si managementul relatiilor de business. Cu toate ca aceste procese sunt asociate cu strategia serviciului, majoritatea preceloser cuprind activitati ce se desfasoara pe mai multe etape ale ciclului de viata al serviciului.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
service transition	service transition / (faza de) tranzitia serviciului	(*ITIL Service Transition*) 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. *See also* transition.	(*ITIL Service Transition*) O etapa in ciclul de viata al unui serviciu. Faza de tranzitie a serviciului se asigura ca serviciile noi, modificate sau retrase / decomisionate indeplinesc asteptarile de business asa cum au fost documentate in strategia serviciului si faza de design din cadrul ciclului de viata. Faza de tranzitie a serviciului include urmatoarele procese: planificarea si suportul tranzitiei, managementul schimbarii, activele serviciului si managementul configuratiilor, release and deployment management, testarea si validarea serviciului, evaluarea schimbarii, managementul cunostintelor. Cu toate ca aceste procese sunt asociate cu tranzitia serviciului, majoritatea proceselor cuprind activitati ce se desfasoara pe mai multe etape ale ciclului de viata a unui serviciu. *A se vedea de asemenea* tranzitie.
service validation and testing	service validation and testing / validarea si testarea serviciului	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Procesul responsabil cu validarea si testarea serviciilor IT noi sau schimbate. Validarea si testarea serviciului se asigura ca serviciul IT corespunde cu specificatiile de design si ca va indeplini nevoile business-ului.
service valuation	valorizarea serviciului	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) O masura a costului total de livrare a unui serviciu IT si valoarea totala oferita business-ului de catre acel serviciu IT. Valorizarea serviciului este utilizata pentru a ajuta business-ul si prestatorul de servicii IT sa agreeze valoarea unui serviciu IT.
serviceability	serviceability / capacitatea de executie a contractului	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) Abilitatea unui furnizor terta-parte de a indeplini termenii contractuali. Acest contract va include nivelele agreate de incredere, mentenabilitate si disponibilitate ale unui element de configuratie.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
seven-step improvement process	seven-step improvement process / procesul de imbunatatire in sapte pasi	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) Procesul responsabil de definirea si managementul pasilor necesari pentru identificarea, definirea, strangerea, procesarea, analizarea, prezentarea si implementarea imbunatatirilor. Performanta prestatorului de servicii IT este masurata continuu de acest proces iar imbunatatirile sunt aplicate proceselor, serviciilor IT si infrastructurii IT pentru a creste eficienta, eficacitatea si eficacitatea costurilor. Oportunitatile de imbunatatire sunt inregistrate si manage-uite in registrul CSI.
shared service unit	unitate de servicii partajata	*See* Type II service provider.	*A se vedea* prestator de servicii tip II.
shift	schimb (Tura)	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Un grup sau o echipa de persoane ce indeplinesc un rol specific pentru o perioada fixa de timp. De exemplu, pot fi patru schimburi in cadrul personalului de control al operatiunilor IT ce acorda support pentru un serviciu IT disponibil 24 ore pe zi.
simulation modelling	modelare prin simulare	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) O tehnica ce creeaza un model detaliat pentru a prezice comportamentul unui serviciu IT sau al altor elemente de configuratie. Modelarea prin simulare este adesea creata prin utilizarea elementelor de configuratie reale ce sunt modelate cu incarcari artificiale sau tranzactii. Ele sunt folosite in managementul capacitatii atunci cand rezultatele exacte sunt importante. Modelarea prin simulare este uneori numita si performanta etalon. *A se vedea de asemenea* modelare analitica; modelare.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
single point of contact	punct unic de contact	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Furnizarea unui mod de comunicare singular si consistent intr-o organizatie sau unitate de business. De exemplu, punct unic de contact pentru un prestator de servicii IT se numeste de obicei service desk.
single point of failure (SPOF)	punct critic al infrastructurii (SPOF)	(*ITIL Service Design*) 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 also* failure.	(*ITIL Service Design*) Orice element de configuratie care poate cauza un incident si pentru care nu s-a luat/implementat nicio contramasura. Un punct critic al infrastructurii poate fi o persoana, o etapa a unui process sau a unei activitati, sau o componenta a infrastructurii IT. *A se vedea de asemenea* defectiune
SLAM chart	rapoarte SLAM/ monitorizarea performantei nivelului de servicii	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) Rapoartele SLAM sunt instrumente folosite pentru monitorizarea si raportarea performantei nivelului de servicii in comparatie cu obiectivele. De obicei, raportul SLAM este colorat diferit pentru a arata care din obiectivele agreate au fost atinse, ratate sau aproape ratate in decurs de 12 luni.
SMART	specific, masurabil, realizabil, relevant si definit in timp / SMART	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) An acronym for helping to remember that targets in service level agreements and project plans should be specific, measurable, achievable, relevant and time-bound.	(*ITIL Continual Service Improvement*) (*ITIL Service Design*) Acronim folosit in punctarea caracteristicilor obiectivelor din acordul pentru nivelul serviciului (SLA) si planurilor de proiect care trebuie sa fie specifice, masurabile, tangibile, relevante si definit in timp.
snapshot	snapshot / configuratie instantanee	(*ITIL Continual Service Improvement*) (*ITIL Service Transition*) 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 also* baseline; benchmark.	(*ITIL Continual Service Improvement*) (*ITIL Service Transition*) Starea curenta a unui element de configuratie, proces sau a oricarui set de date inregistrate la un moment dat, in timp. Configuratia instantanee poate fi capturat de anumite instrumente sau prin metode manuale cum ar fi evaluarea. *A se vedea de asemenea* baseline/referinta, benchmark/etalon

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
software asset management (SAM)	software asset management / managementul activelor software	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Procesul responsabil cu urmarirea si raportarea utilizarii si responsabilitatii asupa activelor software in decursul ciclului lor de viata. Managementul activelor software este parte integranta a procesului de management al bunurilor si al configuratiilor (SACM). Acest proces nu este descris in detaliu in documentatia ITIL.
source	sursa / origine	*See* service sourcing.	*A se vedea* originea serviciului
specification	specificatie	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.	O definire formala a cerintelor. O specificatie poate fi folosita pentru a defini cerinte tehnice sau operationale si poate fi interna sau externa. Multe dintre standardele publice constau intr-un cod de practici si o specificatie. Specificatiile definesc standardele dupa care o organizatie poate fi auditata.
stakeholder	stakeholder / parte interesata	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 also* RACI.	O persoana care are un interes intr-o organizatie, proiect, serviciu IT etc. Stakeholder-ii pot fi interesati in activitati, tinte, resurse sau livrabile. Stakeholder-ii pot fi clientii, partenerii, angajatii, actionarii, proprietarii etc *A se vedea de asemenea* RACI
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. *See also* guideline.	O cerinta obligatorie. Exemplele includ ISO/IEC20000 (standard international), un standard de securitate intern pentru configuratiile Unix sau un standard guvernamental despre cum trebuie gestionate inregistrarile financiare. Termenul mai este folosit si ca referinta la un cod de practici sau specificatie publicata de o organizatie de standardizare ca ISO sau BSI. *A se vedea de asemenea* indrumar/ghid

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
standard change	schimbare standard	(*ITIL Service Transition*) 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. *See also* change model.	(*ITIL Service Transition*) O schimbare pre-autorizata, caracterizata de un nivel scazut de risc, relativ comuna si care trebuie sa urmeze o procedura sau o instructiune de lucru – de exemplu, o resetare de parola sau predarea unui echipament standard catre un angajat nou. Cererile de schimbare nu sunt necesare pentru implementarea schimbarilor standard, acestea fiind inregistrate si monitorizate cu ajutorul unui mecanism diferit, prin solicitare de servicii. *A se vedea de asemenea* model de schimbare
standard operating procedure (SOP)	proceduri operationale standard (SOP)	(*ITIL Service Operation*) Procedures used by IT operations management.	(*ITIL Service Operation*) Proceduri folosite in managementul operatiunilor IT
standby	standby	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Se foloseste pentru a face referire la resursele care nu sunt necesare pentru livrarea serviciilor IT operationale dar sunt disponibile pentru a oferi suport pentru planurile de continuitate a serviciilor IT. De exemplu, un centru de date standby poate fi folosit pentru a contribui la optiunile de recuperare hot standby, warm standby sau cold standby
statement of requirements (SOR)	declaratia cerintelor (SOR)	(*ITIL Service Design*) A document containing all requirements for a product purchase, or a new or changed IT service. *See also* terms of reference.	(*ITIL Service Design*) Un document care contine toate cerintele necesare achizitionarii unui produs sau un serviciu IT nou sau schimbat. *A se vedea de asemenea* termeni de referinta (TOR)
status	status / stare	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.	Numele unui camp obligatoriu in multe tipuri de inregistrari. Arata stadiul in care se afla elementul de configuratie, incidentul, problema etc in ciclul de lor viata
status accounting	trasabilitatea starii / status accounting	(*ITIL Service Transition*) The activity responsible for recording and reporting the lifecycle of each configuration item.	(*ITIL Service Transition*) Activitatea responsabila cu inregistrarea si raportarea ciclului de viata al fiecarui element de configuratie

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
storage management	managementul stocarii	(*ITIL Service Operation*) The process responsible for managing the storage and maintenance of data throughout its lifecycle.	(*ITIL Service Operation*) Procesul responsabil cu managementul stocarii datelor si mentenanta acestora in decursul ciclului lor de viata
strategic	strategic	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Cel mai inalt, din cele trei nivele de planificare si livrare (strategic, tactic si operational). Activitatile strategice includ fixarea obiectivelor si planificarea pe termen lung pentru atingerea viziunii generale.
strategic asset	active strategice	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Orice activ care furnizeaza o baza pentru competente de baza, performanta diferita sau avantaj competitiv durabil, sau care permit unei unitati de business sa participe in oportunitati de business. Parte a unei strategii de serviciu este aceea de a identifica modul in care IT poate fi considerat mai degraba ca activ strategic in loc de functie administrativa interna.
strategy	strategie	(*ITIL Service Strategy*) A strategic plan designed to achieve defined objectives.	(*ITIL Service Strategy*) Plan strategic definit in scopul atingerii obiectivelor propuse.
strategy management for IT services	strategy management for IT services / managementul strategiei pentru servicii IT	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Procesul responsabil cu definirea si mentinerea perspectivei, pozitiei, planurilor si pattern-urilor organizatiei, cu privire la serviciile sale si managementul acestor servicii. Odata ce strategia a fost definita, managementul strategiei pentru servicii IT este responsabil si de atingerea rezultatelor economice.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
super user	super-utilizator	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Un utilizator care ajuta alti utilizatori si asista in comunicarea cu service desk sau alte contacte ale prestatorului de servicii IT. Super utilizatorii sunt adesea experti in procesele de business din spatele unui serviciu IT si vor oferi suport in cazul incidentelor minore sau instruire.
supplier	furnizor	(*ITIL Service Design*) (*ITIL Service Strategy*) 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.	(*ITIL Service Design*) (*ITIL Service Strategy*) Terta parte responsabila cu livrarea de bunuri sau servicii necesare pentru oferirea de servicii IT. Exemple: furnizori de produse hardware sau software, furnizori de retea sau telecom sau organizatii de outsourcing. *A se vedea de asemenea* flux de aprovizionare; contract de servicii suport (UC)
supplier and contract management information system (SCMIS)	supplier and contract management information system / sistemul informatic pentru managementul furnizorilor si contractelor (SCMIS)	(*ITIL Service Design*) A set of tools, data and information that is used to support supplier management. *See also* service knowledge management system.	(*ITIL Service Design*) Un set de instrumente, date si informatii folosit pentru managementul furnizorilor. *A se vedea de asemenea* sistemul de management a cunostintelor despre servicii (SKMS).
supplier management	supplier management / managementul furnizorilor	(*ITIL Service Design*) 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. *See also* supplier and contract management information system.	(*ITIL Service Design*) Procesul responsabil cu obtinerea valorii contra bani din relatia cu furnizorii, proces prin care se asigura ca toate contractele sau intelegerile cu furnizorii ofera suport necesitatilor de business si ca toti furnizorii respecta acordurile contractuale. *A se vedea de asemenea* sistemul informatic pentru managementul furnizorilor si contractelor (SCMIS)

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
supply chain	flux de aprovizionare	(*ITIL Service Strategy*) 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. *See also* value network.	(*ITIL Service Strategy*) Activitatile efectuate de catre furnizori in lantul valoric. Un flux de aprovizionare implica mai multi furnizori, fiecare adaugand valoare unui produs sau serviciu. *A se vedea de asemenea* value network.
support group	grup de suport	(*ITIL Service Operation*) A group of people with technical skills. Support groups provide the technical support needed by all of the IT service management processes. *See also* technical management.	(*ITIL Service Operation*) Un grup de persoane cu aptitudini tehnice. Grupul de suport ofera suportul tehnic necesar in toate procesele de management al serviciilor IT. *A se vedea de asemenea* technical management
support hours	orar de suport	(*ITIL Service Design*) (*ITIL Service Operation*) 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.	(*ITIL Service Design*) (*ITIL Service Operation*) Intervalele orare sau de timp in care utilizatorii pot obtine suport. De obicei acestea sunt orele in care sevice desk este disponibil. Orarul de suport poate fi definit intr-un acord nivel serviciu (SLA) si poate fi diferit de orele de furnizare a serviciului. De exemplu orele de furnizare a serviciului poat fi 24 ore pe zi insa orarul de suport poate fi intre 07:00 si 19:00
supporting service	(pachet) servicii suport	(*ITIL Service Design*) 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.	Un serviciu IT care nu este folosit de business in mod direct insa este necesar prestatorului de servicii IT pentru a livra servicii orientate catre client (de exemplu, servicii active directory sau un serviciu de backup). Serviciile suport pot include de asemenea servicii IT folosite doar de catre furnizorul de servicii IT. Toate aceste servicii suport operationale, inclusiv cele dsponibile pentru implementare sunt inregistrate in catalogul de servicii impreuna cu informatiile relevante despre relatia cu serviciile orientate catre client si alte elemente de configuratie.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
SWOT analysis	analiza SWOT / analiza avantajelor, slabiciunilor, oportunitatilor si amenintarilor	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) O tehnica ce revizuieste si analizeaza punctele tari si slabiciunile interne ale unei organizatii precum si oportunitatile si amenintarile externe cu care aceasta se confrunta. SWOT vine de la strengths, weaknesses, opportunities and threats (engl.)
system	sistem	A number of related things that work together to achieve an overall objective. For example: 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.	Un numar de factori care conlucreaza pentru atingerea unui obiectiv general. De exemplu: Un calculator este un sistem de componente hardware, software si aplicatii. Un sistem de management este un complex de politici, procese, functii, standarde, linii directoare si instrumente care sunt planificate si gestionate impreuna – de exemplu, un sistem de management al calitatii Un sistem de management de baze de date ori un sistem de operare este format din mai multe module software care sunt menite sa ruleze un set de functii asemanatoare.
system management	managementul sistemului	The part of IT service management that focuses on the management of IT infrastructure rather than process.	Parte a managementului sistemului IT care se concentreaza pe managementul infrastructurii IT in sine, nu pe process.
tactical	tactic	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.	Nivelul de mijloc, din cele trei nivele in planificare si livrare (strategic, tactic si operational). Activitatile tactice includ planificarea pe termen mediu pentru atingerea obiectivelor specifice, de obicei pe durata catorva saptamani sau luni.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
technical management	technical management / management tehnic	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Functia responsabila cu oferirea de competentele tehnice in suportul serviciilor IT si in managementul infrastructurii IT. Managementul tehnic defineste atat rolurile grupurilor de suport, cat si uneltele, procesele si procedurile necesare.
technical observation (TO)	observare tehnica (TO)	(*ITIL Continual Service Improvement*) (*ITIL Service Operation*) 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.	(*ITIL Continual Service Improvement*) (*ITIL Service Operation*) O tehnica utilizate in imbunatatirea unui serviciu, investigarea unei probleme si managementul disponibilitatii. Personalul tehnic se inatlneste pentru a monitoriza manifestarile si performanta unui serviciu IT si face recomandarile de cuviinta in vederea imbunatatirii acestuia.
technical support	suport tehnic	*See* technical management.	*A se vedea* technical management
tension metrics	metrici complementare	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) Un set de metrici relationate, in care imbunatatirea uneia dintre ele produce efecte negative asupra alteia. Metricile complementare sunt proiectate pentru asigurarea obtinerii unui echilibru adecvat.
terms of reference (TOR)	termeni de referinta (TOR)	(*ITIL Service Design*) A document specifying the requirements, scope, deliverables, resources and schedule for a project or activity.	(*ITIL Service Design*) Un document care specifica cerintele, scopul, livrabilele, resursele si calendarul unui proiect sau activitati.
test	test	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O activitate care verifica daca un element de configuratie, serviciu IT, proces etc atinge specificatiile sau cerintele agreate. *A se vedea de asemenea* acceptanta; service validation and testing.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
test environment	mediu de test	(*ITIL Service Transition*) A controlled environment used to test configuration items, releases, IT services, processes etc.	(*ITIL Service Transition*) Un mediu controlat, utilizat pentru a testa elemente de configuratie, release-uri, servicii IT, procese etc
third party	terta parte	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. *See also* underpinning contract.	O persoana, organizatie sau alta entitate care nu este parte din organizatia unui prestator de servicii si nu este nici client – de exemplu, un furnizor de software sau hardware. Cerintele pentru terta parte sunt de obicei specificate in contracte care suporta nivelul de servicii agreate. *A se vedea de asemenea* contract de servicii suport (UC)
third-line support	a treia linie de suport	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Al treilea nivel in ierarhia grupurilor de suport implicate in rezolvarea incidentelor sau investigarea problemelor. Fiecare nivel contine mai multe competente specializate, sau beneficiaza de mai mult timp de investigare, sau detine alte resurse.
threat	amenintare	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.	O amenintare este orice poate exploata o vulnerabilitate. Orice poate cauza un incident poate fi considerat amenintare. De exemplu, un incendiu este o amenintare deoarece poate exploata vulnerabilitatea unei mochete inflamabile. Acest termen este de obicei folosit in managementul securitatii informatiei si in managementul continuitatii serviciilor IT, dar si in alte arii ca managementul problemelor sau al disponibilitatii.
threshold	prag, limita	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'.	Valoarea unei metrice care genereaza o alarma sau cere o actiune a managementului. De exemplu, 'Incident de prioritate 1 nerezolvat in 4 ore', 'Mai mult de cinci erori de disc intr-o ora' sau 200 I/O de disc per secunda

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
throughput	capacitate de utilizare	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Masura a numarului de tranzactii sau a altor operatiuni effectuate intr-o unitate fixa de timp – de exemplu, 5000 emailuri trimise pe ora sau 200 I/O de disc per secunda.
total cost of ownership (TCO)	costul total de posesie (TCO)	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Metodologie folosita inainte de luarea deciziilor de investitii. Evalueaza intregul ciclu de viata al detinerii unui element de configuratie, nu doar costul initial sau pretul de achizitie. *A se vedea de asemenea* costul total de utilizare (TCU)
total cost of utilization (TCU)	costul total de utilizare (TCU)	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Metodologie folosita in vederea alegerea investitiilor si a deciziilor de atribuire de contracte catre furnizori. Costul total de utilizare evalueaza intregul ciclu de viata al unui serviciu IT utilizat de client. *A se vedea de asemenea* costul total de posesie (TCO)
total quality management (TQM)	total quality management (TQM)	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) Metodologie folosita in managementul imbunatatirii continue prin folosirea unui sistem de management al calitatii. Managementul calitatii totale stabileste o cultura in care toti membrii unei organizatii sunt implicati intr-un proces de monitorizare si imbunatatire.
transaction	tranzactie	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.	O functie discreta efectuata de un serviciu IT – de exemplu, transferul de bani dintr-un cont in altul. O singura tranzactie poate implica adaugiri numeroase, stergeri sau modificari de date. Ori toate aceste operatiuni sunt indeplinite pana la capat ori niciuna.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
transfer cost	cost de transfer	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un tip de cost care inregistreaza cheltuielile facute de o alta parte a organizatiei. De exemplu, un prestator de servicii IT poate plati un consultant extern care sa lucreze pentru departamentul financiar si sa transfere costurile catre departamentul acesta. Furnizorul de servicii IT va inregistra aceste costuri ca si costuri de transfer.
transition	tranzitie	(*ITIL Service Transition*) A change in state, corresponding to a movement of an IT service or other configuration item from one lifecycle status to the next.	(*ITIL Service Transition*) O schimbare de stare datorata evolutiei unui serviciu IT sau alt element de configuratie dintr-un ciclu de viata in urmatorul.
transition planning and support	transition planning and support / planificarea si suportul tranzitiei	(*ITIL Service Transition*) The process responsible for planning all service transition processes and coordinating the resources that they require.	(*ITIL Service Transition*) Procesul responsabil cu planificarea tuturor proceselor de tranzitie a tuturor serviciilor si coordonarea resurselor necesare in acest scop.
trend analysis	analiza tendintelor	(*ITIL Continual Service Improvement*) 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.	(*ITIL Continual Service Improvement*) Analiza datelor pentru identificarea trend-urilor in timp. Analiza tendintelor este folosita in managementul problemelor pentru a identifica defectiunile comune sau elementele de configuratie fragile, si in managementul capacitatii ca unealta de modelare in preredictiaunui comportament viitor. Este de asemenea utilizata ca instrument de management pentru identificarea deficienteleor in procesele de management al serviciilor IT

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
tuning	optimizare	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.	Activitatea responsabila cu planificarea schimbarilor astfel incat sa permita utilizarea cea mai eficienta a resurselor. Optimizarea este cel mai des intalnita in contextul serviciilor IT si a componentelor acestora. Optimizarea este parte a managementului capacitatii care include de asemenea si monitorizarea performantei si implementarea schimbarilor necesare. Optimizare este intalnita si in contextul proceselor sau ca optimizare a resurselor non-tehnice.
type I service provider	prestator de servicii de tip I	(*ITIL Service Strategy*) An internal service provider that is embedded within a business unit. There may be several Type I service providers within an organization.	(*ITIL Service Strategy*) Un prestator intern de servicii care este inclus intr-o unitate de business. Intr-o organizatie pot exista cateva tipuri de prestator de servicii de tip I
type II service provider	prestator de servicii de tip II	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un prestator intern de servicii care furnizeaza servicii IT catre mai multe unitati de business. Prestatorii de servicii de tip II mai sunt cunoscuti si ca unitati de servicii la comun/shared.
type III service provider	prestator de servicii de tip III	(*ITIL Service Strategy*) A service provider that provides IT services to external customers.	(*ITIL Service Strategy*) Un prestator de servicii care livreaza servicii IT catre clientii externi.
underpinning contract (UC)	contract de servicii suport (UC)	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Un contract intre un prestator de servicii IT si o terta parte. Terta parte furnizeaza bunuri sau servicii care ajuta in livrarea unui serviciu IT catre un client. Contractul de servicii support defineste obiectivele si responsabilitatile necesare pentru a atinge nivelul de servicii agreat intr-unul sau mai multe acorduri nivel serviciu SLA.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
unit cost	cost per unitate	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Costul inregistrat de un prestator de servicii IT la livrarea unei singure componente a serviciului IT. De exemplu, costul unui singur PC sau a unei singure tranzactii.
urgency	urgenta	(*ITIL Service Design*) (*ITIL Service Transition*) 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.	(*ITIL Service Design*) (*ITIL Service Transition*) O masura pentru intervalul de timp scurs pana cand un incident, o problema sau o schimbare va avea un impact semnificativ asupra business-ului. De exemplu, un incident cu impact foarte mare poate avea un nivel scazut de urgenta daca impactul nu va afecta business-ul pana la sfarsitul anului fiscal. Impactul si urgenta sunt folosite pentru a determina prioritatea.
usability	usability	(*ITIL Service Design*) The ease with which an application, product or IT service can be used. Usability requirements are often included in a statement of requirements.	(*ITIL Service Design*) Usurinta cu care o aplicatie, un produs sau un serviciu IT poate fi folosit. Cerintele de usability sunt adesea incluse in declaratia cerintelor.
use case	caz de utilizare	(*ITIL Service Design*) 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.	(*ITIL Service Design*) O tehnica utilizata pentru a defini functionalitatea si obiectivele cerute si pentru a defini teste. Cazurile de utilizare definesc scenarii realiste care descriu interactiunea dintre utilizatori si serviciul IT sau alte sisteme.
user	utilizator	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.	O persoana care folosteste zilnic un serviciu IT. Utilizatorii sunt diferiti de clienti deoarece nu toti clientii folosesc serviciile IT in mod direct.
user profile (UP)	profil de utilizator (UP)	(*ITIL Service Strategy*) A pattern of user demand for IT services. Each user profile includes one or more patterns of business activity.	(*ITIL Service Strategy*) Un pattern de utilizare de servicii IT ale unui utilizator. Orice profil de utilizator poate include unul sau mai multe modele de activitate de business PBA.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
utility	utility / utilitate	(*ITIL Service Strategy*) 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. *See also* service validation and testing.	(*ITIL Service Strategy*) Functionalitate oferita de un produs sau serviciu pentru a satisface o nevoie specifica. Utilitatea poate fi rezumata ca 'ce face serviciul' si poate si folosita pentru a determina daca un serviciu este sau nu apt sa satisfaca rezultatele cerute, sau daca este 'potrivit pentru scop'. Valoarea economica a unui serviciu IT este data de combinatia utilitate si garantie. *A se vedea de asemenea* service validation and testing
validation	validare	(*ITIL Service Transition*) 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. *See also* acceptance; qualification; service validation and testing; verification.	(*ITIL Service Transition*) O activitate prin care se asigura ca un serviciu IT nou sau schimbat, un proces, plan sau orice alt livrabil satisface nevoia business-ului. Validarea se asigura ca, cerintele de business sunt satisfacute chiar daca acestea au suferit modificari intr timp. *A se vedea de asemenea* acceptanta; calificare; service validation and testing; verificare.
value chain	lant al valorii	(*ITIL Service Strategy*) 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. *See also* value network.	(*ITIL Service Strategy*) O secventa de procese care creaza un produs sau un serviciu de valoare pentru client. Fiecare pas al secventei este construit pe pasul precedent si contribuie la produsul sau serviciul global. *A se vedea de asemenea* value network.
value for money	valoare pentru bani (cheltuiti)	An informal measure of cost effectiveness. Value for money is often based on a comparison with the cost of alternatives. *See also* cost benefit analysis.	O masura informala a eficientei costului. Valoare pentru bani se bazeaza adesea pe o comparatie cu costul alternativei. *A se vedea de asemenea* analiza cost beneficiu.
value network	value network	(*ITIL Service Strategy*) A complex set of relationships between two or more groups or organizations. Value is generated through exchange of knowledge, information, goods or services. *See also* partnership; value chain.	(*ITIL Service Strategy*) Un set complex de relatii intre doua sau mai multe grupuri sau organizatii. Valoarea este generata prin schimbul de cunostinte, informatii, bunuri sau servicii. *A se vedea de asemenea* parteneriat; lant al valorii.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
value on investment (VOI)	valoare din investitie (VOI)	(*ITIL Continual Service Improvement*) A measurement of the expected benefit of an investment. Value on investment considers both financial and intangible benefits. *See also* return on investment.	(*ITIL Continual Service Improvement*) O masura a beneficiului estimat al unei investitii. Valoarea din investitie ia in calcul beneficiile financiare si cele intangibile. *A se vedea de asemenea* profitabilitatea investitiei (ROI).
variable cost	cost variabil	(*ITIL Service Strategy*) 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.	(*ITIL Service Strategy*) Un cost care depinde de cat de mult este folosit serviciul IT, cate produse sunt fabricate, numarul si tipul utilizatorilor sau altceva ce nu poate fi idendificat in avans.
variance	variatie	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.	Diferenta dintre valoarea planificata si valoarea actuala masurata. De obicei, este folosita in management financiar, managementul capacitatii si managementul nivelului de servicii dar se poate folosi in orice arie in care se folosesc planuri.
verification	verificare	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O activitate prin care se asigura ca un serviciu IT nou sau schimbat, proces, plan sau alt livrabil este complet, precis, sigur si realizat conform specificatiei. *A se vedea de asemenea* acceptanta; validare; service validation and testing/validarea si testarea serviciului.
verification and audit	verificare si auditare	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) Activitatile prin care se asigura ca informatia din sistemul de management al configuratiei este corecta si ca toate configuratiile sunt identificate si inregistrate. Verificarea include si controalele de rutina ca parti integrante din alte procese – de exemplu, verificarea numarului de serie a unui PC desktop cand un utilizator inregistreaza un incident. Auditarea este o verificare formala, periodica.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
version	versiune	(*ITIL Service Transition*) 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.	(*ITIL Service Transition*) O versiune este folosita pentru a identifica un baseline specific unui element de configuratie. Versiunile folosesc de obicei o conventie de denumire care faciliteaza identificarea secventelor sau data acestor baseline-uri. De exemplu, versiunea 3 a aplicatiei de salarizare contine functionalitati actualizate ale versiunii 2
vision	viziune	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. *See also* mission.	O descriere a ceea ce organizatia intentioneaza sa devina in viitor. Viziunea este creata de managementul senior si este folosita pentru a influenta cultura organizationala si planificarea strategica. *A se vedea de asemenea* misiune
vital business function (VBF)	functie vitala de business (VBF)	(*ITIL Service Design*) 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.	(*ITIL Service Design*) Parte a unui proces economic ce este critica pentru succesul organizatiei. Functiile vitale au o importanta considerabila in managementul continuitatii activitatii organizatiei sau managementul continuitatii si disponibilitatii serviciului IT.
vulnerability	vulnerabilitate	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.	O slabiciune care poate fi exploata de catre o amenintare – de exemplu, deschiderea unui port de firewall, o parola care nu a fost niciodata schimbata sau o mocheta inflamabila. Lipsa unui control este considerata, de asemenea, o vulnerabilitate.
warm standby	warm standby / Optiunea " Warm Standby"	*See* intermediate recovery.	*A se vedea de asemenea* intermediate recovery

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
warranty	warranty / garantie	(*ITIL Service Strategy*) 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. *See also* service validation and testing.	(*ITIL Service Strategy*) Asigurarea ca un produs sau un serviciu va respecta cerintele agreate. Acesta poate fi un accord formal ca un acord nivel de serviciu sau contract, sau poate fi un mesaj de marketing sau imagine de brand. Garantia se poate referi la abilitatea unui serviciu de a fi disponibil cand este necesar, de a furniza capacitatea ceruta, si sa ofere siguranta necesara pentru continuitate si securitate. Garantia poate fi rezumata la modul 'cum poate fi livrat serviciul' si poate fi folosita pentru a determina daca un serviciu este 'potrivit pentru utilizare'. Valoarea economica a unui serviciu IT este data de combinatia dintre utilitate si garantie. *A se vedea de asemenea* service validation and testing
work in progress (WIP)	in curs de executie (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.	Stare care arata ca activitatile au inceput dar nu sunt inca finalizate. Este folosit in mod obisnuit pentru a arata starea incidentelor, problemelor schimbarilor etc
work instruction	instructiuni de lucru	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.	Un document care contine instructiuni detaliate care specifica exact ce pasi trebuie urmati pentru a finaliza o activitate. O instructiune de lucru contine mult mai multe detalii decat o procedura si este creata numai daca sunt necesare instructiuni detaliate.
work order	ordin de lucru/serviciu	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.	O cerinta formala de a executa o activitata definita. Ordinele de lucru sunt adesea folosite in managementul schimbarii si de catre release and deployment management pentru a transfera cereri catre functiile de management tehnnic si managementul aplicatiei.

Termen Englezesc	Termen Romanesc	Definitie Englezeasca	Definitie Romaneasca
workaround	solutie temporara	(*ITIL Service Operation*) 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.	(*ITIL Service Operation*) Reducerea sau eliminarea impactului unui incident sau problema pentru care o solutie completa nu este inca disponibila – de exemplu, prin repornirea unui element de configuratie. Solutiile temporare pentru probleme sunt inregistrate si documentate ca erori cunoscute. Solutiile temporare pentru incidente care nu au asociate inregistrari de probleme sunt documentate in inregistrarea incidentului.
workload	incarcare	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.	Resursele necesare pentru livrarea unei parti identificabile a unui serviciu IT. Incarcarea poate fi clasificata pe utilizatori, grupuri de utilizatori sau functii in cadrul serviciului IT. Este folosita pentru analiza si managementul capacitatii, performantei si utilizarii elementelor de configuratie si a serviciilor IT. Termenul este cateodata folosit ca sinonim pentru capacitate de utilizare.

Lista de prescurtari

Prescurtare Englezeasca	Prescurtare Romaneasca	Termen Englezesc	Termen Romanesc
ACD	ACD	automatic call distribution	distributia automata a apelurilor
AM	AM	availability management	availabilty management / managementul disponibilitatii
AMIS	AMIS	availability management information system	availability management information system (AMIS) / sistem informational pentru managementul disponibilitatii
ASP	ASP	application service provider	application service provider
AST	AST	agreed service time	perioada agreata de furnizare a serviciilor
BCM	BCM	business continuity management	business continuity management / managementul continuitatii activitatii de business
BCP	BCP	business continuity plan	plan de continuitate al business-ului
BIA	BIA	business impact analysis	business impact analisys / analiza de impact in business
BMP	BMP	best management practice	buna practica in management
BRM	BRM	business relationship manager	manager al relatiilor cu business-ul / business relationship manager
BSI	BSI	British Standards Institution	Institutul Britanic de Standarde
CAB	CAB	change advisory board	change advisory board / comitet consultativ pentru schimbari
CAPEX	CAPEX	capital expenditure	cheltuieli de capital

Prescurtare Englezeasca	Prescurtare Romaneasca	Termen Englezesc	Termen Romanesc
CCM	CCM	component capacity management	component capacity management / managementul capacitatii componentelor
CFIA	CFIA	component failure impact analysis	component failure impact analysis / analiza de impact a defectarii componentei
CI	CI	configuration item	element de configuratie
CMDB	CMDB	configuration management database	configuration management database / baza de date pentru managementul configuratiei
CMIS	CMIS	capacity management information system	capacity management information system / sistem informatic de management al capacitatii
CMM	CMM	capability maturity model	capability maturity model
CMMI	CMMI	Capability Maturity Model Integration	Capability Maturity Model Integration
CMS	CMS	configuration management system	management system / sistemul de management al configuratiei
COBIT	COBIT	Control OBjectives for Information and related Technology	Obiectivele Controlului pentru Informatii si Tehnologii conexe
COTS	COTS	commercial off the shelf	produs comercial din raft/COTS (Produs standard, "de-gata")
CSF	CSF	critical success factor	factor critic de succes
CSI	CSI	continual service improvement	continual service improvement / (faza de) imbunatatirea continua a serviciului
CTI	CTI	computer telephony integration	telefonie integrata asistata de calculator
DIKW	DIKW	Data-to-Information-to-Knowledge-to-Wisdom	Date-catre-Informatii-catre-Cunoastere-catre-Intelepciune
DML	DML	definitive media library	biblioteca media definitiva
ECAB	ECAB	emergency change advisory board	emergency change advisory board / comitet consultativ pentru schimbari urgente

Prescurtare Englezeasca	Prescurtare Romaneasca	Termen Englezesc	Termen Romanesc
ELS	ELS	early life support	suport in regim de garantie / early life support
eSCM-CL	eSCM-CL	eSourcing Capability Model for Client Organizations	Modelul de Capabilitate a eSourcing-ului pentru Organizatii Client
eSCM-SP	eSCM-SP	eSourcing Capability Model for Service Providers	Modelul de Capabilitate a eSourcing-ului pentru Prestatorii de Servicii
FTA	FTA	fault tree analysis	fault tree analysis / analiza fault tree (FTA) (analiza "arborele defectelor")
IRR	IRR	internal rate of return	rata interna de recuperare (a investitiei)
ISG	ISG	IT steering group	grupul de coordonare IT
ISM	ISM	information security management	information security management / managementul securitatii informatiei
ISMS	ISMS	information security management system	information security management system / sistem de management al securitatii informatiei
ISO	ISO	International Organization for Standardization	Organizatia Internationala de Standardizare
ISP	ISP	internet service provider	prestator de servicii de internet
IT	IT	information technology	tehnologia informatiei
ITSCM	ITSCM	IT service continuity management	IT service continuity management / managementul continuitatii serviciilor IT
ITSM	ITSM	IT service management	IT service management / managementul serviciilor IT
itSMF	itSMF	IT Service Management Forum	forumul managementului seviciilor de IT
IVR	IVR	interactive voice response	raspuns vocal interactiv

Prescurtare Englezeasca	Prescurtare Romaneasca	Termen Englezesc	Termen Romanesc
KEDB	KEDB	known error database	known error database / baza de date a erorilor cunoscute
KPI	KPI	key performance indicator	indicatori cheie de performanta
LOS	LOS	line of service	linie de servicii
MIS	MIS	management information system	Management information system / sistem de management al informatiilor
M_o_R	M_o_R	Management of Risk	Management al Riscului
MTBF	MTBF	mean time between failures	mean time between failures / timp mediu intre defecte
MTBSI	MTBSI	mean time between service incidents	mean time between service incidents / timp mediu intre incidente ale serviciului
MTRS	MTRS	mean time to restore service	mean time to restore / timp mediu de restaurare a serviciului
MTTR	MTTR	mean time to repair	mean time to repair / timp mediu de reparare
NPV	NPV	net present value	valoare neta actualizată
OLA	OLA	operational level agreement	operational level agreement / acord de nivel operational
OPEX	OPEX	operational expenditure	cheltuieli operationale
PBA	PBA	pattern of business activity	profilul activitatii de business
PDCA	PDCA	Plan-Do-Check-Act	planifica-executa-verifica-actioneaza
PFS	PFS	prerequisite for success	premise pentru succes
PIR	PIR	post-implementation review	analiza post-implementare

Prescurtare Englezeasca	Prescurtare Romaneasca	Termen Englezesc	Termen Romanesc
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 (PMO) departamentul de management de proiect
PRINCE2	PRINCE2	PRojects IN Controlled Environments	PRojects IN Controlled Environments
PSO	PSO	projected service outage	indisponibilitatea planificata a serviciului
QA	QA	quality assurance	quality assurance (QA) / asigurarea calitatii
QMS	QMS	quality management system	sistemul de management al calitatii
RACI	RACI	responsible, accountable, consulted and informed	responsabil, tras la raspundere, consultat si informat
RCA	RCA	root cause analysis	analiza cauzei principale
RFC	RFC	request for change	cerere de schimbare / modificare
ROA	ROA	return on assets	productivitatea activelor
ROI	ROI	return on investment	profitabilitatea investitiei
RPO	RPO	recovery point objective	recovery point objective / obiectiv al momentului de recuperare
RTO	RTO	recovery time objective	recovery time objective / obiectiv al perioadei de recuperare
SAC	SAC	service acceptance criteria	criterii de acceptanta ale serviciului
SACM	SACM	service asset and configuration management	service assets and configuration management / managementul bunurilor si al configuratiilor

Prescurtare Englezeasca	Prescurtare Romaneasca	Termen Englezesc	Termen Romanesc
SAM	SAM	software asset management	software asset management / managementul bunurilor software
SCM	SCM	service capacity management	service capacity management / managementul capacitatii serviciilor
SCMIS	SCMIS	supplier and contract management information system	supplier and contract management information system / sistemul informatic pentru managementul furnizorilor si contractelor
SDP	SDP	service design package	service design service / pachet de definitii ale serviciului
SFA	SFA	service failure analysis	service failure analysis / analiza Intreruperii serviciului
SIP	SIP	service improvement plan	plan de imbunatatire a serviciului
SKMS	SKMS	service knowledge management system	service knowledge management system / sistemul de management a cunostintelor despre servicii
SLA	SLA	service level agreement	service level agreement / acord nivel serviciu
SLM	SLM	service level management	service level management / managementul nivelului serviciului
SLP	SLP	service level package	service level package / pachet de nivele al serviciului
SLR	SLR	service level requirement	service level requirements / cerinte de nivel al serviciului
SMART	SMART	specific, measurable, achievable, relevant and time-bound	specific, masurabil, realizabil, relevant si definit in timp
SMIS	SMIS	security management information system	security management information system / sistemul Informatic de management al securitatii
SMO	SMO	service maintenance objective	service maintenance objective / obiectivul de intretinere a serviciului

Prescurtare Englezeasca	Prescurtare Romaneasca	Termen Englezesc	Termen Romanesc
SoC	SoC	separation of concerns	separarea problemelor
SOP	SOP	standard operating procedure	proceduri operationale standard
SOR	SOR	statement of requirements	declaratia cerintelor
SOX	SOX	Sarbanes-Oxley (US law)	Sarbanes-Oxley (lege a SUA)
SPI	SPI	service provider interface	interfata cu prestatorul servicii
SPM	SPM	service portfolio management	service portfolio management / managementul portofoliului de servicii
SPOF	SPOF	single point of failure	punct critic al infrastructurii
TCO	TCO	total cost of ownership	costul total de posesie
TCU	TCU	total cost of utilization	costul total de utilizare
TO	TO	technical observation	observare tehnica
TOR	TOR	terms of reference	termeni de referinta
TQM	TQM	total quality management	total quality management
UC	UC	underpinning contract	contract de servicii suport
UP	UP	user profile	profil de utilizator
VBF	VBF	vital business function	functie vitala de business
VOI	VOI	value on investment	valoare din investitie
WIP	WIP	work in progress	in curs de executie

Swirl logo™ este marca inregistrata a Cabinet Office

ITIL® este marca inregistrata a Cabinet Office

PRINCE2® este marca inregistrata a Cabinet Office

M_o_R® este marca inregistrata a Cabinet Office