

English	Description	Translated Term	Translated Description
Access Management	<b>(Service Operation)</b> The <a href="#">Process</a> responsible for allowing <a href="#">Users</a> to make use of <a href="#">IT Services</a> , data, or other <a href="#">Assets</a> . Access Management helps to protect the <a href="#">Confidentiality</a> , <a href="#">Integrity</a> and <a href="#">Availability</a> of <a href="#">Assets</a> by ensuring that only authorized <a href="#">Users</a> are able to access or modify the <a href="#">Assets</a> . Access Management is sometimes referred to as <a href="#">Rights Management</a> or <a href="#">Identity Management</a> .	Access Management	<b>(Service Operation)</b> Den <a href="#">proces</a> , der er ansvarlig for at give <a href="#">brugere</a> adgang til <a href="#">it-services</a> , data eller andre <a href="#">Assets</a> . Access Management er væsentlig for at beskytte <a href="#">Assets Confidentiality</a> , <a href="#">Integrity</a> og <a href="#">Availability</a> ved at sikre, at kun autoriserede brugere kan få adgang til eller ændre assets. Andre betegnelser for Access Management kan være <a href="#">Rights Management</a> eller <a href="#">Identity Management</a> .
Account Manager	<b>(Service Strategy)</b> A <a href="#">Role</a> that is very similar to <a href="#">Business Relationship Manager</a> , but includes more commercial aspects. Most commonly used when dealing with <a href="#">External Customers</a> .	Account Manager	<b>(Service Strategy)</b> En <a href="#">rolle</a> , som har mange lighedspunkter med <a href="#">Business Relationship Manager</a> , men som omfatter flere kommercielle aspekter. Anvendes almindeligvis i forbindelse med eksterne <a href="#">kunder</a> .
Accounting	<b>(Service Strategy)</b> The <a href="#">Process</a> responsible for identifying actual <a href="#">Costs</a> of delivering <a href="#">IT Services</a> , comparing these with budgeted costs, and managing variance from the <a href="#">Budget</a> .	Accounting	<b>(Service Strategy)</b> Den <a href="#">proces</a> , der er ansvarlig for at identificere de faktiske <a href="#">omkostninger</a> , der er forbundet med at levere <a href="#">it-services</a> , sammenligning af disse med <a href="#">budgetterede</a> omkostninger, samt håndtere <a href="#">budgetafgivelser</a> .
Depreciation	<b>(Service Strategy)</b> A measure of the reduction in value of an <a href="#">Asset</a> over its life. This is based on wearing out, consumption or other reduction in the useful economic value.	Afskrivning	<b>(Service Strategy)</b> Et mål for nedbringelsen af værdien af et <a href="#">asset</a> i dets levetid. Afskrivningen baseres på slitage, forbrug eller anden forringelse af den brugbare økonomiske værdi.
Exception Report	A <a href="#">Document</a> containing details of one or more <a href="#">KPIs</a> or other important targets that have exceeded defined <a href="#">Thresholds</a> . Examples include <a href="#">SLA</a> targets being missed or about to be missed, and a <a href="#">Performance Metric</a> indicating a potential <a href="#">Capacity</a> problem.	Afvigelsesrapport	Et <a href="#">dokument</a> , der indeholder detaljer om, at en eller flere <a href="#">KPIs</a> eller andre vigtige målsætninger har overskredet definerede <a href="#">grænseværdier</a> . Det kan f. eks. være <a href="#">SLA</a> -mål, der enten er blevet overskredet eller er ved at blive overskredet, eller en <a href="#">Performance metrik</a> der indikerer et potentielt <a href="#">Capacity problem</a> .
Agreed Service Time	<b>(Service Design)</b> A synonym for <a href="#">Service Hours</a> , commonly used in formal calculations of <a href="#">Availability</a> . See <a href="#">Downtime</a> .	Agreed Service Time	<b>(Service Design)</b> Er et synonym for <a href="#">Service Hours</a> . Begrebet anvendes ofte ved formel beregning af <a href="#">Availability</a> . Se: <a href="#">Nedetid</a>

Agreement	A <b>Document</b> that describes a formal understanding between two or more parties. An Agreement is not legally binding, unless it forms part of a <b>Contract</b> . See <b>Service Level Agreement, Operational Level Agreement</b> .	Agreement	Et <b>dokument</b> , der beskriver en formel aftale mellem to eller flere parter. En Agreement er ikke juridisk bindende, med mindre den indgår som en del af en <b>kontrakt</b> . Se: <b>Service Level Agreement, Operational Level Agreement</b>
Accredited	Officially authorised to carry out a <b>Role</b> . For example an Accredited body may be authorised to provide training or to conduct <b>Audits</b> .	Akkrediteret	Officielt autoriseret til at udføre en <b>rolle</b> . F.eks. en akkrediteret <b>organisation</b> , der er autoriseret til at tilbyde undervisning eller til at gennemføre <b>Audits</b> .
Active Monitoring	<b>(Service Operation) Monitoring</b> of a <b>Configuration Item</b> or an <b>IT Service</b> that uses automated regular checks to discover the current status. See <b>Passive Monitoring</b> .	Aktiv overvågning	<b>(Service Operation) Overvågning</b> af et <b>Configuration Item</b> eller en <b>it-service</b> ved hjælp af automatiserede regelmæssige kontrolmålinger på aktuel <b>status</b> . Se: <b>Passiv overvågning</b> .
Activity	A set of actions designed to achieve a particular result. Activities are usually defined as part of <b>Processes</b> or <b>Plans</b> , and are documented in <b>Procedures</b> .	Aktivitet	Et sæt handlinger, der er <b>designet</b> til at opnå et bestemt resultat. Aktiviteter er normalt defineret som en del af <b>processer</b> eller <b>planer</b> , og de dokumenteres i <b>procedurer</b> .
Alert	<b>(Service Operation)</b> A warning that a threshold has been reached, something has changed, or a <b>Failure</b> has occurred. Alerts are often created and managed by <b>System Management</b> tools and are managed by the <b>Event Management Process</b> .	Alarm	<b>(Service Operation)</b> En advarsel om, at en <b>grænseværdi</b> er nået, noget er ændret, eller der er opstået et <b>fejl</b> . Alarmer er ofte skabt af og håndteret af <b>System Management</b> værktøjer. Alarmerne håndteres af <b>Event Management processen</b> .
Analytical Modelling	<b>(Service Strategy) (Service Design) (Continual Service Improvement)</b> A technique that uses mathematical <b>Models</b> to predict the behaviour of a <b>Configuration Item</b> or <b>IT Service</b> . Analytical Models are commonly used in <b>Capacity Management</b> and <b>Availability Management</b> . See <b>Modelling</b> .	Analytical Modelling	<b>(Service Strategy) (Service Design) (Continual Service Improvement)</b> En teknik, der anvender matematiske <b>modeller</b> til at forudsige adfærden af et <b>Configuration Item</b> eller en <b>it-service</b> . Analytical Modelling er almindeligt anvendt i <b>Capacity Management</b> og <b>Availability Management</b> . Se: <b>Modellering</b> .
Authority Matrix	Synonym for <b>RACI</b> .	Ansvarsmatrice	Synonym for <b>RACI</b>

Application Management	<b>(Service Design) (Service Operation)</b> The <b>Function</b> responsible for managing <b>Applications</b> throughout their <b>Lifecycle</b> .	Application Management	<b>(Service Design) (Service Operation)</b> Den <b>funktion</b> , der har ansvaret for at håndtere <b>applikationer</b> i hele deres <b>livscyklus</b> .
Application Portfolio	<b>(Service Design)</b> A database or structured <b>Document</b> used to manage <b>Applications</b> throughout their <b>Lifecycle</b> . The Application Portfolio contains key <b>Attributes</b> of all <b>Applications</b> . The Application Portfolio is sometimes implemented as part of the <b>Service Portfolio</b> , or as part of the <b>Configuration Management System</b> .	Application Portfolio	<b>(Service Design)</b> En database eller et struktureret <b>Dokument</b> , der anvendes til håndtering af <b>applikationer</b> i hele deres <b>livscyklus</b> . En <b>Application Portfolio</b> indeholder centrale <b>attributter</b> for alle applikationer. Application Portfolio implementeres i nogle tilfælde som del af <b>Service Portfolio</b> eller som en del af et <b>Configuration Management System</b> .
Application Service Provider (ASP)	<b>(Service Design)</b> An <b>External Service Provider</b> that provides <b>IT Services</b> using <b>Applications</b> running at the <b>Service Provider's</b> premises. <b>Users</b> access the <b>Applications</b> by network connections to the <b>Service Provider</b> .	Application Service Provider (ASP)	<b>(Service Design)</b> En <b>ekstern serviceleverandør</b> , der tilbyder <b>it-services</b> ved hjælp af <b>applikationer</b> , der afvikles fra <b>serviceleverandørens</b> lokalitet. <b>Brugere</b> har adgang til applikationerne gennem netværksforbindelser til serviceleverandøren.
Application Sizing	<b>(Service Design)</b> The <b>Activity</b> responsible for understanding the <b>Resource Requirements</b> needed to support a new <b>Application</b> , or a major <b>Change</b> to an existing <b>Application</b> . Application Sizing helps to ensure that the <b>IT Service</b> can meet its agreed <b>Service Level Targets</b> for <b>Capacity</b> and <b>Performance</b> .	Application Sizing	<b>(Service Design)</b> <b>Aktiviteten</b> , der er ansvarlig for at beregne de <b>krav</b> til ressourcebehov, der stilles, for at kunne understøtte en ny <b>applikation</b> eller en omfattende <b>Change</b> af en eksisterende applikation. Application Sizing hjælper til med at sikre, at <b>it-services</b> kan opfylde de aftalte <b>Service Level Targets</b> for <b>Capacity</b> og <b>Performance</b> .
Application	Software that provides <b>Functions</b> that are required by an <b>IT Service</b> . Each <b>Application</b> may be part of more than one <b>IT Service</b> . An Application runs on one or more <b>Servers</b> or <b>Clients</b> . See <b>Application Management</b> , <b>Application Portfolio</b> .	Applikation	Software, der stiller <b>funktioner</b> til rådighed, som påkrævet af en <b>it-service</b> . En applikation kan indgå i mere end en it-service. En applikation kører på en eller flere <b>servere</b> eller <b>klienter</b> . Se: <b>Application Management</b> , <b>Application Portfolio</b> .

Architecture	<p><b>(Service Design)</b> The structure of a <a href="#">System</a> or <a href="#">IT Service</a>, including the <a href="#">Relationships</a> of <a href="#">Components</a> to each other and to the environment they are in. Architecture also includes the <a href="#">Standards</a> and <a href="#">Guidelines</a> which guide the design and evolution of the <a href="#">System</a>.</p>	Arkitektur	<p><b>(Service Design)</b> Strukturen af et <a href="#">system</a> eller en <a href="#">it-service</a>, herunder indbyrdes <a href="#">relationer</a> mellem <a href="#">komponenter</a> og mellem komponenterne og det <a href="#">miljø</a>, de befinder sig i. Arkitektur indeholder også <a href="#">standarder</a> og <a href="#">guidelines</a>, der udstikker retningslinjer for <a href="#">design</a> og <a href="#">udvikling</a> af systemet.</p>
Assembly	<p><b>(Service Transition)</b> A <a href="#">Configuration Item</a> that is made up from a number of other <a href="#">CIs</a>. For example a <a href="#">Server CI</a> may contain <a href="#">CIs</a> for CPUs, Disks, Memory etc.; an <a href="#">IT Service CI</a> may contain many <a href="#">Hardware</a>, <a href="#">Software</a> and other <a href="#">CIs</a>. See <a href="#">Component CI</a>, <a href="#">Build</a>.</p>	Assembly	<p><b>(Service Transition)</b> Et <a href="#">Configuration Item</a>, der består af et antal andre <a href="#">CIs</a>. F.eks. kan et <a href="#">Server CI</a> indeholde <a href="#">CIs</a> for CPU'er, Diske, memory etc. En <a href="#">it-service-CI</a> kan indeholde hardware, software og andre <a href="#">CIs</a>. Se: <a href="#">Component CI</a>, <a href="#">Build</a>.</p>
Assessment	<p>Inspection and analysis to check whether a <a href="#">Standard</a> or set of <a href="#">Guidelines</a> is being followed, that <a href="#">Records</a> are accurate, or that <a href="#">Efficiency</a> and <a href="#">Effectiveness</a> targets are being met. See <a href="#">Audit</a></p>	Assessment	<p>Inspektion og analyse, der skal klarlægge, om en given <a href="#">standard</a> eller <a href="#">guideline</a> bliver fulgt, om <a href="#">Records</a> er retvisende, fuldstændige og nøjagtige, eller om mål for <a href="#">Ressource-</a> og <a href="#">kvalitetsmæssig effektivitet</a> bliver opfyldt. Se: <a href="#">Audit</a>.</p>
Asset	<p><b>(Service Strategy)</b> Any <a href="#">Resource</a> or <a href="#">Capability</a>. Assets of a <a href="#">Service Provider</a> include anything that could contribute to the delivery of a <a href="#">Service</a>. Assets can be one of the following types: Management, <a href="#">Organisation</a>, <a href="#">Process</a>, Knowledge, People, Information, <a href="#">Applications</a>, Infrastructure, and Financial Capital.</p>	Asset	<p><b>(Service Strategy)</b> Enhver <a href="#">ressource</a> eller <a href="#">Capability</a>. En <a href="#">Serviceleverandørs</a> assets inkluderer alt, der kan bidrage til at levere en service. Assets kan være af følgende typer: Management, <a href="#">organisation</a>, <a href="#">processer</a>, viden, mennesker, information, <a href="#">applikationer</a>, infrastruktur og kapital.</p>
Asset Management	<p><b>(Service Transition)</b> Asset Management is the <a href="#">Process</a> responsible for tracking and reporting the value and ownership of financial <a href="#">Assets</a> throughout their <a href="#">Lifecycle</a>. Asset Management is part of an overall <a href="#">Service Asset and Configuration Management Process</a>. See <a href="#">Asset Register</a>.</p>	Asset Management	<p><b>(Service Strategy)</b> Asset Management er den <a href="#">proces</a>, der er ansvarlig for at opsamle og rapportere værdioplysninger og ejerforhold om finansielle <a href="#">assets</a> igennem hele deres <a href="#">livscyklus</a>. Asset Management er en del af den overliggende <a href="#">Service Asset and Configuration Management-proces</a>. Se: <a href="#">Asset Register</a>.</p>

Asset Register	<p><b>(Service Transition)</b> A list of <a href="#">Assets</a>, which includes their ownership and value. The Asset Register is maintained by <a href="#">Asset Management</a>.</p>	Asset Register	<p><b>(Service Transition)</b> En liste over <a href="#">assets</a> som omfatter ejerforhold og værdioplysninger. Asset Register vedligeholdes af <a href="#">Asset Management</a>.</p>
Attribute	<p><b>(Service Transition)</b> A piece of information about a <a href="#">Configuration Item</a>. Examples are name, location, <a href="#">Version</a> number, and <a href="#">Cost</a>. Attributes of CIs are recorded in the <a href="#">Configuration Management Database (CMDB)</a>. See <a href="#">Relationship</a>.</p>	Attribut	<p><b>(Service Transition)</b> Information vedrørende et <a href="#">Configuration item</a>. Eksempelvis navn, placering versionsnummer og <a href="#">omkostning</a>. Attributter, der er relateret til <a href="#">CIs</a>, registreres i en <a href="#">Configuration Management Database (CMDB)</a>. Se: <a href="#">Relation</a>.</p>
Audit	<p>Formal inspection and verification to check whether a <a href="#">Standard</a> or set of <a href="#">Guidelines</a> is being followed, that <a href="#">Records</a> are accurate, or that <a href="#">Efficiency</a> and <a href="#">Effectiveness</a> targets are being met. An Audit may be carried out by internal or external groups. See <a href="#">Certification</a>, <a href="#">Assessment</a>.</p>	Audit	<p>Formel inspektion og kontrol, der skal klarlægge, om en given <a href="#">standard</a> eller <a href="#">guideline</a> bliver fulgt, om <a href="#">Records</a> er fuldstændige, retvisende og nøjagtige eller om mål for <a href="#">ressource-</a> og <a href="#">kvalitetsmæssig effektivitet</a> bliver opfyldt. En audit kan blive udført af såvel interne som eksterne grupper. Se: <a href="#">Certificering</a>, <a href="#">Evaluering</a>.</p>
Automatic Call Distribution (ACD)	<p><b>(Service Operation)</b> Use of <a href="#">Information Technology</a> to direct an incoming telephone call to the most appropriate person in the shortest possible time. ACD is sometimes called Automated Call Distribution.</p>	Automatic Call Distribution (ACD)	<p><b>(Service Operation)</b> Anvendelse af <a href="#">informationsteknologi</a> til, hurtigst muligt, at dirigere indkomne telefonopkald til den rette person ACD omtales sommetider som Automated Call Distribution.</p>
Availability	<p><b>(Service Design)</b> Ability of a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> to perform its agreed <a href="#">Function</a> when required. Availability is determined by <a href="#">Reliability</a>, <a href="#">Maintainability</a>, <a href="#">Serviceability</a>, <a href="#">Performance</a>, and <a href="#">Security</a>. Availability is usually calculated as a percentage. This calculation is often based on <a href="#">Agreed Service Time</a> and <a href="#">Downtime</a>. It is <a href="#">Best Practice</a> to calculate Availability using measurements of the <a href="#">Business</a> output of the <a href="#">IT Service</a>.</p>	Availability	<p><b>(Service Design)</b> Et <a href="#">Configuration Item</a> eller en <a href="#">it-services</a> evne til at udføre den aftalte <a href="#">funktion</a>, når det kræves. Availability bestemmes af <a href="#">Reliability</a>, <a href="#">Maintainability</a>, <a href="#">Serviceability</a>, <a href="#">Performance</a>, og <a href="#">Security</a>. Availability bliver normalt beregnet som en procentdel. Beregningen sker ofte på grundlag af <a href="#">Agreed Service Time</a> og <a href="#">nedetid</a>. Det er <a href="#">Best Practice</a> at beregne Availability ud fra målinger af forretningsmæssigt output fra en it-service.</p>

Availability Management	<b>(Service Design)</b> The <a href="#">Process</a> responsible for defining, analysing, <a href="#">Planning</a> , measuring and improving all aspects of the <a href="#">Availability of IT Services</a> . Availability Management is responsible for ensuring that all <a href="#">IT Infrastructure</a> , <a href="#">Processes</a> , <a href="#">Tools</a> , <a href="#">Roles</a> etc are appropriate for the agreed <a href="#">Service Level Targets</a> for <a href="#">Availability</a> .	Availability Management	<b>(Service Design)</b> Den <a href="#">proces</a> , der er ansvarlig for at definere, analysere, planlægge, måle og forbedre alle aspekter angående <a href="#">Availability</a> for <a href="#">it-services</a> . Availability Management er ansvarlig for at sikre, at alle <a href="#">it-infrastrukturer</a> , processer, værktøjer, <a href="#">roller</a> mm. er hensigtsmæssige i forhold til de aftalte <a href="#">Service Level Targets</a> for Availability.
Availability Management Information System (AMIS)	<b>(Service Design)</b> A virtual repository of all <a href="#">Availability Management</a> data, usually stored in multiple physical locations. See <a href="#">Service Knowledge Management System</a> .	Availability Management Information System (AMIS)	<b>(Service Design)</b> Et virtuelt opbevaringssted for alle <a href="#">Availability Management</a> data, der normalt befinder sig på flere fysiske lokaliteter Se: <a href="#">Service Knowledge Management System</a> .
Availability Plan	<b>(Service Design)</b> A <a href="#">Plan</a> to ensure that existing and future <a href="#">Availability Requirements</a> for <a href="#">IT Services</a> can be provided <a href="#">Cost Effectively</a> .	Availability Plan	<b>(Service Design)</b> En <a href="#">plan</a> , der skal sikre, at de nuværende og fremtidige <a href="#">Availability-krav</a> til <a href="#">it-services</a> kan opfyldes på omkostningsrentabel vis.
Back-out Backup	Synonym for <a href="#">Remediation</a> . <b>(Service Design) (Service Operation)</b> Copying data to protect against loss of <a href="#">Integrity</a> or <a href="#">Availability</a> of the original.	Back-out Backup	Synonym for <a href="#">genetablering</a> <b>(Service Design) (Service Operation)</b> Kopiering af data med henblik på at beskytte originale data mod tab af <a href="#">Integrity</a> eller <a href="#">Availability</a> .
Balanced Scorecard	<b>(Continual Service Improvement)</b> A management tool developed by Drs. Robert Kaplan (Harvard Business School) and David Norton. A Balanced Scorecard enables a <a href="#">Strategy</a> to be broken down into <a href="#">Key Performance Indicators</a> . <a href="#">Performance</a> against the <a href="#">KPIs</a> is used to demonstrate how well the <a href="#">Strategy</a> is being achieved. A Balanced Scorecard has 4 major areas, each of which has a small number of <a href="#">KPIs</a> . The same 4 areas are considered at different levels of detail throughout the <a href="#">Organisation</a> .	Balanced Scorecard	<b>(Continual Service Improvement)</b> Et ledelsesværktøj der er udviklet af Robert Kaplan (Harvard Business School) og David Norton. Et Balanced Scorecard gør det muligt at nedbryde en <a href="#">strategi</a> i <a href="#">Key Performance Indicators</a> . <a href="#">Performance</a> sammenholdt med <a href="#">KPIs</a> anvendes til at vise, i hvilket omfang en strategi bliver opfyldt. Der er 4 hovedområder i et Balanced Scorecard. Hvert af disse har et begrænset antal KPIs. Detaljeringsgraden for de 4 områder afhænger af det organisatoriske niveau.

Tension Metrics	<p><b>(Continual Service Improvement)</b> A set of related <a href="#">Metrics</a>, in which improvements to one <a href="#">Metric</a> have a negative effect on another. Tension Metrics are designed to ensure that an appropriate balance is achieved.</p>	Balancemetrikker	<p><b>(Continual Service Improvement)</b> Et sæt af relaterede <a href="#">metrikker</a>, hvor forbedring af én metrik har en negativ effekt på en anden. Balancemetrikker er <a href="#">designet</a> til at sikre en passende balance.</p>
Baseline	<p><b>(Continual Service Improvement)</b> A <a href="#">Benchmark</a> used as a reference point. For example:</p> <ul style="list-style-type: none"> <li>- An <a href="#">ITSM</a> Baseline can be used as a starting point to measure the effect of a <a href="#">Service Improvement Plan</a></li> <li>- A <a href="#">Performance</a> Baseline can be used to measure changes in <a href="#">Performance</a> over the lifetime of an <a href="#">IT Service</a></li> <li>- A <a href="#">Configuration Management</a> Baseline can be used to enable the <a href="#">IT Infrastructure</a> to be restored to a known <a href="#">Configuration</a> if a <a href="#">Change</a> or <a href="#">Release</a> fails</li> </ul>	Baseline	<p><b>(Continual Service Improvement)</b> En <a href="#">benchmark</a>, der anvendes som referencepunkt. Eksempler:</p> <ul style="list-style-type: none"> <li>- En <a href="#">ITSM</a> baseline kan anvendes som udgangspunkt for at måle effekten af en <a href="#">Service Improvement Plan</a></li> <li>- En <a href="#">performance</a> baseline kan anvendes til at måle ændringer af en <a href="#">it-services</a> performance i dens livsforløb</li> <li>- En <a href="#">Configuration Management</a> baseline gør det muligt at genskabe en kendt tilstand i <a href="#">it-infrastrukturen</a>, hvis en <a href="#">Change</a> eller <a href="#">Release</a> slår fejl</li> </ul>
Benchmark	<p><b>(Continual Service Improvement)</b> The recorded state of something at a specific point in time. A Benchmark can be created for a <a href="#">Configuration</a>, a <a href="#">Process</a>, or any other set of data. For example, a benchmark can be used in:</p> <ul style="list-style-type: none"> <li>- <a href="#">Continual Service Improvement</a>, to establish the current state for managing improvements.</li> <li>- <a href="#">Capacity Management</a>, to document <a href="#">Performance</a> characteristics during normal operations.</li> </ul> <p>See <a href="#">Benchmarking</a>, <a href="#">Baseline</a></p>	Benchmark	<p><b>(Continual Service Improvement)</b> En dokumenteret tilstand på et givent tidspunkt. Benchmark kan gennemføres for en <a href="#">Configuration</a>, en <a href="#">proces</a> eller enhver anden samling af data. En benchmark kan fx bruges ved:</p> <ul style="list-style-type: none"> <li>- <a href="#">Continual Service Improvement</a> – for at etablere et øjebliksbillede til at styre forbedringer ud fra</li> <li>- <a href="#">Capacity Management</a> – for at dokumentere performance-karakteristika under normale driftsforhold.</li> </ul> <p>Se: <a href="#">Benchmarking</a>, <a href="#">Baseline</a>.</p>

Benchmarking	<b>(Continual Service Improvement)</b> Comparing a <a href="#">Benchmark</a> with a <a href="#">Baseline</a> or with <a href="#">Best Practice</a> . The term Benchmarking is also used to mean creating a series of <a href="#">Benchmarks</a> over time, and comparing the results to measure progress or improvement.	Benchmarking	<b>(Continual Service Improvement)</b> Det at sammenligne en <a href="#">benchmark</a> med en <a href="#">baseline</a> eller med <a href="#">Best Practice</a> . Begrebet benchmarking har også betydningen at skabe en serie benchmarks igennem en tidsperiode, for herefter at sammenligne resultaterne for at måle fremdrift eller forbedringer.
Best Practice	Proven <a href="#">Activities</a> or <a href="#">Processes</a> that have been successfully used by multiple <a href="#">Organisations</a> . ITIL is an example of Best Practice.	Best Practice	<a href="#">Aktiviteter</a> eller <a href="#">processer</a> , hvis værdi er bevist i praksis, og som med succes har været anvendt i adskillige <a href="#">organisationer</a> . ITIL er et eksempel på en Best Practice.
Brainstorming	<b>(Service Design)</b> 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 <a href="#">Problem Management</a> to identify possible causes.	Brainstorming	<b>(Service Design)</b> En teknik, der støtter et team til at fremkomme med ideer. Ideerne gennemgås ikke under Brainstorming <a href="#">processen</a> . Det sker på et senere trin. Brainstorming anvendes ofte af <a href="#">Problem Management</a> til at identificere mulige årsager.
British Standards Institution (BSI)	The UK National Standards body, responsible for creating and maintaining British <a href="#">Standards</a> . See <a href="http://www.bsi-global.com">http://www.bsi-global.com</a> for more information. See <a href="#">ISO</a>	Britisk Standards Institution (BSI)	Storbritanniens nationale Standardiseringsorgan med ansvar for at skabe og vedligeholde britiske <a href="#">standarder</a> . Se: <a href="http://www.bsi-global.com">http://www.bsi-global.com</a> for yderligere information. Se: <a href="#">ISO</a> .
User	A person who uses the <a href="#">IT Service</a> on a day-to-day basis. Users are distinct from <a href="#">Customers</a> , as some <a href="#">Customers</a> do not use the <a href="#">IT Service</a> directly.	Bruger	En person der anvender en <a href="#">it-service</a> dagligt. Brugere adskiller sig fra <a href="#">kunder</a> , fordi nogle kunder ikke selv anvender it-servicen.
Usability	<b>(Service Design)</b> The ease with which an <a href="#">Application</a> , product, or <a href="#">IT Service</a> can be used. Usability <a href="#">Requirements</a> are often included in a <a href="#">Statement of Requirements</a> .	Brugervenlighed	<b>(Service Design)</b> Hvor let det er at anvende en <a href="#">applikation</a> , et produkt eller en <a href="#">it-service</a> . <a href="#">Krav</a> til brugervenlighed indgår ofte i <a href="#">Statement of Requirements</a> .
Budget	A list of all the money an <a href="#">Organisation</a> or <a href="#">Business Unit</a> plans to receive, and plans to pay out, over a specified period of time. See <a href="#">Budgeting</a> , <a href="#">Planning</a>	Budget	En opgørelse over alle de midler en <a href="#">organisation</a> eller <a href="#">forretningsenhed</a> forventer at modtage og anvende i en specificeret periode. Se: <a href="#">Budgeting</a> , <a href="#">planlægning</a> .

Budgeting	The <a href="#">Activity</a> of predicting and controlling the spending of money. Consists of a periodic negotiation cycle to set future <a href="#">Budgets</a> (usually annual) and the day-to-day monitoring and adjusting of current <a href="#">Budgets</a> .	Budgeting	Den <a href="#">aktivitet</a> , hvor <a href="#">estimering</a> og <a href="#">kontrol</a> af pengeforbrug finder sted. Den består af en periodevis forhandlingscyklus, hvor fremtidige <a href="#">budgetter</a> (normalt én gang årligt) fastlægges, og af løbende <a href="#">overvågning</a> samt justering af aktuelle budgetter.
Build	<b>(Service Transition)</b> The <a href="#">Activity</a> of assembling a number of <a href="#">Configuration Items</a> to create part of an <a href="#">IT Service</a> . The term Build is also used to refer to a <a href="#">Release</a> that is authorised for distribution. For example <a href="#">Server Build</a> or <a href="#">laptop Build</a> . See <a href="#">Configuration Baseline</a> .	Build	<b>(Service Transition)</b> Den <a href="#">aktivitet</a> , hvor et antal <a href="#">Configuration Items</a> samles for at fremstille en del af en <a href="#">it-service</a> . Begrebet Build betegner ligeledes en <a href="#">Release</a> , der er godkendt til distribution, f.eks. <a href="#">Server Build</a> eller <a href="#">laptop Build</a> . Se: <a href="#">Configuration Baseline</a> .
Build Environment	<b>(Service Transition)</b> A controlled <a href="#">Environment</a> where <a href="#">Applications</a> , <a href="#">IT Services</a> and other <a href="#">Builds</a> are assembled prior to being moved into a <a href="#">Test</a> or <a href="#">Live Environment</a> .	Build Environment	<b>(Service Transition)</b> Et <a href="#">kontrolleret miljø</a> , hvor <a href="#">applikationer</a> , <a href="#">it-services</a> og andre <a href="#">Builds</a> bliver samlet, før de overføres til et <a href="#">test-</a> eller et <a href="#">produktionsmiljø</a> .
Business Capacity Management (BCM)	<b>(Service Design)</b> In the context of <a href="#">ITSM</a> , Business Capacity Management is the <a href="#">Activity</a> responsible for understanding future <a href="#">Business Requirements</a> for use in the <a href="#">Capacity Plan</a> . See <a href="#">Service Capacity Management</a> .	Business Capacity Management (BCM)	<b>(Service Design)</b> I <a href="#">ITSM</a> -kontekst er Business Capacity Management den <a href="#">aktivitet</a> , der er ansvarlig for at sætte sig ind i fremtidige forretningsbehov, for at kunne anvende disse i <a href="#">Capacity Planen</a> . Se: <a href="#">Service Capacity Management</a> .
Business Case	<b>(Service Strategy)</b> Justification for a significant item of expenditure. Includes information about <a href="#">Costs</a> , benefits, options, issues, <a href="#">Risks</a> , and possible problems. See <a href="#">Cost Benefit Analysis</a> .	Business Case	<b>(Service Strategy)</b> Berettigelse af en væsentlig udgiftspost. Indeholder information om <a href="#">omkostninger</a> , udbytte, muligheder, andre emner, risici og eventuelle problemer. Se: <a href="#">Cost benefit analyse</a> .

Business Continuity Management (BCM)	<p><b>(Service Design)</b> The <a href="#">Business Process</a> responsible for managing <a href="#">Risks</a> that could seriously impact the <a href="#">Business</a>. BCM safeguards the interests of key stakeholders, reputation, brand and value creating activities. The BCM <a href="#">Process</a> involves reducing <a href="#">Risks</a> to an acceptable level and planning for the recovery of <a href="#">Business Processes</a> should a disruption to the <a href="#">Business</a> occur. BCM sets the <a href="#">Objectives</a>, <a href="#">Scope</a> and <a href="#">Requirements</a> for <a href="#">IT Service Continuity Management</a>.</p>	Business Continuity Management (BCM)	<p><b>(Service Design)</b> Den <a href="#">forretningsproces</a>, der er ansvarlig for styring af risici, der kan have alvorlig negativ konsekvens for <a href="#">forretningen</a>. BCM sikrer virksomhedens nøgle-<a href="#">interessenter</a>, omdømme og brand samt de værdiskabende <a href="#">aktiviteter</a>. BCM-processen skal sikre, at risici reduceres til et acceptabelt niveau. <a href="#">Processen</a> skal endvidere planlægge <a href="#">recovery</a> af forretningsprocesser i tilfælde af afbrydelse i disse. BCM udstikker <a href="#">formål</a>, <a href="#">Scope</a> og <a href="#">krav</a> til <a href="#">IT Service Continuity Management</a>.</p>
Business Continuity Plan (BCP)	<p><b>(Service Design)</b> A <a href="#">Plan</a> defining the steps required to <a href="#">Restore Business Processes</a> following a disruption. The <a href="#">Plan</a> will also identify the triggers for <a href="#">Invocation</a>, people to be involved, communications etc. <a href="#">IT Service Continuity Plans</a> form a significant part of <a href="#">Business Continuity Plans</a>.</p>	Business Continuity Plan (BCP)	<p><b>(Service Design)</b> En <a href="#">plan</a>, der definerer de fornødne skridt for at kunne <a href="#">restore</a> <a href="#">forretningsprocesserne</a> efter en alvorlig forstyrrelse. Planen identificerer endvidere triggere for <a href="#">iværksættelse</a>, folk der skal involveres, kommunikation etc. <a href="#">IT Service Continuity-planer</a> udgør en væsentlig del af <a href="#">Business Continuity-planer</a>.</p>
Business Impact Analysis (BIA)	<p><b>(Service Strategy)</b> BIA is the <a href="#">Activity</a> in <a href="#">Business Continuity Management</a> that identifies <a href="#">Vital Business Functions</a> and their dependencies. These dependencies may include <a href="#">Suppliers</a>, people, other <a href="#">Business Processes</a>, <a href="#">IT Services</a> etc. BIA defines the recovery requirements for <a href="#">IT Services</a>. These requirements include <a href="#">Recovery Time Objectives</a>, <a href="#">Recovery Point Objectives</a> and minimum <a href="#">Service Level Targets</a> for each <a href="#">IT Service</a>.</p>	Business Impact Analysis (BIA)	<p><b>(Service Strategy)</b> BIA er den <a href="#">aktivitet</a> i <a href="#">Business Continuity Management</a>, der identificerer <a href="#">Vital Business Functions</a> og deres indbyrdes afhængigheder. Disse afhængigheder kan omfatte <a href="#">leverandører</a>, personale, andre <a href="#">forretningsprocesser</a>, <a href="#">it-services</a> etc. BIA definerer <a href="#">krav</a> til <a href="#">recovery</a> for it-services. Kravene omfatter <a href="#">Recovery Time Objectives</a>, <a href="#">Recovery Point Objectives</a>, og minimum <a href="#">Service Level Targets</a> for hver it-service.</p>

Business Relationship Management	<p><b>(Service Strategy)</b> The <a href="#">Process</a> or <a href="#">Function</a> responsible for maintaining a <a href="#">Relationship</a> with the <a href="#">Business</a>. BRM usually includes:</p> <ul style="list-style-type: none"> <li>- Managing personal <a href="#">Relationships</a> with <a href="#">Business</a> managers</li> <li>- Providing input to Service Portfolio Management</li> <li>- Ensuring that the <a href="#">IT Service Provider</a> is satisfying the <a href="#">Business</a> needs of the <a href="#">Customers</a></li> </ul> <p>This Process has strong links with <a href="#">Service Level Management</a>.</p>	Business Relationship Management (BRM)	<p><b>(Service Strategy)</b> Den <a href="#">proces</a> eller <a href="#">funktion</a>, som er ansvarlig for at vedligeholde <a href="#">relationen</a> med <a href="#">forretningen</a>. BRM indeholder normalt:</p> <ul style="list-style-type: none"> <li>- Håndtering af personlige relationer til ledere fra forretningen</li> <li>- At levere input til <a href="#">Service Portfolio Management</a></li> <li>- At sikre, at <a href="#">it-serviceleverandøren</a> tilfredsstiller <a href="#">kundens</a> forretningsmæssige behov.</li> </ul> <p>Processen har stærke bånd til <a href="#">Service Level Management</a>.</p>
Business Relationship Manager (BRM)	<p><b>(Service Strategy)</b> A <a href="#">Role</a> responsible for maintaining the <a href="#">Relationship</a> with one or more <a href="#">Customers</a>. This <a href="#">Role</a> is often combined with the <a href="#">Service Level Manager Role</a>. See <a href="#">Account Manager</a></p>	Business Relationship Manager (BRM)	<p><b>(Service Strategy)</b> En <a href="#">rolle</a>, der er ansvarlig for at vedligeholde <a href="#">relationen</a> til en eller flere <a href="#">kunder</a>. Rollen er ofte kombineret med rollen som Service Level Manager. Se: <a href="#">Account Manager</a>.</p>
Business Service Management (BSM)	<p><b>(Service Strategy) (Service Design)</b> An approach to the management of <a href="#">IT Services</a> that considers the <a href="#">Business Processes</a> supported and the <a href="#">Business</a> value provided. This term also means the management of <a href="#">Business Services</a> delivered to <a href="#">Business Customers</a>.</p>	Business Service Management (BSM)	<p><b>(Service Strategy) (Service Design)</b> En tilgang til styring af <a href="#">it-services</a>, der fokuserer på de understøttede <a href="#">forretningsprocesser</a> og den forretningsværdi, <a href="#">it-services</a> leverer. Begrebet betyder også styring af <a href="#">forretningservices</a> leveret til <a href="#">slutkunder</a></p>
Call Centre	<p><b>(Service Operation)</b> An <a href="#">Organisation</a> or <a href="#">Business Unit</a> which handles large numbers of incoming and outgoing telephone calls. See <a href="#">Service Desk</a></p>	Callcenter	<p><b>(Service Operation)</b> En <a href="#">organisation</a> eller <a href="#">forretningsenhed</a>, som håndterer et stort antal indkommende og udgående telefonopkald. Se: <a href="#">Service Desk</a>.</p>
Capability	<p><b>(Service Strategy)</b> The ability of an <a href="#">Organisation</a>, person, <a href="#">Process</a>, <a href="#">Application</a>, <a href="#">Configuration Item</a> or <a href="#">IT Service</a> to carry out an <a href="#">Activity</a>. Capabilities are intangible <a href="#">Assets</a> of an <a href="#">Organisation</a>. See <a href="#">Resource</a></p>	Capability	<p><b>(Service Strategy)</b> En <a href="#">organisation</a>, persons, <a href="#">proces</a>, <a href="#">applikations</a>, <a href="#">Configuration Items</a> eller <a href="#">it-services</a> evne til, eller mulighed for, at udføre en <a href="#">aktivitet</a>. Capabilities er en organisations immaterielle <a href="#">assets</a>. Se: <a href="#">Resource</a>.</p>

Capability Maturity Model (CMM)	<p><b>(Continual Service Improvement)</b> The Capability Maturity Model for Software (also known as the CMM and SW-CMM) is a model used to identify <a href="#">Best Practices</a> to help increase <a href="#">Process Maturity</a>. CMM was developed at the Software Engineering Institute (SEI) of Carnegie Mellon University. In 2000, the SW-CMM was upgraded to <a href="#">CMMI® (Capability Maturity Model Integration)</a>. The SEI no longer maintains the SW-CMM model, its associated appraisal methods, or training materials.</p>	Capability Maturity Model (CMM)	<p><b>(Continual Service Improvement)</b> Capability Maturity Model for Software (også kendt som CMM og SW-CMM) er en <a href="#">model</a>, der anvendes til at identificere <a href="#">Best Practices</a> med henblik på at øge procesmodenhed. CMM blev udviklet af the Software Engineering Institute (SEI) ved Carnegie Mellon University. I 2000 blev SW-CMM opgraderet til <a href="#">CMMI® (Capability Maturity Model Integration)</a>. SEI vedligeholder ikke længere SW-CMM modellen, dens tilhørende vurderingsmetode eller uddannelsesmateriale.</p>
Capability Maturity Model Integration (CMMI)	<p>(Continual Service Improvement) Capability Maturity Model® Integration (CMMI) is a process improvement approach developed by the Software Engineering Institute (SEI) of Carnegie Mellon University. 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 <a href="http://www.sei.cmu.edu/cmmi/">http://www.sei.cmu.edu/cmmi/</a> for more information. See <a href="#">CMM</a>, <a href="#">Continuous Improvement</a>, <a href="#">Maturity</a>.</p>	Capability Maturity Model Integration (CMMI)	<p><b>(Continual Service Improvement)</b> Capability Maturity Model® Integration (CMMI) er en procesforbedringsmetode, der er udviklet af the Software Engineering Institute (SEI) ved Carnegie Mellon University. CMMI forsyner <a href="#">organisationer</a> med de væsentlige elementer i effektive <a href="#">processer</a>. Den kan anvendes som grundlag for procesforbedringer i <a href="#">projekter</a>, en division eller hele organisationen. CMMI medvirker til at integrere traditionelt adskilte organisationsfunktioner, opstiller mål for procesforbedringer, giver retningslinjer for kvalitetsprocesser og giver et referencepunkt til at vurdere nuværende processer. Se <a href="http://www.sei.cmu.edu/cmmi/">http://www.sei.cmu.edu/cmmi/</a> for yderligere information. Se: <a href="#">CMM</a>, <a href="#">Modenhed</a>.</p>
Capacity	<p><b>(Service Design)</b> The maximum <a href="#">Throughput</a> that a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> can deliver whilst meeting agreed <a href="#">Service Level Targets</a>. For some types of <a href="#">CI</a>, Capacity may be the size or volume, for example a disk drive.</p>	Capacity	<p><b>(Service Design)</b> Det maksimale <a href="#">throughput</a> et <a href="#">Configuration item</a> eller en <a href="#">it-service</a> kan levere, og samtidig opfylde de aftalte <a href="#">Service Level Targets</a>. For nogle <a href="#">CI typer</a> kan <a href="#">Capacity</a> være størrelse eller volumen – f.eks. et diskdrev.</p>

Capacity Management	<b>(Service Design)</b> The <b>Process</b> responsible for ensuring that the <b>Capacity</b> of <b>IT Services</b> and the <b>IT Infrastructure</b> is able to deliver agreed <b>Service Level Targets</b> in a <b>Cost Effective</b> and timely manner. Capacity Management considers all <b>Resources</b> required to deliver the IT Service, and plans for short, medium and long term <b>Business Requirements</b> .	Capacity Management	<b>(Service Design)</b> Den <b>proces</b> , der har ansvaret for <b>Capacity</b> i en <b>it-service</b> og for at <b>it-infrastrukturen</b> er i stand til at levere de aftalte <b>Service Level Targets</b> til tiden på en omkostningseffektiv måde. Capacity Management indbefatter alle typer af <b>ressourcer</b> , der er nødvendige for at kunne levere it-services og foretage <b>planlægning</b> ud fra forretningskravene på kort, mellem og langt sigt.
Capacity Management Information System (CMIS)	<b>(Service Design)</b> A virtual repository of all <b>Capacity Management</b> data, usually stored in multiple physical locations. See <b>Service Knowledge Management System</b>	Capacity Management Information System (CMIS)	<b>(Service Design)</b> Et virtuelt opbevaringssted for alle <b>Capacity Management</b> data, der normalt befinder sig på flere fysiske lokaliteter Se <b>Service Knowledge Management System</b> .
Capacity Plan	<b>(Service Design)</b> A Capacity Plan is used to manage the <b>Resources</b> required to deliver <b>IT Services</b> . The <b>Plan</b> contains scenarios for different predictions of <b>Business</b> demand, and costed options to deliver the agreed <b>Service Level Targets</b> .	Capacity Plan	<b>(Service Design)</b> En Capacity Plan anvendes til styring af de <b>ressourcer</b> , der er nødvendige for at levere <b>it-services</b> . Planen indeholder scenarier for forskellige forudsigelser af <b>forretningens</b> efterspørgsel og prissatte muligheder for levering af aftalte <b>Service Level Targets</b> .
Capacity Planning	<b>(Service Design)</b> The <b>Activity</b> within <b>Capacity Management</b> responsible for creating a <b>Capacity Plan</b> .	Capacity Planning	<b>(Service Design)</b> Den <b>aktivitet</b> indenfor <b>Capacity Management</b> , der er ansvarlig for at skabe <b>Capacity Plan</b> en.
Capital Expenditure (CAPEX)	<b>(Service Strategy)</b> The <b>Cost</b> of purchasing something that will become a financial <b>Asset</b> , for example computer equipment and buildings. The value of the <b>Asset</b> is <b>Depreciated</b> over multiple accounting periods.	Capital Expenditure (CAPEX)	<b>(Service Strategy)</b> <b>Omkostning</b> en ved at anskaffe noget, der vil blive et finansielt <b>asset</b> , f.eks. computerudstyr og bygninger. Anskaffelsesværdien afskrives over flere regnskabsperioder.
Certification	Issuing a certificate to confirm <b>Compliance</b> to a <b>Standard</b> . Certification includes a formal <b>Audit</b> by an independent and <b>Accredited</b> body. The term Certification is also used to mean awarding a certificate to verify that a person has achieved a qualification.	Certificering	Udstedelse af et certifikat, der bekræfter <b>Compliance</b> i forhold til en <b>standard</b> . Certificering inkluderer et formelt <b>audit</b> udført af en uafhængig og <b>akkrediteret organisation</b> . Termen certificering anvendes også, når en person tildeles et certifikat for at have opnået en kvalifikation.

Change	<b>(Service Transition)</b> The addition, modification or removal of anything that could have an effect on <b>IT Services</b> . The <b>Scope</b> should include all <b>IT Services</b> , <b>Configuration Items</b> , <b>Processes</b> , <b>Documentation</b> etc.	Change	<b>(Service Transition)</b> Tilføjelse, ændring eller fjernelse af noget, der kan have en effekt på <b>it-services</b> . <b>Scopet</b> bør omfatte it-services, <b>Configuration Items</b> , <b>processer</b> , dokumentation etc.
Change Advisory Board (CAB)	<b>(Service Transition)</b> A group of people that advises the <b>Change Manager</b> in the <b>Assessment</b> , prioritisation and scheduling of <b>Changes</b> . This board is usually made up of representatives from all areas within the <b>IT Service Provider</b> , the <b>Business</b> , and <b>Third Parties</b> such as <b>Suppliers</b> .	Change Advisory Board (CAB)	<b>(Service Transition)</b> En gruppe personer, der rådgiver <b>Change Manager</b> i <b>assessment</b> , prioritering og planlægning af <b>Changes</b> . Gruppen sammensættes almindeligvist af repræsentanter fra alle områder hos <b>it-serviceleverandøren</b> , repræsentanter fra <b>forretningen</b> og tredjepart som f.eks. <b>leverandører</b> .
Change Case	<b>(Service Operation)</b> A technique used to predict the impact of proposed <b>Changes</b> . Change Cases use specific scenarios to clarify the scope of proposed <b>Changes</b> and to help with <b>Cost Benefit Analysis</b> . See <b>Use Case</b>	Change Case	<b>(Service Operation)</b> En teknik, der anvendes til at forudsige konsekvenser af foreslåede <b>Changes</b> . Change Cases anvender specifikke scenarier for at afklare <b>scopet</b> for de foreslåede <b>Changes</b> og for at hjælpe ved udarbejdelse af <b>Cost Benefit analyser</b> . Se: <b>Use Case</b> .
Change Management	<b>(Service Transition)</b> The <b>Process</b> responsible for controlling the <b>Lifecycle</b> of all <b>Changes</b> . The primary objective of Change Management is to enable beneficial <b>Changes</b> to be made, with minimum disruption to <b>IT Services</b> .	Change Management	<b>(Service Transition)</b> Den <b>proces</b> , der har ansvaret for at styre <b>livscyklussen</b> for alle <b>Changes</b> . Det primære <b>formål</b> for Change Management er, at gøre det muligt at gennemføre gavnlige <b>Changes</b> , med mindst mulig forstyrrelse af <b>it-services</b> .
Change Model	<b>(Service Transition)</b> A repeatable way of dealing with a particular <b>Category</b> of <b>Change</b> . A Change Model defines specific pre-defined steps that will be followed for a <b>Change</b> of this <b>Category</b> . Change Models may be very simple, with no requirement for approval (e.g. Password Reset) or may be very complex with many steps that require approval (e.g. major software <b>Release</b> ). See <b>Standard Change</b> , <b>Change Advisory Board</b> .	Change Model	<b>(Service Transition)</b> En repeterbar måde at håndtere en bestemt <b>kategori</b> af <b>Changes</b> på. En Change Model indeholder specifikke foruddefinerede trin, der skal følges for en <b>Change</b> , der hører til denne kategori. Change Modeller kan være meget enkle uden <b>krav</b> om <b>godkendelse</b> (f.eks. reset af password), eller de kan være meget komplekse, med mange trin der kræver godkendelse (f.eks. større software <b>releases</b> ). Se <b>Standard Change</b> , <b>Change Advisory Board</b> .

Change Record	<b>(Service Transition)</b> A <a href="#">Record</a> containing the details of a <a href="#">Change</a> . Each Change Record documents the <a href="#">Lifecycle</a> of a single <a href="#">Change</a> . A Change Record is created for every <a href="#">Request for Change</a> that is received, even those that are subsequently rejected. Change Records should reference the <a href="#">Configuration Items</a> that are affected by the <a href="#">Change</a> . Change Records are stored in the <a href="#">Configuration Management System</a> .	Change Record	<b>(Service Transition)</b> En <a href="#">Record</a> , der indeholder detaljer om en <a href="#">Change</a> . Hver Change Record dokumenterer <a href="#">livscyklussen</a> for en enkelt Change. Der oprettes en Change Record hver gang, der modtages et <a href="#">Request for Change</a> , selv for dem, der afvises. Change Records skal referere til de <a href="#">Configuration Items</a> , der påvirkes af Changen. Change Records lagres i <a href="#">Configuration Management Systemet</a> .
Change Request	Synonym for <a href="#">Request for Change</a> .	Change Request	Synonym for <a href="#">Request for Change</a> .
Change History	<b>(Service Transition)</b> Information about all changes made to a <a href="#">Configuration Item</a> during its life. Change History consists of all those <a href="#">Change Records</a> that apply to the <a href="#">CI</a> .	Changehistorik	<b>(Service Transition)</b> Information om alle de <a href="#">Changes</a> et <a href="#">Configuration Item</a> har gennemgået i dets levetid. Changehistorik består af alle de <a href="#">Change Records</a> , der er relateret til <a href="#">CIs</a> .
Change Schedule	<b>(Service Transition)</b> A <a href="#">Document</a> that lists all approved <a href="#">Changes</a> and their planned implementation dates. A Change Schedule is sometimes called a Forward Schedule of Change, even though it also contains information about <a href="#">Changes</a> that have already been implemented.	Changekalender	<b>(Service Transition)</b> Et <a href="#">dokument</a> , der indeholder alle godkendte <a href="#">Changes</a> , og de planlagte implementeringsdatoer. Sommetider kaldes en Changekalender for Forward Schedule of Change, selvom den også indeholder oplysninger om <a href="#">Changes</a> , der allerede er blevet implementeret.
Change Window	<b>(Service Transition)</b> A regular, agreed time when <a href="#">Changes</a> or <a href="#">Releases</a> may be implemented with minimal impact on <a href="#">Services</a> . Change Windows are usually documented in <a href="#">SLAs</a> .	Changevindue	<b>(Service Transition)</b> Et regelmæssigt, aftalt tidsrum inden for hvilket <a href="#">Changes</a> eller <a href="#">Releases</a> kan implementeres med minimal påvirkning af services. Changevinduer er normalt dokumenteret i <a href="#">SLAs</a> .
Charging	<b>(Service Strategy)</b> Requiring payment for <a href="#">IT Services</a> . Charging for <a href="#">IT Services</a> is optional, and many <a href="#">Organisations</a> choose to treat their <a href="#">IT Service Provider</a> as a <a href="#">Cost Centre</a> .	Charging	<b>(Service Strategy)</b> Opkrævning af betaling for <a href="#">it-services</a> . Charging (fakturering) er ikke obligatorisk, og mange <a href="#">organisationer</a> vælger i stedet at betragte deres <a href="#">it-serviceleverandør</a> som et <a href="#">omkostningscenter</a> .
CI Type	<b>(Service Transition)</b> A <a href="#">Category</a> that is used to Classify <a href="#">CIs</a> . The CI Type identifies the required <a href="#">Attributes</a> and <a href="#">Relationships</a> for a <a href="#">Configuration Record</a> . Common <a href="#">CI Types</a> include: hardware, <a href="#">Document</a> , <a href="#">User</a> etc.	CI Type	<b>(Service Transition)</b> En <a href="#">kategori</a> , der anvendes til at klassificere <a href="#">CIs</a> . CI typen identificerer de <a href="#">attributter</a> og <a href="#">relationer</a> , der er påkrævet for en <a href="#">Configuration Record</a> . De almindeligste CI typer er: hardware, <a href="#">dokument</a> , <a href="#">bruger</a> etc.

Classification	The act of assigning a <a href="#">Category</a> to something. Classification is used to ensure consistent management and reporting. <a href="#">CIs</a> , <a href="#">Incidents</a> , <a href="#">Problems</a> , <a href="#">Changes</a> etc. are usually classified.	Classification	Det at tildele en <a href="#">kategori</a> til noget. Classification bruges til at sikre konsistent styring og rapportering. Classification sker normalt for: <a href="#">CIs</a> , <a href="#">Incidents</a> , <a href="#">Problems</a> , <a href="#">Changes</a> etc.
Closed	<b>(Service Operation)</b> The final <a href="#">Status</a> in the <a href="#">Lifecycle</a> of an <a href="#">Incident</a> , <a href="#">Problem</a> , <a href="#">Change</a> etc. When the <a href="#">Status</a> is Closed, no further action is taken.	Closed	<b>(Service Operation)</b> Sidste <a href="#">status</a> i <a href="#">livscyklus</a> for et <a href="#">Incident</a> , <a href="#">Problem</a> , <a href="#">Change</a> etc. Når status er Closed udføres der ikke flere <a href="#">aktiviteter</a> på sagen.
Closure	<b>(Service Operation)</b> The act of changing the <a href="#">Status</a> of an <a href="#">Incident</a> , <a href="#">Problem</a> , <a href="#">Change</a> etc. to <a href="#">Closed</a> .	Closure	<b>(Service Operation)</b> Den handling, der ændrer <a href="#">status</a> på et <a href="#">Incident</a> , <a href="#">Problem</a> , <a href="#">Change</a> etc. til <a href="#">Closed</a> .
COBIT	<b>(Continual Service Improvement)</b> Control Objectives for Information and related Technology (COBIT) provides guidance and Best Practice for the management of IT Processes. COBIT is published by the IT Governance Institute. See <a href="http://www.isaca.org/">http://www.isaca.org/</a> for more information.	COBIT	<b>(Continual Service Improvement)</b> <a href="#">Control Objectives for Information and related Technology</a> (COBIT) indeholder vejledning om <a href="#">Best Practice</a> for styring af it-processer. COBIT er udgivet af the IT Governance Institute. Se <a href="http://www.isca.org/">http://www.isca.org/</a> for yderligere information.
Code of Practice	A <a href="#">Guideline</a> published by a public body or a <a href="#">Standards Organisation</a> , such as <a href="#">ISO</a> or <a href="#">BSI</a> . Many <a href="#">Standards</a> consist of a Code of Practice and a <a href="#">Specification</a> . The Code of Practice describes recommended <a href="#">Best Practice</a> .	Code of Practice	<a href="#">Guidelines</a> , der udgives af en offentlig institution eller standardiseringsorganisationer, som <a href="#">ISO</a> eller <a href="#">BSI</a> . Mange <a href="#">standarder</a> består af en Code of Practice og en <a href="#">specifikation</a> . Code of Practice beskriver anbefalet <a href="#">best practice</a> .
Cold Standby Commercial off the Shelf (COTS)	Synonym for <a href="#">Gradual Recovery</a> . <b>(Service Design)</b> <a href="#">Application</a> software or <a href="#">Middleware</a> that can be purchased from a <a href="#">Third Party</a> .	Cold Standby Commercial off the Shelf (COTS)	Synonym for <a href="#">Gradual Recovery</a> . <b>(Service Design)</b> Hyldevarer. <a href="#">Applikationer</a> eller <a href="#">Middleware</a> , der kan købes fra en tredjepart.
Compliance	Ensuring that a <a href="#">Standard</a> or set of <a href="#">Guidelines</a> is followed, or that proper, consistent accounting or other practices are being employed.	Compliance	Sikrer at en <a href="#">standard</a> eller et sæt <a href="#">guidelines</a> bliver fulgt, eller at en virksomhed anvender anerkendte og konsistente metoder til f.eks. <a href="#">Accounting</a> .

Component Capacity Management (CCM)	<b>(Service Design) (Continual Service Improvement)</b> The <a href="#">Process</a> responsible for understanding the <a href="#">Capacity</a> , <a href="#">Utilisation</a> , and <a href="#">Performance</a> of <a href="#">Configuration Items</a> . Data is collected, recorded and analysed for use in the <a href="#">Capacity Plan</a> . See <a href="#">Service Capacity Management</a>	Component Capacity Management (CCM)	<b>(Service Design) (Continual Service Improvement)</b> <a href="#">Processen</a> , der er ansvarlig for at forstå <a href="#">Capacity</a> , <a href="#">Utilisation</a> og <a href="#">Performance</a> for <a href="#">Configuration Items</a> . Data indsamles, registreres og analyseres med henblik på anvendelse i <a href="#">Capacity Planen</a> . Se: <a href="#">Service Capacity Management</a> .
Component CI	<b>(Service Transition)</b> A <a href="#">Configuration Item</a> that is part of an <a href="#">Assembly</a> . For example, a CPU or Memory <a href="#">CI</a> may be part of a Server <a href="#">CI</a> .	Component CI	<b>(Service Transition)</b> Et <a href="#">Configuration Item</a> , der er en del af et <a href="#">Assembly</a> . F.eks. kan en CPU eller Memory <a href="#">CI</a> udgøre en del af et <a href="#">server CI</a> .
Component Failure Impact Analysis (CFIA)	<b>(Service Design)</b> A technique that helps to identify the impact of <a href="#">CI</a> failure on <a href="#">IT Services</a> . A matrix is created with <a href="#">IT Services</a> on one edge and <a href="#">CIs</a> on the other. This enables the identification of critical <a href="#">CIs</a> (that could cause the failure of multiple <a href="#">IT Services</a> ) and of fragile <a href="#">IT Services</a> (that have multiple <a href="#">Single Points of Failure</a> ).	Component Failure Impact Analyses (CFIA)	<b>(Service Design)</b> En teknik, der hjælper med at bestemme hvilke konsekvenser det vil få for <a href="#">it-services</a> hvis <a href="#">CIs fejler</a> . Der udfærdiges en matrice med it-services på den ene akse og CIs på den anden akse. Dette muliggør identifikation af kritiske CIs (som kan forårsage driftforstyrrelser for flere it-services) og "skrøbelige" it-services (dvs. services, som har flere Single Points of Failure).
Computer Telephony Integration (CTI)	<b>(Service Operation)</b> CTI is a general term covering any kind of integration between computers and telephone <a href="#">Systems</a> . It is most commonly used to refer to <a href="#">Systems</a> where an <a href="#">Application</a> displays detailed screens relating to incoming or outgoing telephone calls. See <a href="#">Automatic Call Distribution</a> , <a href="#">Interactive Voice Response</a> .	Computer Telephony Integration (CTI)	<b>(Service Operation)</b> CTI er et generelt begreb, der dækker alle former for integration mellem computer- og telefonsystemer. Begrebet refererer almindeligvis til <a href="#">systemer</a> , hvor en <a href="#">applikation</a> viser detaljerede skærbilleder, der relaterer sig til indgående eller udgående telefonkald. Se: <a href="#">Automatic Call Distribution</a> , <a href="#">Interactive Voice Response</a> .
Confidentiality	<b>(Service Design)</b> A security principle that requires that data should only be accessed by authorised people.	Confidentiality	<b>(Service Design)</b> Et sikkerhedsprincip der kræver, at data kun er tilgængelige for godkendte personer.
Configuration	<b>(Service Transition)</b> A generic term, used to describe a group of <a href="#">Configuration Items</a> that work together to deliver an <a href="#">IT Service</a> , or a recognizable part of an <a href="#">IT Service</a> . Configuration is also used to describe the parameter settings for one or more <a href="#">CIs</a> .	Configuration	<b>(Service Transition)</b> Et generisk begreb, der anvendes til at beskrive en gruppe <a href="#">Configuration Items</a> , der i sammenhæng leverer en <a href="#">it-service</a> , eller en synligt afgrænset del af en it-service. Configuration anvendes også til at beskrive driftsparametrene for en eller flere <a href="#">CIs</a> .

Configuration Baseline	<b>(Service Transition)</b> A <a href="#">Baseline</a> of a <a href="#">Configuration</a> that has been formally agreed and is managed through the <a href="#">Change Management</a> process. A Configuration Baseline is used as a basis for future <a href="#">Builds</a> , <a href="#">Releases</a> and <a href="#">Changes</a> .	Configuration Baseline	<b>(Service Transition)</b> En <a href="#">Baseline</a> af en formelt godkendt <a href="#">Configuration</a> , der styres af <a href="#">Change Management processen</a> . En Configuration Baseline anvendes som udgangspunkt for fremtidige <a href="#">Builds</a> , <a href="#">Releases</a> og <a href="#">Changes</a> .
Configuration Control	<b>(Service Transition)</b> The <a href="#">Activity</a> responsible for ensuring that adding, modifying or removing a <a href="#">CI</a> is properly managed, for example by submitting a <a href="#">Request for Change</a> or <a href="#">Service Request</a> .	Configuration Control	<b>(Service Transition)</b> Den <a href="#">aktivitet</a> , der har ansvaret for at sikre, at tilføjelse, ændring eller fjernelse af <a href="#">CIs</a> er passende styret f. eks. ved at indsende et <a href="#">Request for Change</a> eller et <a href="#">Service Request</a> .
Configuration Identification	<b>(Service Transition)</b> The <a href="#">Activity</a> responsible for collecting information about <a href="#">Configuration Items</a> and their <a href="#">Relationships</a> , and loading this information into the <a href="#">CMDB</a> . Configuration Identification is also responsible for labelling the <a href="#">CIs</a> themselves, so that the corresponding <a href="#">Configuration Records</a> can be found.	Configuration Identification	<b>(Service Transition)</b> Den <a href="#">aktivitet</a> , der har ansvaret for at indsamle information om <a href="#">Configuration Items</a> og deres <a href="#">relationer</a> , og for at lægge informationen ind i <a href="#">CMDB</a> . Configuration Identification har også ansvaret for at opmærke de fysiske <a href="#">CIs</a> , således at de tilsvarende <a href="#">Configuration Records</a> kan findes.
Configuration Item (CI)	<b>(Service Transition)</b> Any <a href="#">Component</a> that needs to be managed in order to deliver an <a href="#">IT Service</a> . Information about each <a href="#">CI</a> is recorded in a <a href="#">Configuration Record</a> within the <a href="#">Configuration Management System</a> and is maintained throughout its <a href="#">Lifecycle</a> by <a href="#">Configuration Management</a> . <a href="#">CIs</a> are under the control of <a href="#">Change Management</a> . <a href="#">CIs</a> typically include <a href="#">IT Services</a> , hardware, software, buildings, people, and formal documentation such as <a href="#">Process</a> documentation and <a href="#">SLAs</a> .	Configuration Item (CI)	<b>(Service Transition)</b> Enhver <a href="#">komponent</a> , der skal styres for at det er muligt at levere en <a href="#">it-service</a> . Information om alle <a href="#">CIs</a> er registreret i en <a href="#">Configuration Record</a> i <a href="#">Configuration Management System</a> og vedligeholdes af <a href="#">Configuration Management</a> i <a href="#">CIs</a> samlede <a href="#">livscyklus</a> . <a href="#">Change Management</a> kontrollerer <a href="#">CIs</a> . <a href="#">CIs</a> er typisk hardware, software, bygninger, personer og formel dokumentation som f. eks. procesdokumentation og <a href="#">SLAs</a> .
Configuration Management	<b>(Service Transition)</b> The <a href="#">Process</a> responsible for maintaining information about <a href="#">Configuration Items</a> required to deliver an <a href="#">IT Service</a> , including their <a href="#">Relationships</a> . This information is managed throughout the <a href="#">Lifecycle</a> of the <a href="#">CI</a> . Configuration Management is part of an overall <a href="#">Service Asset and Configuration Management Process</a> .	Configuration Management	<b>(Service Transition)</b> Den <a href="#">proces</a> , der har ansvaret for at vedligeholde information om de <a href="#">Configuration Items</a> , der er nødvendige for at levere en <a href="#">it-service</a> . Informationen bliver styret i <a href="#">CIs</a> samlede <a href="#">livscyklus</a> . Configuration Management er en del af den overordnede <a href="#">Service Asset and Configuration Management Process</a> .

Configuration Management Database (CMDB)	<p><b>(Service Transition)</b> A database used to store <a href="#">Configuration Records</a> throughout their <a href="#">Lifecycle</a>. The <a href="#">Configuration Management System</a> maintains one or more CMDBs, and each CMDB stores <a href="#">Attributes</a> of <a href="#">CIs</a>, and <a href="#">Relationships</a> with other <a href="#">CIs</a>.</p>	Configuration Management Database (CMDB)	<p><b>(Service Transition)</b> En database, der anvendes til at opbevare <a href="#">Configuration Records</a> igennem hele deres <a href="#">livscyklus</a>. <a href="#">Configuration Management System</a>et indeholder én eller flere CMDBs, og hver CMDB indeholder <a href="#">CIs</a> med <a href="#">attributter</a>, samt <a href="#">relationer</a> til andre <a href="#">CIs</a>.</p>
Configuration Management System (CMS)	<p><b>(Service Transition)</b> A set of tools and databases that are used to manage an <a href="#">IT Service Provider's</a> <a href="#">Configuration</a> data. The CMS also includes information about <a href="#">Incidents</a>, <a href="#">Problems</a>, <a href="#">Known Errors</a>, <a href="#">Changes</a> and <a href="#">Releases</a>; and may contain data about employees, <a href="#">Suppliers</a>, locations, <a href="#">Business Units</a>, <a href="#">Customers</a> and <a href="#">Users</a>. The CMS includes tools for collecting, storing, managing, updating, and presenting data about all <a href="#">Configuration Items</a> and their <a href="#">Relationships</a>. The CMS is maintained by <a href="#">Configuration Management</a> and is used by all <a href="#">IT Service Management Processes</a>. See <a href="#">Configuration Management Database</a>, <a href="#">Service Knowledge Management System</a>.</p>	Configuration Management System (CMS)	<p><b>(Service Transition)</b> Et sæt værktøjer og databaser, der anvendes til at styre en <a href="#">it-serviceleverandørs</a> <a href="#">Configuration</a> data. CMS indeholder endvidere information om <a href="#">Incidents</a>, <a href="#">Problems</a>, <a href="#">Known Errors</a>, <a href="#">Changes</a> og <a href="#">Releases</a>. Det kan indeholde data om ansatte, <a href="#">leverandører</a>, lokaliteter, <a href="#">forretningsenheder</a>, <a href="#">kunder</a> og <a href="#">brugere</a>. CMS indeholder værktøjer til indsamling, opbevaring, opdatering og præsentation af data om alle <a href="#">Configuration Items</a> og deres <a href="#">relationer</a>. CMS vedligeholdes af <a href="#">Configuration Management</a> og anvendes af alle <a href="#">IT Service Management processer</a>. Se: <a href="#">Configuration Management Database</a>, <a href="#">Service Knowledge Management System</a>.</p>
Configuration Record	<p><b>(Service Transition)</b> A <a href="#">Record</a> containing the details of a <a href="#">Configuration Item</a>. Each Configuration Record documents the <a href="#">Lifecycle</a> of a single <a href="#">CI</a>. Configuration Records are stored in a <a href="#">Configuration Management Database</a>.</p>	Configuration Record	<p><b>(Service Transition)</b> En <a href="#">Record</a>, der indeholder detaljer om et <a href="#">Configuration Item</a>. Hver Configuration Record dokumenterer et enkelt <a href="#">CI's</a> <a href="#">livscyklus</a>. Configuration Records opbevares i en <a href="#">Configuration Management Database</a>.</p>
Configuration Structure	<p><b>(Service Transition)</b> The hierarchy and other <a href="#">Relationships</a> between all the <a href="#">Configuration Items</a> that comprise a <a href="#">Configuration</a>.</p>	Configuration Structure	<p><b>(Service Transition)</b> Hierarkiet og andre <a href="#">relationer</a> mellem alle <a href="#">Configuration Items</a>, der udgør en <a href="#">Configuration</a>.</p>

Continual Service Improvement (CSI)	<p><b>(Continual Service Improvement)</b> A stage in the <a href="#">Lifecycle</a> of an <a href="#">IT Service</a> and the title of one of the Core <a href="#">ITIL</a> publications.</p> <p>Continual Service Improvement is responsible for managing improvements to <a href="#">IT Service Management Processes</a> and <a href="#">IT Services</a>.</p> <p>The <a href="#">Performance</a> of the <a href="#">IT Service Provider</a> is continually measured and improvements are made to <a href="#">Processes</a>, <a href="#">IT Services</a> and <a href="#">IT Infrastructure</a> in order to increase <a href="#">Efficiency</a>, <a href="#">Effectiveness</a>, and <a href="#">Cost Effectiveness</a>.</p> <p>See <a href="#">Plan-Do-Check-Act</a></p>	Continual Service Improvement (CSI)	<p><b>(Continual Service Improvemen)</b> En fase i en <a href="#">it-services livscyklus</a>, samt titlen på en af de fem kernebøger i <a href="#">ITIL</a>. Continual Service Improvement har ansvaret for at styre forbedringer af <a href="#">IT Service Management processer</a> og <a href="#">it-services</a>. <a href="#">It-serviceleverandørens performance</a> bliver kontinuerligt målt, og <a href="#">processer</a>, <a href="#">it-services</a> og <a href="#">it infrastrukturen</a> bliver forbedret for at forøge <a href="#">ressource-</a> og <a href="#">kvalitetsmæssig effektivitet</a> samt <a href="#">omkostningsrentabilitet</a>.</p> <p>Se: <a href="#">Plan-Do-Check-Act</a>.</p>
Continuous Availability	<p><b>(Service Design)</b> An approach or design to achieve 100% <a href="#">Availability</a>. A Continuously Available <a href="#">IT Service</a> has no planned or unplanned <a href="#">Downtime</a>.</p>	Continuous Availability	<p><b>(Service Design)</b> En tilgang eller et <a href="#">design</a>, der tilstræber 100% <a href="#">Availability</a>. Continuous Availability betyder, at en <a href="#">it-service</a> ikke vil være udsat for hverken planlagt eller ikke-planlagt <a href="#">nedetid</a>.</p>
Continuous Operation	<p><b>(Service Design)</b> An approach or design to eliminate planned <a href="#">Downtime</a> of an <a href="#">IT Service</a>. Note that individual <a href="#">Configuration Items</a> may be down even though the <a href="#">IT Service</a> is <a href="#">Available</a>.</p>	Continuous Operation	<p><b>(Service Design)</b> En tilgang eller et <a href="#">design</a>, der har som sit <a href="#">formål</a> at eliminere <a href="#">planlagt nedetid</a> for en <a href="#">it-service</a>. Bemærk dog, at enkelte <a href="#">Configuration Items</a> kan være nede, selvom <a href="#">it-servicen</a> er <a href="#">Available</a>.</p>
Contract Portfolio	<p><b>(Service Strategy)</b> A database or structured <a href="#">Document</a> used to manage <a href="#">Service Contracts</a> or <a href="#">Agreements</a> between an <a href="#">IT Service Provider</a> and their <a href="#">Customers</a>. Each <a href="#">IT Service</a> delivered to a <a href="#">Customer</a> should have a <a href="#">Contract</a> or other <a href="#">Agreement</a> which is listed in the Contract Portfolio. See <a href="#">Service Portfolio</a>, <a href="#">Service Catalogue</a></p>	Contract Portfolio	<p><b>(Service Strategy)</b> En database eller et struktureret <a href="#">dokument</a>, der anvendes til at styre <a href="#">servicekontrakter</a> eller <a href="#">Agreements</a> mellem en <a href="#">it-serviceleverandør</a> og dennes <a href="#">kunder</a>. Der bør være en <a href="#">kontrakt</a> eller <a href="#">Agreement</a> registreret i Contract Portfolio for hver eneste <a href="#">it-service</a>, der leveres til <a href="#">kunder</a>.</p> <p>Se: <a href="#">Service Portfolio</a>, <a href="#">Service Catalogue</a>.</p> <p>Se: <a href="#">COBIT</a>.</p>
Control Objectives for Information and related Technology (COBIT)	See <a href="#">COBIT</a> .	Control Objectives for Information and related Technology (COBIT)	

Control Processes	The <a href="#">ISO/IEC 20000 Process</a> group that includes <a href="#">Change Management</a> and <a href="#">Configuration Management</a> .	Control Processes	Den gruppe af <a href="#">ISO/IEC 20000 processer</a> , der indeholder <a href="#">Change Management</a> og <a href="#">Configuration Management</a> .
Core Service	<b>(Service Strategy)</b> An <a href="#">IT Service</a> that delivers basic <a href="#">Outcomes</a> desired by one or more <a href="#">Customers</a> . See <a href="#">Supporting Service</a> , <a href="#">Core Service Package</a> .	Core service	<b>(Service Strategy)</b> En <a href="#">it-service</a> , der skaber basale <a href="#">slutprodukter</a> , som er efterspurgt af en eller flere kunder. Se: <a href="#">Supporting Service</a> , <a href="#">Core Service Package</a>
Core Service Package (CSP)	<b>(Service Strategy)</b> A detailed description of a <a href="#">Core Service</a> that may be shared by two or more <a href="#">Service Level Packages</a> . See <a href="#">Service Package</a>	Core Service Package (CSP)	<b>(Service Strategy)</b> En detaljeret beskrivelse af en <a href="#">Core Service</a> , der kan være delt af to eller flere <a href="#">Service Level Packages</a> . Se: <a href="#">Service Package</a> .
Cost Benefit Analysis	An <a href="#">Activity</a> that analyses and compares the <a href="#">Costs</a> and the benefits involved in one or more alternative courses of action. See <a href="#">Business Case</a> , <a href="#">Net Present Value</a> , <a href="#">Internal Rate of Return</a> , <a href="#">Return on Investment</a> , <a href="#">Value on Investment</a> .	Cost Benefit analyse	En <a href="#">aktivitet</a> , der analyserer og sammenligner <a href="#">omkostninger</a> og det udbytte, som alternative <a href="#">handlingsmuligheder</a> indbefatter. Se: <a href="#">Business Case</a> , <a href="#">Net Present Value</a> , <a href="#">Internal Rate of Return</a> , <a href="#">Return on Investment</a> , <a href="#">Value on Investment</a> .
Cost Management	<b>(Service Strategy)</b> A general term that is used to refer to <a href="#">Budgeting</a> and <a href="#">Accounting</a> , sometimes used as a synonym for <a href="#">Financial Management</a>	Cost Management	<b>(Service Strategy)</b> Et generelt begreb, der refererer til <a href="#">Budgeting</a> og <a href="#">Accounting</a> . Anvendes også som synonym for <a href="#">Financial Management</a> .
CRAMM	A methodology and tool for analysing and managing Risks. CRAMM was developed by the UK Government, but is now privately owned. Further information is available from <a href="http://www.cramm.com/">http://www.cramm.com/</a>	CRAMM	En metodik og et værktøj, der anvendes til at analysere og styre risici. CRAMM blev udviklet af den britiske regering (Central Computing and Telecommunication Agency), men er nu privatejet. Yderligere information kan findes på: <a href="http://www.cramm.com">http://www.cramm.com</a> .
Critical Success Factor (CSF)	Something that must happen if a <a href="#">Process</a> , <a href="#">Project</a> , <a href="#">Plan</a> , or <a href="#">IT Service</a> is to succeed. <a href="#">KPIs</a> are used to measure the achievement of each CSF. For example a CSF of "protect <a href="#">IT Services</a> when making Changes" could be measured by <a href="#">KPIs</a> such as "percentage reduction of unsuccessful <a href="#">Changes</a> ", "percentage reduction in <a href="#">Changes</a> causing <a href="#">Incidents</a> " etc.	Critical Success Factor (CSF)	En forudsætning for at en <a href="#">proces</a> , et <a href="#">projekt</a> , en <a href="#">plan</a> eller en <a href="#">it-service</a> skal lykkes. <a href="#">KPIs</a> anvendes til måling af, hvorvidt CSF er opfyldt. F.eks. kan en CSF vedr. "beskyttelse af it-services, når der gennemføres <a href="#">Changes</a> ", måles vha. <a href="#">KPIs</a> som f. eks. procentvis reduktion af mislykkede <a href="#">Changes</a> ; procentvis reduktion af <a href="#">Changes</a> , der forårsager <a href="#">Incidents</a> etc.

Customer Portfolio	<p><b>(Service Strategy)</b> A database or structured <a href="#">Document</a> used to record all <a href="#">Customers</a> of the <a href="#">IT Service Provider</a>. The Customer Portfolio is the <a href="#">Business Relationship Manager's</a> view of the <a href="#">Customers</a> who receive <a href="#">Services</a> from the <a href="#">IT Service Provider</a>.</p>	Customer Portfolio	<p><b>(Service Strategy)</b> En database eller et struktureret <a href="#">dokument</a>, der anvendes til at registrere alle <a href="#">it-serviceleverandørens kunder</a>. Customer Portfolio er <a href="#">Business Relationship Managerens</a> synsvinkel på de kunder, der modtager services fra it-serviceleverandøren.</p>
Dashboard	<p>See <a href="#">Contract Portfolio</a>, <a href="#">Service Portfolio</a>.</p> <p><b>(Service Operation)</b> A graphical representation of overall <a href="#">IT Service Performance</a> and <a href="#">Availability</a>. 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 <a href="#">Service Level Management</a>, <a href="#">Event Management</a> or <a href="#">Incident Diagnosis</a>.</p>	Dashboard	<p>Se: <a href="#">Contract Portfolio</a>, <a href="#">Service Portfolio</a>.</p> <p><b>(Service Operation)</b> En grafisk repræsentation af <a href="#">performance</a> og <a href="#">availability</a> for <a href="#">it-services</a> på et overordnet niveau. Dashboards kan opdateres løbende i real-time, og deres indhold kan indgå i ledelsesrapporter og på hjemmesider. Dashboards kan også anvendes til at understøtte <a href="#">Service Level Management</a>, <a href="#">Event Management</a> eller <a href="#">Incident Diagnosis</a>.</p>
Data-to- Information-to- Knowledge-to-Wisdom (DIKW)	<p>A way of understanding the relationships between data, information, knowledge, and wisdom. DIKW shows how each of these builds on the others.</p>	Data-to- Information-to- Knowledge-to-Wisdom (DIKW)	<p>En metode til at forstå <a href="#">relationerne</a> mellem data, information, viden (Knowledge) og visdom. DIKW viser, hvordan hvert af disse begreber bygger på de andre.</p>
Definitive Media Library (DML)	<p><b>(Service Transition)</b> One or more locations in which the definitive and approved versions of all software <a href="#">Configuration Items</a> are securely stored. The DML may also contain associated <a href="#">CIs</a> such as licenses and documentation. The DML is a single logical storage area even if there are multiple locations. All software in the DML is under the control of <a href="#">Change</a> and <a href="#">Release Management</a> and is recorded in the <a href="#">Configuration Management System</a>. Only software from the DML is acceptable for use in a <a href="#">Release</a>.</p>	Definitive Media Library (DML)	<p><b>(Service Transition)</b> En eller flere lokaliteter på hvilke endelige og godkendte <a href="#">versioner</a> af alle software <a href="#">Configuration Items</a> opbevares sikkert. DML kan også indeholde tilknyttede <a href="#">CIs</a> så som licenser og dokumentation. DML udgør ét opbevaringssted, uanset om det fysisk set befinder sig på flere lokaliteter. Al software i DML er under <a href="#">Change</a> og <a href="#">Release Management kontrol</a> og det er registreret i <a href="#">Configuration Management Systemet</a>. I en <a href="#">Release</a> må software kun komme fra DML.</p>

Demand Management	<p><b>Activities</b> that understand and influence <b>Customer</b> demand for <b>Services</b> and the provision of <b>Capacity</b> to meet these demands. At a <b>Strategic</b> level Demand Management can involve analysis of <b>Patterns of Business Activity</b> and <b>User Profiles</b>. At a <b>Tactical</b> level it can involve use of <b>Differential Charging</b> to encourage <b>Customers</b> to use <b>IT Services</b> at less busy times. See <b>Capacity Management</b></p>	Demand Management	<p><b>Aktiviteter</b> der skal forstå og påvirke <b>kunders</b> efterspørgsel efter <b>services</b> på den ene side, og på den anden side levere <b>Capacity</b> så efterspørgslen bliver opfyldt. På <b>strategisk</b> niveau kan Demand Magement indeholde anayse af <b>Pattern of Business Activity</b> og <b>User Profiles</b>. På <b>taktisk</b> niveau kan det inkludere anvendelse af <b>differentieret fakturering</b> for at tilskynde kunder til at anvende en <b>it-service</b> på mindre travle tidspunkter. Se: <b>Capacity Management</b>.</p>
Deming Cycle Deployment	<p>Synonym for <b>Plan Do Check Act</b>. <b>(Service Transition)</b> The <b>Activity</b> responsible for movement of new or changed hardware, software, documentation, <b>Process</b>, etc to the <b>Live Environment</b>. Deployment is part of the <b>Release and Deployment Management Process</b>. See <b>Rollout</b></p>	Deming Cycle Deployment	<p>Synonym for <b>Plan-Do-Check-Act</b>. <b>(Service Transition)</b> Den <b>aktivitet</b>, der har ansvaret for at overflytte ny eller ændret hardware, software, dokumentation, <b>processer</b> etc. til <b>produktionsmiljøet</b>. Deployment er en del af <b>Release and Deployment Management processen</b>. Se: <b>Rollout</b>.</p>
Design	<p><b>(Service Design)</b> An <b>Activity</b> or <b>Process</b> that identifies <b>Requirements</b> and then defines a solution that is able to meet these <b>Requirements</b>. See <b>Service Design</b>.</p>	Design	<p><b>(Service Design)</b> En <b>aktivitet</b> eller <b>proces</b>, der identificerer <b>krav</b> og herefter definerer en løsning, der er i stand til at opfylde disse krav. Se: <b>Service Design</b>.</p>
Detection	<p><b>(Service Operation)</b> A stage in the <b>Incident Lifecycle</b>. Detection results in the Incident becoming known to the <b>Service Provider</b>. Detection can be automatic, or can be the result of a <b>User</b> logging an <b>Incident</b>.</p>	Detection	<p><b>(Service Operation)</b> En fase i et <b>Incidents livscyklus</b>. Detection medfører, at <b>serviceleverandøren</b> opdager et Incident. Detection kan ske automatisk, eller ved at en <b>bruger</b> registrerer et Incident.</p>
Diagnosis	<p><b>(Service Operation)</b> A stage in the <b>Incident and Problem Lifecycles</b>. The purpose of Diagnosis is to identify a <b>Workaround</b> for an <b>Incident</b> or the <b>Root Cause</b> of a <b>Problem</b>.</p>	Diagnosis	<p><b>(Service Operation)</b> En fase i <b>Incidents</b> eller <b>Problems livscyklus</b>. <b>Formålet</b> med Diagnosis er at identificere en <b>workaround</b> for et Incident eller <b>Root Cause</b> for et Problem.</p>

Differential Charging	A technique used to support <a href="#">Demand Management</a> by charging different amounts for the same <a href="#">IT Service Function</a> at different times.	Differentieret fakturering	En faktureringssteknik der understøtter <a href="#">Demand Management</a> ved at fakturere med forskellige priser for den samme <a href="#">it-service</a> , afhængig af anvendelsestidspunktet.
Directory Service	<b>(Service Operation)</b> An <a href="#">Application</a> that manages information about <a href="#">IT Infrastructure</a> available on a network, and corresponding <a href="#">User</a> access <a href="#">Rights</a> .	Directory Service	<b>(Service Operation)</b> En <a href="#">applikation</a> , der styrer information om den del af <a href="#">it-infrastrukturen</a> , der er tilgængelig på netværket og tilhørende adgangsrettigheder for <a href="#">brugerne</a> .
Direct Cost	<b>(Service Strategy)</b> A cost of providing an <a href="#">IT Service</a> which can be allocated in full to a specific <a href="#">Customer</a> , <a href="#">Cost Centre</a> , <a href="#">Project</a> etc. For example cost of providing non-shared servers or software licenses. See <a href="#">Indirect Cost</a> .	Direkte omkostning	<b>(Service Strategy)</b> En omkostning ved at yde en <a href="#">it-service</a> , hvor hele omkostningen kan henføres til en specifik <a href="#">kunde</a> , <a href="#">omkostningscenter</a> , <a href="#">projekt</a> etc. F.eks. omkostninger til servere eller software licenser, der udelukkende anvendes af en enkelt kunde eller omkostningscenter. Se: <a href="#">Indirekte omkostning</a> .
Do Nothing	<b>(Service Design)</b> A <a href="#">Recovery Option</a> . The <a href="#">Service Provider</a> formally agrees with the <a href="#">Customer</a> that <a href="#">Recovery</a> of this <a href="#">IT Service</a> will not be performed.	Do Nothing	<b>(Service Design)</b> En <a href="#">Recovery Option</a> . <a href="#">Serviceleverandøren</a> indgår en formel <a href="#">Agreement</a> med <a href="#">kunden</a> om, at <a href="#">Recovery</a> af en specifik <a href="#">it-service</a> ikke vil blive udført.
Document	Information in readable form. A Document may be paper or electronic. For example a <a href="#">Policy</a> statement, <a href="#">Service Level Agreement</a> , <a href="#">Incident Record</a> , diagram of computer room layout. See <a href="#">Record</a> .	Dokument	Information i læsbart format. Et dokument kan være papirbaseret eller elektronisk. Det kan f. eks. være <a href="#">politikker</a> , <a href="#">Service Level Agreement</a> , <a href="#">Incident Record</a> , en tegning over et serverrum. Se: <a href="#">Record</a> .
Operation	<b>(Service Operation)</b> Day-to-day management of an <a href="#">IT Service</a> , <a href="#">System</a> , or other <a href="#">Configuration Item</a> . Operation is also used to mean any pre- defined <a href="#">Activity</a> or <a href="#">Transaction</a> . For example loading a magnetic tape, accepting money at a point of sale, or reading data from a disk drive.	Drift	<b>(Service Operation)</b> Daglig styring af en <a href="#">it-service</a> , <a href="#">system</a> eller andre <a href="#">CIs</a> . Drift kan endvidere betyde en predefineret <a href="#">aktivitet</a> eller <a href="#">transaktion</a> . F.eks. at montere et magnetbånd, tage imod penge ved en kasseterminal eller læse data fra et diskdrev.

Operational Cost	<a href="#">Cost</a> resulting from running the <a href="#">IT Services</a> . Often repeating payments. For example staff costs, hardware maintenance and electricity (also known as "current expenditure" or "revenue expenditure"). See <a href="#">Capital Expenditure</a> .	Driftsomkostning	<a href="#">Omkostninger</a> forbundet med at drive <a href="#">it-services</a> . Der er ofte tale om gentagne betalinger. F.eks. omkostninger til personale, vedligeholdelse af hardware og elektricitet (kaldes også <a href="#">løbende omkostninger</a> eller omsætningsrelaterede omkostninger). Se: <a href="#">Capital Expenditure</a> .
Driver	Something that influences <a href="#">Strategy</a> , <a href="#">Objectives</a> or <a href="#">Requirements</a> . For example new legislation or the actions of competitors.	Drivkraft	Noget, der påvirker <a href="#">strategi</a> , <a href="#">formål</a> og <a href="#">krav</a> , f.eks. ny lovgivning eller konkurrenters handlinger.
Early Life Support	<b>(Service Transition)</b> Support provided for a new or <a href="#">Changed IT Service</a> for a period of time after it is <a href="#">Released</a> . During Early Life Support the <a href="#">IT Service Provider</a> may review the <a href="#">KPIs</a> , <a href="#">Service Levels</a> and <a href="#">Monitoring Thresholds</a> , and provide additional <a href="#">Resources</a> for <a href="#">Incident</a> and <a href="#">Problem Management</a> .	Early Life Support	<b>(Service Transition)</b> Support af en ny eller ændret <a href="#">it-service</a> i en periode efter <a href="#">Release</a> . Under Early Life Support kan <a href="#">it-serviceleverandøren</a> vælge at revidere <a href="#">KPIs</a> , <a href="#">Service Levels</a> og overvågningsmæssige <a href="#">grænseværdier</a> , og <a href="#">leverandøren</a> kan vælge at stille yderligere <a href="#">ressourcer</a> til rådighed for <a href="#">Incident</a> og <a href="#">Problem Management</a> .
External Customer	A <a href="#">Customer</a> who works for a different <a href="#">Business</a> to the <a href="#">IT Service Provider</a> . See <a href="#">External Service Provider</a> , <a href="#">Internal Customer</a> .	Ekstern kunde	En <a href="#">kunde</a> , som arbejder for en anden <a href="#">forretning</a> end <a href="#">it-serviceleverandøren</a> . Se: <a href="#">Ekstern Serviceleverandør</a> , <a href="#">Intern kunde</a> .
External Metric	A <a href="#">Metric</a> that is used to measure the delivery of <a href="#">IT Service</a> to a <a href="#">Customer</a> . External Metrics are usually defined in <a href="#">SLAs</a> and reported to <a href="#">Customers</a> . See <a href="#">Internal Metric</a> .	Ekstern metrik	En <a href="#">metrik</a> , der anvendes til at måle <a href="#">it-serviceleverancen</a> til en <a href="#">kunde</a> . Eksterne metrikker defineres sædvanligvis i <a href="#">SLAs</a> og rapporteres til kunder. Se: <a href="#">Intern metrik</a> .
External Service Provider	<b>(Service Strategy)</b> An <a href="#">IT Service Provider</a> which is part of a different <a href="#">Organisation</a> to their <a href="#">Customer</a> . An <a href="#">IT Service Provider</a> may have both <a href="#">Internal Customers</a> and <a href="#">External Customers</a> .	Ekstern serviceleverandør	<b>(Service Strategy)</b> En <a href="#">it-serviceleverandør</a> der ikke tilhører samme <a href="#">organisation</a> som <a href="#">it-serviceleverandørens kunde</a> . En <a href="#">it-serviceleverandør</a> kan både have <a href="#">interne</a> og <a href="#">eksterne kunder</a> . Se: <a href="#">Type III Serviceleverandør</a> .
External Sourcing	See <a href="#">Type III Service Provider</a> . Synonym for <a href="#">Outsourcing</a> .	Ekstern Sourcing	Synonym for <a href="#">Outsourcing</a> .

Emergency Change	<p><b>(Service Transition)</b> A <a href="#">Change</a> that must be introduced as soon as possible. For example to resolve a <a href="#">Major Incident</a> or implement a <a href="#">Security patch</a>. The <a href="#">Change Management Process</a> will normally have a specific <a href="#">Procedure</a> for handling Emergency Changes. See <a href="#">Emergency Change Advisory Board (ECAB)</a>.</p>	Emergency Change	<p><b>(Service Transition)</b> En <a href="#">Change</a> der skal foretages hurtigst muligt, f.eks. for at løse et <a href="#">Major Incident</a> eller implementere en Sikkerheds-patch. <a href="#">Change Management</a>-processen vil normalt indeholde en <a href="#">procedure</a>, der er specielt beregnet til at håndtere Emergency Changes. Se: <a href="#">Emergency Change Advisory Board (ECAB)</a>.</p>
Emergency Change Advisory Board (ECAB)	<p><b>(Service Transition)</b> A sub-set of the <a href="#">Change Advisory Board</a> who make decisions about high impact <a href="#">Emergency Changes</a>. Membership of the ECAB may be decided at the time a meeting is called, and depends on the nature of the <a href="#">Emergency Change</a>.</p>	Emergency Change Advisory Board (ECAB)	<p><b>(Service Transition)</b> En delmængde af <a href="#">Change Advisory Board</a>, der træffer afgørelser om <a href="#">Emergency Changes</a> med store konsekvenser. Deltagerskaren for ECAB kan blive afgjort på det tidspunkt mødet indkaldes, og afhænger af typen af Emergency Change.</p>
Unit Cost	<p><b>(Service Strategy)</b> The <a href="#">Cost</a> to the <a href="#">IT Service Provider</a> of providing a single <a href="#">Component</a> of an <a href="#">IT Service</a>. For example the <a href="#">Cost</a> of a single desktop PC, or of a single <a href="#">Transaction</a>.</p>	Enhedsomkostning	<p><b>(Service Strategy)</b> <a href="#">It-serviceleverandørens omkostninger</a> ved at levere en enkelt <a href="#">komponent</a> af en <a href="#">it-service</a>. F.eks. omkostningen ved en enkelt PC eller en enkelt <a href="#">transaktion</a>.</p>
Error	<p><b>(Service Operation)</b> A design flaw or malfunction that causes a <a href="#">Failure</a> of one or more <a href="#">Configuration Items</a> or IT Services. A mistake made by a person or a faulty <a href="#">Process</a> that impacts a <a href="#">CI</a> or <a href="#">IT Service</a> is also an Error.</p>	Error	<p><b>(Service Operation)</b> En designfejl eller funktionsfejl, der bevirker <a href="#">fejl</a> på en eller flere <a href="#">Configuration Items</a> eller <a href="#">it-services</a>. Hvis en menneskelig fejl eller en fejlbehæftet <a href="#">proces</a> påvirker et <a href="#">CI</a> eller en it-service, kaldes det også en Error.</p>
Escalation	<p><b>(Service Operation)</b> An <a href="#">Activity</a> that obtains additional <a href="#">Resources</a> when these are needed to meet <a href="#">Service Level Targets</a> or <a href="#">Customer expectations</a>. Escalation may be needed within any <a href="#">IT Service Management Process</a>, but is most commonly associated with <a href="#">Incident Management</a>, <a href="#">Problem Management</a> and the management of <a href="#">Customer complaints</a>. There are two types of Escalation, <a href="#">Functional Escalation</a> and <a href="#">Hierarchic Escalation</a>.</p>	Eskalering	<p><b>(Service Operation)</b> En <a href="#">aktivitet</a>, der sørger for supplerende <a href="#">ressourcer</a>, når der er behov for disse for at opfylde <a href="#">Service Level Targets</a> eller kundeforventninger. Eskalering kan være nødvendig i alle <a href="#">IT Service Management-processer</a>, men det forbindes almindeligvis med <a href="#">Incident Management</a>, <a href="#">Problem Management</a> og håndtering af kundeklager. Der er to typer eskalering – <a href="#">funktionel eskalering</a> og <a href="#">hierarkisk eskalering</a>.</p>

eSourcing Capability Model for Client Organizations (eSCM-CL)	<b>(Service Strategy)</b> A framework to help <a href="#">Organisations</a> guide their analysis and decisions on <a href="#">Service Sourcing Models</a> and <a href="#">Strategies</a> . eSCM-CL was developed by Carnegie Mellon University. See <a href="#">eSCM-SP</a> .	eSourcing Capability Model for Client Organizations (eSCM-CL)	<b>(Service Strategy)</b> Et metodeapparat, der kan hjælpe <a href="#">organisationer</a> i deres analyser og beslutning vedr. <a href="#">Service Sourcing-modeller</a> og <a href="#">-strategier</a> . eSCM-CL blev udviklet af Carnegie Mellon-universitetet. Se: <a href="#">eSCM-SP</a> .
eSourcing Capability Model for Service Providers (eSCM- SP)	<b>(Service Strategy)</b> A framework to help <a href="#">IT Service Providers</a> develop their <a href="#">IT Service Management Capabilities</a> from a <a href="#">Service Sourcing</a> perspective. eSCM-SP was developed by Carnegie Mellon University. See <a href="#">eSCM-CL</a> .	eSourcing Capability Model for Service Providers (eSCM- SP)	<b>(Service Strategy)</b> Et metodeapparat, der kan hjælpe <a href="#">it-serviceleverandører</a> med at udvikle deres <a href="#">IT Service Management Capabilities</a> set fra et <a href="#">Service Sourcing</a> -perspektiv. eSCM-SP blev udviklet af Carnegie Mellon-universitetet. Se: <a href="#">eSCM-CL</a> .
Estimation	The use of experience to provide an approximate value for a <a href="#">Metric</a> or <a href="#">Cost</a> . Estimation is also used in <a href="#">Capacity</a> and <a href="#">Availability Management</a> as the cheapest and least accurate <a href="#">Modelling</a> method.	Estimering	Anvendelse af erfaring til at anslå værdien af en <a href="#">metrik</a> eller en <a href="#">omkostning</a> . Estimering anvendes også i forbindelse med <a href="#">Capacity</a> og <a href="#">Availability Management</a> som den billigste og mindst præcise metode til <a href="#">modellering</a> .
Evaluation	<b>(Service Transition)</b> The <a href="#">Process</a> responsible for assessing a new or <a href="#">Changed IT Service</a> to ensure that <a href="#">Risks</a> have been managed and to help determine whether to proceed with the <a href="#">Change</a> . Evaluation is also used to mean comparing an actual <a href="#">Outcome</a> with the intended <a href="#">Outcome</a> , or comparing one alternative with another.	Evaluation	<b>(Service Transition)</b> Den <a href="#">proces</a> , der er ansvarlig for at vurdere en ny eller ændret <a href="#">it-service</a> for at sikre, at der er taget hånd om risici og for at afgøre, om der skal fortsættes med en <a href="#">Change</a> . Evaluation anvendes også i betydningen at sammenligne et faktisk <a href="#">slutprodukt</a> med et tilsigtet slutprodukt, eller til at sammenligne ét alternativ med et andet.
Event	<b>(Service Operation)</b> A change of state which has significance for the management of a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> . The term Event is also used to mean an <a href="#">Alert</a> or notification created by any <a href="#">IT Service</a> , <a href="#">Configuration Item</a> or <a href="#">Monitoring</a> tool. Events typically require <a href="#">IT Operations</a> personnel to take actions, and often lead to <a href="#">Incidents</a> being logged.	Event	<b>(Service Operation)</b> En ændring af en tilstand, der har betydning for styringen af et <a href="#">Configuration Item</a> eller en <a href="#">it-service</a> . Begrebet Event anvendes også i betydningen <a href="#">Alarm</a> eller notifikation fra en it-service, <a href="#">Configuration Item</a> eller overvågningsværktøj. Events kræver som regel at personalet i <a href="#">IT Operations</a> skal udføre en handling, og Events medfører ofte, at der registreres et <a href="#">Incident</a> .

Event Management	<b>(Service Operation)</b> The <a href="#">Process</a> responsible for managing <a href="#">Events</a> throughout their <a href="#">Lifecycle</a> . Event Management is one of the main <a href="#">Activities</a> of <a href="#">IT Operations</a> .	Event Management	<b>(Service Operation)</b> Den <a href="#">proces</a> , der er ansvarlig for at styre <a href="#">Events</a> igennem deres <a href="#">livscyklus</a> . Event Management er en af hovedaktiviteterne i <a href="#">IT Operations</a> .
Expanded Incident Lifecycle	<b>(Availability Management)</b> Detailed stages in the <a href="#">Lifecycle</a> of an <a href="#">Incident</a> . The stages are <a href="#">Detection</a> , <a href="#">Diagnosis</a> , <a href="#">Repair</a> , <a href="#">Recovery</a> , <a href="#">Restoration</a> . The Expanded Incident Lifecycle is used to help understand all contributions to the <a href="#">Impact</a> of <a href="#">Incidents</a> and to <a href="#">Plan</a> how these could be controlled or reduced.	Expanded Incident Lifecycle	<b>(Availability Management)</b> Detaljeret nedbrydning af de enkelte trin i et <a href="#">Incidents livscyklus</a> . Trinene omfatter : <a href="#">Detection</a> , <a href="#">Diagnosis</a> , <a href="#">Repair</a> , <a href="#">Recovery</a> og <a href="#">Restoration</a> . The Expanded Incident Lifecycle anvendes for at forstå alle de faktorer, der bestemmer et <a href="#">Incidents Impact</a> og for at planlægge, hvordan disse faktorer kan <a href="#">kontrolleres</a> eller <a href="#">begrænses</a> .
Facilities Management	<b>(Service Operation)</b> The <a href="#">Function</a> responsible for managing the physical <a href="#">Environment</a> where the <a href="#">IT Infrastructure</a> is located. Facilities Management includes all aspects of managing the physical <a href="#">Environment</a> , for example power and cooling, building <a href="#">Access Management</a> , and environmental <a href="#">Monitoring</a> .	Facilities Management	<b>(Service Operation)</b> Den <a href="#">funktion</a> , der er ansvarlig for at styre det fysiske <a href="#">miljø</a> , hvori <a href="#">it-infrastrukturen</a> befinder sig. Facilities Management inkluderer alle aspekter af styring af det fysiske miljø, f.eks. strøm og køling, fysisk <a href="#">Access Management</a> og <a href="#">overvågning</a> af miljøet.
Failure Modes and Effects Analysis (FMEA)	An approach to assessing the potential <a href="#">Impact</a> of <a href="#">Failures</a> . FMEA involves analysing what would happen after <a href="#">Failure</a> of each <a href="#">Configuration Item</a> , all the way up to the effect on the <a href="#">Business</a> . FMEA is often used in <a href="#">Information Security Management</a> and in <a href="#">IT Service Continuity Planning</a> .	Failure Modes and Effects Analysis (FMEA)	En metode til at vurdere den potentielle <a href="#">Impact</a> af <a href="#">fejl</a> . FMEA omfatter analyse af, hvad der vil ske efter en fejl på hvert <a href="#">Configuration Item</a> - inklusive konsekvenserne for <a href="#">forretningen</a> . FMEA bruges ofte i <a href="#">Information Security Management</a> og i <a href="#">IT Service Continuity Planning</a> .
Fixed Facility	<b>(Service Design)</b> A permanent building, available for use when needed by an <a href="#">IT Service Continuity Plan</a> . See <a href="#">Recovery Option</a> , <a href="#">Portable Facility</a> .	Fast anlæg	<b>(Service Design)</b> En permanent bygning, der kan anvendes af <a href="#">IT Service Continuity Planen</a> efter behov. Se: <a href="#">Recovery Option</a> , <a href="#">Transportabelt anlæg</a> .
Fixed Cost	<b>(Service Strategy)</b> A <a href="#">Cost</a> that does not vary with <a href="#">IT Service</a> usage. For example the cost of <a href="#">Server</a> hardware. See <a href="#">Variable Cost</a>	Fast omkostning	<b>(Service Strategy)</b> En <a href="#">omkostning</a> der ikke varierer som følge af anvendelsen af en <a href="#">it-service</a> . Som eksempel kan nævnes udgiften til Serverhardware. Se: <a href="#">Variabel omkostning</a> .

Fast Recovery	<p><b>(Service Design)</b> A <a href="#">Recovery Option</a> which is also known as Hot Standby. Provision is made to <a href="#">Recover</a> the <a href="#">IT Service</a> in a short period of time, typically less than 24 hours. Fast Recovery typically uses a dedicated <a href="#">Fixed Facility</a> with computer <a href="#">Systems</a>, and software configured ready to run the <a href="#">IT Services</a>. Fast Recovery may take up to 24 hours if there is a need to <a href="#">Restore</a> data from <a href="#">Backups</a>.</p>	Fast Recovery	<p><b>(Service Design)</b> En <a href="#">Recovery Option</a>, der også er kendt som <a href="#">Hot Standby</a>. Der er taget forholdsregler, der gør det muligt at opnå <a href="#">recovery</a> af <a href="#">it-service</a> på kort tid - typisk mindre end 24 timer. Fast recovery anvender typisk et dedikeret <a href="#">fast anlæg</a>, der er udstyret med de fornødne <a href="#">it-systemer</a> og software, og som er konfigureret til at afvikle de nødvendige <a href="#">it-services</a>. Fast Recovery kan tage op til 24 timer, hvis det er nødvendigt at <a href="#">restore</a> data fra <a href="#">Backup</a>.</p>
Fault Tree Analysis (FTA)	<p><b>(Service Design) (Continual Service Improvement)</b> A technique that can be used to determine the chain of <a href="#">Events</a> that leads to a <a href="#">Problem</a>. Fault Tree Analysis represents a chain of <a href="#">Events</a> using Boolean notation in a diagram.</p>	Fault Tree Analysis (FTA)	<p><b>(Service Design) (Continual Service Improvement)</b> En teknik, der kan anvendes til at bestemme den kæde af <a href="#">Events</a>, der fører til et <a href="#">Problem</a>. Fault Tree Analysis er et diagram over en kæde af Events, ved anvendelse af boolske operatorer.</p>
Failure	<p><b>(Service Operation)</b> Loss of ability to <a href="#">Operate</a> to <a href="#">Specification</a>, or to deliver the required output. The term Failure may be used when referring to <a href="#">IT Services</a>, <a href="#">Processes</a>, <a href="#">Activities</a>, <a href="#">Configuration Items</a> etc. A <a href="#">Failure</a> often causes an <a href="#">Incident</a>.</p>	Fejl	<p><b>(Service Operation)</b> Manglende evne til at <a href="#">fungere</a> i hht. <a href="#">specifikation</a> eller til at levere det krævede output. Begrebet fejl anvendes, når der refereres til <a href="#">it-service</a>, <a href="#">processer</a>, <a href="#">aktiviteter</a>, <a href="#">Configuration Items</a> etc. En fejl medfører som hovedregel et <a href="#">Incident</a>.</p>
Fault Fault Tolerance	<p>Synonym for <a href="#">Error</a>. <b>(Service Design)</b> The ability of an <a href="#">IT Service</a> or <a href="#">Configuration Item</a> to continue to <a href="#">Operate</a> correctly after <a href="#">Failure</a> of a <a href="#">Component</a> part. See <a href="#">Resilience</a>, <a href="#">Countermeasure</a>.</p>	Fejl Fejltolerance	<p><b>(Service Design)</b> En <a href="#">it-services</a> eller <a href="#">Configuration Items</a> evne til at fungere korrekt efter <a href="#">fejl</a> på en delkomponent. Se: <a href="#">Resilience</a>, <a href="#">Modforanstaltning</a>.</p>
Notional Charging	<p><b>(Service Strategy)</b> An approach to <a href="#">Charging</a> for <a href="#">IT Services</a>. <a href="#">Charges</a> to <a href="#">Customers</a> are calculated and <a href="#">Customers</a> are informed of the charge, but no money is actually transferred. Notional Charging is sometimes introduced to ensure that <a href="#">Customers</a> are aware of the <a href="#">Costs</a> they incur, or as a stage during the introduction of real <a href="#">Charging</a>.</p>	Fiktiv fakturering	<p><b>(Service Strategy)</b> En faktureringspolitik, hvor <a href="#">kunderne</a> modtager regninger, for de <a href="#">it-services</a> de har anvendt; men der sker ingen faktisk betaling. Metoden anvendes sommetider for at sikre, at kunderne er bevidste om de <a href="#">omkostninger</a>, de forbruger, eller som en fase før der indføres reel <a href="#">Charging</a>.</p>

Financial Management	<b>(Service Strategy)</b> The <a href="#">Function</a> and <a href="#">Processes</a> responsible for managing an <a href="#">IT Service Provider's Budgeting, Accounting</a> and <a href="#">Charging Requirements</a> .	Financial Management	<b>(Service Strategy)</b> Den <a href="#">funktion</a> og de <a href="#">processer</a> , der er ansvarlige for at styre en <a href="#">it-serviceleverandørs krav</a> i forhold til <a href="#">Budgeting, Accounting</a> og <a href="#">Charging</a> .
First-line Support	<b>(Service Operation)</b> The first level in a hierarchy of <a href="#">Support Groups</a> involved in the resolution of <a href="#">Incidents</a> . Each level contains more specialist skills, or has more time or other <a href="#">Resources</a> . See <a href="#">Escalation</a>	First-line Support	<b>(Service Operation)</b> Første niveau i <a href="#">supportgruppernes</a> hierarki af grupper, som bliver involveret ved løsning af <a href="#">Incidents</a> . For hvert niveau findes flere specialistfærdigheder, mere tid eller andre <a href="#">ressourcer</a> . Se: <a href="#">Eskalering</a> .
Fishbone Diagram Fit for Purpose	Synonym for <a href="#">Ishikawa Diagram</a> . An informal term used to describe a <a href="#">Process, Configuration Item, IT Service</a> etc. that is capable of meeting its <a href="#">Objectives</a> or <a href="#">Service Levels</a> . Being Fit for Purpose requires suitable <a href="#">Design</a> , implementation, <a href="#">Control</a> and maintenance.	Fiskebensdiagram Fit for Purpose	Synonym for <a href="#">Ishikawa diagram</a> . Et uformelt begreb der dækker en <a href="#">proces</a> , et <a href="#">Configuration Item</a> , en <a href="#">it-service</a> etc., som er i stand til at opfylde sit <a href="#">formål</a> eller sine <a href="#">Service Levels</a> . At være "Fit for purpose" kræver passende <a href="#">design</a> , implementering, <a href="#">kontrol</a> og vedligeholdelse.
Follow the Sun	<b>(Service Operation)</b> A methodology for using <a href="#">Service Desks</a> and <a href="#">Support Groups</a> around the world to provide seamless 24 * 7 <a href="#">Service</a> . <a href="#">Calls, Incidents, Problems</a> and <a href="#">Service Requests</a> are passed between groups in different time zones.	Follow the Sun	<b>(Service Operation)</b> En metodik der baserer sig på anvendelse af <a href="#">Service Desks</a> og <a href="#">supportgrupper</a> rundt omkring i verden, for at kunne levere uafbrudt service 24/7. <a href="#">Opkald, Incidents, Problems</a> og <a href="#">Service Requests</a> overføres til grupper i forskellige tidszoner.
Objective	The defined purpose or aim of a <a href="#">Process</a> , an <a href="#">Activity</a> or an <a href="#">Organisation</a> as a whole. Objectives are usually expressed as measurable targets. The term Objective is also informally used to mean a <a href="#">Requirement</a> . See <a href="#">Outcome</a> .	Formål	Det definerede formål eller mål for en <a href="#">proces</a> , en <a href="#">aktivitet</a> eller en <a href="#">organisation</a> som helhed. Formål/mål udtrykkes normalt i målbare termer. Begrebet mål kan også uformelt anvendes i betydningen <a href="#">krav</a> . Se: <a href="#">Slutprodukt</a>

Business	<b>(Service Strategy)</b> An overall corporate entity or <b>Organisation</b> formed of a number of <b>Business Units</b> . In the context of <b>ITSM</b> , the term Business includes public sector and not-for-profit organisations, as well as companies. An <b>IT Service Provider</b> provides <b>IT Services</b> to a <b>Customer</b> within a <b>Business</b> . The <b>IT Service Provider</b> may be part of the same Business as their <b>Customer</b> ( <b>Internal Service Provider</b> ), or part of another <b>Business</b> ( <b>External Service Provider</b> ).	Forretning	<b>(Service Strategy)</b> En overordnet selskabsenhed eller <b>organisation</b> , der består af et antal <b>forretningsenheder</b> . I en <b>ITSM</b> -kontekst omfatter begrebet forretning såvel den offentlige sektor og interesseorganisationer som erhvervsvirksomheder. En <b>it-serviceleverandør</b> leverer <b>it-services</b> til en <b>kunde</b> i en forretning. It-serviceleverandøren kan være en del af den samme virksomhed som kunden ( <b>intern serviceleverandør</b> ), eller være en del af en anden virksomhed ( <b>ekstern serviceleverandør</b> ).
Business Operations	<b>(Service Strategy)</b> The day-to-day execution, monitoring and management of <b>Business Processes</b> .	Forretningsdrift	<b>(Service Strategy)</b> Daglig afvikling, <b>overvågning</b> og styring af <b>forretningsprocesser</b> .
Business Unit	<b>(Service Strategy)</b> A segment of the <b>Business</b> which has its own <b>Plans</b> , <b>Metrics</b> , income and <b>Costs</b> . Each Business Unit owns <b>Assets</b> and uses these to create value for <b>Customers</b> in the form of goods and <b>Services</b> .	Forretningsenhed	<b>(Service Strategy)</b> En enhed i <b>forretningen</b> , der har egne <b>planer</b> , <b>metrikker</b> , indtjening og <b>omkostninger</b> . Hver forretningsenhed ejer <b>assets</b> og anvender disse for at skabe værdi for <b>kunderne</b> i form af varer og <b>services</b> .
Business Objective	<b>(Service Strategy)</b> The <b>Objective</b> of a <b>Business Process</b> , or of the <b>Business</b> as a whole. Business Objectives support the <b>Business Vision</b> , provide guidance for the <b>IT Strategy</b> , and are often supported by <b>IT Services</b> .	Forretningsmål	<b>(Service Strategy)</b> <b>Formålet</b> for en <b>forretningsproces</b> eller for <b>forretningen</b> som helhed. Forretningsmål understøtter forretningens <b>vision</b> , giver retningslinjer for it-strategien og understøttes ofte af <b>it-services</b> .
Business Perspective	<b>(Continual Service Improvement)</b> An understanding of the <b>Service Provider</b> and <b>IT Services</b> from the point of view of the <b>Business</b> , and an understanding of the <b>Business</b> from the point of view of the <b>Service Provider</b> .	Forretningsperspektiv	<b>(Continual Service Improvement)</b> En forståelse af <b>serviceleverandøren</b> og <b>it-services</b> , set fra <b>forretningens</b> synsvinkel, og en forståelse af forretningen, set fra serviceleverandørens synsvinkel.
Business Process	A <b>Process</b> that is owned and carried out by the <b>Business</b> . A <b>Business Process</b> contributes to the delivery of a product or <b>Service</b> to a <b>Business Customer</b> . For example, a retailer may have a purchasing <b>Process</b> which helps to deliver <b>Services</b> to their <b>Business Customers</b> . Many Business Processes rely on <b>IT Services</b> .	Forretningsproces	En <b>proces</b> , der ejes og udføres af <b>forretningen</b> . En forretningsproces medvirker til levering af et produkt eller <b>service</b> til en <b>slutkunde</b> . F.eks. kan detail-forretninger have en indkøbsproces, der sætter forretningerne i stand til at levere <b>services</b> til deres slutkunder. Mange forretningsprocesser baserer sig på <b>it-services</b> .

Business Service	An <b>IT Service</b> that directly supports a <b>Business Process</b> , as opposed to an <b>Infrastructure Service</b> which is used internally by the <b>IT Service Provider</b> and is not usually visible to the <b>Business</b> . The term Business Service is also used to mean a <b>Service</b> that is delivered to <b>Business Customers</b> by <b>Business Units</b> . For example delivery of financial services to <b>Customers</b> of a bank, or goods to the Customers of a retail store. Successful delivery of Business Services often depends on one or more <b>IT Services</b> .	Forretningsservice	En <b>it-service</b> , der direkte understøtter en <b>forretningsproces</b> – i modsætning til en <b>infrastrukturservice</b> , der anvendes internt hos <b>it-serviceleverandøren</b> , og derfor normalt ikke er synlig for <b>forretningen</b> . Begrebet forretningsservice betyder også en <b>service</b> , der leveres til <b>slutkunder</b> af <b>forretningsenheder</b> . Som eksempel kan nævnes finansielle services leveret til bankkunder, eller varer leveret til <b>kunder</b> i en detailbutik. Vellykket <b>leverance</b> af forretningsservices er ofte afhængig af en eller flere it-services.
Operate	To perform as expected. A <b>Process</b> or <b>Configuration Item</b> is said to Operate if it is delivering the <b>Required</b> outputs. Operate also means to perform one or more <b>Operations</b> . For example, to Operate a computer is to do the day-to-day <b>Operations</b> needed for it to perform as expected.	Fungere	At fungere/være drevet som forventet. En <b>proces</b> eller et <b>Configuration Item</b> fungerer, hvis det leverer, det krævede output. F.eks. er <b>drift</b> af en <b>server</b> at udføre den dag-til-dag drift, der skal til, for at den fungerer som forventet.
Function	A team or group of people and the tools they use to carry out one or more <b>Processes</b> or <b>Activities</b> . For example the <b>Service Desk</b> . The term Function 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, one Function of a Business Process may be to dispatch goods to Customers. - To perform the intended purpose correctly, "The computer is Functioning".	Funktion	Et team eller gruppe af medarbejdere og de værktøjer de anvender for at udføre en eller flere <b>processer</b> eller <b>aktiviteter</b> . <b>Service Desk</b> er et eksempel på en funktion. Begrebet funktion har yderligere to betydninger: - Det tilsigtede <b>formål</b> for et <b>Configuration Item</b> , en person, et team, eller en <b>it-service</b> . F.eks. kan det at opbevare eller fremsende mails være én funktion for e-mail-service. En <b>forretningsproces</b> kan have til formål at levere varer til <b>kunderne</b> . - At udføre det tilsigtede formål korrekt: Computeren <b>fungerer</b> .
Functional Escalation	<b>(Service Operation)</b> Transferring an <b>Incident</b> , <b>Problem</b> or <b>Change</b> to a technical team with a higher level of expertise to assist in an <b>Escalation</b> .	Funktionel eskalering	<b>(Service Operation)</b> At videregive et <b>Incident</b> , <b>Problem</b> eller en <b>Change</b> til et teknisk team med et højere kompetenceniveau, der kan assistere i løsningen.

Gap Analysis	<b>(Continual Service Improvement)</b> An <a href="#">Activity</a> which compares two sets of data and identifies the differences. Gap Analysis is commonly used to compare a set of <a href="#">Requirements</a> with actual delivery. See <a href="#">Benchmarking</a> .	Gap-analyse	<b>(Continual Service Improvement)</b> En <a href="#">aktivitet</a> , der sammenligner to datasæt og identificerer forskellene mellem disse. Gap-analyse bruges ofte til at sammenligne en række <a href="#">krav</a> med det faktisk leverede. Se: <a href="#">Benchmarking</a> .
Remediation	<b>(Service Transition)</b> <a href="#">Recovery</a> to a known state after a failed <a href="#">Change</a> or <a href="#">Release</a> .	Genetablering	<b>(Service Transition)</b> Genetablering til en velkendt tilstand efter en <a href="#">fejlende Change</a> eller <a href="#">Release</a> .
Acceptance	Formal agreement that an <a href="#">IT Service</a> , <a href="#">Process</a> , <a href="#">Plan</a> , or other <a href="#">Deliverable</a> is complete, accurate, <a href="#">Reliable</a> and meets its specified <a href="#">Requirements</a> . Acceptance is usually preceded by <a href="#">Evaluation</a> or <a href="#">Testing</a> and is often required before proceeding to the next stage of a <a href="#">Project</a> or <a href="#">Process</a> . See <a href="#">Service Acceptance Criteria</a> .	Godkendelse	Formel enighed om, at en <a href="#">it-service</a> , <a href="#">proces</a> , <a href="#">plan</a> eller anden <a href="#">leverance</a> er fuldstændig, fejlfri, <a href="#">Reliable</a> og lever op til sine <a href="#">specifikationer</a> . Forud for godkendelse ligger som regel <a href="#">Evaluation</a> eller <a href="#">test</a> . Godkendelse er ofte en forudsætning for at fortsætte til næste trin i et <a href="#">projekt</a> eller i en proces. Se: <a href="#">Service Acceptance Criteria</a>
Governance	Ensuring that <a href="#">Policies</a> and <a href="#">Strategy</a> are actually implemented, and that required <a href="#">Processes</a> are correctly followed. Governance includes defining <a href="#">Roles</a> and responsibilities, measuring and reporting, and taking actions to resolve any issues identified.	Governance	Det at sikre, at <a href="#">politikker</a> og <a href="#">strategi</a> rent faktisk er implementeret, og at de krævede <a href="#">processer</a> bliver fulgt. Som en del af Governance defineres <a href="#">roller</a> og ansvar, målepunkter og rapportering, samt at der tages hånd om identificerede problemstillinger.
Gradual Recovery	<b>(Service Design)</b> A <a href="#">Recovery Option</a> which is also known as Cold Standby. Provision is made to <a href="#">Recover</a> the <a href="#">IT Service</a> in a period of time greater than 72 hours. Gradual Recovery typically uses a <a href="#">Portable</a> or <a href="#">Fixed Facility</a> that has environmental support and network cabling, but no computer <a href="#">Systems</a> . The hardware and software are installed as part of the <a href="#">IT Service Continuity Plan</a> .	Gradual Recovery	<b>(Service Design)</b> En <a href="#">Recovery Option</a> , der også er kendt som <a href="#">Cold Standby</a> . De trufne forholdsregler sikrer at <a href="#">Recovery</a> af en <a href="#">it-service</a> kan gennemføres, dog i reglen på mere end 72 timer. Gradual recovery anvender typisk transportable eller faste anlæg, hvor der er installeret strøm, køling og netværk mm., men ingen it-systemer. Hardware og software installeres som en del af <a href="#">iværksættelse</a> af <a href="#">IT Service Continuity</a> planen.

Threshold	The value of a <b>Metric</b> which should cause an <b>Alert</b> to be generated, or management action to be taken. For example "Priority1 Incident not solved within 4 hours", "more than 5 soft disk errors in an hour", or "more than 10 failed changes in a month".	Grænseværdi	Værdien af en <b>metrik</b> , som ved overskridelse bør medføre, at der genereres en <b>alarm</b> , eller at der iværksættes en styringshandling. F.eks. " <b>Prioritet 1 Incident</b> ikke løst indenfor 4 timer", "Mere end 5 diskfejl indenfor 1 time" eller "Flere end 5 <b>Changes</b> gået galt i løbet af en måned".
Guideline	A <b>Document</b> describing <b>Best Practice</b> , that recommends what should be done. <b>Compliance</b> to a guideline is not normally enforced. See <b>Standard</b> .	Guideline	Et <b>dokument</b> , der beskriver <b>Best Practice</b> og indeholder anbefalede tiltag. <b>Compliance</b> i forhold til guidelines håndhæves normalt ikke. Se: <b>Standard</b> .
Help Desk	<b>(Service Operation)</b> A point of contact for <b>Users</b> to log <b>Incidents</b> . A Help Desk is usually more technically focussed than a <b>Service Desk</b> and does not provide a <b>Single Point of Contact</b> for all interaction. The term Help Desk is often used as a synonym for <b>Service Desk</b> .	Help Desk	<b>(Service Operation)</b> Et kontaktpunkt for <b>brugere</b> , hvor de kan registrere <b>Incidents</b> . En Help Desk har sædvanligvis et mere teknisk fokus end en <b>Service Desk</b> og tilbyder ikke et <b>Single Point of Contact</b> for alle henvendelser. Begrebet Help Desk bruges ofte synonymt med Service Desk.
Call Type	<b>(Service Operation)</b> A <b>Category</b> that is used to distinguish incoming requests to a <b>Service Desk</b> . Common Call Types are <b>Incident</b> , <b>Service Request</b> and <b>Complaint</b> .	Henvendelsestype	<b>(Service Operation)</b> En <b>kategori</b> , der anvendes til at skelne imellem forskellige henvendelser til <b>Service Desk</b> . Almindelige henvendelsestyper er: <b>Incidents</b> , <b>Service Requests</b> og klager.
Hierarchic Escalation	<b>(Service Operation)</b> Informing or involving more senior levels of management to assist in an <b>Escalation</b> .	Hierakisk Eskalering	<b>(Service Operation)</b> Det at informere eller involvere et eller flere ledelsesniveauer, der kan assistere i <b>eskaleringen</b> .
High Availability	<b>(Service Design)</b> An approach or <b>Design</b> that minimises or hides the effects of <b>Configuration Item Failure</b> on the <b>Users</b> of an <b>IT Service</b> . High Availability solutions are <b>Designed</b> to achieve an agreed level of <b>Availability</b> and make use of techniques such as <b>Fault Tolerance</b> , <b>Resilience</b> and fast <b>Recovery</b> to reduce the number of <b>Incidents</b> , and the <b>Impact</b> of <b>Incidents</b> .	High Availability	<b>(Service Design)</b> En tilgang eller et <b>design</b> , der minimerer eller skjuler virkningen af fejl i <b>Configuration Items</b> således, at <b>brugerne</b> af en <b>it-service</b> ikke påvirkes. Løsninger med High Availability designes således, at de kan leve op til aftalte mål for <b>Availability</b> . Dette gøres vha. teknikker som <b>fejltolerance</b> , <b>Resilience</b> og <b>Fast Recovery</b> for på denne måde at reducere antallet af <b>Incidents</b> og <b>Impact</b> af Incidents.
Hot Standby	Synonym for <b>Fast Recovery</b> or <b>Immediate Recovery</b> .	Hot Standby	Synonym for <b>Fast Recovery</b> eller <b>Immediate Recovery</b> .

Identity	<b>(Service Operation)</b> A unique name that is used to identify a <a href="#">User</a> , person or <a href="#">Role</a> . The Identity is used to grant <a href="#">Rights</a> to that <a href="#">User</a> , person, or <a href="#">Role</a> . Example identities might be the username SmithJ or the <a href="#">Role</a> "Change manager".	Identitet	<b>(Service Operation)</b> Et unikt navn, der anvendes til at identificere en <a href="#">bruger</a> , person eller <a href="#">rolle</a> . Identiteten anvendes til at give <a href="#">rettigheder</a> til brugeren, personen eller rollen. Eksempler på identiteter kunne være brugernavnet SmithJ eller rollen <a href="#">Change Manager</a> .
Immediate Recovery	<b>(Service Design)</b> A <a href="#">Recovery Option</a> which is also known as Hot Standby. Provision is made to <a href="#">Recover</a> the <a href="#">IT Service</a> with no loss of <a href="#">Service</a> . Immediate Recovery typically uses mirroring, load balancing and split site technologies.	Immediate Recovery	<b>(Service Design)</b> En <a href="#">Recovery Option</a> , der også er kendt som <a href="#">Hot Standby</a> . Der er taget forholdsregler, der gør det muligt at opnå <a href="#">recovery</a> af <a href="#">it-service</a> n uden tab af <a href="#">service</a> . Immediate Recovery anvender typisk spejling, load balancing og opdeling på flere lokaliteter.
Impact	<b>(Service Operation) (Service Transition)</b> A measure of the effect of an <a href="#">Incident</a> , <a href="#">Problem</a> or <a href="#">Change</a> on <a href="#">Business Processes</a> . Impact is often based on how <a href="#">Service Levels</a> will be affected. Impact and <a href="#">Urgency</a> are used to assign <a href="#">Priority</a> .	Impact	<b>(Service Operation) (Service Transition)</b> Et udtryk for hvordan et <a href="#">Incident</a> , <a href="#">Problem</a> eller en <a href="#">Change</a> påvirker <a href="#">forretningsprocesser</a> . Impact tager ofte sit udgangspunkt i indvirkningen på <a href="#">Service Levels</a> . Impact og <a href="#">Urgency</a> anvendes til tildeling af <a href="#">prioritet</a> .
Incident	<b>(Service Operation)</b> An unplanned interruption to an <a href="#">IT Service</a> or a reduction in the <a href="#">Quality</a> of an <a href="#">IT Service</a> . <a href="#">Failure</a> of a <a href="#">Configuration Item</a> that has not yet impacted <a href="#">Service</a> is also an Incident. For example <a href="#">Failure</a> of one disk from a mirror set.	Incident	<b>(Service Operation)</b> En ikke planlagt afbrydelse af en <a href="#">it-service</a> eller reduktion i <a href="#">kvaliteten</a> af it-servicen. <a href="#">Fejl</a> i et <a href="#">Configuration Item</a> , der endnu ikke har haft konsekvenser for <a href="#">service</a> n er også et Incident. Som eksempel kan nævnes fejl på én enkelt spejlet disk.
Incident Management	<b>(Service Operation)</b> The <a href="#">Process</a> responsible for managing the <a href="#">Lifecycle</a> of all <a href="#">Incidents</a> . The primary <a href="#">Objective</a> of Incident Management is to return the <a href="#">IT Service</a> to <a href="#">Users</a> as quickly as possible.	Incident Management	<b>(Service Operation)</b> Den <a href="#">proces</a> , der er ansvarlig for at styre <a href="#">livscyklussen</a> for alle <a href="#">Incidents</a> . Det primære mål for Incident Management er at genskabe <a href="#">it-service</a> overfor <a href="#">brugere</a> hurtigst muligt.
Incident Record	<b>(Service Operation)</b> A <a href="#">Record</a> containing the details of an <a href="#">Incident</a> . Each <a href="#">Incident</a> record documents the <a href="#">Lifecycle</a> of a single <a href="#">Incident</a> .	Incident Record	<b>(Service Operation)</b> En <a href="#">Record</a> , der indeholder detaljer vedrørende et <a href="#">Incident</a> . Hver Incident Record dokumenterer et Incidents <a href="#">livscyklus</a> .

Indirect Cost	<b>(Service Strategy)</b> A <b>Cost</b> of providing an <b>IT Service</b> which cannot be allocated in full to a specific <b>Customer</b> . For example <b>Cost</b> of providing shared <b>Servers</b> or software licenses. Also known as <b>Overhead</b> . See <b>Direct Cost</b> .	Indirekte omkostning	<b>(Service Strategy)</b> En <b>omkostning</b> ved at levere en <b>it-service</b> , som ikke i fuldt omfang kan henføres til en specifik <b>kunde</b> . F.eks. omkostningen ved at tilbyde delte <b>servere</b> eller omkostningen til software licenser. Indirekte omkostning betegnes også som <b>overhead</b> . Se: <b>Direkte omkostning</b> .
Information Security Management (ISM)	<b>(Service Design)</b> The <b>Process</b> that ensures the <b>Confidentiality</b> , <b>Integrity</b> and <b>Availability</b> of an <b>Organisation's Assets</b> , information, data and <b>IT Services</b> . Information Security Management usually forms part of an <b>Organisational</b> approach to Security Management which has a wider scope than the <b>IT Service Provider</b> , and includes handling of paper, building access, phone calls etc., for the entire <b>Organisation</b> .	Information Security Management (ISM)	<b>(Service Design)</b> Den <b>proces</b> , der sikrer <b>Confidentiality</b> , <b>Integrity</b> og <b>Availability</b> for en <b>Organisations assets</b> , informationer, data og <b>it-services</b> . Information Security Management udgør sædvanligvis en del af organisationens tilgang til <b>Security Management</b> , som har et større omfang end blot <b>it-serviceleverandøren</b> , og inkluderer håndtering af papir, adgang til bygninger, telefonopkald etc. for hele organisationen.
Information Security Management System (ISMS)	<b>(Service Design)</b> The framework of <b>Policy</b> , <b>Processes</b> , <b>Standards</b> , <b>Guidelines</b> and tools that ensures an <b>Organisation</b> can achieve its <b>Information Security Management Objectives</b> .	Information Security Management System (ISMS)	<b>(Service Design)</b> Et <b>system</b> af <b>politikker</b> , <b>processer</b> , <b>standarder</b> , <b>guidelines</b> og værktøjer, der sikrer, at en <b>organisation</b> kan opnå sine mål for <b>Information Security Management</b> .
Information Technology (IT)	The use of technology for the storage, communication or processing of information. The technology typically includes computers, telecommunications, <b>Applications</b> and other software. The information may include <b>Business</b> data, voice, images, video, etc. Information Technology is often used to support <b>Business Processes</b> through <b>IT Services</b> .	Informationsteknologi (it)	Anvendelse af teknologi til lagring, udveksling eller behandling af information. Teknologien vil typisk omfatte computere, telekommunikation, <b>applikationer</b> og anden software. Information kan omfatte forretningsdata, lyd, billeder, video etc. Informationsteknologi anvendes ofte til at understøtte <b>forretningens processer</b> gennem <b>it-services</b> .
Infrastructure Service	An <b>IT Service</b> that is not directly used by the <b>Business</b> , but is required by the <b>IT Service Provider</b> so they can provide other <b>IT Services</b> . For example <b>Directory Services</b> , naming services, or communication services.	Infrastrukturservice	En <b>it-service</b> , der ikke anvendes direkte af <b>forretningen</b> , men er nødvendig, for at <b>it-serviceleverandøren</b> er i stand til at tilbyde andre <b>it-services</b> . Eksempler på infrastrukturservices: <b>Directory Services</b> , navneservice eller kommunikationsservice.

Insourcing Integrity	Synonym for <a href="#">Internal Sourcing</a> . <b>(Service Design)</b> A security principle that ensures data and <a href="#">Configuration Items</a> are only modified by authorised personnel and <a href="#">Activities</a> . Integrity considers all possible causes of modification, including software and hardware <a href="#">Failure</a> , environmental <a href="#">Events</a> , and human intervention.	Insourcing Integrity	Synonym for <a href="#">Intern sourcing</a> . <b>(Service Design)</b> Et sikkerhedsprincip der sikrer, at data og <a href="#">Configuration Items</a> udelukkende bliver ændret af autoriserede personer eller <a href="#">aktiviteter</a> . Integrity vurderer alle muligheder for modifikationer, herunder software- og hardwarefejl, miljømæssige <a href="#">Events</a> og menneskelige indgreb.
Interactive Voice Response (IVR)	<b>(Service Operation)</b> A form of <a href="#">Automatic Call Distribution</a> that accepts <a href="#">User</a> input, such as key presses and spoken commands, to identify the correct destination for incoming <a href="#">Calls</a> .	Interactive Voice Response (IVR)	<b>(Service Operation)</b> En form for <a href="#">Automatic Call Distribution</a> , der modtager input fra <a href="#">brugere</a> i form af tastetryk eller indtalte kommandoer, med henblik på at identificere det rigtige bestemmelsessted for indgående telefonhenvendelser.
Stakeholder	All people who have an interest in an <a href="#">Organisation</a> , <a href="#">Project</a> , <a href="#">IT Service</a> etc. Stakeholders may be interested in the <a href="#">Activities</a> , targets, <a href="#">Resources</a> , or <a href="#">Deliverables</a> . Stakeholders may include <a href="#">Customers</a> , <a href="#">Partners</a> , employees, shareholders, owners, etc. See <a href="#">RACI</a> .	Interessent	Alle der har en interesse i en <a href="#">organisation</a> , et <a href="#">projekt</a> , en <a href="#">it-service</a> etc. Interessenter kan være interesserede i <a href="#">aktiviteter</a> , mål, <a href="#">ressourcer</a> eller <a href="#">leverancer</a> . Interessenter kan være <a href="#">kunder</a> , partnere, ansatte, aktionærer, ejere etc. Se: <a href="#">RACI</a> .
Intermediate Recovery	<b>(Service Design)</b> A <a href="#">Recovery Option</a> which is also known as Warm Standby. Provision is made to <a href="#">Recover</a> the <a href="#">IT Service</a> in a period of time between 24 and 72 hours. Intermediate Recovery typically uses a shared <a href="#">Portable</a> or <a href="#">Fixed Facility</a> that has computer <a href="#">Systems</a> and network <a href="#">Components</a> . The hardware and software will need to be configured, and data will need to be restored, as part of the <a href="#">IT Service Continuity Plan</a> .	Intermediate Recovery	<b>(Service Design)</b> En <a href="#">Recovery Option</a> , der også er kendt som <a href="#">Warm Standby</a> . Der er taget forholdsregler, der gør det muligt at opnå <a href="#">recovery</a> af en <a href="#">it-service</a> på mellem 24 og 72 timer. Intermediate Recovery anvender typisk delte transportable eller faste anlæg, hvori der er installeret it-systemer og netværkskomponenter. Hardware og software skal konfigureres og data genetableres i henhold til <a href="#">IT Service Continuity planen</a> .
Internal Customer	A <a href="#">Customer</a> who works for the same <a href="#">Business</a> as the <a href="#">IT Service Provider</a> . See <a href="#">Internal Service Provider</a> , <a href="#">External Customer</a> .	Intern kunde	En <a href="#">kunde</a> , som arbejder for den samme <a href="#">forretning</a> som <a href="#">it-serviceleverandøren</a> . Se: <a href="#">Intern Serviceleverandør</a> , <a href="#">Ekstern kunde</a> .

Internal Metric	A <b>Metric</b> that is used within the <b>IT Service Provider</b> to <b>Monitor</b> the <b>Efficiency</b> , <b>Effectiveness</b> or <b>Cost Effectiveness</b> of the <b>IT Service Provider's</b> internal <b>Processes</b> . Internal Metrics are not normally reported to the <b>Customer</b> of the <b>IT Service</b> . See <b>External Metric</b> .	Intern metrik	En <b>metrik</b> , der anvendes hos <b>it-serviceleverandøren</b> til at overvåge it-serviceleverandørens interne <b>processers ressource-</b> og <b>kvalitetsmæssige effektivitet</b> samt omkostningseffektivitet. Interne metrikker afrapporteres normalt ikke til <b>kunderne</b> . Se: <b>Ekstern metrik</b> .
Internal Service Provider	<b>(Service Strategy)</b> An <b>IT Service Provider</b> which is part of the same <b>Organisation</b> as their <b>Customer</b> . An <b>IT Service Provider</b> may have both <b>Internal Customers</b> and <b>External Customers</b> . See <b>Type I Service Provider</b> , <b>Type II Service Provider</b> , <b>Insource</b> .	Intern serviceleverandør	<b>(Service Strategy)</b> En <b>it-serviceleverandør</b> , der tilhører samme <b>organisation</b> , som sin <b>kunde</b> . En it-serviceleverandør kan have både interne og eksterne kunder. Se: <b>Type I Serviceleverandør</b> , <b>Type II Serviceleverandør</b> , <b>Insourcing</b> .
Internal Sourcing	<b>(Service Strategy)</b> Using an <b>Internal Service Provider</b> to manage <b>IT Services</b> . See <b>Service Sourcing</b> , <b>Type I Service Provider</b> , <b>Type II Service Provider</b> .	Intern sourcing	<b>(Service Strategy)</b> Anvendelse af en <b>intern serviceleverandør</b> til at styre <b>it-services</b> . Se: <b>Service Sourcing</b> , <b>Type I Serviceleverandør</b> , <b>Type II Serviceleverandør</b> .
Internal Rate of Return (IRR)	<b>(Service Strategy)</b> A technique used to help make decisions about <b>Capital Expenditure</b> . IRR calculates a figure that allows two or more alternative investments to be compared. A larger IRR indicates a better investment. See <b>Net Present Value</b> , <b>Return on Investment</b> .	Internal Rate of Return (IRR)	<b>(Service Strategy)</b> En teknik der anvendes til at træffe beslutninger i forhold til <b>Capital Expenditure</b> . IRR beregner den interne rente ved en investering, der tillader sammenligning mellem to eller flere alternative investeringsmuligheder. En større intern rente (IRR) er udtryk for en bedre investering. Se: <b>Net present Value</b> , <b>Return on Investment</b> .
International Organization for Standardization (ISO)	The International Organization for Standardization (ISO) is the world's largest developer of Standards. ISO is a non-governmental organization which is a network of the national standards institutes of 156 countries. Further information about ISO is available from <a href="http://www.iso.org/">http://www.iso.org/</a>	International Organization for Standardization (ISO)	The International Organization for Standardization (ISO) er verdens største udvikler af <b>standarder</b> . ISO er en regeringsuafhængig <b>organisation</b> , der består af et netværk af nationale standardiseringsinstitutter i 156 lande. Der findes mere information om ISO på <a href="http://www.iso.org/">http://www.iso.org/</a> .
International Standards Organisation	See <b>International Organization for Standardization (ISO)</b>	International Standards Organisation	Se: <b>International Organization for Standardization (ISO)</b> .

Internet Service Provider (ISP)	An <a href="#">External Service Provider</a> that provides access to the Internet. Most ISPs also provide other <a href="#">IT Services</a> such as web hosting.	Internet Service Provider (ISP)	En <a href="#">ekstern serviceleverandør</a> , der leverer adgang til internettet. Størstedelen af ISPs leverer endvidere andre <a href="#">it-services</a> , som f.eks. webhosting.
Ishikawa Diagram	<b>(Service Operation) (Continual Service Improvement)</b> A technique that helps a team to identify all the possible causes of a <a href="#">Problem</a> . Originally devised by Kaoru Ishikawa, the output of this technique is a diagram that looks like a fishbone.	Ishikawa Diagram	<b>(Service Operation) (Continual Service Improvement)</b> En teknik, som hjælper et team med at identificere mulige årsager til et <a href="#">Problem</a> . Teknikken blev oprindeligt udviklet af Kaoru Ishikawa, og teknikkens output er et diagram, der ligner et fiskeben.
ISO 9000	A generic term that refers to a number of international <a href="#">Standards</a> and Guidelines for Quality Management Systems. See <a href="http://www.iso.org/">http://www.iso.org/</a> for more information. See <a href="#">ISO</a> .	ISO 9000	Et generisk begreb, der refererer til et antal internationale <a href="#">standarder</a> og <a href="#">guidelines</a> for <a href="#">Quality Management Systems</a> . Se: <a href="http://www.iso.org/">http://www.iso.org/</a> for yderligere information. Se: <a href="#">International Organization for Standardization (ISO)</a> .
ISO 9001	An international <a href="#">Standard</a> for <a href="#">Quality Management Systems</a> . See <a href="#">ISO 9000</a> , <a href="#">Standard</a> .	ISO 9001	En international <a href="#">standard</a> for <a href="#">Quality Management Systems</a> . Se: <a href="#">ISO 9000</a> , <a href="#">Standard</a> .
ISO/IEC 17799	<b>(Continual Service Improvement) ISO Code of Practice</b> for <a href="#">Information Security Management</a> . See <a href="#">Standard</a> .	ISO/IEC 17799	<b>(Continual Service Improvement) ISO Code of Practice</b> for <a href="#">Information Security Management</a> . Se: <a href="#">Standard</a> .
ISO/IEC 20000	<a href="#">ISO Specification</a> and <a href="#">Code of Practice</a> for <a href="#">IT Service Management</a> . ISO/IEC 20000 is aligned with <a href="#">ITIL Best Practice</a> .	ISO/IEC 20000	<a href="#">ISO Specifikation</a> og <a href="#">Code of Practice</a> for <a href="#">IT Service Management</a> . ISO/IEC 20000 er alignet med <a href="#">ITIL Best Practice</a> .
ISO/IEC 27001	<b>(Service Design) (Continual Service Improvement) ISO Specification</b> for <a href="#">Information Security Management</a> . The corresponding <a href="#">Code of Practice</a> is <a href="#">ISO/IEC 17799</a> . See <a href="#">Standard</a>	ISO/IEC 27001	<b>(Service Design) (Continual Service Improvement) ISO Specifikation</b> for <a href="#">Information Security Management</a> . Den tilhørende <a href="#">Code of Practice</a> er <a href="#">ISO/IEC 17799</a> . Se: <a href="#">Standard</a> .
IT Operations	<b>(Service Operation) Activities</b> carried out by <a href="#">IT Operations Control</a> , including Console Management, <a href="#">Job Scheduling</a> , <a href="#">Backup</a> and Restore, and Print and Output Management. IT Operations is also used as a synonym for <a href="#">Service Operation</a> .	IT Operations	<b>(Service Operation) Aktiviteter</b> , der udføres af <a href="#">IT Operations Control</a> , herunder Console Management, <a href="#">Job Scheduling</a> , <a href="#">Backup</a> og <a href="#">Restore</a> , Print og Output Management. IT Operations bruges også synonymt med <a href="#">Service Operation</a> .

IT Operations Control	<p><b>(Service Operation)</b> The <b>Function</b> responsible for <b>Monitoring</b> and <b>Control</b> of the <b>IT Services</b> and <b>IT Infrastructure</b>. See <b>Operations Bridge</b>.</p>	IT Operations Control	<p><b>(Service Operation)</b> Den <b>funktion</b>, der er ansvarlig for <b>overvågning</b> og <b>kontrol</b> af <b>it-services</b> og <b>it-infrastruktur</b>. Se: <b>Operations Bridge</b>.</p>
IT Operations Management	<p><b>(Service Operation)</b> The <b>Function</b> within an <b>IT Service Provider</b> which performs the daily <b>Activities</b> needed to manage <b>IT Services</b> and the supporting <b>IT Infrastructure</b>. IT Operations Management includes <b>IT Operations Control</b> and <b>Facilities Management</b>.</p>	IT Operations Management	<p><b>(Service Operation)</b> Den <b>funktion</b> hos en <b>it-serviceleverandør</b>, der udfører de daglige <b>aktiviteter</b>, der er påkrævede for at styre <b>it-services</b> og den understøttende <b>it-infrastruktur</b>. IT Operations Management omfatter <b>IT Operations Control</b> og <b>Facilities Management</b>.</p>
IT Service Continuity Management (ITSCM)	<p><b>(Service Design)</b> The <b>Process</b> responsible for managing <b>Risks</b> that could seriously impact <b>IT Services</b>. ITSCM ensures that the <b>IT Service Provider</b> can always provide minimum agreed <b>Service Levels</b>, by reducing the <b>Risk</b> to an acceptable level and <b>Planning</b> for the <b>Recovery</b> of <b>IT Services</b>. ITSCM should be designed to support <b>Business Continuity Management</b>.</p>	IT Service Continuity Management (ITSCM)	<p><b>(Service Design)</b> Den <b>proces</b>, der er ansvarlig for at håndtere risici, der kan have en alvorlig indvirkning på <b>it-services</b>. ITSCM sikrer, at <b>it-serviceleverandøren</b> altid er i stand til at levere aftalte minimum <b>Service Levels</b>, ved at nedbringe <b>risikoen</b> til et acceptabelt niveau, og ved at planlægge <b>Recovery</b> af <b>it-services</b>. ITSCM skal <b>designes</b> så tiltagene understøtter <b>Business Continuity Management</b>.</p>
IT Service Continuity Plan	<p><b>(Service Design)</b> A <b>Plan</b> defining the steps required to <b>Recover</b> one or more <b>IT Services</b>. The <b>Plan</b> will also identify the triggers for <b>Invocation</b>, people to be involved, communications etc. The IT Service Continuity Plan should be part of a <b>Business Continuity Plan</b>.</p>	IT Service Continuity Plan	<p><b>(Service Design)</b> En <b>plan</b>, der definerer de trin, der er nødvendige for <b>Recovery</b> af en eller flere <b>it-services</b>. Planen definerer også, hvad der udløser <b>iværksættelse</b>, hvilke personer der skal inddrages, kommunikation etc. <b>IT Service Continuity planen</b> bør udgøre en del af <b>Business Continuity Plan</b>.</p>
IT Service Management (ITSM)	<p>The implementation and management of <b>Quality IT Services</b> that meet the needs of the <b>Business</b>. IT Service Management is performed by <b>IT Service Providers</b> through an appropriate mix of people, <b>Process</b> and <b>Information Technology</b>. See <b>Service Management</b></p>	IT Service Management (ITSM)	<p>Implementering og styring af <b>kvalitets it-services</b>, som imødekommer <b>forretningens</b> behov. IT Service Management udføres af <b>it-serviceleverandøren</b> ved anvendelse af en passende blanding af mennesker, <b>processer</b> og <b>informationsteknologi</b>. Se: <b>Service Management</b>.</p>

IT Service Management Forum (itSMF)	The IT Service Management Forum is an independent <b>Organisation</b> dedicated to promoting a professional approach to <b>IT Service Management</b> . The itSMF is a not-for-profit membership <b>Organisation</b> 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 <a href="http://www.itsmf.com/">http://www.itsmf.com/</a> for more information.	IT Service Management Forum (itSMF)	IT Service Management Forum er en uafhængig <b>organisation</b> , der har som <b>formål</b> at fremme en professionel tilgang til <b>IT Service Management</b> . ItSMF er en interesseorganisation, der er repræsenteret i mange lande over hele verden (itSMF lokalafdelinger). ItSMF og dets medlemmer bidrager til <b>udviklingen</b> af <b>ITIL</b> og tilknyttede IT Service Management <b>standarder</b> . Se: <a href="http://www.itsmf.com/">http://www.itsmf.com/</a> og <a href="http://www.itsmf.dk/">http://www.itsmf.dk/</a> for yderligere information.
Information Security Policy	<b>(Service Design)</b> The <b>Policy</b> that governs the <b>Organisation's</b> approach to <b>Information Security Management</b> .	It sikkerhedspolitik	<b>(Service Design)</b> Den <b>politik</b> , der styrer <b>organisationens</b> rammer for <b>Information Security Management</b> .
IT Directorate	<b>(Continual Service Improvement)</b> Senior Management within a <b>Service Provider</b> , charged with developing and delivering <b>IT services</b> . Most commonly used in UK Government departments.	It-direktorat	<b>(Continual Service Improvement)</b> Topledelsen hos <b>serviceleverandøren</b> , der er ansvarlig for at udvikle og levere <b>it-services</b> . Begrebet bruges almindeligvis kun i det britiske statsapparat.
ITIL	A set of Best Practice guidance for IT Service Management. ITIL is owned by the OGC and consists of a series of publications giving guidance on the provision of Quality IT Services, and on the Processes and facilities needed to support them. See <a href="http://www.itil.co.uk/">http://www.itil.co.uk/</a> for more information.	ITIL	Et sæt <b>Best Practice</b> retningslinjer for <b>IT Service Management</b> . ITIL ejes af <b>OGC</b> og består af en serie udgivelser, der kommer med vejledning om <b>leverance</b> af <b>kvalitets it-services</b> og om de <b>processer</b> og faciliteter som er nødvendige for at understøtte disse it-services. Se: <a href="http://www.itil.co.uk/">http://www.itil.co.uk/</a> for yderligere information.
IT Infrastructure	All of the hardware, software, networks, facilities etc. that are required to <b>Develop</b> , <b>Test</b> , deliver, <b>Monitor</b> , <b>Control</b> or support <b>IT Services</b> . The term <b>IT Infrastructure</b> includes all of the <b>Information Technology</b> but not the associated people, <b>Processes</b> and documentation.	It-infrastruktur	Al den hardware, software, netværk, anlæg etc. der er påkrævet, for at kunne <b>udvikle</b> , <b>teste</b> , levere, overvåge, <b>kontrollere</b> eller supportere <b>it-services</b> . Begrebet it-infrastruktur omfatter al <b>informationsteknologi</b> , men ikke tilknyttede personer, <b>processer</b> og dokumentation.

IT Service	A <b>Service</b> provided to one or more <b>Customers</b> by an <b>IT Service Provider</b> . An IT Service is based on the use of <b>Information Technology</b> and supports the <b>Customer's Business Processes</b> . An <b>IT Service</b> is made up from a combination of people, <b>Processes</b> and technology and should be defined in a <b>Service Level Agreement</b> .	It-service	En <b>service</b> , som en <b>it-serviceleverandør</b> leverer til en eller flere <b>kunder</b> . En it-service baserer sig på anvendelsen af <b>informationsteknologi</b> og understøtter kundens <b>forretningsprocesser</b> . En it-service udgøres af en kombination af mennesker, <b>processer</b> og teknologi, og bør defineres i en <b>Service Level Agreement</b> .
IT Service Provider	<b>(Service Strategy)</b> A <b>Service Provider</b> that provides <b>IT Services</b> to <b>Internal Customers</b> or <b>External Customers</b> .	It-serviceleverandør	<b>(Service Strategy)</b> En <b>serviceleverandør</b> , der leverer <b>it-services</b> til interne eller eksterne <b>kunder</b> .
IT Steering Group (ISG)	A formal group that is responsible for ensuring that <b>Business</b> and <b>IT Service Provider Strategies</b> and <b>Plans</b> are closely aligned. An IT Steering Group includes senior representatives from the <b>Business</b> and the <b>IT Service Provider</b> .	It-styregruppe	En formel gruppe med ansvar for at sikre, at <b>strategier</b> og <b>planer</b> for <b>forretningen</b> og <b>it-serviceleverandøren</b> er helt på linie. En it-styregruppe består af topledere fra forretningen og it-serviceleverandøren.
Invocation	<b>(Service Design)</b> Initiation of the steps defined in a plan. For example initiating the <b>IT Service Continuity Plan</b> for one or more <b>IT Services</b> .	Iværksættelse	<b>(Service Design)</b> Igangsættelse af de trin der er beskrevet i en <b>plan</b> , f.eks. igangsættelse af <b>IT Service Continuity planen</b> for en eller flere <b>it-services</b> .
Job Scheduling	<b>(Service Operation)</b> <b>Planning</b> and managing the execution of software tasks that are required as part of an <b>IT Service</b> . Job Scheduling is carried out by <b>IT Operations Management</b> , and is often automated using software tools that run batch or online tasks at specific times of the day, week, month or year.	Job Scheduling	<b>(Service Operation)</b> <b>Planlægning</b> , styring og afvikling af softwareopgaver, der er krævet for at levere en <b>it-service</b> . Job scheduling udføres af <b>IT Operations Management</b> og er ofte automatiseret vha. software-værktøjer, der afvikles som batchkørsler eller som online-opgaver på fastlagte tidspunkter på dage, uger, måneder eller år.
Kano Model	<b>(Service Strategy)</b> A <b>Model</b> developed by Noriaki Kano that is used to help understand <b>Customer</b> preferences. The Kano Model considers <b>Attributes</b> of an <b>IT Service</b> grouped into areas such as Basic Factors, Excitement Factors, Performance Factors etc.	Kano Model	<b>(Service Strategy)</b> En <b>model</b> udviklet af Noriaki Kano som bruges til at forstå <b>kundens</b> præferencer. Kano modellen omfatter <b>attributter</b> til en <b>it-service</b> , som kan være opdelt i følgende områder: basisfaktorer, spændingsfaktorer, performance-faktorer osv.

Capitalization	<b>(Service Strategy)</b> Identifying major <b>Cost</b> as capital, even though no <b>Asset</b> is purchased. This is done to spread the impact of the <b>Cost</b> over multiple accounting periods. The most common example of this is software development, or purchase of a software license.	Kapitalisering	<b>(Service Strategy)</b> Identificerer væsentlige <b>omkostninger</b> som kapital, selv om der ikke er indkøbt et <b>asset</b> . Det gøres for at sprede konsekvenserne af omkostninger over flere regnskabsperioder. Det mest almindelige eksempel på dette er softwareudvikling eller køb af en software licens.
Capital Item	<b>(Service Strategy)</b> An <b>Asset</b> that is of interest to <b>Financial Management</b> because it is above an agreed financial value.	Kapitalpost	<b>(Service Strategy)</b> Et <b>Asset</b> , der har interesse for <b>Financial Management</b> , fordi værdien ligger over en specificeret størrelse af værdi for aktiver.
Category	A named group of things that have something in common. Categories are used to group similar things together. For example <b>Cost Types</b> are used to group similar types of <b>Cost</b> . <b>Incident Categories</b> are used to group similar types of <b>Incident</b> , <b>CI Types</b> are used to group similar types of <b>Configuration Item</b> .	Kategori	En gruppe af ting, der har fælles træk. Kategorier anvendes til at gruppere ensartede ting. F.eks. anvendes <b>omkostningstype</b> til at gruppere ensartede <b>omkostninger</b> . <b>Incident</b> kategorier anvendes til at gruppere ensartede typer Incidents, <b>CI type</b> anvendes til at gruppere ensartede typer <b>Configuration Items</b> .
Kepner & Tregoe Analysis	<b>(Service Operation) (Continual Service Improvement)</b> A structured approach to <b>Problem</b> solving. The <b>Problem</b> is analysed in terms of what, where, when and extent. Possible causes are identified. The most probable cause is tested. The true cause is verified.	Kepner & Tregoe Analyse	<b>(Service Operation) (Continual Service Improvement)</b> En struktureret fremgangsmåde til problemløsning. <b>Problem</b> et analyseres ud fra begreberne: hvad, hvor, hvornår og omfang. Mulige årsager bliver identificeret. Den mest sandsynlige årsag <b>testes</b> . Den rigtige årsag verificeres.
Key Performance Indicator (KPI)	<b>(Continual Service Improvement)</b> A <b>Metric</b> that is used to help manage a <b>Process</b> , <b>IT Service</b> or <b>Activity</b> . Many <b>Metrics</b> may be measured, but only the most important of these are defined as KPIs and used to actively manage and report on the <b>Process</b> , <b>IT Service</b> or <b>Activity</b> . KPIs should be selected to ensure that <b>Efficiency</b> , <b>Effectiveness</b> , and <b>Cost Effectiveness</b> are all managed. See <b>Critical Success Factor</b> .	Key Performance Indicator (KPI)	<b>(Continual Service Improvement)</b> En <b>metrik</b> , der anvendes til at styre en <b>proces</b> , <b>it-service</b> eller <b>aktivitet</b> . Flere metrikker kan blive målt, men kun de vigtigste af disse defineres som KPIs og anvendes til aktiv styring af og rapportering vedrørende processen, it-service eller aktiviteten. KPIs udvælges, så det sikres, at både den <b>ressource-</b> og <b>kvalitetsmæssige effektivitet</b> samt <b>omkostningerne</b> bliver styret. Se: <b>Critical Success Factor</b> .

Client	<p>A generic term that means a <a href="#">Customer</a>, the <a href="#">Business</a> or a <a href="#">Business Customer</a>. For example Client Manager may be used as a synonym for <a href="#">Account Manager</a>. The term client is also used to mean:</p> <ul style="list-style-type: none"> <li>- A computer that is used directly by a <a href="#">User</a>, for example a PC, Handheld Computer, or Workstation.</li> <li>- The part of a Client-Server <a href="#">Application</a> that the <a href="#">User</a> directly interfaces with. For example an email Client.</li> </ul>	Klient	<p>Et generisk begreb, der betyder <a href="#">kunde</a> eller <a href="#">forretning</a>. F.eks. kan det engelske begreb Client Manager anvendes synonymt med <a href="#">Account Manager</a>. Begrebet klient bruges også i følgende betydninger:</p> <ul style="list-style-type: none"> <li>- En computer, der direkte anvendes af en <a href="#">bruger</a>, f.eks. en PC eller PDA.</li> <li>- Den del af en client-server <a href="#">applikation</a>, som brugeren direkte anvender, f.eks. en email-klient.</li> </ul>
Knowledge Base	<p><b>(Service Transition)</b> A logical database containing the data used by the <a href="#">Service Knowledge Management System</a>.</p>	Knowledge Base	<p><b>(Service Transition)</b> En logisk database, der indeholder de data, der bruges af <a href="#">Service Knowledge Management Systemet</a>.</p>
Knowledge Management	<p><b>(Service Transition)</b> The <a href="#">Process</a> responsible for gathering, analysing, storing and sharing knowledge and information within an <a href="#">Organisation</a>. The primary purpose of Knowledge Management is to improve <a href="#">Efficiency</a> by reducing the need to rediscover knowledge. See <a href="#">Data-to-Information-to-Knowledge-to-Wisdom</a>, <a href="#">Service Knowledge Management System</a>.</p>	Knowledge Management	<p>Den <a href="#">proces</a>, der er ansvarlig for at indsamle, analysere, arkivere og dele viden/information i en <a href="#">organisation</a>. Hovedformålet med Knowledge Management er at forbedre <a href="#">ressourcemæssig effektivitet</a> ved at reducere behovet for at genopdage eksisterende viden. Se: <a href="#">Data-to-Information-to-Knowledge-to-Wisdom</a>, <a href="#">Service Knowledge Management System</a>.</p>
Known Error	<p><b>(Service Operation)</b> A <a href="#">Problem</a> that has a documented <a href="#">Root Cause</a> and a <a href="#">Workaround</a>. Known Errors are created and managed throughout their <a href="#">Lifecycle</a> by <a href="#">Problem Management</a>. Known Errors may also be identified by <a href="#">Development</a> or <a href="#">Suppliers</a>.</p>	Known Error	<p><b>(Service Operation)</b> Et <a href="#">Problem</a>, der har en dokumenteret <a href="#">Root Cause</a> og en <a href="#">Workaround</a>. Known Errors skabes og styres igennem deres <a href="#">livscyklus</a> af <a href="#">Problem Management</a>. Known Errors kan også identificeres af udviklere og <a href="#">leverandører</a>.</p>
Known Error Database (KEDB)	<p><b>(Service Operation)</b> A database containing all <a href="#">Known Error Records</a>. This database is created by <a href="#">Problem Management</a> and used by <a href="#">Incident</a> and <a href="#">Problem Management</a>. The Known Error Database is part of the <a href="#">Service Knowledge Management System</a>.</p>	Known Error Database (KEDB)	<p><b>(Service Operation)</b> En database, der indeholder alle <a href="#">Known Errors</a>. Databasen etableres af <a href="#">Problem Management</a>, og den anvendes af <a href="#">Incident</a>- og <a href="#">Problem Management</a>. Known Error Databasen er en del af <a href="#">Service Knowledge Management Systemet</a>.</p>

Known Error Record	<b>(Service Operation)</b> A <a href="#">Record</a> containing the details of a <a href="#">Known Error</a> . Each Known Error Record documents the <a href="#">Lifecycle</a> of a <a href="#">Known Error</a> , including the <a href="#">Status</a> , <a href="#">Root Cause</a> and <a href="#">Workaround</a> . In some implementations a <a href="#">Known Error</a> is documented using additional fields in a <a href="#">Problem Record</a> .	Known Error Record	<b>(Service Operation)</b> En <a href="#">record</a> , der indeholder detaljer om en <a href="#">Known Error</a> i hele dens <a href="#">livscyklus</a> , og som inkluderer <a href="#">status</a> , <a href="#">Root Cause</a> og <a href="#">Workaround</a> . I nogle implementeringer dokumenteres en <a href="#">Known Error</a> ved at tilføje yderligere felter til en <a href="#">Problem Record</a> .
Component	A general term that is used to mean one part of something more complex. For example, a computer <a href="#">System</a> may be a component of an <a href="#">IT Service</a> , an <a href="#">Application</a> may be a Component of a <a href="#">Release Unit</a> . Components that need to be managed should be <a href="#">Configuration Items</a> .	Komponent	Et generelt begreb, der bruges i betydningen, at udgøre en del af noget mere komplekst. F.eks. kan et eller flere stykker hardware være komponenter i en <a href="#">it-service</a> . En <a href="#">applikation</a> kan være en komponent i en <a href="#">Release Unit</a> . Komponenter, der er behov for at styre, bør defineres som <a href="#">Configuration Items</a> .
Contract	A legally binding <a href="#">Agreement</a> between two or more parties.	Kontrakt	En juridisk bindende <a href="#">Agreement</a> mellem to eller flere parter.
Control	A means of managing a <a href="#">Risk</a> , ensuring that a <a href="#">Business Objective</a> is achieved, or ensuring that a <a href="#">Process</a> is followed. Example Controls include <a href="#">Policies</a> , <a href="#">Procedures</a> , <a href="#">Roles</a> , RAID, door-locks etc. A control is sometimes called a <a href="#">Countermeasure</a> or safeguard. Control also means to manage the utilization or behaviour of a <a href="#">Configuration Item</a> , <a href="#">System</a> or <a href="#">IT Service</a> .	Kontrol	En måde at håndtere en <a href="#">risiko</a> , der sikrer, at <a href="#">forretningsmålene</a> bliver opnået, eller sikrer at en <a href="#">proces</a> bliver fulgt. Eksempler på kontroller: <a href="#">Politikker</a> , <a href="#">procedure</a> , <a href="#">roller</a> , RAID, låse-mekanismer på døre etc. Kontroller kaldes undertiden sikkerheds- eller <a href="#">modforanstaltninger</a> . Kontrol bruges også i betydningen at styre anvendelsen eller adfærden af et <a href="#">CI</a> , <a href="#">system</a> eller en <a href="#">it-service</a> .
Control perspective	<b>(Service Strategy)</b> An approach to the management of <a href="#">IT Services</a> , <a href="#">Processes</a> , <a href="#">Functions</a> , <a href="#">Assets</a> etc. There can be several different Control Perspectives on the same <a href="#">IT Service</a> , <a href="#">Process</a> etc., allowing different individuals or teams to focus on what is important and relevant to their specific <a href="#">Role</a> . Example Control Perspectives include Reactive and Proactive management within <a href="#">IT Operations</a> , or a <a href="#">Lifecycle</a> view for an <a href="#">Application Project</a> team.	Kontrolperspektiv	<b>(Service Strategy)</b> En tilgang til styring af <a href="#">it-services</a> , <a href="#">processer</a> , <a href="#">funktioner</a> , <a href="#">assets</a> etc. Der kan være adskillige kontrolperspektiver for den samme it-service, proces etc., for på denne måde at tillade forskellige individer eller teams at fokusere på de elementer, der er vigtige for netop deres specifikke <a href="#">rolle</a> . Eksempler på et kontrolperspektiv kan være reaktiv eller proaktiv styring indenfor it- <a href="#">drift</a> eller et livscyklusperspektiv for et applikationsprojektteam.

Requirement	<p><b>(Service Design)</b> A formal statement of what is needed. For example a <a href="#">Service Level Requirement</a>, a <a href="#">Project Requirement</a> or the required <a href="#">Deliverables</a> for a <a href="#">Process</a>.</p> <p>See <a href="#">Statement of Requirements</a>.</p>	Krav	<p><b>(Service Design)</b> Et formelt udsagn om, hvad der er behov for. F.eks. et <a href="#">Service Level Requirement</a>, et projektkrav eller de <a href="#">leverancer</a> der kræves af en <a href="#">proces</a>.</p> <p>Se: <a href="#">Statement of Requirements</a>.</p>
Crisis Management	<p>The <a href="#">Process</a> responsible for managing the wider implications of <a href="#">Business Continuity</a>. A Crisis Management team is responsible for <a href="#">Strategic</a> issues such as managing media relations and shareholder confidence, and decides when to invoke <a href="#">Business Continuity Plans</a>.</p>	Krisestyring	<p>Den <a href="#">proces</a>, der har ansvaret at styre de vidtrækkende og overordnede elementer af Business Continuity. Et krisestyringsteam har ansvaret for <a href="#">strategiske</a> emner som håndtering af medierelationer og aktionærtillid, og teamet beslutter, hvornår <a href="#">Business Continuity Plans</a> skal sættes i værk.</p>
Chronological Analysis	<p><b>(Service Operation)</b> A technique used to help identify possible causes of <a href="#">Problems</a>. All available data about the <a href="#">Problem</a> is collected and sorted by date and time to provide a detailed timeline. This can make it possible to identify which <a href="#">Events</a> may have been triggered by others.</p>	Kronologisk analyse	<p><b>(Service Operation)</b> En teknik, der anvendes til at identificere mulige årsager til <a href="#">Problems</a>. Alle tilgængelige data om et Problem indsamles og sorteres efter tid og dato for at skabe en detaljeret tidslinje. På denne måde kan det være muligt at identificere hvilke <a href="#">Events</a>, der kan være udløst af andre Events.</p>
Culture	<p>A set of values that is shared by a group of people, including expectations about how people should behave, ideas, beliefs, and practices.</p> <p>See <a href="#">Vision</a></p>	Kultur	<p>Et værdisæt der deles af en gruppe mennesker. Disse værdier inkluderer: forventninger til adfærd, idéer, overbevisninger, samt måder at gøre tingene på.</p> <p>Se: <a href="#">Vision</a>.</p>
Customer	<p>Someone who buys goods or <a href="#">Services</a>. The Customer of an <a href="#">IT Service Provider</a> is the person or group who defines and agrees the <a href="#">Service Level Targets</a>. The term Customers is also sometimes informally used to mean <a href="#">Users</a>, for example "this is a <a href="#">Customer</a> focussed <a href="#">Organisation</a>".</p>	Kunde	<p>En, der køber varer eller <a href="#">services</a>. En <a href="#">it-serviceleverandør</a>s kunde er den person eller gruppe, der forhandler og godkender <a href="#">Service Level Targets</a>. Begrebet kunde kan uformelt anvendes om <a href="#">brugere</a>, f. eks. "dette er en kundefokuseret <a href="#">organisation</a>".</p>
Qualification	<p><b>(Service Transition)</b> An <a href="#">Activity</a> that ensures that <a href="#">IT Infrastructure</a> is appropriate, and correctly configured, to support an <a href="#">Application</a> or <a href="#">IT Service</a>.</p> <p>See <a href="#">Validation</a></p>	Kvalificering	<p><b>(Service Transition)</b> En <a href="#">aktivitet</a> som sikrer at <a href="#">it-infrastrukturen</a> er passende og korrekt konfigureret til at understøtte en <a href="#">applikation</a> eller <a href="#">it-service</a>.</p> <p>Se <a href="#">Validation</a>.</p>

Quality	The ability of a product, <a href="#">Service</a> , or <a href="#">Process</a> to provide the intended value. For example, a hardware <a href="#">Component</a> can be considered to be of high Quality if it performs as expected and delivers the required <a href="#">Reliability</a> . <a href="#">Process</a> Quality also requires an ability to monitor <a href="#">Effectiveness</a> and <a href="#">Efficiency</a> , and to improve them if necessary. See <a href="#">Quality Management System</a> .	Kvalitet	Et produkts, en <a href="#">services</a> eller en <a href="#">proces</a> evne til at levere den værdi, der er forventet. F.eks. kan en hardwarekomponent betragtes som værende af høj kvalitet, hvis den <a href="#">fungere</a> som forventet, og har den fornødne <a href="#">Reliability</a> . Proceskvalitet indebærer også evnen til at overvåge den <a href="#">ressource-</a> og <a href="#">kvalitetsmæssige effektivitet</a> og til at forbedre den, hvis det er nødvendigt. Se: <a href="#">Quality Management System</a> .
Effectiveness	<b>(Continual Service Improvement)</b> A measure of whether the <a href="#">Objectives</a> of a <a href="#">Process</a> , <a href="#">Service</a> or <a href="#">Activity</a> have been achieved. An Effective <a href="#">Process</a> or <a href="#">Activity</a> is one that achieves its agreed <a href="#">Objectives</a> . See <a href="#">KPI</a> .	Kvalitetsmæssig effektivitet	<b>(Continual Service Improvement)</b> En indikator for om en <a href="#">proces</a> , <a href="#">service</a> eller <a href="#">aktivitet</a> har opfyldt sit <a href="#">formål</a> . En kvalitetsmæssig effektiv proces eller aktivitet opnår aftalte formål. Se: <a href="#">KPI</a> .
Management Information	Information that is used to support decision making by managers. Management Information is often generated automatically by tools supporting the various <a href="#">IT Service Management Processes</a> . Management Information often includes the values of <a href="#">KPIs</a> such as "Percentage of <a href="#">Changes</a> leading to <a href="#">Incidents</a> ", or "first time fix rate".	Ledelsesinformation	Information, der anvendes som beslutningsstøtte for ledelsen. Ledelsesinformation er ofte genereret automatisk af værktøjer, der supporterer <a href="#">IT Service Management-processerne</a> . Ledelsesinformation inkluderer ofte <a href="#">KPI</a> værdier som f. eks. "procent af <a href="#">Changes</a> der fører til <a href="#">Incidents</a> " eller "straksafklaringsprocent".
Deliverable	Something that must be provided to meet a commitment in a <a href="#">Service Level Agreement</a> or a <a href="#">Contract</a> . Deliverable is also used in a more informal way to mean a planned output of any <a href="#">Process</a> .	Leverance	En ydelse, der skal leveres for at opfylde en forpligtigelse i en <a href="#">Service Level Agreement</a> eller <a href="#">kontrakt</a> . Leverance anvendes også mere uformelt i forbindelse med et planlagt output fra en <a href="#">proces</a> .
Supplier	<b>(Service Strategy) (Service Design)</b> A <a href="#">Third Party</a> responsible for supplying goods or <a href="#">Services</a> that are required to deliver <a href="#">IT services</a> . Examples of suppliers include commodity hardware and software vendors, network and telecom providers, and <a href="#">Outsourcing Organisations</a> . See <a href="#">Underpinning Contract</a> , <a href="#">Supply Chain</a> .	Leverandør	<b>(Service Strategy) (Service Design)</b> En <a href="#">tredjepartsleverandør</a> , der er ansvarlig for at levere de varer eller <a href="#">services</a> , der er nødvendige for at levere <a href="#">it-services</a> . Eksempler på <a href="#">leverandører</a> omfatter leverandører af hard- og software, netværks- og teleudbydere samt outsourcingorganisationer. Se: <a href="#">Underpinning Contract</a> , <a href="#">Supply Chain</a> .

Line of Service (LOS)	<b>(Service Strategy)</b> A <b>Core Service</b> or <b>Supporting Service</b> that has multiple <b>Service Level Packages</b> . A line of Service is managed by a Product Manager and each <b>Service Level Package</b> is designed to support a particular market segment.	Line of Service (LOS)	<b>(Service Strategy)</b> En <b>Core Service</b> eller <b>supporting service</b> som har flere <b>Service Level Packages</b> . En Line of Service er styret af en Product Manager og hver Service Level Package er <b>designet</b> til at understøtte et specifikt markedssegment.
Lifecycle	The various stages in the life of an <b>IT Service</b> , <b>Configuration Item</b> , <b>Incident</b> , <b>Problem</b> , <b>Change</b> etc. The Lifecycle defines the <b>Categories</b> for <b>Status</b> and the <b>Status</b> transitions that are permitted. For example: <ul style="list-style-type: none"> <li>- The Lifecycle of an Application includes <b>Requirements</b>, <b>Design</b>, <b>Build</b>, <b>Deploy</b>, <b>Operate</b>, <b>Optimise</b>.</li> <li>- The Expanded Incident Lifecycle includes Detect, Respond, Diagnose, Repair, Recover, Restore.</li> <li>- The lifecycle of a Server may include: Ordered, Received, In <b>Test</b>, <b>Live</b>, Disposed etc.</li> </ul>	Livscyklus	De forskellige livsfaser for en <b>it-service</b> , et <b>Configuration Item</b> , <b>Incident</b> , <b>Problem</b> , en <b>Change</b> etc. Livscyklus definerer <b>kategorierne</b> for <b>status</b> og de statusovergange, der er tilladt. F.eks: <ul style="list-style-type: none"> <li>- Livscyklus for en <b>applikation</b> omfatter Requirements, <b>Design</b>, <b>Build</b>, Deploy, Operate, Optimise etc.</li> <li>- The <b>Expanded Incident Lifecycle</b> omfatter Detect, Respond, Diagnose, <b>Repair</b>, Recover, <b>Restore</b>.</li> <li>- Livscyklus for en <b>server</b> kan omfatte: Bestilt, modtaget, under <b>test</b>, i <b>produktion</b>, afskaffet etc.</li> </ul>
Course Corrections	<b>Changes</b> made to a <b>Plan</b> or <b>Activity</b> that has already started, to ensure that it will meet its <b>Objectives</b> . Course corrections are made as a result of <b>Monitoring</b> progress.	Løbende korrigeringer	Ændringer til en <b>plan</b> eller <b>aktivitet</b> , der allerede er påbegyndt for at sikre, at den opfylder sit <b>formål</b> . Løbende korrigering udføres som resultat af overvågningsforløb.
Running Costs Maintainability	Synonym for <b>Operational Costs</b> <b>(Service Design)</b> A measure of how quickly and <b>Effectively</b> a <b>Configuration Item</b> or <b>IT Service</b> can be restored to normal working after a <b>Failure</b> . Maintainability is often measured and reported as <b>MTRS</b> . Maintainability is also used in the context of <b>Software</b> or <b>IT Service Development</b> to mean ability to be <b>Changed</b> or <b>Repaired</b> easily.	Løbende omkostning Maintainability	Synonym for <b>driftsomkostning</b> . <b>(Service Design)</b> Et mål for hvor hurtigt og effektivt et <b>Configuration Item</b> eller en <b>it-service</b> kan blive genoprettet til normalt brug efter en <b>Fejl</b> . Maintainability måles og rapporteres ofte som <b>MTRS</b> . Maintainability bruges også indenfor software eller it-service <b>udvikling</b> i betydningen af at noget nemt kan blive <b>Changed</b> eller <b>Repaired</b> .
Major Incident	<b>(Service Operation)</b> The highest <b>Category</b> of <b>Impact</b> for an <b>Incident</b> . A Major Incident results in significant disruption to the <b>Business</b> .	Major Incident	<b>(Service Operation)</b> Den højeste <b>impact-kategori</b> for et <b>Incident</b> . Et Major Incident medfører væsentlig forstyrrelse af <b>forretningen</b> .

Managed Services	<b>(Service Strategy)</b> A perspective on <b>IT Services</b> which emphasizes the fact that they are managed. The term Managed Services is also used as a synonym for <b>Outsourced IT Services</b> .	Managed Services	<b>(Service Strategy)</b> En synsvinkel på <b>it-services</b> , som understreger at de er styrede. Synonym for outsourcede it-services.
Management of Risk (MoR)	The <b>OGC</b> methodology for managing <b>Risks</b> . MoR includes all the <b>Activities</b> required to identify and <b>Control</b> the exposure to <b>Risk</b> which may have an impact on the achievement of an <b>Organisation's Business Objectives</b> . See <a href="http://www.m-o-r.org/">http://www.m-o-r.org/</a> for more details.	Management of Risk (M_o_R)	<b>OGC's</b> metode for håndtering af risici. M_o_R indeholder alle de <b>aktiviteter</b> som er nødvendige for at identificere og <b>kontrollere</b> eksponeringen for risici, som potentielt kan påvirke <b>opfyldelsen</b> af en organisations <b>forretningsmål</b> . Se: <a href="http://www.m-o-r.org/">http://www.m-o-r.org/</a> for mere information.
Management System	The framework of <b>Policy</b> , <b>Processes</b> and <b>Functions</b> that ensures an <b>Organisation</b> can achieve its <b>Objectives</b> .	Management System	Den ramme af <b>politikker</b> , <b>processer</b> og <b>funktioner</b> der sikrer, at en <b>organisation</b> kan opfylde sit <b>formål</b> .
Manual Workaround	A <b>Workaround</b> that requires manual intervention. Manual Workaround is also used as the name of a <b>Recovery Option</b> in which The <b>Business Process Operates</b> without the use of <b>IT Services</b> . This is a temporary measure and is usually combined with another <b>Recovery Option</b> .	Manual Workaround	En <b>Workaround</b> , der kræver manuel indgriben. Manual Workaround er også navnet på en <b>Recovery Option</b> , hvor <b>driften</b> af <b>forretningsprocesser</b> foregår manuelt uden anvendelse af <b>it-services</b> . Det er en midlertidig foranstaltning, som normalt kombineres med en anden Recovery Option.
Marginal Cost	<b>(Service Strategy)</b> The <b>Cost</b> of continuing to provide the <b>IT Service</b> . Marginal Cost does not include investment already made, for example the cost of developing new software and delivering training.	Marginalomkostning	<b>(Service Strategy)</b> <b>Omkostning</b> , der er forbundet med den fortsatte levering af <b>it-services</b> . Marginalomkostning omfatter ikke investeringer, der allerede er foretaget, som f.eks. omkostninger ved <b>udvikling</b> af ny software og uddannelse.
Market Space	<b>(Service Strategy)</b> All opportunities that an <b>IT Service Provider</b> could exploit to meet business needs of <b>Customers</b> . The Market Space identifies the possible <b>IT Services</b> that an <b>IT Service Provider</b> may wish to consider delivering.	Market Space	<b>(Service Strategy)</b> Alle muligheder som en <b>it-serviceleverandør</b> kan udnytte for at møde <b>kundernes</b> forretningsbehov. Market Space identificerer de mulige <b>it-services</b> , som en it-serviceleverandør potentielt bør overveje at levere.

Mean Time Between Failures (MTBF)	<b>(Service Design)</b> A <a href="#">Metric</a> for measuring and reporting <a href="#">Reliability</a> . MTBF is the average time that a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> can perform its agreed <a href="#">Function</a> without interruption. This is measured from when the <a href="#">CI</a> or <a href="#">IT Service</a> starts working, until it next fails.	Mean Time Between Failures (MTBF)	<b>(Service Design)</b> En <a href="#">metrik</a> , der anvendes til at måle og rapportere <a href="#">Reliability</a> . MTBF angiver det gennemsnitlige tidsrum, som et <a href="#">Configuration Item</a> eller en <a href="#">it-service</a> kan levere den aftalte funktionalitet uden afbrydelse. MTBF måles fra det tidspunkt, et <a href="#">CI</a> eller en it-service begynder at <a href="#">fungere</a> og indtil det første gang <a href="#">fejler</a> .
Mean Time Between Service Incidents (MTBSI)	<b>(Service Design)</b> A <a href="#">Metric</a> used for measuring and reporting <a href="#">Reliability</a> . MTBSI is the mean time from when a <a href="#">System</a> or <a href="#">IT Service</a> fails, until it next fails. MTBSI is equal to <a href="#">MTBF</a> + <a href="#">MTRS</a> .	Mean Time Between Service Incidents (MTBSI)	<b>(Service Design)</b> En <a href="#">metrik</a> , der anvendes til at måle og rapportere <a href="#">Reliability</a> . MTBSI er det tidsrum, der går fra et <a href="#">system</a> eller <a href="#">it-service</a> <a href="#">fejler</a> indtil den næste fejl. MTBSI svarer til <a href="#">MTBF</a> + <a href="#">MTRS</a> .
Mean Time To Repair (MTTR)	The average time taken to repair a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> after a <a href="#">Failure</a> . MTTR is measured from when the <a href="#">CI</a> or <a href="#">IT Service</a> fails until it is <a href="#">Repaired</a> . MTTR does not include the time required to <a href="#">Recover</a> or <a href="#">Restore</a> . MTTR is sometimes incorrectly used to mean <a href="#">Mean Time to Restore Service</a> .	Mean Time To Repair (MTTR)	MTTR er den tid, det gennemsnitligt tager at reparere et <a href="#">Configuration Item</a> eller en <a href="#">it-service</a> efter en <a href="#">fejl</a> . MTTR måles, fra det tidspunkt en fejl indtræffer for et <a href="#">CI</a> eller en it-service, indtil det er <a href="#">Repaired</a> . MTTR inkluderer ikke tiden brugt til <a href="#">recovery</a> eller <a href="#">restore</a> . MTTR bruges nogle gange i en forkert betydning som <a href="#">Mean Time to Restore Service</a> .
Mean Time to Restore Service (MTRS)	The average time taken to <a href="#">Restore</a> a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> after a <a href="#">Failure</a> . MTRS is measured from when the <a href="#">CI</a> or <a href="#">IT Service</a> fails until it is fully <a href="#">Restored</a> and delivering its normal functionality. See <a href="#">Maintainability</a> , <a href="#">Mean Time to Repair</a>	Mean Time to Restore Service (MTRS)	Gennemsnitstiden der bruges på at <a href="#">restore</a> et <a href="#">CI</a> eller en <a href="#">it-service</a> efter en <a href="#">fejl</a> . MTRS måles fra det tidspunkt en CI eller it-service fejler til den er fuldstændigt Restored og leverer den aftalte funktionalitet. Se: <a href="#">Maintainability</a> , <a href="#">Mean Time to Repair</a> .
Metric	<b>(Continual Service Improvement)</b> Something that is measured and reported to help manage a <a href="#">Process</a> , <a href="#">IT Service</a> or <a href="#">Activity</a> . See <a href="#">KPI</a> .	Metrik	<b>(Continual Service Improvement)</b> Noget der måles og rapporteres med henblik på at styre en <a href="#">proces</a> , <a href="#">it-service</a> eller <a href="#">aktivitet</a> . Se <a href="#">KPI</a> .
Middleware	<b>(Service Design)</b> Software that connects two or more software <a href="#">Components</a> or <a href="#">Applications</a> . Middleware is usually purchased from a <a href="#">Supplier</a> , rather than developed within the <a href="#">IT Service Provider</a> . See <a href="#">Off the Shelf</a> .	Middleware	<b>(Service Design)</b> Software som forbinder to eller flere software- <a href="#">komponenter</a> eller <a href="#">applikationer</a> . Middleware er normalt købt fra en <a href="#">leverandør</a> frem for at være udviklet internt hos <a href="#">it-serviceleverandøren</a> . Se: <a href="#">Off the Shelf</a> .

Environment	<p><b>(Service Transition)</b> A subset of the <a href="#">IT Infrastructure</a> that is used for a particular purpose. For Example: <a href="#">Live Environment</a>, <a href="#">Test Environment</a>, <a href="#">Build Environment</a>. It is possible for multiple Environments to share a <a href="#">Configuration Item</a>, for example <a href="#">Test</a> and <a href="#">Live Environments</a> may use different partitions on a single mainframe computer. Also used in the term Physical Environment to mean the accommodation, air conditioning, power system etc. Environment is also used as a generic term to mean the external conditions that influence or affect something.</p>	Miljø	<p><b>(Service Transition)</b> En delmængde af <a href="#">it-infrastrukturen</a>, som anvendes til et specifikt <a href="#">formål</a>, f.eks.: <a href="#">Produktionsmiljø</a>, <a href="#">Testmiljø</a>, <a href="#">buildmiljø</a>. Flere miljøer kan dele et <a href="#">Configuration Item</a>. F.eks. kan test- og produktionsmiljø anvende forskellige dele af en mainframe. Anvendes også som begreb om det fysiske miljø i betydningen lokaleforhold, aircondition, elforsyning etc. Miljø anvendes også som generisk begreb i betydningen: eksterne faktorer, der kan påvirke noget.</p>
Mission Statement	<p>The Mission Statement of an <a href="#">Organisation</a> is a short but complete description of the overall purpose and intentions of that <a href="#">Organisation</a>. It states what is to be achieved, but not how this should be done.</p>	Mission	<p>En <a href="#">organisation</a>s mission er en kort, men komplet beskrivelse af organisationens overordnede <a href="#">formål</a> og intention. Missionen dikterer, hvad der skal opnås, men ikke hvordan det skal ske.</p>
Model	<p>A representation of a <a href="#">System</a>, <a href="#">Process</a>, <a href="#">IT Service</a>, <a href="#">Configuration Item</a> etc. that is used to help understand or predict future behaviour.</p>	Model	<p>En repræsentation af et <a href="#">system</a>, en <a href="#">proces</a>, en <a href="#">it-service</a>, et <a href="#">CI</a> el.lign. Anvendes til at forstå eller forudsige fremtidig adfærd</p>
Modelling	<p>A technique that is used to predict the future behaviour of a <a href="#">System</a>, <a href="#">Process</a>, <a href="#">IT Service</a>, <a href="#">Configuration Item</a> etc. Modelling is commonly used in <a href="#">Financial Management</a>, <a href="#">Capacity Management</a> and <a href="#">Availability Management</a>.</p>	Modellering	<p>En teknik der anvendes til at forudsige adfærden af et <a href="#">system</a>, en <a href="#">proces</a>, en <a href="#">it-service</a>, et <a href="#">Configuration Item</a> osv. <a href="#">Modeller</a> anvendes normalt i forbindelse med <a href="#">Financial Management</a>, <a href="#">Capacity Management</a> og <a href="#">Availability Management</a>.</p>
Maturity	<p><b>(Continual Service Improvement)</b> A measure of the <a href="#">Reliability</a>, <a href="#">Efficiency</a> and <a href="#">Effectiveness</a> of a <a href="#">Process</a>, <a href="#">Function</a>, <a href="#">Organisation</a> etc. The most mature <a href="#">Processes</a> and <a href="#">Functions</a> are formally aligned to <a href="#">Business Objectives</a> and <a href="#">Strategy</a>, and are supported by a framework for continual improvement.</p>	Modenhed	<p><b>(Continual Service Improvement)</b> En måling af <a href="#">Reliability</a>, samt graden af <a href="#">ressource-</a> og <a href="#">kvalitetsmæssig effektivitet</a> for en <a href="#">proces</a>, <a href="#">funktion</a> og <a href="#">organisation</a> etc. De mest modne processer og funktioner er formelt tilpasset <a href="#">forretningens formål</a> og <a href="#">strategi</a>, og de støttes gennem rammer for løbende forbedringer.</p>

Maturity Level	A named level in a <a href="#">Maturity</a> model such as the Carnegie Mellon <a href="#">Capability Maturity Model Integration</a> .	Modenhedsniveau	Et navngivet niveau i en modenhedsmodel som f.eks. i Carnegie Mellons <a href="#">Capability Maturity Model Integration</a> .
Countermeasure	Can be used to refer to any type of <a href="#">Control</a> . The term Countermeasure is most often used when referring to measures that increase <a href="#">Resilience</a> , <a href="#">Fault Tolerance</a> or <a href="#">Reliability</a> of an <a href="#">IT Service</a> .	Modforanstaltning	Kan referere til alle former for <a href="#">kontroller</a> . Begrebet modforanstaltning anvendes oftest, når der refereres til foranstaltninger, der øger <a href="#">Resilience</a> , <a href="#">fejltolerance</a> eller <a href="#">Reliability</a> for en <a href="#">it-service</a> .
Monitor Control Loop	<b>(Service Operation)</b> <a href="#">Monitoring</a> the output of a <a href="#">Task</a> , <a href="#">Process</a> , <a href="#">IT Service</a> or <a href="#">Configuration Item</a> ; comparing this output to a predefined norm; and taking appropriate action based on this comparison.	Monitor Control Loop	<b>(Service Operation)</b> <a href="#">Overvågning</a> af output fra en opgave, <a href="#">proces</a> , <a href="#">it-service</a> eller et <a href="#">CI</a> . Outputtet sammenlignes med en forhåndsbestemt norm. Hvis det er nødvendigt, udføres der en korrigerende handling baseret på resultatet af sammenligningen.
Tag	<b>(Service Strategy)</b> A short code used to identify a <a href="#">Category</a> . For example tags EC1, EC2, EC3 etc. might be used to identify different <a href="#">Customer</a> outcomes when analysing and comparing <a href="#">Strategies</a> . The term Tag is also used to refer to the <a href="#">Activity</a> of assigning Tags to things.	Mærke	<b>(Service Strategy)</b> En kort kode, som bruges til at identificere en <a href="#">kategori</a> . For eksempel kan mærkerne EC1, EC2, EC3 osv. bruges til at identificere forskellige <a href="#">slutprodukter</a> for en eller flere <a href="#">kunder</a> , når der arbejdes med analyse og sammenligning af <a href="#">strategier</a> . Begrebet mærkning bruges om <a href="#">aktiviteten</a> at tildele mærker til ting.
Near-Shore	<b>(Service Strategy)</b> Provision of <a href="#">Services</a> from a country near the country where the <a href="#">Customer</a> is based. This can be the provision of an <a href="#">IT Service</a> , or of supporting <a href="#">Functions</a> such as <a href="#">Service Desk</a> . See <a href="#">On-shore</a> , <a href="#">Off-shore</a> .	Near-Shore	<b>(Service Strategy)</b> Levering af <a href="#">services</a> fra et land tæt på det land, hvor <a href="#">kunden</a> hører til. Dette kan være levering af en <a href="#">it-service</a> eller en understøttende <a href="#">funktion</a> , som <a href="#">Service Desk</a> . Se <a href="#">On-shore</a> , <a href="#">Off-shore</a> .
Downtime	<b>(Service Design) (Service Operation)</b> The time when a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> is not <a href="#">Available</a> during its <a href="#">Agreed Service Time</a> . The <a href="#">Availability</a> of an <a href="#">IT Service</a> is often calculated from <a href="#">Agreed Service Time</a> and Downtime.	Nedetid	<b>(Service Design) (Service Operation)</b> Den tid et <a href="#">Configuration Item</a> eller en <a href="#">it-service</a> ikke er <a href="#">Available</a> inden for <a href="#">Agreed Service Time</a> . <a href="#">Availability</a> af en it-service beregnes ofte på grundlag af <a href="#">Agreed Service Time</a> og nedetid.

Net Present Value (NPV)	<p><b>(Service Strategy)</b> A technique used to help make decisions about <a href="#">Capital Expenditure</a>. NPV compares cash inflows to cash outflows. Positive NPV indicates that an investment is worthwhile. See <a href="#">Internal Rate of Return</a>, <a href="#">Return on Investment</a>.</p>	Net Present Value (NPV)	<p><b>(Service Strategy)</b> En teknik, der anvendes som beslutningsgrundlag for <a href="#">Capital Expenditure (CAPEX)</a>. NPV (nutidsværdi) sammenligner investeringsafkast og investeringsomkostninger i perioden. Positiv NPV indikerer at en investering giver positivt afkast. Se: <a href="#">Internal Rate of Return</a>, <a href="#">Return on Investment</a>.</p>
Off the Shelf Opportunity Cost	<p>Synonym for <a href="#">Commercial Off the Shelf</a>. <b>(Service Strategy)</b> A <a href="#">Cost</a> that is used in deciding between investment choices. Opportunity Cost represents the revenue that would have been generated by using the <a href="#">Resources</a> in a different way. For example the Opportunity Cost of purchasing a new <a href="#">Server</a> may include not carrying out a <a href="#">Service Improvement</a> activity that the money could have been spent on. Opportunity cost analysis is used as part of a decision making processes, but is not treated as an actual <a href="#">Cost</a> in any financial statement.</p>	Off the Shelf Offeromkostning	<p>Synonym for <a href="#">Commercial Off the Shelf</a>. <b>(Service Strategy)</b> En <a href="#">omkostning</a> som anvendes, når der skal træffes beslutning om valg mellem forskellige investeringsmuligheder. Offeromkostninger repræsenterer den omsætning, der ville have været genereret, hvis <a href="#">ressourcerne</a> var blevet anvendt på en anden måde. F.eks. kan offeromkostningen ved at anskaffe en ny <a href="#">server</a> medføre tab af renter, som beløbet ellers ville have optjent i banken. Offeromkostningsanalyse anvendes som led i beslutningsprocesser, men indgår ikke som en omkostningspost ved regnskabsaflæggelse. OGC ejer alle <a href="#">rettigheder</a> til <a href="#">ITIL</a> (copyright og varemærke). OGC er en styrelse i den britiske statsadministration, som understøtter regeringens <a href="#">politik</a> for offentlige indkøb via fælles indkøb og ved at løfte niveauet af færdigheder og capabilities i forbindelse med indkøb i departementerne. De understøtter endvidere komplekse offentlige <a href="#">projekter</a>.</p>
Office of Government Commerce (OGC)	<p>OGC owns the <a href="#">ITIL</a> brand (copyright and trademark). OGC is a UK Government department that supports the delivery of the government's procurement agenda through its work in collaborative procurement and in raising levels of procurement skills and capability with departments. It also provides support for complex public sector projects.</p>	Office of Government Commerce (OGC)	

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Off-shore	<b>(Service Strategy)</b> Provision of <a href="#">Services</a> from a location outside the country where the <a href="#">Customer</a> is based, often in a different continent. This can be the provision of an <a href="#">IT Service</a> , or of supporting <a href="#">Functions</a> such as <a href="#">Service Desk</a> . See <a href="#">On-shore</a> , <a href="#">Near-shore</a> .	Off-shore	<b>(Service Strategy)</b> Levering af <a href="#">services</a> fra et land fjernt fra det land, hvor <a href="#">kunden</a> hører til, ofte på et andet kontinent. Dette kan være levering af en <a href="#">it-service</a> eller en understøttende <a href="#">funktion</a> , som <a href="#">service desk</a> . Se <a href="#">On-shore</a> , <a href="#">Near-shore</a> .
Economies of scope	<b>(Service Strategy)</b> The reduction in <a href="#">Cost</a> that is allocated to an <a href="#">IT Service</a> by using an existing <a href="#">Asset</a> for an additional purpose. For example delivering a new <a href="#">IT Service</a> from existing <a href="#">IT Infrastructure</a> . See <a href="#">Economies of Scale</a> .	Omfangsfordele	<b>(Service Strategy)</b> Den reduktion i <a href="#">omkostninger</a> , der allokeres til en <a href="#">it-service</a> ved at anvende et eksisterende <a href="#">asset</a> til flere <a href="#">formål</a> . Som eksempel kan nævnes at levere en ny it-service ud fra den eksisterende <a href="#">it-infrastruktur</a> . Se: <a href="#">Stordriftsfordele</a>
Cost	The amount of money spent on a specific <a href="#">Activity</a> , <a href="#">IT Service</a> , or <a href="#">Business Unit</a> . Costs consist of real cost (money), notional cost such as people's time, and <a href="#">Depreciation</a> .	Omkostning	Et beløb anvendt på en specifik <a href="#">aktivitet</a> , <a href="#">it-service</a> eller <a href="#">forretningsenhed</a> . Omkostninger består af reelle omkostninger (pengemæssige), fiktive omkostninger så som folks tid, og <a href="#">afskrivninger</a> .
Cost Centre	<b>(Service Strategy)</b> A <a href="#">Business Unit</a> or <a href="#">Project</a> to which <a href="#">Costs</a> are assigned. A Cost Centre does not charge for <a href="#">Services</a> provided. An <a href="#">IT Service Provider</a> can be run as a Cost Centre or a <a href="#">Profit Centre</a> .	Omkostningscenter	<b>(Service Strategy)</b> En <a href="#">forretningsenhed</a> eller et <a href="#">projekt</a> hvor der tilskrives <a href="#">omkostninger</a> . Et omkostningscenter fakturerer ikke for services. En <a href="#">it-serviceleverandør</a> kan drives som et omkostningscenter eller et <a href="#">profitcenter</a> .

Cost Element	<p><b>(Service Strategy)</b> The middle level of category to which <b>Costs</b> are assigned in <b>Budgeting</b> and <b>Accounting</b>. The highest level category is <b>Cost Type</b>. For example a <b>Cost Type</b> of “people” could have cost elements of payroll, staff benefits, expenses, training, overtime etc. Cost Elements can be further broken down to give <b>Cost Units</b>. For example the Cost Element “expenses” could include <b>Cost Units</b> of Hotels, Transport, Meals etc.</p>	Omkostningselement	<p><b>(Service Strategy)</b> Det midterste kategoriniveau <b>omkostninger</b> tildeles under <b>Budgeting</b> og <b>Accounting</b>. Det højeste niveau er <b>omkostningstype</b>. Som eksempel kunne omkostningstypen “mennesker” indeholde følgende omkostningselementer: lønningsliste, medarbejdergoder, udlæg, uddannelse, overtidsbetaling etc. Omkostningselementer kan nedbrydes yderligere – til <b>omkostningsenheder</b>. Som eksempel kan omkostningselementet ”udlæg” nedbrydes til følgende omkostningsenheder: Hotel, transport, måltider etc.</p>
Cost Unit	<p><b>(Service Strategy)</b> The lowest level of category to which <b>Costs</b> 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 <b>Cost Elements</b>. For example a <b>Cost Element</b> of “expenses” could include <b>Cost Units</b> of Hotels, Transport, Meals etc. See <b>Cost Type</b>.</p>	Omkostningsenhed	<p><b>(Service Strategy)</b> Det laveste kategoriniveau til hvilket <b>omkostninger</b> tildeles. Omkostningsenheder kan normalt nemt tælles (f.eks. antal medarbejdere, software licenser) eller måles (f.eks. CPU-forbrug, strømforbrug). Omkostningsenheder er indeholdt i <b>omkostningselementer</b>. Som eksempel kan omkostningselementet ”udlæg” nedbrydes til følgende omkostningsenheder: Hotel, transport, måltider etc. Se: <b>Omkostningstype</b>.</p>
Cost Effectiveness	<p>A measure of the balance between the <b>Effectiveness</b> and <b>Cost</b> of a <b>Service, Process</b> or activity, A Cost Effective <b>Process</b> is one which achieves its <b>Objectives</b> at minimum <b>Cost</b>. See <b>KPI, Return on Investment, Value for Money</b></p>	Omkostningsrentabilitet	<p>Et mål for balancen mellem <b>kvalitetsmæssig effektivitet</b> og <b>omkostninger</b> for en <b>Service, proces</b> eller <b>aktivitet</b>. En omkostningsrentabel <b>proces</b> opfylder sit <b>formål</b> med færrest mulige omkostninger. Se <b>KPI, Return on Investment, Value for Money</b>.</p>
Cost Type	<p><b>(Service Strategy)</b> The highest level of category to which <b>Costs</b> are assigned in <b>Budgeting</b> and <b>Accounting</b>. For example hardware, software, people, accommodation, external and <b>Transfer</b>. See <b>Cost Element, Cost Type</b></p>	Omkostningstype	<p><b>(Service Strategy)</b> Det højeste kategoriniveau til hvilket <b>omkostninger</b> tildeles under <b>Budgeting</b> og <b>Accounting</b>. Eksempler kunne være: hardware, software, mennesker, lokaleforhold, ekstern og koncernintern afregning. Se: <b>Omkostningselement</b>.</p>

On-shore	<p><b>(Service Strategy)</b> Provision of <a href="#">Services</a> from a location within the country where the <a href="#">Customer</a> is based. See <a href="#">Off-shore</a>, <a href="#">Near-shore</a>.</p>	On-shore	<p><b>(Service Strategy)</b> Levering af services fra samme land, som <a href="#">kunden</a> hører til. Se: <a href="#">Off-shore</a>, <a href="#">Near-shore</a>.</p>
Operational Expenditure (OPEX)	<p>Synonym for <a href="#">Operational Cost</a>.</p>	Operational Expenditure (OPEX)	<p>Synonym for <a href="#">driftsomkostning</a></p>
Operational Level Agreement (OLA)	<p><b>(Service Design) (Continual Service Improvement)</b> An <a href="#">Agreement</a> between an <a href="#">IT Service Provider</a> and another part of the same <a href="#">Organisation</a>. An OLA supports the <a href="#">IT Service Provider's</a> delivery of <a href="#">IT Services</a> to <a href="#">Customers</a>. The OLA defines the goods or <a href="#">Services</a> to be provided and the responsibilities of both parties. For example there could be an OLA</p> <ul style="list-style-type: none"> <li>- between the <a href="#">IT Service Provider</a> and a procurement department to obtain hardware in agreed times</li> <li>- between the <a href="#">Service Desk</a> and a <a href="#">Support Group</a> to provide <a href="#">Incident</a> Resolution in agreed times.</li> </ul> <p>See <a href="#">Service Level Agreement</a>.</p>	Operational Level Agreement (OLA)	<p><b>(Service Design) (Continual Service Improvement)</b> En <a href="#">Agreement</a> mellem en <a href="#">it-serviceleverandør</a> og en anden part i den samme <a href="#">organisation</a>. En OLA definerer varer eller services, der skal leveres, samt hvilket ansvar der er placeret, hos de involverede parter.</p> <ul style="list-style-type: none"> <li>- F.eks. kan der være udarbejdet en OLA med bygningsafdelingen, som leverer air-conditioning, eller med indkøbsafdelingen om at anskaffe hardware, på aftalte tidspunkter.</li> <li>-En OLA kan også være en aftale f.eks mellem <a href="#">Service Desk</a> og en <a href="#">supportgruppe</a> om at løse <a href="#">Incidents</a> inden for aftalte tidsrammer.</li> </ul> <p>Se: <a href="#">Service Level Agreement</a>.</p>
Operational	<p>The lowest of three levels of <a href="#">Planning</a> and delivery (<a href="#">Strategic</a>, <a href="#">Tactical</a>, Operational). Operational <a href="#">Activities</a> include the day-to-day or short term <a href="#">Planning</a> or delivery of a <a href="#">Business Process</a> or <a href="#">IT Service Management Process</a>. The term <a href="#">Operational</a> is also a synonym for <a href="#">Live</a>.</p>	Operational	<p>Det laveste niveau i <a href="#">planlægning</a> og levering (<a href="#">strategisk</a>, <a href="#">taktisk</a>, operationel). Operationelle <a href="#">aktiviteter</a> omfatter daglig eller kortsigtet planlægning, udførelse af en <a href="#">forretningsproces</a> eller <a href="#">IT Service Management Proces</a>. Begrebet operationel anvendes endvidere som synonym for produktions- eller driftsklar.</p>
Operations Bridge	<p><b>(Service Operation)</b> A physical location where <a href="#">IT Services</a> and <a href="#">IT Infrastructure</a> are monitored and managed.</p>	Operations Bridge	<p><b>(Service Operation)</b> En fysisk lokalitet, hvorfra <a href="#">it-service</a> og <a href="#">it-infrastruktur</a> bliver overvåget og styret.</p>
Operations Control	<p>Synonym for <a href="#">IT Operations Control</a>.</p>	Operations Control	<p>Synonym for <a href="#">IT Operations Control</a>.</p>
Operations Management	<p>Synonym for <a href="#">IT Operations Management</a>.</p>	Operations Management	<p>Synonym for <a href="#">IT Operations Management</a>.</p>

Fulfilment	Performing <a href="#">Activities</a> to meet a need or <a href="#">Requirement</a> . For example by providing a new <a href="#">IT Service</a> , or meeting a <a href="#">Service Request</a> .	Opfyldelse	Det at udføre <a href="#">aktiviteter</a> for at opfylde et behov eller et <a href="#">krav</a> . Som eksempel kan nævnes at levere en <a href="#">it-service</a> eller opfylde et <a href="#">Service Request</a> .
Call	<b>(Service Operation)</b> A telephone call to the <a href="#">Service Desk</a> from a <a href="#">User</a> . A Call could result in an <a href="#">Incident</a> or a <a href="#">Service Request</a> being logged.	Opkald	<b>(Service Operation)</b> En telefonisk henvendelse fra en <a href="#">bruger</a> til <a href="#">Service Desk</a> . Et opkald kan resultere i, at der registreres et <a href="#">Incident</a> eller et <a href="#">Service Request</a> .
Optimise	<a href="#">Review</a> , <a href="#">Plan</a> and request <a href="#">Changes</a> , in order to obtain the maximum <a href="#">Efficiency</a> and <a href="#">Effectiveness</a> from a <a href="#">Process</a> , <a href="#">Configuration Item</a> , <a href="#">Application</a> etc.	Optimere	<a href="#">Review</a> , <a href="#">planlægning</a> og anmodning om <a href="#">Changes</a> , med det formål at opnå optimal <a href="#">ressource-</a> og <a href="#">kvalitetsmæssig effektivitet</a> i en <a href="#">proces</a> , et <a href="#">Configuration Item</a> , en <a href="#">applikation</a> etc.
Organisation	A company, legal entity or other institution. Examples of Organisations that are not companies include <a href="#">International Standards Organisation</a> or <a href="#">itSMF</a> . The term Organisation is sometimes used to refer to any entity which has <a href="#">People</a> , <a href="#">Resources</a> and <a href="#">Budgets</a> . For example a <a href="#">Project</a> or <a href="#">Business Unit</a> .	Organisation	En virksomhed, en juridisk enhed eller anden institution. Eksempler på organisationer, der ikke er virksomheder omfatter <a href="#">International Standards Organisation</a> eller <a href="#">itSMF</a> . Begrebet organisation anvendes til tider til at betegne enheder, der har personale, <a href="#">ressourcer</a> og <a href="#">budgetter</a> . Som eksempel kan nævnes et <a href="#">projekt</a> eller en <a href="#">forretningsenhed</a> .
Outsourcing	<b>(Service Strategy)</b> Using an <a href="#">External Service Provider</a> to manage <a href="#">IT Services</a> . See <a href="#">Service Sourcing</a> , <a href="#">Type III Service Provider</a> .	Outsourcing	<b>(Service Strategy)</b> Brugen af en <a href="#">ekstern serviceleverandør</a> til at levere <a href="#">it-services</a> . Se: <a href="#">Service Sourcing</a> , <a href="#">Type III Serviceleverandør</a> .
Overhead Monitoring	Synonym for <a href="#">Indirect cost</a> <b>(Service Operation)</b> Repeated observation of a <a href="#">Configuration Item</a> , <a href="#">IT Service</a> or <a href="#">Process</a> to detect <a href="#">Events</a> and to ensure that the current status is known.	Overhead Overvågning	Synonym for <a href="#">indirekte omkostning</a> <b>(Service Operation)</b> Gentagne målinger af et <a href="#">Configuration Item</a> , en <a href="#">it-service</a> eller <a href="#">proces</a> for at opdage <a href="#">Events</a> og for at sikre, at den aktuelle <a href="#">status</a> er kendt.
Pain Value Analysis	<b>(Service Operation)</b> A technique used to help identify the <a href="#">Business Impact</a> of one or more <a href="#">Problems</a> . A formula is used to calculate Pain Value based on the number of <a href="#">Users</a> affected, the duration of the <a href="#">Downtime</a> , the <a href="#">Impact</a> on each <a href="#">User</a> , and the cost to the <a href="#">Business</a> (if known).	Pain Value Analysis	<b>(Service Operation)</b> En teknik, som bruges til at identificere <a href="#">forretningsmæssig Impact</a> ved et eller flere <a href="#">Problems</a> . Der anvendes en formel til at beregne Pain Value baseret på antallet af berørte <a href="#">brugere</a> , varigheden af <a href="#">nedetid</a> , Impact af de enkelte brugere og <a href="#">omkostningen</a> for <a href="#">forretningen</a> (hvis kendt).

Pareto Principle	<b>(Service Operation)</b> A technique used to prioritise <b>Activities</b> . The Pareto Principle says that 80% of the value of any <b>Activity</b> is created with 20% of the effort. Pareto Analysis is also used in <b>Problem Management</b> to prioritise possible <b>Problem</b> causes for investigation.	Pareto-princip	<b>(Service Operation)</b> En teknik, der anvendes til at prioritere <b>aktiviteter</b> . Pareto-principet er, at 80% af en aktivets værdi skabes ved en indsats, der svarer til 20%. Pareto analyse bruges bl.a. i <b>Problem Management</b> for at prioritere mulige årsager til <b>Problems</b> , som skal undersøges.
Partnership	A relationship between two <b>Organisations</b> which involves working closely together for common goals or mutual benefit. The <b>IT Service Provider</b> should have a Partnership with the <b>Business</b> , and with <b>Third Parties</b> who are critical to the delivery of <b>IT Services</b> . See <b>Value Network</b> .	Partnerskab	En <b>relation</b> mellem to <b>organisationer</b> som omfatter tæt samarbejde om samme målsætning eller fælles udbytte. <b>It-serviceleverandøren</b> bør have et partnerskab med <b>forretningen</b> og med de tredjeparter, som er mest afgørende i forbindelse med levering af <b>it-services</b> . Se: <b>Værdinetværk</b> .
Passive Monitoring	<b>(Service Operation)</b> <b>Monitoring</b> of a <b>Configuration Item</b> , an <b>IT Service</b> or a <b>Process</b> that relies on an <b>Alert</b> or notification to discover the current status. See <b>Active Monitoring</b> .	Passiv overvågning.	<b>(Service Operation)</b> <b>Overvågning</b> af et <b>CI</b> , en <b>it-service</b> eller en <b>proces</b> , baseret på en <b>alarm</b> eller meddelelse for at kunne afdække gældende <b>status</b> . Se: <b>Aktiv overvågning</b> .
Pattern of Business Activity (PBA)	<b>(Service Strategy)</b> A <b>Workload</b> profile of one or more <b>Business Activities</b> . Patterns of Business Activity are used to help the <b>IT Service Provider</b> understand and plan for different levels of Business Activity. See <b>User Profile</b> .	Pattern of Business Activity (PBA)	<b>(Service Strategy)</b> Et <b>Workload</b> -mønster for en eller flere forretningsaktiviteter. Pattern of Business Activity bruges af <b>it-serviceleverandør</b> for at forstå og planlægge forskellige niveauer af forretningsaktivitet. Se: <b>User Profile</b> .
Performance	A measure of what is achieved or delivered by a <b>System</b> , person, team, <b>Process</b> , or <b>IT Service</b> .	Performance	Et mål for, hvad der opnås eller leveres af et <b>system</b> , en person, et team, en <b>proces</b> eller en <b>it-services</b> .
Performance Anatomy	<b>(Service Strategy)</b> An approach to <b>Organisational Culture</b> that integrates, and actively manages, leadership and strategy, people development, technology enablement, performance management and innovation.	Performance Anatomy	<b>(Service Strategy)</b> En tilgang til organisationskultur, som integrerer og aktivt håndterer ledelse, <b>strategi</b> , personaleudvikling, teknologiske muligheder, <b>Performance Management</b> og innovation.

Performance Management	<p><b>(Continual Service Improvement)</b> The <a href="#">Process</a> responsible for day-to-day <a href="#">Capacity Management Activities</a>. These include <a href="#">Monitoring</a>, <a href="#">Threshold detection</a>, <a href="#">Performance analysis</a> and <a href="#">Tuning</a>, and implementing <a href="#">Changes</a> related to <a href="#">Performance</a> and <a href="#">Capacity</a>.</p>	Performance Management	<p><b>(Continual Service Improvement)</b> Den <a href="#">proces</a>, der har ansvaret for dag-til-dag <a href="#">Capacity Management aktiviteterne</a>. De inkluderer <a href="#">overvågning</a>, reaktion på brudte <a href="#">grænseværdier</a>, <a href="#">Performance analyse</a>, <a href="#">tuning</a> og implementering af <a href="#">Changes</a>, der er relateret til <a href="#">Performance</a> og <a href="#">Capacity</a>.</p>
Pilot	<p><b>(Service Transition)</b> A limited <a href="#">Deployment</a> of an <a href="#">IT Service</a>, a <a href="#">Release</a> or a <a href="#">Process</a> to the <a href="#">Live Environment</a>. A Pilot is used to reduce <a href="#">Risk</a> and to gain <a href="#">User feedback</a> and <a href="#">Acceptance</a>. See <a href="#">Test</a>, <a href="#">Evaluation</a>.</p>	Pilot	<p><b>(Service Transition)</b> En afgrænset <a href="#">Deployment</a> af en <a href="#">it-service</a>, en <a href="#">Release</a> eller en <a href="#">proces</a> i <a href="#">produktionsmiljøet</a>. En Pilot bruges til at reducere risici og få <a href="#">brugernes</a> tilbagemeldinger og <a href="#">godkendelse</a>. Se: <a href="#">Test</a>, <a href="#">Evaluation</a>.</p>
Plan	<p>A detailed proposal which describes the <a href="#">Activities</a> and <a href="#">Resources</a> needed to achieve an <a href="#">Objective</a>. For example a <a href="#">Plan</a> to implement a new <a href="#">IT Service</a> or <a href="#">Process</a>. <a href="#">ISO/IEC 20000</a> requires a <a href="#">Plan</a> for the management of each <a href="#">IT Service Management Process</a>.</p>	Plan	<p>Et detaljeret forslag, som beskriver en række af <a href="#">aktiviteter</a> og <a href="#">ressourcer</a>, der er nødvendige for nå et mål. F.eks. en plan for implementering af en ny <a href="#">it-service</a> eller <a href="#">proces</a>. <a href="#">ISO/IEC 20000</a> kræver en plan for styringen af hver enkelt <a href="#">IT Service Management proces</a>.</p>
Plan-Do-Check- Act	<p><b>(Continual Service Improvement)</b> A four stage cycle for <a href="#">Process</a> management, attributed to Edward Deming. Plan-Do-Check-Act is also called the <a href="#">Deming Cycle</a>.</p> <p>PLAN: <a href="#">Design</a> or revise <a href="#">Processes</a> that support the <a href="#">IT Services</a> DO: Implement the <a href="#">Plan</a> and manage the <a href="#">Processes</a> CHECK: Measure the <a href="#">Processes</a> and <a href="#">IT Services</a>, compare with <a href="#">Objectives</a> and produce reports ACT: <a href="#">Plan</a> and implement <a href="#">Changes</a> to improve the <a href="#">Processes</a>.</p>	Plan-Do-Check-Act	<p><b>(Continual Service Improvement)</b> En fire-trins cyklus for <a href="#">processtyring</a>, der tilskrives Edward Deming. Plan-Do-Check-Act kaldes også the <a href="#">Deming Cycle</a>.</p> <p>PLAN: <a href="#">Design</a> eller revurdér de <a href="#">processer</a>, der understøtter <a href="#">it-servicen</a>. DO: Implementér <a href="#">planen</a> og styr processerne. CHECK: Mål processerne og it-services – sammenlign med målsætningerne og udarbejd rapporter. ACT: Planlæg og implementér <a href="#">Changes</a> med henblik på at forbedre processerne.</p>

Planned Downtime	<b>(Service Design)</b> Agreed time when an <a href="#">IT Service</a> will not be available. Planned Downtime is often used for maintenance, upgrades and testing. See <a href="#">Change Window</a> , <a href="#">Downtime</a> .	Planlagt nedetid	<b>(Service Design)</b> Et aftalt tidspunkt, hvor en <a href="#">it-service</a> er utilgængelig. Planlagt nedetid anvendes ofte til vedligeholdelse, opgradering og <a href="#">test</a> . Se: <a href="#">Changevindue</a> , <a href="#">nedetid</a> .
Planning	An <a href="#">Activity</a> responsible for creating one or more <a href="#">Plans</a> . For example, <a href="#">Capacity Planning</a> .	Planlægning	Den <a href="#">aktivitet</a> , der er ansvarlig for udfærdigelsen af en eller flere <a href="#">planer</a> . F.eks. <a href="#">Capacity Planning</a> .
PMBOK	A Project management Standard maintained and published by the Project Management Institute. PMBOK stands for Project Management Body of Knowledge. See <a href="http://www.pmi.org/">http://www.pmi.org/</a> for more information. See <a href="#">PRINCE2</a> .	PMBOK	En projektledelsesstandard, vedligeholdt og udgivet af Project Management Institute (PMI). PMBOK står for Project Management Body of Knowledge. Se <a href="http://www.pmi.org/">http://www.pmi.org/</a> for mere information. Se <a href="#">PRINCE2</a> .
Policy	Formally documented management expectations and intentions. Policies are used to direct decisions, and to ensure consistent and appropriate development and implementation of <a href="#">Processes</a> , <a href="#">Standards</a> , <a href="#">Roles</a> , <a href="#">Activities</a> , <a href="#">IT Infrastructure</a> etc.	Politik	Ledelsens formelt dokumenterede forventninger og intentioner. Politikker anvendes ofte til at udstikke rammerne for beslutninger og til at sikre en konsistent og formålstjenlig <a href="#">udvikling</a> af <a href="#">processer</a> , <a href="#">standarder</a> , <a href="#">roller</a> <a href="#">aktiviteter</a> , <a href="#">it-infrastruktur</a> etc.
Post Implementation Review (PIR)	A <a href="#">Review</a> that takes place after a <a href="#">Change</a> or a <a href="#">Project</a> has been implemented. A PIR determines if the <a href="#">Change</a> or <a href="#">Project</a> was successful, and identifies opportunities for improvement.	Post Implementation Review (PIR)	Et <a href="#">review</a> , der foretages efter implementering af en <a href="#">Change</a> eller et <a href="#">projekt</a> . Et PIR fastslår, om Changen eller projektet var vellykket, og den identificerer muligheder for forbedringer.
Practice	A way of working, or a way in which work must be done. Practices can include <a href="#">Activities</a> , <a href="#">Processes</a> , <a href="#">Functions</a> , <a href="#">Standards</a> and <a href="#">Guidelines</a> . See <a href="#">Best Practice</a>	Practice	En måde at arbejde på eller en måde som arbejde skal udføres på. Practices kan inkludere <a href="#">aktiviteter</a> , <a href="#">processer</a> , <a href="#">funktioner</a> , <a href="#">standarder</a> og vejledninger. Se: <a href="#">Best Practice</a> .
Prerequisite for Success (PFS)	An <a href="#">Activity</a> that needs to be completed, or a condition that needs to be met, to enable successful implementation of a <a href="#">Plan</a> or <a href="#">Process</a> . A PFS is often an output from one <a href="#">Process</a> that is a required input to another <a href="#">Process</a> .	Prerequisite for Success (PFS)	En <a href="#">aktivitet</a> , som skal være afsluttet, eller en betingelse, som skal være opfyldt for at opnå en vellykket implementering af en <a href="#">plan</a> eller <a href="#">proces</a> . PFS er ofte output fra en proces, som er nødvendigt input til en anden proces.

PRINCE2	The standard UK government methodology for Project management. See <a href="http://www.ogc.gov.uk/prince2/">http://www.ogc.gov.uk/prince2/</a> for more information. See <a href="#">PMBOK</a> .	PRINCE2	UK Government standardmetode til projektstyring. Se <a href="http://www.ogc.gov.uk/prince2/">http://www.ogc.gov.uk/prince2/</a> hvor der findes mere information. Se <a href="#">PMBOK</a> .
Priority	<b>(Service Transition) (Service Operation)</b> A <a href="#">Category</a> used to identify the relative importance of an <a href="#">Incident</a> , <a href="#">Problem</a> or <a href="#">Change</a> . Priority is based on <a href="#">Impact</a> and <a href="#">Urgency</a> , and is used to identify required times for actions to be taken. For example the <a href="#">SLA</a> may state that Priority2 <a href="#">Incidents</a> must be resolved within 12 hours.	Prioritet	<b>(Service Transition) (Service Operation)</b> En <a href="#">kategori</a> , der anvendes til at identificere den relative vigtighed af et <a href="#">Incident</a> , <a href="#">Problem</a> eller en <a href="#">Change</a> . Prioritet baseres på <a href="#">Impact</a> og <a href="#">Urgency</a> , og den anvendes til at identificere de tidspunkter, hvor det er nødvendigt at gøre noget. F.eks. kan en <a href="#">SLA</a> fastslå, at et prioritet 2 Incident skal løses indenfor 12 timer.
Pricing	<b>(Service Strategy)</b> The <a href="#">Activity</a> for establishing how much <a href="#">Customers</a> will be <a href="#">Charged</a> .	Prissætning	<b>(Service Strategy)</b> Prissætning er den <a href="#">aktivitet</a> , der fastlægger, hvor meget <a href="#">kunderne</a> skal faktureres.
Proactive Problem Management	<b>(Service Operation)</b> Part of the <a href="#">Problem Management Process</a> . The <a href="#">Objective</a> of Proactive Problem Management is to identify <a href="#">Problems</a> that might otherwise be missed. Proactive Problem Management analyses <a href="#">Incident Records</a> , and uses data collected by other <a href="#">IT Service Management Processes</a> to identify trends or significant <a href="#">Problems</a> .	Proactive Problem Management	<b>(Service Operation)</b> En del af <a href="#">Problem Management processen</a> . <a href="#">Formålet</a> med Proactive Problem Management er at identificere <a href="#">Problems</a> , der ellers ville være blevet overset. Proactive Problem Management analyserer <a href="#">Incident Records</a> og anvender data, der er indsamlet af andre <a href="#">it service management</a> processer med henblik på at identificere trends eller væsentlige problemer.
Proactive Monitoring	<b>(Service Operation)</b> <a href="#">Monitoring</a> that looks for patterns of <a href="#">Events</a> to predict possible future <a href="#">Failures</a> . See <a href="#">Reactive Monitoring</a>	Proaktiv overvågning	<a href="#">Overvågning</a> , som ser efter mønstre i <a href="#">Events</a> for at forudse mulige fremtidige <a href="#">fejl</a> . Se: <a href="#">Reaktiv overvågning</a> .
Problem	<b>(Service Operation)</b> A cause of one or more <a href="#">Incidents</a> . The cause is not usually known at the time a <a href="#">Problem Record</a> is created, and the <a href="#">Problem Management Process</a> is responsible for further investigation.	Problem	<b>(Service Operation)</b> Den bagvedliggende årsag til et eller flere <a href="#">Incidents</a> . Årsagen er som regel ikke kendt på det tidspunkt hvor en <a href="#">Problem Record</a> bliver oprettet. <a href="#">Problem Management processen</a> er ansvarlig for yderligere undersøgelse.

Problem Management	<b>(Service Operation)</b> The <a href="#">Process</a> responsible for managing the <a href="#">Lifecycle</a> of all <a href="#">Problems</a> . The primary <a href="#">Objectives</a> of Problem Management are to prevent <a href="#">Incidents</a> from happening, and to minimise the <a href="#">Impact</a> of <a href="#">Incidents</a> that cannot be prevented.	Problem Management	<b>(Service Operation)</b> Den <a href="#">proces</a> , der er ansvarlig for at håndtere <a href="#">livscyklussen</a> for alle <a href="#">problemer</a> . Hovedformålet med Problem Management er at forebygge <a href="#">Incidents</a> og at minimere <a href="#">Impact</a> af de <a href="#">Incidents</a> , der ikke kan forebygges.
Problem Record	<b>(Service Operation)</b> A <a href="#">Record</a> containing the details of a <a href="#">Problem</a> . Each Problem Record documents the <a href="#">Lifecycle</a> of a single <a href="#">Problem</a> .	Problem Record	<b>(Service Operation)</b> En <a href="#">Record</a> , der indeholder detaljerne angående et <a href="#">Problem</a> . Den enkelte Problem Record dokumenterer et enkelt Problems <a href="#">livscyklus</a> .
Procedure	A <a href="#">Document</a> containing steps that specify how to achieve an <a href="#">Activity</a> . Procedures are defined as part of <a href="#">Processes</a> . See <a href="#">Work Instruction</a>	Procedure	Et <a href="#">dokument</a> , der specificerer hvordan en <a href="#">aktivitet</a> udføres. Procedurer defineres som en del af <a href="#">processer</a> . Se: <a href="#">Work Instruction</a> .
Process	A structured set of <a href="#">Activities</a> designed to accomplish a specific <a href="#">Objective</a> . A Process takes one or more defined inputs and turns them into defined outputs. A Process may include any of the <a href="#">Roles</a> , responsibilities, tools and management <a href="#">Controls</a> required to reliably deliver the outputs. A Process may define <a href="#">Policies</a> , <a href="#">Standards</a> , <a href="#">Guidelines</a> , <a href="#">Activities</a> , and <a href="#">Work Instructions</a> if they are needed.	Proces	Et struktureret sæt <a href="#">aktiviteter</a> der er <a href="#">designet</a> til at opfylde et bestemt <a href="#">formål</a> . En proces behandler et eller flere input, og leverer veldefinerede output. En proces kan omfatte alle de <a href="#">roller</a> , ansvar, værktøjer og ledelseskontroller, der er nødvendige for at levere pålidelige output. En proces kan definere <a href="#">politikker</a> , <a href="#">standarder</a> , <a href="#">guidelines</a> aktiviteter og <a href="#">Work Instructions</a> , hvis det er nødvendigt.
Process Owner	A <a href="#">Role</a> responsible for ensuring that a <a href="#">Process</a> is <a href="#">Fit for Purpose</a> . The Process Owner's responsibilities include sponsorship, <a href="#">Design</a> , <a href="#">Change Management</a> and continual improvement of the <a href="#">Process</a> and its <a href="#">Metrics</a> . This <a href="#">Role</a> is often assigned to the same person who carries out the <a href="#">Process Manager Role</a> , but the two <a href="#">Roles</a> may be separate in larger <a href="#">Organisations</a> .	Procesejer	Den <a href="#">rolle</a> , der er ansvarlig for at sikre, at en <a href="#">proces</a> lever op til sit <a href="#">formål</a> . Procesejerens ansvar omfatter sponsorering, <a href="#">design</a> , <a href="#">Change Management</a> og løbende forbedring af processerne og deres <a href="#">metrikker</a> . Rollen tildeles ofte den samme person, som har rollen som <a href="#">procesmanager</a> , men de to roller kan være adskilt i større <a href="#">organisationer</a> .

Process Manager	A <b>Role</b> responsible for <b>Operational</b> management of a <b>Process</b> . The Process Manager's responsibilities include <b>Planning</b> and co-ordination of all Activities required to carry out, monitor and report on the <b>Process</b> . There may be several Process Managers for one Process, for example regional Change Managers or IT Service Continuity Managers for each data centre. The <b>Process Manager Role</b> is often assigned to the person who carries out the <b>Process Owner Role</b> , but the two <b>Roles</b> may be separate in larger <b>Organisations</b> .	Procesmanager	En <b>rolle</b> , der har ansvaret for <b>operationel</b> styring af en <b>proces</b> . Procesmanagerens ansvar omfatter <b>planlægning</b> og koordinering af alle <b>aktiviteter</b> , der er nødvendige for at udføre, overvåge og rapportere om processerne. Der kan være flere Procesmanagers til en proces, f.eks regionale <b>Change</b> Managers eller IT Service Continuity Managers for hvert datacenter. Rollen tildeles ofte den samme person, som har rollen som <b>processejer</b> , men de to roller kan være adskilt i større <b>organisationer</b> .
Process Control	The <b>Activity</b> of planning and regulating a <b>Process</b> , with the <b>Objective</b> of performing the <b>Process</b> in an <b>Effective</b> , <b>Efficient</b> , and consistent manner.	Processtyring	Den <b>aktivitet</b> , der planlægger og regulerer en <b>proces</b> , med det <b>formål/mål</b> at udføre den <b>ressource-</b> og <b>kvalitetsmæssigt effektivt</b> og på en ensartet måde.
Live	<b>(Service Transition)</b> Refers to an <b>IT Service</b> or <b>Configuration Item</b> that is being used to deliver <b>Service</b> to a <b>Customer</b> .	Produktion	<b>(Service Transition)</b> Refererer til en <b>it-service</b> eller et <b>Configuration Item</b> , der anvendes til at levere en <b>service</b> til en <b>kunde</b> .
Live Environment	<b>(Service Transition)</b> A controlled <b>Environment</b> containing <b>Live Configuration Items</b> used to deliver <b>IT Services</b> to <b>Customers</b> .	Produktionsmiljø	<b>(Service Transition)</b> Et kontrolleret <b>miljø</b> som indeholder de <b>produktions Configuration Items</b> , der anvendes til at levere <b>it-services</b> til <b>kunderne</b> .
Production Environment Profit Centre	Synonym for <b>Live Environment</b> .  <b>(Service Strategy)</b> A <b>Business Unit</b> which charges for <b>Services</b> provided. A Profit Centre can be created with the objective of making a profit, recovering <b>Costs</b> , or running at a loss. An <b>IT Service Provider</b> can be run as a <b>Cost Centre</b> or a Profit Centre.	Profitcenter	<b>(Service Strategy)</b> En <b>forretningsenhed</b> , der fakturerer for de <b>services</b> , de leverer. Et profitcenter kan blive etableret med det <b>formål</b> at give udbytte, at dække <b>omkostninger</b> eller at køre med underskud. En <b>it-serviceleverandør</b> kan drives som et <b>omkostningscenter</b> eller et profitcenter.
Pro-forma	A template, or example <b>Document</b> containing example data that will be replaced with the real values when these are available.	Proforma	En skabelon eller <b>dokumenteksempel</b> , som indeholder eksempel data, der vil blive erstattet med de rigtige værdier, når disse er tilgængelige.

Programme	A number of <b>Projects</b> and <b>Activities</b> that are planned and managed together to achieve an overall set of related <b>Objectives</b> and other <b>Outcomes</b> .	Program	Et antal <b>projekter</b> og <b>aktiviteter</b> , der planlægges og styres sammen med henblik på at opfylde et overordnet <b>formål</b> eller aflevere et samlet <b>slutprodukt</b> .
Projected Service Outage (PSO)	<b>(Service Transition)</b> A <b>Document</b> that identifies the effect of planned <b>Changes</b> , maintenance <b>Activities</b> and <b>Test Plans</b> on agreed <b>Service Levels</b> .	Projected Service Outage (PSO)	<b>(Service Transition)</b> Et <b>dokument</b> , der identificerer effekten af planlagte <b>Changes</b> , vedligeholdelsesaktiviteter og testplaner på aftalte <b>Service Levels</b> .
Projects IN Controlled Environments (PRINCE2)	See <b>PRINCE2</b>	Projects IN Controlled Environments (PRINCE2)	Se <b>PRINCE2</b> .
Project	A temporary <b>Organisation</b> , with people and other <b>Assets</b> required to achieve an <b>Objective</b> or other <b>Outcome</b> . Each Project has a <b>Lifecycle</b> that typically includes initiation, <b>Planning</b> , execution, <b>Closure</b> etc. Projects are usually managed using a formal methodology such as <b>PRINCE2</b> .	Projekt	En midlertidig <b>organisation</b> med de personer og andre <b>ressourcer</b> , der er krævet med henblik på at opfylde et <b>formål</b> eller levere et <b>slutprodukt</b> . Et projekt har en <b>livscyklus</b> , der typisk omfatter initiering, <b>planlægning</b> , udførelse, <b>Closure</b> etc. Projekter styres sædvanligvis ved anvendelse af en formel metode som f.eks. <b>PRINCE2</b> .
Quality Assurance (QA)	<b>(Service Transition)</b> The <b>Process</b> responsible for ensuring that the <b>Quality</b> of a product, <b>Service</b> or <b>Process</b> will provide its intended <b>Value</b> .	Quality Assurance (QA)	<b>(Service Transition)</b> Den <b>proces</b> , der er ansvarlig for at sikre, at <b>kvaliteten</b> af et produkt, en <b>service</b> eller proces leverer den forventede værdi.
Quality Management System (QMS)	<b>(Continual Service Improvement)</b> The set of <b>Processes</b> responsible for ensuring that all work carried out by an <b>Organisation</b> is of a suitable <b>Quality</b> to reliably meet <b>Business Objectives</b> or <b>Service Levels</b> . See <b>ISO 9000</b> .	Quality Management System (QMS)	<b>(Continual Service Improvement)</b> Det sæt <b>processer</b> , der har ansvaret for, at alt arbejde, der udføres i en <b>organisation</b> , er af en passende <b>kvalitet</b> , og på en pålidelig måde opfylder <b>forretningens</b> mål eller <b>Service Levels</b> . Se: <b>ISO 9000</b> .
Quick Win	<b>(Continual Service Improvement)</b> An improvement <b>Activity</b> which is expected to provide a <b>Return on Investment</b> in a short period of time with relatively small <b>Cost</b> and effort. See <b>Pareto Principle</b>	Quick Win	<b>(Continual Service Improvement)</b> En forbedringsaktivitet, som forventes at give <b>Return on Investment</b> i løbet af kort tid, med forholdsvis små <b>omkostninger</b> og lille indsats. Se: <b>Pareto-princip</b>

<p> <b>RACI</b>  <b>(Service Design) (Continual Service Improvement)</b> A <b>Model</b> used to help define Roles and Responsibilities. RACI stands for Responsible, Accountable, Consulted and Informed. See <b>Stakeholder</b>. </p>	<p> <b>RACI</b>  <b>(Service Design) (Continual Service Improvement)</b> En <b>model</b>, som bruges som hjælp til at definere <b>roller</b> og ansvar. RACI står for Responsible, Accountable, Consulted og Informed. Se: <b>Interestent</b>. </p>
<p> <b>Responsiveness</b>  A measurement of the time taken to respond to something. This could be <b>Response Time</b> of a <b>Transaction</b>, or the speed with which an <b>IT Service Provider</b> responds to an <b>Incident</b> or <b>Request for Change</b> etc. </p>	<p> <b>Reaktionsevne</b>  En måling af den tid det tager at reagere på noget. Det kan være <b>reaktionstid</b> for en <b>transaktion</b>, eller den hastighed hvormed en <b>it-serviceleverandør</b> reagerer på et <b>Incident</b> eller <b>Request for Change</b> etc. </p>
<p> <b>Response Time</b>  A measure of the time taken to complete an <b>Operation</b> or <b>Transaction</b>. Used in <b>Capacity Management</b> as a measure of <b>IT Infrastructure Performance</b>, and in <b>Incident Management</b> as a measure of the time taken to answer the phone, or to start <b>Diagnosis</b>. </p>	<p> <b>Reaktionstid</b>  En måling af den tid det tager at afslutte en handling eller <b>transaktion</b>. Anvendes i <b>Capacity Management</b> som en måling af <b>it-infrastrukturens Performance</b> og i <b>Incident Management</b> som en måling af den tid der går, før et telefonopkald besvares eller diagnose påbegyndes. </p>
<p> <b>Reactive Monitoring</b>  <b>(Service Operation) Monitoring</b> that takes action in response to an <b>Event</b>. For example submitting a batch job when the previous job completes, or logging an <b>Incident</b> when an <b>Error</b> occurs. See <b>Proactive Monitoring</b>. </p>	<p> <b>Reaktiv overvågning</b>  <b>(Service Operation) Overvågning</b>, som reagerer på en <b>Event</b>. F.eks. at starte et batch job når det foregående job er afsluttet eller logge et <b>Incident</b> når en <b>Error</b> opstår. Se <b>Proaktiv overvågning</b>. </p>
<p> <b>Reciprocal Arrangement</b>  <b>(Service Design)</b> A <b>Recovery Option</b>. An agreement between two <b>Organisations</b> to share resources in an emergency. For example, <b>Computer Room</b> space or use of a mainframe. </p>	<p> <b>Reciprocal Agreement</b>  <b>(Service Design)</b> En <b>Recovery Option</b>. En <b>Agreement</b> mellem to <b>organisationer</b> om at dele <b>ressourcer</b> i tilfælde af en krise. F.eks. lokaler til computere eller anvendelse af en mainframe. </p>
<p> <b>Record</b>  A <b>Document</b> containing the results or other output from a <b>Process</b> or <b>Activity</b>. Records are evidence of the fact that an <b>Activity</b> took place and may be paper or electronic. For example, an <b>Audit</b> report, an <b>Incident Record</b>, or the minutes of a meeting. </p>	<p> <b>Record</b>  Et <b>dokument</b>, med resultater eller andet output fra en <b>Proces</b> eller en <b>aktivitet</b>. Records er bevis på, at en aktivitet har fundet sted. Records kan være papirbaserede eller elektroniske. F.eks. en <b>Audit</b> rapport, en <b>Incident Record</b> eller et mødereferat. </p>

Recovery	<p><b>(Service Design) (Service Operation)</b> Returning a <a href="#">Configuration Item</a> or an <a href="#">IT Service</a> to a working state. Recovery of an <a href="#">IT Service</a> often includes recovering data to a known consistent state. After Recovery, further steps may be needed before the <a href="#">IT Service</a> can be made available to the <a href="#">Users</a> (<a href="#">Restoration</a>).</p>	Recovery	<p><b>(Service Design) (Service Operation)</b> <a href="#">Genetablering</a> af et <a href="#">Configuration Item</a> eller en <a href="#">it-service</a>. Recovery af en it-service indebærer ofte Recovery af data til en kendt og konsistent tilstand. Efter Recovery kan det være nødvendigt med flere trin, før en it-service igen er til rådighed for <a href="#">brugerne</a> (<a href="#">Servicegenetablering</a>).</p>
Recovery Option	<p><b>(Service Design)</b> A <a href="#">Strategy</a> for responding to an interruption to <a href="#">Service</a>. Commonly used <a href="#">Strategies</a> are <a href="#">Do Nothing</a>, <a href="#">Manual Workaround</a>, <a href="#">Reciprocal Arrangement</a>, <a href="#">Gradual Recovery</a>, <a href="#">Intermediate Recovery</a>, <a href="#">Fast Recovery</a>, <a href="#">Immediate Recovery</a>. Recovery Options may make use of dedicated facilities, or <a href="#">Third Party</a> facilities shared by multiple <a href="#">Businesses</a>.</p>	Recovery Option	<p><b>(Service Design)</b> En <a href="#">strategi</a> for håndtering af en afbrydelse i en <a href="#">Service</a>. De almindeligste strategier er <a href="#">Do Nothing</a>, <a href="#">Manual Workaround</a>, <a href="#">Reciprocal Agreement</a>, <a href="#">Gradual Recovery</a>, <a href="#">Intermediate Recovery</a>, <a href="#">Fast Recovery</a> og <a href="#">Immediate Recovery</a>. Recovery Options kan anvende dedikerede faciliteter, eller faciliteter stillet til rådighed af <a href="#">tredjepartsleverandører</a> , som deles mellem flere <a href="#">forretninger</a>.</p>
Recovery Point Objective (RPO)	<p><b>(Service Operation)</b> The maximum amount of data that may be lost when <a href="#">Service</a> is <a href="#">Restored</a> after an interruption. Recovery Point Objective is expressed as a length of time before the <a href="#">Failure</a>. For example a Recovery Point Objective of one day may be supported by daily <a href="#">Backups</a>, and up to 24 hours of data may be lost. Recovery Point Objectives for each <a href="#">IT Service</a> should be negotiated, agreed and documented, and used as <a href="#">Requirements</a> for <a href="#">Service Design</a> and <a href="#">IT Service Continuity Plans</a>.</p>	Recovery Point Objective (RPO)	<p><b>(Service Operation)</b> Det maksimalt acceptable datatab, når en <a href="#">service restores</a> efter en afbrydelse. Recovery Point Objective er udtrykt ved et maksimalt acceptable tidsrum forud for en <a href="#">fejl</a>. F.eks. kan et Recovery Point Objective være på én dag, hvilket understøttes af en daglig <a href="#">Backup</a>, hvor data for op til maksimalt 24 timer kan blive tabt. Recovery Point Objectives bør forhandles, aftales og dokumenteres for alle <a href="#">it-services</a> og indgå som <a href="#">krav</a> til <a href="#">Service Design</a> og <a href="#">IT Service Continuity Plans</a>.</p>
Recovery Time Objective (RTO)	<p><b>(Service Operation)</b> The maximum time allowed for recovery of an <a href="#">IT Service</a> following an interruption. The <a href="#">Service Level</a> to be provided may be less than normal <a href="#">Service Level Targets</a>. Recovery Time Objectives for each <a href="#">IT Service</a> should be negotiated, agreed and documented. See <a href="#">Business Impact Analysis</a>.</p>	Recovery Time Objective (RTO)	<p><b>(Service Operation)</b> Den maksimale tid der er tilladt til <a href="#">Recovery</a> af en afbrudt <a href="#">it-service</a>. Det <a href="#">Service Level</a>, der skal leveres, kan være ringere end de normale <a href="#">Service Level Targets</a>. Recovery Time Objective for alle it-services bør forhandles, aftales og dokumenteres. Se: <a href="#">Business Impact Analysis</a>.</p>

Redundancy	Synonym for <a href="#">Fault Tolerance</a> . The term Redundant also has a generic meaning of obsolete, or no longer needed.	Redundans	Synonym for <a href="#">Fejltolerance</a> . Begrebet redundans kan også have en mere generel betydning: forældet eller overflødigt.
Relationship	A connection or interaction between two people or things. In <a href="#">Business Relationship Management</a> it is the interaction between the <a href="#">IT Service Provider</a> and the <a href="#">Business</a> . In <a href="#">Configuration Management</a> it is a link between two <a href="#">Configuration Items</a> that identifies a dependency or connection between them. For example <a href="#">Applications</a> may be linked to the <a href="#">Servers</a> they run on, <a href="#">IT Services</a> have many links to all the <a href="#">CIs</a> that contribute to them.	Relation	En forbindelse eller samspil mellem to personer eller ting. I <a href="#">Business Relationship Management</a> er det samspillet mellem <a href="#">it-serviceleverandøren</a> og <a href="#">forretningen</a> . I <a href="#">Configuration Management</a> er det et link mellem to <a href="#">Configuration Items</a> , der identificerer en afhængighed eller sammenhæng mellem dem. F.eks. kan <a href="#">applikationer</a> have link til den <a href="#">server</a> , de afvikles på, <a href="#">it-services</a> kan have link til alle de <a href="#">CIs</a> , der bidrager til dem.
Relationship Processes	The <a href="#">ISO/IEC 20000 Process</a> group that includes <a href="#">Business Relationship Management</a> and <a href="#">Supplier Management</a> .	Relationship Processes	Den gruppe <a href="#">ISO/IEC 20000 processer</a> der omfatter <a href="#">Business Relationship Management</a> og <a href="#">Supplier Management</a> .
Release	<b>(Service Transition)</b> A collection of hardware, software, documentation, <a href="#">Processes</a> or other <a href="#">Components</a> required to implement one or more approved <a href="#">Changes</a> to <a href="#">IT Services</a> . The contents of each Release are managed, <a href="#">Tested</a> , and <a href="#">Deployed</a> as a single entity.	Release	<b>(Service Transition)</b> En samling af hardware, software, dokumentation, <a href="#">processer</a> og andre <a href="#">komponenter</a> der er nødvendige, for at implementere en eller flere godkendte <a href="#">Changes</a> til <a href="#">it-services</a> . Indholdet af de enkelte releases styres, <a href="#">testes</a> og distribueres som en samlet enhed.
Release and Deployment Management	<b>(Service Transition)</b> The <a href="#">Process</a> responsible for both <a href="#">Release Management</a> and <a href="#">Deployment</a> .	Release and Deployment Management	<b>(Service Transition)</b> <a href="#">Processen</a> ansvarlig for både <a href="#">Release Management</a> og <a href="#">Deployment</a> .
Release Identification	<b>(Service Transition)</b> A naming convention used to uniquely identify a <a href="#">Release</a> . The Release Identification typically includes a reference to the <a href="#">Configuration Item</a> and a version number. For example Microsoft Office 2003 SR2.	Release Identifikation	<b>(Service Transition)</b> En navngivningsstandard, der anvendes til entydigt at identificere en <a href="#">Release</a> . Release Identifikation inkluderer typisk en reference til et <a href="#">Configuration Item</a> og versionsnummer. F.eks. Microsoft Office 2003 SR2.

Release Management	<b>(Service Transition)</b> The <b>Process</b> responsible for <b>Planning</b> , scheduling and controlling the movement of <b>Releases</b> to <b>Test</b> and <b>Live Environments</b> . The primary <b>Objective</b> of Release Management is to ensure that the integrity of the <b>Live Environment</b> is protected and that the correct <b>Components</b> are released. Release Management is part of the <b>Release and Deployment Management Process</b> .	Release Management	<b>(Service Transition)</b> Den <b>proces</b> , der er ansvarlig for <b>planlægning</b> , koordinering og <b>kontrol</b> af flytning af en <b>Release</b> fra <b>test</b> til <b>produktionsmiljø</b> . Hovedformålet for Release Management er at sikre, at integriteten af produktionsmiljøet beskyttes, og at de rigtige <b>komponenter</b> bliver Released. Release Management arbejder tæt sammen med <b>Configuration Management</b> og <b>Change Management</b> .
Release Process	The name used by <b>ISO/IEC 20000</b> for the <b>Process</b> group that includes <b>Release Management</b> . This group does not include any other <b>Processes</b> . Release Process is also used as a synonym for <b>Release Management Process</b> .	Release Process	Betegnelsen anvendes af <b>ISO/IEC 20000</b> for den gruppe af <b>processer</b> der inkluderer <b>Release Management</b> . Denne gruppe omfatter ikke øvrige processer. Release Management bruges til tider endvidere som synonym for Release Management Processen.
Release Record	<b>(Service Transition)</b> A <b>Record</b> in the <b>CMDB</b> that defines the content of a <b>Release</b> . A <b>Release Record</b> has <b>Relationships</b> with all <b>Configuration Items</b> that are affected by the <b>Release</b> .	Release Record	<b>(Service Transition)</b> En <b>Record</b> i <b>CMDB</b> , der definerer indholdet af en <b>Release</b> . En Release Record har <b>relationer</b> til alle de <b>Configuration Items</b> , der bliver berørt af Releaseen.
Release Unit	<b>(Service Transition)</b> <b>Components</b> of an <b>IT Service</b> that are normally <b>Released</b> together. A Release Unit typically includes sufficient <b>Components</b> to perform a useful <b>Function</b> . For example one Release Unit could be a Desktop PC, including Hardware, Software, Licenses, Documentation etc. A different Release Unit may be the complete Payroll Application, including <b>IT Operations Procedures</b> and <b>User</b> training.	Release Unit	<b>(Release Management)</b> <b>Komponenter</b> i en <b>it-service</b> bliver normalt <b>Released</b> (frigivet) sammen. En Release Unit omfatter typisk de nødvendige komponenter, der skal til for at kunne yde brugbar funktionalitet. F.eks. kunne en Release Unit bestå af en Desktop PC, inklusive hardware, software, licenser, dokumentation etc. En anden Release Unit kan være en komplet løn- <b>applikation</b> , inklusive <b>IT Operations Procedures</b> og brugeruddannelse.
Release Window	Synonym for <b>Change Window</b> .	Release Window	Synonym for <b>Changevindue</b> .

Reliability	<b>(Service Design) (Continual Service Improvement)</b> A measure of how long a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> can perform its agreed <a href="#">Function</a> without interruption. Usually measured as <a href="#">MTBF</a> or <a href="#">MTBSI</a> . The term Reliability can also be used to state how likely it is that a <a href="#">Process</a> , <a href="#">Function</a> etc. will deliver its required outputs. See <a href="#">Availability</a> .	Reliability	<b>(Service Design) (Continual Service Improvement)</b> En måling af, hvor længe et <a href="#">Configuration Item</a> eller en <a href="#">it-service</a> kan udføre den aftalte <a href="#">funktion</a> uden afbrydelse. Måles normalt som <a href="#">MTBF</a> eller <a href="#">MTBSI</a> . Begrebet Reliabilty kan også bruges til at beskrive hvor sandsynligt det vil være at en <a href="#">proces</a> , en funktion osv. vil levere det krævede output. Se: <a href="#">Availability</a> .
Repair	<b>(Service Operation)</b> The replacement or correction of a failed <a href="#">Configuration Item</a> .	Repair	<b>(Service Operation)</b> Udskiftning eller korrektion af et fejlbehæftet <a href="#">Configuration Item</a> .
Request for Change (RFC)	<b>(Service Transition)</b> A formal proposal for a <a href="#">Change</a> to be made. An RFC includes details of the proposed <a href="#">Change</a> , and may be recorded on paper or electronically. The term RFC is often misused to mean a <a href="#">Change Record</a> , or the <a href="#">Change</a> itself.	Request for Change (RFC)	<b>(Service Transition)</b> Et formelt forslag om en <a href="#">Change</a> . En RFC inkluderer detaljerne om den foreslåede <a href="#">Change</a> , og den kan registreres papirbaseret eller elektronisk. Betegnelsen RFC misbruges ofte i betydningen <a href="#">Change Record</a> eller selve <a href="#">Change</a> en.
Request Fulfilment	<b>(Service Operation)</b> The <a href="#">Process</a> responsible for managing the <a href="#">Lifecycle</a> of all <a href="#">Service Requests</a> .	Request Fulfilment	<b>(Service Operation)</b> Den <a href="#">proces</a> , som er ansvarlig for håndtering af alle <a href="#">Service Requests</a> i hele deres <a href="#">livscyklus</a> .
Resilience	<b>(Service Design)</b> The ability of a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> to resist <a href="#">Failure</a> or to <a href="#">Recover</a> quickly following a <a href="#">Failure</a> . For example, an armoured cable will resist failure when put under stress. See <a href="#">Fault Tolerance</a> .	Resilience	<b>(Service Design)</b> Et <a href="#">Configuration Items</a> eller en <a href="#">it-services</a> evne til modstå fejl eller til en hurtig <a href="#">Recovery</a> efter en fejl. F.eks. vil et armeret kabel modstå fejl, hvis det belastes.
Resolution	<b>(Service Operation)</b> Action taken to repair the <a href="#">Root Cause</a> of an <a href="#">Incident</a> or <a href="#">Problem</a> , or to implement a <a href="#">Workaround</a> . In <a href="#">ISO/IEC 20000</a> , <a href="#">Resolution Processes</a> is the Process group that includes <a href="#">Incident</a> and <a href="#">Problem Management</a> .	Resolution	<b>(Service Operation)</b> Den handling, der foretages for at reparere <a href="#">Root Cause</a> til et <a href="#">Incident</a> , et <a href="#">Problem</a> eller til at implementere en <a href="#">Workaround</a> . I <a href="#">ISO/IEC 20000</a> er <a href="#">Resolution Processes</a> den gruppe <a href="#">Processer</a> , der inkluderer <a href="#">Incident</a> og <a href="#">Problem Management</a> .
Resolution Processes	The <a href="#">ISO/IEC 20000 Process</a> group that includes <a href="#">Incident Management</a> and <a href="#">Problem Management</a> .	Resolution Processes	<a href="#">ISO/IEC 20000</a> procesgruppen, der omfatter <a href="#">Incident Management</a> og <a href="#">Problem Management</a> .

Resource	<b>(Service Strategy)</b> A generic term that includes <a href="#">IT Infrastructure</a> , people, money or anything else that might help to deliver an <a href="#">IT Service</a> . Resources are considered to be <a href="#">Assets</a> of an <a href="#">Organisation</a> . See <a href="#">Capability</a> , <a href="#">Service Asset</a> .	Ressource	<b>(Service Strategy)</b> Et generelt begreb, der omfatter <a href="#">it-infrastruktur</a> , mennesker, penge eller andet, der kan bidrage til levering af en <a href="#">it-service</a> . Ressourcer betragtes som <a href="#">Assets</a> for <a href="#">organisationen</a> . Se: <a href="#">Capability</a> , <a href="#">Service Asset</a> .
Efficiency	<b>(Continual Service Improvement)</b> A measure of whether the right amount of resources have been used to deliver a <a href="#">Process</a> , <a href="#">Service</a> or <a href="#">Activity</a> . An Efficient <a href="#">Process</a> achieves its <a href="#">Objectives</a> with the minimum amount of time, money, people or other resources. See <a href="#">KPI</a>	Ressourcemæssig effektivitet	<b>(Continual Service Improvement)</b> En indikator for om den rette mængde ressourcer blev anvendt i udførelsen af en <a href="#">proces</a> , <a href="#">service</a> eller <a href="#">aktivitet</a> . En ressourcemæssigt effektiv proces opnår sit <a href="#">formål</a> ved mindst mulig anvendelse af tid, penge, mennesker eller andre ressourcer. Se: <a href="#">KPI</a> .
Restore	<b>(Service Operation)</b> Taking action to return an <a href="#">IT Service</a> to the <a href="#">Users</a> after <a href="#">Repair</a> and <a href="#">Recovery</a> from an <a href="#">Incident</a> . This is the primary <a href="#">Objective</a> of <a href="#">Incident Management</a> .	Restore	<b>(Service Operation)</b> Den handling, der skal til for at genetablere <a href="#">brugerens it-service</a> efter <a href="#">Repair</a> og <a href="#">Recovery</a> efter et <a href="#">Incident</a> . Dette er hovedmålet for <a href="#">Incident Management</a> .
Rights	<b>(Service Operation)</b> Entitlements, or permissions, granted to a <a href="#">User</a> or <a href="#">Role</a> . For example the Right to modify particular data, or to authorize a <a href="#">Change</a> .	Rettigheder	<b>(Service Operation)</b> Tilladelse givet til en <a href="#">bruger</a> eller <a href="#">rolle</a> . F.eks. rettigheder til at ændre specifikke data eller til at godkende en <a href="#">Change</a> .
Return on Investment (ROI)	<b>(Service Strategy) (Continual Service Improvement)</b> 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 <a href="#">Net Present Value</a> , <a href="#">Value on Investment</a> .	Return on Investment (ROI)	<b>(Service Strategy) (Continual Service Improvement)</b> En måling af det forventede afkast af en investering. I sin enkleste udformning beregnes ROI som investeringens nettoresultat divideret med nettoværdien af de <a href="#">assets</a> , der er investeret. Se <a href="#">Net Present Value</a> , <a href="#">Value on Investment</a> .
Return to Normal	<b>(Service Design)</b> The phase of an <a href="#">IT Service Continuity Plan</a> during which full normal operations are resumed. For example, if an alternate data centre has been in use, then this phase will bring the primary data centre back into operation, and restore the ability to invoke <a href="#">IT Service Continuity Plans</a> again.	Return to Normal	<b>(Service Design)</b> Den fase i en <a href="#">IT Service Continuity Plan</a> hvor normal <a href="#">drift</a> er genetableret. F.eks. hvis et alternativt datacenter har været anvendt, vil denne fase bringe det primære datacenter tilbage i drift og igen gøre det muligt at iværksætte <a href="#">IT Service Continuity Planer</a> .

Review	An evaluation of a <a href="#">Change</a> , <a href="#">Problem</a> , <a href="#">Process</a> , <a href="#">Project</a> etc. Reviews are typically carried out at predefined points in the <a href="#">Lifecycle</a> , and especially after <a href="#">Closure</a> . The purpose of a Review is to ensure that all <a href="#">Deliverables</a> have been provided, and to identify opportunities for improvement. See <a href="#">Post Implementation Review</a> .	Review	En evaluering af en <a href="#">Change</a> , et <a href="#">Problem</a> , en <a href="#">proces</a> , et <a href="#">projekt</a> etc. Review vil normalt blive gennemført på forud planlagte tidspunkter i <a href="#">livscyklussen</a> , specielt efter <a href="#">Closure</a> . Formålet med et review er at sikre, at alle <a href="#">leverancer</a> er leveret og at identificere muligheder for forbedringer. Se: <a href="#">Post Implementation Review</a> .
Risk	A possible <a href="#">Event</a> that could cause harm or loss, or affect the ability to achieve <a href="#">Objectives</a> . A Risk is measured by the probability of a <a href="#">Threat</a> , the <a href="#">Vulnerability</a> of the <a href="#">Asset</a> to that Threat, and the <a href="#">Impact</a> it would have if it occurred.	Risiko	En mulig hændelse, der kan medføre skade eller tab, eller påvirke evnen til at opnå mål. En risiko beregnes ud fra sandsynligheden for at en <a href="#">trussel</a> indtræffer, et <a href="#">Assets sårbarhed</a> overfor den givne trussel, og <a href="#">Impact</a> , hvis den givne trussel rammer .
Risk Assessment	The initial steps of <a href="#">Risk Management</a> . Analysing the value of <a href="#">Assets</a> to the business, identifying <a href="#">Threats</a> to those <a href="#">Assets</a> , and evaluating how <a href="#">Vulnerable</a> each <a href="#">Asset</a> is to those <a href="#">Threats</a> . Risk Assessment can be quantitative (based on numerical data) or qualitative.	Risikovurdering	De indledende trin i <a href="#">Risk Management</a> . Analyse af værdien af <a href="#">forretningens Assets</a> , identifikation af trusler mod disse assets, vurdere hvor sårbart hvert Asset er overfor trusler. Risikovurdering kan opgøres kvantitativt (baseret på numeriske data) eller kvalitativt.
Risk Management	The <a href="#">Process</a> responsible for identifying, assessing and controlling <a href="#">Risks</a> . See <a href="#">Risk Assessment</a> .	Risk Management	Den <a href="#">proces</a> , der er ansvarlig for at identificere, vurdere og styre risici. Se: <a href="#">Risikovurdering</a> .
Role	A set of responsibilities, <a href="#">Activities</a> and authorities granted to a person or team. A Role is defined in a <a href="#">Process</a> . One person or team may have multiple Roles, for example the Roles of <a href="#">Configuration Manager</a> and <a href="#">Change Manager</a> may be carried out by a single person.	Rolle	Et sæt af ansvar, <a href="#">aktiviteter</a> og beføjelser givet til en person eller et team. En rolle er defineret i en <a href="#">proces</a> . En person eller et team kan have flere roller. F.eks. kan rollen som <a href="#">Configuration Manager</a> og <a href="#">Change Manager</a> udføres af en enkelt person.
Rollout	<b>(Service Transition)</b> Synonym for <a href="#">Deployment</a> . Most often used to refer to complex or phased <a href="#">Deployments</a> or <a href="#">Deployments</a> to multiple locations.	Rollout	<b>(Service Transition)</b> Synonym for <a href="#">Deployment</a> . Almindeligvis anvendt som reference til komplekse eller faseopdelte Deployments til flere lokaliteter.
Root Cause	<b>(Service Operation)</b> The underlying or original cause of an <a href="#">Incident</a> or <a href="#">Problem</a> .	Root Cause	<b>(Service Operation)</b> Den bagvedliggende eller oprindelige årsag til et <a href="#">Incident</a> eller <a href="#">Problem</a> .

Root Cause Analysis (RCA)	<b>(Service Operation)</b> An <a href="#">Activity</a> that identifies the <a href="#">Root Cause</a> of an <a href="#">Incident</a> or <a href="#">Problem</a> . RCA typically concentrates on <a href="#">IT Infrastructure failures</a> . See <a href="#">Service Failure Analysis</a> .	Root Cause Analysis (RCA)	<b>(Service Operation)</b> En <a href="#">aktivitet</a> hvori <a href="#">Root Cause</a> til et <a href="#">Incident</a> eller <a href="#">Problem</a> identificeres. RCA koncentrerer sig typisk om <a href="#">fejl</a> i <a href="#">it-infrastrukturen</a> . Se: <a href="#">Service Failure Analysis</a> .
Concurrency	A measure of the number of <a href="#">Users</a> engaged in the same <a href="#">Operation</a> at the same time.	Samtidighed	En måling af det antal <a href="#">brugere</a> , der lægger beslag på den samme systemmæssige <a href="#">aktivitet</a> samtidigt.
Scope	The boundary, or extent, to which a <a href="#">Process</a> , <a href="#">Procedure</a> , <a href="#">Certification</a> , <a href="#">Contract</a> etc. applies. For example the Scope of <a href="#">Change Management</a> may include all <a href="#">Live IT Services</a> and related <a href="#">Configuration Items</a> , the Scope of an <a href="#">ISO/IEC 20000 Certificate</a> may include all <a href="#">IT Services</a> delivered out of a named data centre.	Scope	Afgrænsning af eller udstrækning af en <a href="#">proces</a> , <a href="#">procedure</a> , <a href="#">certificering</a> eller <a href="#">kontrakt</a> etc. og dens anvendelsesområde. F.eks kan Scopet for <a href="#">Change Management</a> omfatte alle kørende <a href="#">it-services</a> og relaterede <a href="#">Configuration Items</a> . Scopet for en <a href="#">ISO/IEC 20000</a> certificering kan omfatte alle <a href="#">it-services</a> , der leveres fra et navngivet datacenter.
Second-line Support	<b>(Service Operation)</b> The second level in a hierarchy of <a href="#">Support Groups</a> involved in the resolution of <a href="#">Incidents</a> and investigation of <a href="#">Problems</a> . Each level contains more specialist skills, or has more time or other <a href="#">Resources</a> .	Second-line Support	<b>(Service Operation)</b> Andet niveau i et hierarki af <a href="#">supportgrupper</a> der er involveret i <a href="#">Resolution</a> af <a href="#">Incidents</a> og undersøgelse af <a href="#">Problems</a> . Hvert niveau har flere specialistfærdigheder, har mere tid, eller har andre <a href="#">ressourcer</a> .
Security Management Separation of Concerns (SoC)	Synonym for <a href="#">Information Security Management</a> <b>(Service Strategy)</b> An approach to <a href="#">Designing</a> a solution or <a href="#">IT Service</a> 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.	Security Management Separation of Concerns (SoC)	Synonym for <a href="#">Information Security Management</a> . <b>(Service Strategy)</b> En metode til design af en løsning for en <a href="#">it-service</a> , som nedbryder <a href="#">problemerne</a> i delproblemstillinger, der hver for sig kan løses uafhængigt. Denne metode adskiller "hvad" der skal gøres, fra "hvordan" skal det ske.
Server	<b>(Service Operation)</b> A computer that is connected to a network and provides software <a href="#">Functions</a> that are used by other computers.	Server	<b>(Service Operation)</b> En computer der er forbundet til et netværk, og som leverer softwarefunktioner, der anvendes af andre computere.
Service	A means of delivering value to <a href="#">Customers</a> by facilitating <a href="#">Outcomes Customers</a> want to achieve without the ownership of specific <a href="#">Costs</a> and <a href="#">Risks</a> .	Service	Et middel til at levere værdi til en <a href="#">kunde</a> ved at formidle de <a href="#">slutprodukter</a> kunderne, ønsker, uden at de skal påtage sig ejerskabet af specifikke <a href="#">omkostninger</a> eller risici.

Service Acceptance Criteria (SAC)	<p><b>(Service Transition)</b> A set of criteria used to ensure that an <a href="#">IT Service</a> meets its functionality and <a href="#">Quality Requirements</a> and that the <a href="#">IT Service Provider</a> is ready to <a href="#">Operate</a> the new <a href="#">IT Service</a> when it has been <a href="#">Deployed</a>. See <a href="#">Acceptance</a>.</p>	Service Acceptance Criteria (SAC)	<p><b>(Service Transition)</b> Et sæt af kriterier som bruges til at sikre, at en <a href="#">it-service</a> lever op til de stillede funktionalitets- og kvalitetskrav, og at <a href="#">it-serviceleverandøren</a> er klar til at <a href="#">drifte</a> den nye it-service, efter den er blevet idriftsat. Se: <a href="#">Godkendelse</a>.</p>
Service Analytics	<p><b>(Service Strategy)</b> A technique used in the <a href="#">Assessment</a> of the <a href="#">Business Impact</a> of <a href="#">Incidents</a>. Service Analytics <a href="#">Models</a> the dependencies between <a href="#">Configuration Items</a>, and the dependencies of <a href="#">IT Services</a> on <a href="#">Configuration Items</a>.</p>	Service Analytics	<p><b>(Service Strategy)</b> En teknik brugt til at vurdere <a href="#">Incidents Impact</a> på <a href="#">forretningen</a>. Service analytics modellerer afhængigheder mellem <a href="#">Configuration Items</a> og afhængigheder mellem <a href="#">it-services</a> og <a href="#">Configuration Items</a>.</p>
Service Asset	<p>Any <a href="#">Capability</a> or <a href="#">Resource</a> of a <a href="#">Service Provider</a>. See <a href="#">Asset</a>.</p>	Service Asset	<p>En <a href="#">serviceleverandørs</a> Capabilities og <a href="#">ressourcer</a>. Se: <a href="#">Asset</a>.</p>
Service Asset and Configuration Management (SACM) Service Capacity Management (SCM)	<p><b>(Service Transition)</b> The <a href="#">Process</a> responsible for both <a href="#">Configuration Management</a> and <a href="#">Asset Management</a>. <b>(Service Design) (Continual Service Improvement)</b> The <a href="#">Activity</a> responsible for understanding the <a href="#">Performance</a> and <a href="#">Capacity</a> of <a href="#">IT Services</a>. The <a href="#">Resources</a> used by each <a href="#">IT Service</a> and the pattern of usage over time are collected, recorded, and analysed for use in the <a href="#">Capacity Plan</a>. See <a href="#">Business Capacity Management</a>, <a href="#">Component Capacity Management</a>.</p>	Service Asset and Configuration Management (SACM) Service Capacity Management (SCM)	<p><b>(Service Transition)</b> <a href="#">Processen</a>, der er ansvarlig for både <a href="#">Configuration Management</a> og <a href="#">Asset Management</a>. <b>(Service Design) (Continual Service Improvement)</b> Den <a href="#">aktivitet</a>, der er ansvarlig for at forstå <a href="#">Performance</a> og <a href="#">Capacity</a> for <a href="#">it-services</a>. De <a href="#">ressourcer</a>, der anvendes af it-services og deres brugsmønster over tid indsamles, registreres og analyseres til anvendelse i <a href="#">Capacity planen</a>. Se: <a href="#">Business Capacity Management</a>, <a href="#">Component Capacity Management</a>.</p>
Service Continuity Management Service Design	<p>Synonym for <a href="#">IT Service Continuity Management</a>. <b>(Service Design)</b> A stage in the <a href="#">Lifecycle</a> of an <a href="#">IT Service</a>. Service Design includes a number of <a href="#">Processes</a> and <a href="#">Functions</a> and is the title of one of the Core <a href="#">ITIL</a> publications. See <a href="#">Design</a>.</p>	Service Continuity Management Service Design	<p>Synonym for <a href="#">IT Service Continuity Management</a>. <b>(Service Design)</b> Titlen på en af <a href="#">ITILs</a> kernebøger. En fase i en <a href="#">it-services livscyklus</a>. Service Design inkluderer en række <a href="#">processer</a> og <a href="#">funktioner</a>. Se: <a href="#">Design</a>.</p>

Service Design Package (SDP)	<b>(Service Design) Document(s)</b> defining all aspects of an <b>IT Service</b> and its <b>Requirements</b> through each stage of its <b>Lifecycle</b> . A Service Design Package is produced for each new <b>IT Service</b> , major <b>Change</b> , or <b>IT Service Retirement</b> .	Service Design Package (SDP)	<b>(Service Design)</b> Et eller flere <b>dokumenter</b> , som specificerer alle aspekter ved og <b>krav</b> til en <b>it-service</b> gennem hver fase i dens <b>livscyklus</b> . En Service Design Package udarbejdes for hver ny it-service, ved en major <b>Change</b> eller ved udfasning af en it-service.
Service Desk	<b>(Service Operation)</b> The <b>Single Point of Contact</b> between the <b>Service Provider</b> and the <b>Users</b> . A typical Service Desk manages <b>Incidents</b> and <b>Service Requests</b> , and also handles communication with the <b>Users</b> .	Service Desk	<b>(Service Operation)</b> <b>Single Point of Contact</b> mellem <b>Serviceleverandør</b> en og <b>brugerne</b> . Den typiske Service Desk håndterer <b>Incidents</b> og <b>Service Requests</b> . Den håndterer også kommunikationen med brugerne.
Service Owner	<b>(Continual Service Improvement)</b> A <b>Role</b> which is accountable for the delivery of a specific <b>IT Service</b> .	Serviceejer	<b>(Continual Service Improvement)</b> En <b>rolle</b> , som har det overordnede ansvar for levering af en specifik <b>it-service</b> .
Service Failure Analysis (SFA)	<b>(Service Design)</b> An <b>Activity</b> that identifies underlying causes of one or more <b>IT Service</b> interruptions. SFA identifies opportunities to improve the <b>IT Service Provider's Processes</b> and tools, and not just the <b>IT Infrastructure</b> . SFA is a time constrained, project-like activity, rather than an ongoing process of analysis. See <b>Root Cause Analysis</b> .	Service Failure Analysis (SFA)	<b>(Service Design)</b> En <b>aktivitet</b> som identificerer underliggende årsager til nedbrud i en eller flere <b>it-services</b> . SFA identificerer mulige forbedringer af <b>it-serviceleverandør</b> ens <b>processer</b> og værktøjer, og har dermed ikke kun fokus på infrastrukturen. SFA er en tidsbegrænset, projektagtig tilgang, i højere grad end en løbende analyseproces. Se: <b>Root Cause Analysis</b> .
Service Hours	<b>(Service Design) (Continual Service Improvement)</b> An agreed time period when a particular <b>IT Service</b> should be <b>Available</b> . For example, "Monday-Friday 08:00 to 17:00 except public holidays". Service Hours should be defined in a <b>Service Level Agreement</b> .	Service Hours	<b>(Service Design) (Continual Service Improvement)</b> En aftalt periode hvor en bestemt <b>it-service</b> som minimum skal være Available. F.eks. mandag – fredag 08:00 – 17:00 undtaget helligdage. Service Hours bør defineres i en <b>Service Level Agreement</b> .
Service Improvement Plan (SIP)	<b>(Continual Service Improvement)</b> A formal <b>Plan</b> to implement improvements to a <b>Process</b> or <b>IT Service</b> .	Service Improvement Plan (SIP)	<b>(Continual Service Improvement)</b> En formel <b>plan</b> for implementering af forbedringer i en <b>proces</b> eller <b>it-service</b> .

Service Knowledge Management System (SKMS)	<b>(Service Transition)</b> A set of tools and databases that are used to manage knowledge and information. The SKMS includes the <a href="#">Configuration Management System</a> , as well as other tools and databases. The SKMS stores, manages, updates, and presents all information that an <a href="#">IT Service Provider</a> needs to manage the full <a href="#">Lifecycle</a> of <a href="#">IT Services</a> .	Service Knowledge Management System (SKMS)	<b>(Service Transition)</b> Et sæt af værktøjer og databaser, som bruges til at håndtere viden og information. SKMS inkluderer <a href="#">Configuration Management System (CMS)</a> såvel som andre værktøjer og databaser. SKMS opbevarer, vedligeholder, opdaterer og præsenterer al den information som en <a href="#">it-serviceleverandør</a> har brug for for at kunne styre den samlede <a href="#">livscyklus</a> for <a href="#">it-services</a> .
Service Level	Measured and reported achievement against one or more <a href="#">Service Level Targets</a> . The term Service Level is sometimes used informally to mean <a href="#">Service Level Target</a> .	Service Level	Målt og rapporteret resultat i forhold til et eller flere <a href="#">Service Level Targets</a> . Service Level anvendes somme tider uformelt til at betegne Service Level Target.
Service Level Agreement (SLA)	<b>(Service Design) (Continual Service Improvement)</b> An <a href="#">Agreement</a> between an <a href="#">IT Service Provider</a> and a <a href="#">Customer</a> . The SLA describes the <a href="#">IT Service</a> , documents <a href="#">Service Level Targets</a> , and specifies the responsibilities of the <a href="#">IT Service Provider</a> and the <a href="#">Customer</a> . A single SLA may cover multiple <a href="#">IT Services</a> or multiple <a href="#">Customers</a> . See <a href="#">Operational Level Agreement</a> .	Service Level Agreement (SLA)	<b>(Service Design) (Continual Service Improvement)</b> En <a href="#">Agreement</a> mellem en <a href="#">it-serviceleverandør</a> og en <a href="#">kunde</a> . SLA beskriver <a href="#">it-service</a> n, dokumenterer <a href="#">Service Level Targets</a> og specificerer ansvar for både <a href="#">it-serviceleverandør</a> og kunden. En SLA kan dække flere <a href="#">it-services</a> eller flere kunder. Se: <a href="#">Operational Level Agreement</a> .
Service Level Management (SLM)	<b>(Service Design) (Continual Service Improvement)</b> The <a href="#">Process</a> responsible for negotiating <a href="#">Service Level Agreements</a> , and ensuring that these are met. SLM is responsible for ensuring that all <a href="#">IT Service Management Processes</a> , <a href="#">Operational Level Agreements</a> , and <a href="#">Underpinning Contracts</a> , are appropriate for the agreed <a href="#">Service Level Targets</a> . SLM monitors and reports on <a href="#">Service Levels</a> , and holds regular <a href="#">Customer</a> reviews.	Service Level Management (SLM)	<b>(Service Design) (Continual Service Improvement)</b> Den <a href="#">proces</a> , der har ansvaret for at forhandle <a href="#">Service Level Agreements</a> og sikre, at de bliver overholdt. SLM er ansvarlig for at sikre, at alle <a href="#">IT Service Management</a> processer, <a href="#">Operational Level Agreements</a> og <a href="#">Underpinning Contracts</a> passer til de aftalte <a href="#">Service Level Targets</a> . SLM overvåger og rapporterer vedrørende <a href="#">Service Levels</a> og foretager regelmæssige kundereviews.

Service Level Package (SLP)	<b>(Service Strategy)</b> A defined level of <a href="#">Utility</a> and <a href="#">Warranty</a> for a particular <a href="#">Service Package</a> . Each SLP is designed to meet the needs of a particular <a href="#">Pattern of Business Activity</a> . See <a href="#">Line of Service</a> .	Service Level Package (SLP)	<b>(Service Strategy)</b> Et defineret niveau af <a href="#">Utility</a> og <a href="#">Warranty</a> for en specifik <a href="#">Service Package</a> . Hver SLP er <a href="#">designet</a> til at møde behovene for et specifikt <a href="#">Pattern of Business Activity (PBA)</a> . Se: <a href="#">Line of Service</a> .
Service Level Requirement (SLR)	<b>(Service Design) (Continual Service Improvement)</b> A <a href="#">Customer Requirement</a> for an aspect of an <a href="#">IT Service</a> . <a href="#">SLRs</a> are based on <a href="#">Business Objectives</a> and are used to negotiate agreed <a href="#">Service Level Targets</a> .	Service Level Requirement (SLR)	<b>(Service Design) (Continual Service Improvement)</b> Et kundekrav i forhold til en <a href="#">it-service</a> . <a href="#">SLRs</a> er baseret på <a href="#">forretningsmål</a> og anvendes til at forhandle aftaler om <a href="#">Service Level Targets</a> Se: <a href="#">Service Level Agreement</a> .
Service Level Target	<b>(Service Design) (Continual Service Improvement)</b> A commitment that is documented in a <a href="#">Service Level Agreement</a> . Service Level Targets are based on <a href="#">Service Level Requirements</a> , and are needed to ensure that the <a href="#">IT Service</a> design is <a href="#">Fit for Purpose</a> . Service Level Targets should be <a href="#">SMART</a> , and are usually based on <a href="#">KPIs</a> .	Service Level Target	<b>(Service Design) (Continual Service Improvement)</b> Et dokumenteret <a href="#">tilsagn</a> i en <a href="#">Service Level Agreement</a> . Service Level Targets er baseret på <a href="#">Service Level Requirements</a> og er nødvendige for at sikre, at <a href="#">design</a> af <a href="#">it-service</a> en opfylder sit <a href="#">formål</a> . Service Level Targets skal være specifikke, målbare, opnåelige, relevante og tidsfæstede ( <a href="#">SMART</a> ), og er normalt baseret på <a href="#">KPIs</a> .
Service Maintenance Objective	<b>(Service Operation)</b> The expected time that a <a href="#">Configuration Item</a> will be unavailable due to planned maintenance <a href="#">Activity</a> .	Service Maintenance Objective (SMO)	<b>(Service Operation)</b> Den tid hvor det forventes, at et <a href="#">Configuration Item</a> ikke er Available pga. planlagt vedligeholdelsesaktivitet.
Service Management	Service Management is a set of specialized organizational capabilities for providing value to <a href="#">customers</a> in the form of services.	Service Management	Service Management er et sæt specialiserede organisatoriske Capabilities, som tilfører værdi til <a href="#">kunder</a> i form af services.
Service Management Lifecycle	An approach to <a href="#">IT Service Management</a> that emphasizes the importance of coordination and <a href="#">Control</a> across the various <a href="#">Functions</a> , <a href="#">Processes</a> , and <a href="#">Systems</a> necessary to manage the full <a href="#">Lifecycle</a> of <a href="#">IT Services</a> . The Service Management Lifecycle approach considers the <a href="#">Strategy</a> , <a href="#">Design</a> , <a href="#">Transition</a> , <a href="#">Operation</a> and <a href="#">Continuous Improvement of IT Services</a> .	Service Management Lifecycle	En tilgang til <a href="#">IT Service Management</a> , som understreger vigtigheden af koordinering og <a href="#">kontrol</a> på tværs af diverse <a href="#">funktioner</a> , <a href="#">processer</a> og <a href="#">systemer</a> , som er nødvendige for at håndtere hele <a href="#">livscyklussen</a> for <a href="#">it-services</a> . Service Management livscyklussen består af Strategy, <a href="#">Design</a> , <a href="#">Transition</a> , Operation og Continuous Improvement of IT Services.

Service Manager	A manager who is responsible for managing the end-to-end <b>Lifecycle</b> of one or more <b>IT Services</b> . The term Service Manager is also used to mean any manager within the <b>IT Service Provider</b> . Most commonly used to refer to a <b>Business Relationship Manager</b> , a <b>Process Manager</b> , an <b>Account Manager</b> or a senior manager with responsibility for <b>IT Services</b> overall.	Service Manager	En manager, som er ansvarlig for håndteringen af <b>it-services</b> igennem hele livscyklusmodellen. Begrebet bruges også om en leder hos en <b>serviceleverandør</b> . Anvendes almindeligvis som reference til <b>Business Relationship Manager</b> , en Process Manager, en <b>Account Manager</b> eller en topleder med et generelt it-serviceansvar.
Service Operation	<b>(Service Operation)</b> A stage in the <b>Lifecycle</b> of an <b>IT Service</b> . Service Operation includes a number of <b>Processes</b> and <b>Functions</b> and is the title of one of the Core <b>ITIL</b> publications. See <b>Operation</b> .	Service Operation	<b>(Service Operation)</b> Titlen på en af <b>ITILs</b> kernebøger. En fase i en <b>it-services livscyklus</b> . Service Operation inkluderer en række <b>processer</b> og <b>funktioner</b> . Se: <b>Drift</b> .
Service Package	<b>(Service Strategy)</b> A detailed description of an <b>IT Service</b> that is available to be delivered to <b>Customers</b> . A Service Package includes a <b>Service Level Package</b> and one or more <b>Core Services</b> and <b>Supporting Services</b> .	Service Package	<b>(Service Strategy)</b> En detaljeret beskrivelse af en <b>it-service</b> , som er tilgængelig for levering til en <b>kunde</b> . En service package indeholder en <b>Service Level Package (SLP)</b> og en eller flere <b>Core Services</b> og <b>Supporting Services</b> .
Service Pipeline	<b>(Service Strategy)</b> A database or structured <b>Document</b> listing all <b>IT Services</b> that are under consideration or <b>Development</b> , but are not yet available to <b>Customers</b> . The Service Pipeline provides a <b>Business</b> view of possible future <b>IT Services</b> and is part of the <b>Service Portfolio</b> which is not normally published to <b>Customers</b> .	Service Pipeline	<b>(Service Strategy)</b> En database eller et struktureret <b>dokument</b> , som viser alle <b>it-services</b> , der er under overvejelse eller <b>udvikling</b> , men endnu ikke er tilgængelige for <b>kunder</b> . Service Pipelinen giver et <b>forretningsperspektiv</b> på mulige fremtidige it-services, og indgår i den del af <b>Service Portfolio</b> , som normalt ikke er tilgængelig for kunderne.
Service Portfolio	<b>(Service Strategy)</b> The complete set of <b>Services</b> that are managed by a <b>Service Provider</b> . The Service Portfolio is used to manage the entire <b>Lifecycle</b> of all <b>Services</b> , and includes three <b>Categories</b> : <b>Service Pipeline</b> (proposed or in <b>Development</b> ); <b>Service Catalogue</b> ( <b>Live</b> or available for <b>Deployment</b> ); and <b>Retired Services</b> . See <b>Service Portfolio Management</b> , <b>Contract Portfolio</b> .	Service Portfolio	<b>(Service Strategy)</b> Det fuldstændige sæt af <b>services</b> , som er styret af en <b>serviceleverandør</b> . Service Portfolioen bruges til at håndtere hele <b>livscyklussen</b> af alle services og indeholder de tre kategorier <b>Service Pipeline</b> (foreslået eller under <b>udvikling</b> ), <b>Service Catalogue</b> (i produktion eller klar til <b>Deployment</b> ) og <b>udfasede services</b> . Se <b>Service Portfolio Management</b> , <b>Contract Portfolio</b> .

Service Portfolio Management (SPM)	<b>(Service Strategy)</b> The <a href="#">Process</a> responsible for managing the <a href="#">Service Portfolio</a> . Service Portfolio Management considers <a href="#">Services</a> in terms of the <a href="#">Business</a> value that they provide.	Service Portfolio Management (SPM)	<b>(Service Strategy)</b> <a href="#">Processen</a> der er ansvarlig for at håndtere <a href="#">Service Portfolioen</a> . Service Portfolio Management ser på <a href="#">services</a> i lyset af den værdi de leverer til <a href="#">forretningen</a> .
Service Potential	<b>(Service Strategy)</b> The total possible value of the overall <a href="#">Capabilities</a> and <a href="#">Resources</a> of the <a href="#">IT Service Provider</a> .	Service potentiale	<b>(Service Strategy)</b> Den samlede potentielle værdi af de overordnede <a href="#">Capabilities</a> og <a href="#">ressourcer</a> hos <a href="#">serviceleverandøren</a> .
Service Provider Interface (SPI)	<b>(Service Strategy)</b> An interface between the <a href="#">IT Service Provider</a> and a <a href="#">User</a> , <a href="#">Customer</a> , <a href="#">Business Process</a> , or a <a href="#">Supplier</a> . Analysis of Service Provider Interfaces helps to coordinate end-to-end management of <a href="#">IT Services</a> .	Service Provider Interface (SPI)	<b>(Service Strategy)</b> En grænseflade mellem <a href="#">it-serviceleverandøren</a> og en <a href="#">bruger</a> , <a href="#">kunde</a> , <a href="#">forretningsproces</a> eller en <a href="#">underleverandør</a> . Analyse af SPI hjælper til med koordinere end-to-end leveringen af <a href="#">it-services</a> .
Service Provisioning Optimization (SPO)	<b>(Service Strategy)</b> Analysing the finances and constraints of an <a href="#">IT Service</a> to decide if alternative approaches to <a href="#">Service</a> delivery might reduce <a href="#">Costs</a> or improve <a href="#">Quality</a> .	Service Provisioning Optimization (SPO)	<b>(Service Strategy)</b> Analyse af økonomi og begrænsninger for en <a href="#">it-service</a> for at beslutte, om alternative tilgange til måden at levere service på potentielt kan nedbringe <a href="#">omkostningerne</a> og øge <a href="#">kvaliteten</a> .
Service Reporting	<b>(Continual Service Improvement)</b> The <a href="#">Process</a> responsible for producing and delivering reports of achievement and trends against <a href="#">Service Levels</a> . Service Reporting should agree the format, content and frequency of reports with <a href="#">Customers</a> .	Service Reporting	<b>(Continual Service Improvement)</b> Den <a href="#">proces</a> , der er ansvarlig for at producere og levere rapporter med opnåede resultater og trends i forhold til <a href="#">Service Levels</a> . Service Reporting skal aftale format, indhold og frekvens for rapporterne med <a href="#">kunderne</a> .
Service Request	<b>(Service Operation)</b> A request from a <a href="#">User</a> for information, or advice, or for a <a href="#">Standard Change</a> or for <a href="#">Access</a> to an <a href="#">IT Service</a> . For example to reset a password, or to provide standard <a href="#">IT Services</a> for a new <a href="#">User</a> . Service Requests are usually handled by a <a href="#">Service Desk</a> , and do not require an <a href="#">RFC</a> to be submitted. See <a href="#">Request Fulfilment</a> .	Service Request	<b>(Service Operation)</b> En anmodning fra en <a href="#">bruger</a> om information, rådgivning, en <a href="#">Standard Change</a> eller adgang til en <a href="#">it-service</a> . F.eks. om at nulstille et password eller om at levere en <a href="#">standard</a> it-service til en ny bruger. Service Requests håndteres normalt af <a href="#">Service Desk</a> , og kræver ikke en <a href="#">RFC</a> for at blive iværksat. Se: <a href="#">Request Fulfilment</a> .

Service Sourcing	<p><b>(Service Strategy)</b> The <a href="#">Strategy</a> and approach for deciding whether to provide a <a href="#">Service</a> internally or to <a href="#">Outsource</a> it to an <a href="#">External Service Provider</a>. Service Sourcing also means the execution of this <a href="#">Strategy</a>. Service Sourcing includes:</p> <ul style="list-style-type: none"> <li>· <a href="#">Internal Sourcing</a> - Internal or Shared Services using Type I or <a href="#">Type II Service Providers</a>.</li> <li>· Traditional Sourcing - Full Service Outsourcing using a <a href="#">Type III Service Provider</a>.</li> <li>· Multivendor Sourcing - Prime, Consortium or Selective <a href="#">Outsourcing</a> using <a href="#">Type III Service Providers</a>.</li> </ul>	Service Sourcing	<p><b>(Service Strategy)</b> <a href="#">Strategien</a> for og tilgangen til at beslutte hvorvidt en <a href="#">service</a> skal leveres internt eller af en <a href="#">ekstern serviceleverandør</a>. Service Sourcing inkluderer også gennemførelse af strategien. Service Sourcing omfatter:</p> <ul style="list-style-type: none"> <li>- <a href="#">Intern Sourcing</a> – Interne eller delte services ved brug af <a href="#">Type I</a> eller <a href="#">Type II serviceleverandører</a>.</li> <li>-Traditionel Sourcing - Fuld Service <a href="#">outsourcing</a> ved brug af en <a href="#">Type III Serviceleverandør</a>.</li> <li>- Multileverandør Sourcing - Primær, konsortium eller selektiv Outsourcing ved brug af <a href="#">Type III Serviceleverandører</a>.</li> </ul>
Service Strategy	<p><b>(Service Strategy)</b> The title of one of the Core <a href="#">ITIL</a> publications. Service Strategy establishes an overall <a href="#">Strategy</a> for <a href="#">IT Services</a> and for <a href="#">IT Service Management</a>.</p>	Service Strategy	<p><b>(Service Strategy)</b> Titlen på en af <a href="#">ITILs</a> kernebøger. Service Strategy tilvejebringer en overordnet <a href="#">strategi</a> for <a href="#">it-services</a> og for <a href="#">IT Service Management</a>.</p>
Service Transition	<p><b>(Service Transition)</b> A stage in the <a href="#">Lifecycle</a> of an <a href="#">IT Service</a>. Service Transition includes a number of <a href="#">Processes</a> and <a href="#">Functions</a> and is the title of one of the Core <a href="#">ITIL</a> publications. See <a href="#">Transition</a>.</p>	Service Transition	<p><b>(Service Transition)</b> En fase i en <a href="#">it-services livscyklus</a>. Service Transition inkluderer en række <a href="#">processer</a> og <a href="#">funktioner</a> og er samtidigt titlen på en af <a href="#">ITILs</a> kernebøger. Se: <a href="#">Transition</a>.</p>
Service Utility	<p><b>(Service Strategy)</b> The <a href="#">Functionality</a> of an <a href="#">IT Service</a> from the <a href="#">Customer's</a> perspective. The <a href="#">Business</a> value of an <a href="#">IT Service</a> is created by the combination of Service Utility (what the <a href="#">Service</a> does) and <a href="#">Service Warranty</a> (how well it does it). See <a href="#">Utility</a>.</p>	Service Utility	<p><b>(Service Strategy)</b> Funktionaliteten af en <a href="#">it-service</a> set fra <a href="#">kundens</a> synspunkt. Forretningsværdien af en it-service skabes ud af kombinationen af Service Utility (hvad servicen gør) og <a href="#">Service Warranty</a> (hvor godt den gør det). Se: <a href="#">Utility</a>.</p>
Service Validation and Testing	<p><b>(Service Transition)</b> The <a href="#">Process</a> responsible for <a href="#">Validation</a> and <a href="#">Testing</a> of a new or <a href="#">Changed IT Service</a>. Service Validation and Testing ensures that the <a href="#">IT Service</a> matches its <a href="#">Design Specification</a> and will meet the needs of the <a href="#">Business</a>.</p>	Service Validation and Testing	<p><b>(Service Transition)</b> Den <a href="#">proces</a>, der er ansvarlig for <a href="#">Validation</a> og <a href="#">test</a> af en ny eller ændret <a href="#">it-service</a>. Service Validation and Testing sikrer at it-servicen opfylder designspecifikationerne og <a href="#">forretningens</a> behov.</p>

Service Valuation	<p><b>(Service Strategy)</b> A measurement of the total <a href="#">Cost</a> of delivering an <a href="#">IT Service</a>, and the total value to the <a href="#">Business</a> of that <a href="#">IT Service</a>. Service Valuation is used to help the <a href="#">Business</a> and the <a href="#">IT Service Provider</a> agree on the value of the <a href="#">IT Service</a>.</p>	Service Valuation	<p><b>(Service Strategy)</b> En måling af de samlede <a href="#">omkostninger</a> ved at levere en <a href="#">it-service</a> og den samlede værdi for <a href="#">forretningen</a> af denne it-service. Service Valuation bruges til at hjælpe forretningen og <a href="#">it-serviceleverandøren</a> til at opnå enighed om værdien af en it-service.</p>
Service Warranty	<p><b>(Service Strategy)</b> Assurance that an <a href="#">IT Service</a> will meet agreed <a href="#">Requirements</a>. This may be a formal <a href="#">Agreement</a> such as a <a href="#">Service Level Agreement</a> or <a href="#">Contract</a>, or may be a marketing message or brand image. The <a href="#">Business</a> value of an <a href="#">IT Service</a> is created by the combination of <a href="#">Service Utility</a> (what the <a href="#">Service</a> does) and Service Warranty (how well it does it). See <a href="#">Warranty</a>.</p>	Service Warranty	<p><b>(Service Strategy)</b> Sikring af at en <a href="#">it-service</a> vil opfylde de aftalte <a href="#">krav</a>. Disse kan foreligge i form af en formel <a href="#">Agreement</a> som f.eks. en <a href="#">SLA</a> eller en <a href="#">kontrakt</a> eller i form af et marketingsbudskab eller et varemærke. Forretningsværdien af en it-service udgøres af kombinationen af <a href="#">Service Utility</a> (hvad <a href="#">servicen</a> gør) og Service Warranty (hvor godt den gør det). Se: <a href="#">Warranty</a>.</p>
Serviceability	<p><b>(Service Design) (Continual Service Improvement)</b> The ability of a <a href="#">Third Party Supplier</a> to meet the terms of their <a href="#">Contract</a>. This <a href="#">Contract</a> will include agreed levels of <a href="#">Reliability</a>, <a href="#">Maintainability</a> or <a href="#">Availability</a> for a <a href="#">Configuration Item</a>.</p>	Serviceability	<p><b>(Service Design) (Continual Service Improvement)</b> En <a href="#">tredjepartleverandørs</a> evne til at leve op til <a href="#">kontraktlige</a> forpligtelser. Kontrakten indeholder aftalte mål for <a href="#">Reliability</a>, <a href="#">Maintainability</a> eller <a href="#">Availability</a> for et <a href="#">Configuration Item</a>.</p>
Restoration of Service Service Catalogue	<p>See <a href="#">Restore</a>. <b>(Service Design)</b> A database or structured <a href="#">Document</a> with information about all <a href="#">Live IT Services</a>, including those available for <a href="#">Deployment</a>. The Service Catalogue is the only part of the <a href="#">Service Portfolio</a> published to <a href="#">Customers</a>, and is used to support the sale and delivery of <a href="#">IT Services</a>. The Service Catalogue includes information about deliverables, prices, contact points, ordering and request <a href="#">Processes</a>. See <a href="#">Contract Portfolio</a>.</p>	Servicegenetablering Service Catalogue	<p>Se <a href="#">Restore</a>. <b>(Service Design)</b> En database eller et struktureret <a href="#">dokument</a>, der indeholder information om alle kørende <a href="#">it-services</a>, inklusive de der er klar til <a href="#">Deployment</a>. Service Catalogue er den del af <a href="#">Service Portfolio</a>, der stilles til rådighed for <a href="#">kunden</a>, og bruges til salg og levering af it-services. Service Catalogue indeholder oplysninger om <a href="#">leverancer</a>, priser, kontaktpunkter og ordre- og requestprocesserne. Se: <a href="#">Contract Portfolio</a>.</p>

Service Contract	<b>(Service Strategy)</b> A <a href="#">Contract</a> to deliver one or more <a href="#">IT Services</a> . The term Service Contract is also used to mean any <a href="#">Agreement</a> to deliver <a href="#">IT Services</a> , whether this is a legal <a href="#">Contract</a> or an <a href="#">SLA</a> . See <a href="#">Contract Portfolio</a> .	Servicekontrakt	<b>(Service Strategy)</b> En <a href="#">kontrakt</a> om levering af en eller flere <a href="#">it-services</a> . Begrebet kontrakt anvendes også om en <a href="#">Agreement</a> om at levere it-services, hvad enten det er en juridisk kontrakt eller en <a href="#">SLA</a> . Se <a href="#">Contract Portfolio</a> .
Service Culture	A <a href="#">Customer</a> oriented <a href="#">Culture</a> . The major <a href="#">Objectives</a> of a Service Culture are <a href="#">Customer</a> satisfaction and helping the Customer to achieve their <a href="#">Business Objectives</a> .	Servicekultur	En kundeorienteret <a href="#">kultur</a> . Det primære <a href="#">formål</a> med en servicekultur er kundetilfredshed og at hjælpe kunden med at opfylde dennes <a href="#">forretningsmål</a> .
Service Provider	<b>(Service Strategy)</b> An <a href="#">Organisation</a> supplying <a href="#">Services</a> to one or more <a href="#">Internal Customers</a> or <a href="#">External Customers</a> . Service Provider is often used as an abbreviation for <a href="#">IT Service Provider</a> . See <a href="#">Type I Service Provider</a> , <a href="#">Type II Service Provider</a> , <a href="#">Type III Service Provider</a> .	Serviceleverandør	<b>(Service Strategy)</b> En <a href="#">organisation</a> der leverer <a href="#">services</a> til en eller flere interne eller eksterne <a href="#">kunder</a> . Serviceleverandør anvendes ofte som en forkortelse af <a href="#">it-serviceleverandør</a> . Se: <a href="#">Type I Serviceleverandør</a> , <a href="#">Type II Serviceleverandør</a> , <a href="#">Type III Serviceleverandør</a> .
Security	See <a href="#">Information Security Management</a>	Sikkerhed	Se <a href="#">Information Security Management</a> .
Security Policy	Synonym for <a href="#">Information Security Policy</a>	Sikkerhedspolitik	Synonym for <a href="#">IT-sikkerhedspolitik</a> .
Simulation modelling	<b>(Service Design) (Continual Service Improvement)</b> A technique that creates a detailed <a href="#">Model</a> to predict the behaviour of a <a href="#">Configuration Item</a> or <a href="#">IT Service</a> . Simulation Models can be very accurate but are expensive and time consuming to create. A Simulation Model is often created by using the actual <a href="#">Configuration Items</a> that are being modelled, with artificial <a href="#">Workloads</a> or <a href="#">Transactions</a> . They are used in <a href="#">Capacity Management</a> when accurate results are important. A simulation model is sometimes called a <a href="#">Performance Benchmark</a> .	Simuleringsmodellering	<b>(Service Design) (Continual Service Improvement)</b> En teknik, der skaber en detaljeret <a href="#">model</a> , der forudsiger adfærden for et <a href="#">Configuration Item</a> eller en <a href="#">it-service</a> . Simuleringsmodeller kan gøres meget præcise, men de er også både omkostnings- og tidskrævende at skabe. En simuleringsmodel udfærdiges ofte ved at anvende aktuelle <a href="#">Configuration Items</a> , som bliver modelleret med kunstigt skabte <a href="#">Workloads</a> eller <a href="#">transaktioner</a> . De anvendes i <a href="#">Capacity Management</a> , når der er <a href="#">krav</a> om præcise resultater. En simulering kaldes ind imellem for en <a href="#">Performance Benchmark</a> .
Single Point of Contact	<b>(Service Operation)</b> Providing a single consistent way to communicate with an <a href="#">Organisation</a> or <a href="#">Business Unit</a> . For example, a Single Point of Contact for an <a href="#">IT Service Provider</a> is usually called a <a href="#">Service Desk</a> .	Single Point of Contact (SPOC)	<b>(Service Operation)</b> At stille én ensartet måde til rådighed for kommunikation med en <a href="#">organisation</a> eller <a href="#">forretningsenhed</a> på. F.eks. kaldes et Single Point of Contact hos en <a href="#">it-serviceleverandør</a> normalt <a href="#">Service Desk</a> .

Single Point of Failure (SPOF)	<b>(Service Design)</b> Any <a href="#">Configuration Item</a> that can cause an <a href="#">Incident</a> when it fails, and for which a <a href="#">Countermeasure</a> has not been implemented. A SPOF may be a person, or a step in a <a href="#">Process</a> or <a href="#">Activity</a> , as well as a <a href="#">Component</a> of the <a href="#">IT Infrastructure</a> . See <a href="#">Failure</a> .	Single Point of Failure (SPOF)	<b>(Service Design)</b> Et <a href="#">Configuration Item</a> , der egenhændigt kan forårsage et <a href="#">Incident</a> , når det <a href="#">fejler</a> , såfremt der ikke er etableret <a href="#">modforanstaltninger</a> . En SPOF kan være en person eller et trin i en <a href="#">proces</a> eller en <a href="#">aktivitet</a> såvel som en <a href="#">komponent</a> i <a href="#">it-infrastrukturen</a> . Se: <a href="#">Fejl</a> .
Scalability	The ability of an <a href="#">IT Service</a> , <a href="#">Process</a> , <a href="#">Configuration Item</a> etc. to perform its agreed <a href="#">Function</a> when the <a href="#">Workload</a> or <a href="#">Scope</a> changes.	Skalerbarhed	En <a href="#">it-service</a> , en <a href="#">proces</a> , et <a href="#">Configuration Items</a> evne til at kunne levere den aftalte <a href="#">funktion</a> , når <a href="#">Workload</a> eller <a href="#">Scope</a> ændres.
Shift	<b>(Service Operation)</b> A group or team of people who carry out a specific <a href="#">Role</a> for a fixed period of time. For example there could be four shifts of <a href="#">IT Operations Control</a> personnel to support an <a href="#">IT Service</a> that is used 24 hours a day.	Skiftehold	<b>(Service Operation)</b> En gruppe af mennesker, som udfører en specifik <a href="#">rolle</a> i et fast tidsrum. For eksempel kan der være fire skiftehold af <a href="#">IT Operations Control</a> personale for at understøtte en <a href="#">it-service</a> , som skal være tilgængelig 24 timer i døgnet.
SLAM Chart	<b>(Continual Service Improvement)</b> A Service Level Agreement Monitoring Chart is used to help monitor and report achievements against <a href="#">Service Level Targets</a> . A SLAM Chart is typically colour coded to show whether each agreed <a href="#">Service Level Target</a> has been met, missed, or nearly missed during each of the previous 12 months.	SLAM diagram	<b>(Continual Service Improvement)</b> Et <a href="#">Service Level Agreement</a> Monitoring (SLAM) diagram hjælper med at overvåge og rapportere resultater i forhold til <a href="#">Service Level Targets</a> . Et SLAM diagram anvender normalt farvekoder, der viser, om et aftalt Service Level Target er overholdt, brudt eller delvist brudt i hver af de foregående 12 måneder.
Business Customer	<b>(Service Strategy)</b> A recipient of a product or a <a href="#">Service</a> from the <a href="#">Business</a> . For example if the <a href="#">Business</a> is a car manufacturer then the Business Customer is someone who buys a car.	Slutkunde	<b>(Service Strategy)</b> En modtager af et produkt eller en <a href="#">Service</a> fra <a href="#">forretningen</a> . Hvis <a href="#">forretningen</a> f.eks. er bilproducent, vil slutkunden være en, der køber en bil.
Outcome	The result of carrying out an <a href="#">Activity</a> ; following a <a href="#">Process</a> ; delivering an <a href="#">IT Service</a> etc. The term Outcome is used to refer to intended results, as well as to actual results. See <a href="#">Objective</a> .	Slutprodukt	Resultatet af at udføre en <a href="#">aktivitet</a> , følge en <a href="#">proces</a> , levere en <a href="#">it-service</a> osv. Begrebet slutprodukt bruges til at beskrive både det ønskede resultat såvel som det faktisk opnåede resultat. Se: <a href="#">Formål</a>

SMART	<p><b>(Service Design) (Continual Service Improvement)</b> An acronym for helping to remember that targets in <a href="#">Service Level Agreements</a> and <a href="#">Project Plans</a> should be Specific, Measurable, Achievable, Relevant and Timely.</p>	SMART	<p><b>(Service Design) (Continual Service Improvement)</b> Et akronym som hjælp til at huske at targets i <a href="#">Service Level Agreements</a> og projektplaner skal være specifikke, målbare, opnåelige (achievable), relevante og tidsfæstede.</p>
Snapshot	<p><b>(Service Transition)</b> The current state of a <a href="#">Configuration</a> as captured by a discovery tool. Also used as a synonym for <a href="#">Benchmark</a>. See <a href="#">Baseline</a>.</p>	Snapshot	<p><b>(Service Transition)</b> En <a href="#">Configurations</a> aktuelle tilstand, som den er opfanget af et discovery tool. Bruges også som et synonym for <a href="#">Benchmark</a>. Se: <a href="#">Baseline</a>.</p>
Source Specification	<p>See <a href="#">Service Sourcing</a>. A formal definition of <a href="#">Requirements</a>. A Specification may be used to define technical or <a href="#">Operational Requirements</a>, and may be internal or external. Many public <a href="#">Standards</a> consist of a <a href="#">Code of Practice</a> and a Specification. The Specification defines the <a href="#">Standard</a> against which an <a href="#">Organisation</a> can be <a href="#">Audited</a>.</p>	Source Specification	<p>Se <a href="#">Service Sourcing</a>. En formel definition af <a href="#">krav</a>. En specifikation kan anvendes til at definere tekniske eller driftsmæssige krav, og de kan være både interne og eksterne. Mange offentlige <a href="#">standarder</a> består af en <a href="#">Code of Practice</a> og en specifikation. Specifikationen definerer den standard, som en <a href="#">organisation</a> kan blive <a href="#">auditeret</a> mod.</p>
Diagnostic Script	<p><b>(Service Operation)</b> A structured set of questions used by <a href="#">Service Desk</a> staff to ensure they ask the correct questions, and to help them <a href="#">Classify</a>, <a href="#">Resolve</a> and assign <a href="#">Incidents</a>. Diagnostic Scripts may also be made available to <a href="#">Users</a> to help them diagnose and resolve their own <a href="#">Incidents</a>.</p>	Spørgeliste	<p><b>(Service Operation)</b> Et sæt strukturerede spørgsmål, som personalet i <a href="#">Service Desk</a> anvender for at sikre, at de rigtige spørgsmål bliver stillet, og derved hjælper med til <a href="#">classification</a> og <a href="#">resolution</a> og til videregivelse af <a href="#">Incidents</a>. Spørgelister kan også stilles til rådighed for <a href="#">brugere</a> som en hjælp til at diagnosticere og løse egne Incidents.</p>

Standard	<p>A mandatory <a href="#">Requirement</a>. Examples include <a href="#">ISO/IEC 20000</a> (an international Standard), an internal security Standard for Unix configuration, or a government Standard for how financial <a href="#">Records</a> should be maintained. The term Standard is also used to refer to a <a href="#">Code of Practice</a> or <a href="#">Specification</a> published by a <a href="#">Standards Organisation</a> such as <a href="#">ISO</a> or <a href="#">BSI</a>. See <a href="#">Guideline</a>.</p>	Standard	<p>Et obligatorisk <a href="#">krav</a>. Eksempler kan være <a href="#">ISO/IEC 20000</a> (en international standard), en intern sikkerhedsstandard for en UNIX <a href="#">configuration</a>, eller en statslig standard for, hvordan økonomiske registreringer skal holdes ajour. Begrebet standard anvendes også som reference til en <a href="#">Code of Practice</a> eller en <a href="#">specifikation</a>, der er udgivet af en Standardiseringsorganisation som <a href="#">ISO</a> eller <a href="#">BSI</a>. Se: <a href="#">Guideline</a>.</p>
Standard Change	<p><b>(Service Transition)</b> A pre-approved <a href="#">Change</a> that is low <a href="#">Risk</a>, relatively common and follows a <a href="#">Procedure</a> or <a href="#">Work Instruction</a>. For example password reset or provision of standard equipment to a new employee. <a href="#">RFCs</a> are not required to implement a Standard Change, and they are logged and tracked using a different mechanism, such as a <a href="#">Service Request</a>. See <a href="#">Change Model</a>.</p>	Standard Change	<p><b>(Service Transition)</b> En forhåndsgodkendt <a href="#">Change</a>: - med lav <a href="#">risiko</a> - som er relativt hyppigt forekommende - som følger en forud fastlagt <a href="#">procedure</a> eller <a href="#">Work Instruction</a>.</p> <p>F.eks. nulstilling af et password eller anskaffelse af standardudstyr til en nyansat. <a href="#">RFC</a> kræves ikke for at implementere en Standard Change. De spores og registreres ved anvendelse af forskellige andre mekanismer som f.eks. <a href="#">Service Request</a>. Se: <a href="#">Change Model</a>.</p>
Standard Operating Procedures (SOP) Standby	<p><b>(Service Operation)</b> <a href="#">Procedures</a> used by <a href="#">IT Operations Management</a>. <b>(Service Design)</b> Used to refer to <a href="#">Resources</a> that are not required to deliver the <a href="#">Live IT Services</a>, but are available to support <a href="#">IT Service Continuity Plans</a>. For example a Standby data centre may be maintained to support <a href="#">Hot Standby</a>, <a href="#">Warm Standby</a> or <a href="#">Cold Standby</a> arrangements.</p>	Standard Operating Procedures (SOP) Standby	<p><b>(Service Operation)</b> <a href="#">Procedures</a> brugt af <a href="#">IT Operations Management</a>. <b>(Service Design)</b> Anvendes som reference til <a href="#">ressourcer</a>, der ikke er krævet for at levere <a href="#">it-services</a> i dagligdagen, men står til rådighed for at supportere <a href="#">IT Service Continuity Plans</a>. F.eks. kan et Standby datacenter opretholdes for at supportere <a href="#">Hot Standby</a>, <a href="#">Warm Standby</a> eller <a href="#">Cold Standby</a>.</p>

Statement of Requirements (SOR)	<b>(Service Design)</b> A <a href="#">Document</a> containing all <a href="#">Requirements</a> for a product purchase, or a new or changed <a href="#">IT Service</a> . See <a href="#">Terms of Reference</a> .	Statement of Requirements (SOR)	<b>(Service Design)</b> Et <a href="#">dokument</a> (en kravspecifikation), der indeholder alle <a href="#">krav</a> til indkøb at et produkt eller en ny eller ændret <a href="#">it-service</a> . Se: <a href="#">Terms of Reference (TOR)</a> .
Status	The name of a required field in many types of <a href="#">Record</a> . It shows the current stage in the <a href="#">Lifecycle</a> of the associated <a href="#">Configuration Item</a> , <a href="#">Incident</a> , <a href="#">Problem</a> etc.	Status	Navnet på et obligatorisk felt i mange <a href="#">Records</a> . Det viser den aktuelle status i Recordens <a href="#">livscyklus</a> , eller i livscyklussen for det tilhørende <a href="#">Configuration Item</a> , <a href="#">Incident</a> , <a href="#">Problem</a> etc.
Status Accounting	<b>(Service Transition)</b> The <a href="#">Activity</a> responsible for recording and reporting the <a href="#">Lifecycle</a> of each <a href="#">Configuration Item</a> .	Status Accounting	(Service Transition) Den <a href="#">aktivitet</a> med ansvar for at registrere og rapportere de enkelte <a href="#">CIs livscyklus</a> .
Job Description	A <a href="#">Document</a> which defines the <a href="#">Roles</a> , responsibilities, skills and knowledge required by a particular person. One Job Description can include multiple <a href="#">Roles</a> , for example the <a href="#">Roles</a> of <a href="#">Configuration Manager</a> and <a href="#">Change Manager</a> may be carried out by one person.	Stillingsbeskrivelse	Et <a href="#">dokument</a> , der definerer <a href="#">roller</a> , ansvar, færdigheder og viden, som en given person skal besidde. En stillingsbetegnelse kan inkludere flere roller. F.eks. kan én stillingsbetegnelse dække rollerne: <a href="#">Configuration Manager</a> og <a href="#">Change Manager</a> , der så udføres af én person.
Storage Management	<b>(Service Operation)</b> The <a href="#">Process</a> responsible for managing the storage and maintenance of data throughout its <a href="#">Lifecycle</a> .	Storage Management	<b>(Service Operation)</b> Den <a href="#">proces</a> , der er ansvarlig for at håndtere lagring og vedligeholdelse af data i deres <a href="#">livscyklus</a> .
Economies of scale	<b>(Service Strategy)</b> The reduction in average <a href="#">Cost</a> that is possible from increasing the usage of an <a href="#">IT Service</a> or <a href="#">Asset</a> . See <a href="#">Economies of Scope</a>	Stordriftsfordele	<b>(Service Strategy)</b> Den reduktion i de gennemsnitlige <a href="#">omkostninger</a> , der kan opnås ved øget anvendelse af en <a href="#">it-service</a> eller et <a href="#">asset</a> . Se: <a href="#">Omfangsfordele</a>
Strategy	<b>(Service Strategy)</b> A <a href="#">Strategic Plan</a> designed to achieve defined <a href="#">Objectives</a> .	Strategi	<b>(Service Strategy)</b> En <a href="#">strategisk plan</a> , der er <a href="#">designet</a> til at opfylde et fastlagt <a href="#">formål</a> .
Strategic	<b>(Service Strategy)</b> The highest of three levels of <a href="#">Planning</a> and delivery (Strategic, <a href="#">Tactical</a> , <a href="#">Operational</a> ). Strategic <a href="#">Activities</a> include <a href="#">Objective</a> setting and long term <a href="#">Planning</a> to achieve the overall <a href="#">Vision</a> .	Strategisk	<b>(Service Strategy)</b> Det højeste af tre niveauer i <a href="#">planlægning</a> og <a href="#">leverance</a> (strategisk, <a href="#">taktisk</a> og <a href="#">operationel</a> ). Strategiske <a href="#">aktiviteter</a> omfatter fastlæggelse af mål og langtidsplanlægning med henblik på at opnå den overordnede <a href="#">vision</a> .

Super User	<b>(Service Operation)</b> A <a href="#">User</a> who helps other <a href="#">Users</a> , and assists in communication with the <a href="#">Service Desk</a> or other parts of the <a href="#">IT Service Provider</a> . Super Users typically provide support for minor <a href="#">Incidents</a> and training.	Superbruger	<b>(Service Operation)</b> En <a href="#">bruger</a> som hjælper andre brugere og assisterer ved kommunikationen til <a href="#">Service Desk</a> eller andre enheder hos <a href="#">it-leverandøren</a> . Superbrugeren giver typisk support til mindre <a href="#">Incidents</a> og udfører uddannelse.
Supplier and Contract Database (SCD)	<b>(Service Design)</b> A database or structured <a href="#">Document</a> used to manage <a href="#">Supplier Contracts</a> throughout their <a href="#">Lifecycle</a> . The SCD contains key <a href="#">Attributes</a> of all <a href="#">Contracts</a> with <a href="#">Suppliers</a> , and should be part of the <a href="#">Service Knowledge Management System</a> .	Supplier and Contract Database (SCD)	<b>(Service Design)</b> En database eller et struktureret <a href="#">dokument</a> , som bruges til at styre leverandørkontrakter gennem hele deres <a href="#">livscyklus</a> . En SCD indeholder nøgleattributter på alle <a href="#">kontrakter</a> med <a href="#">leverandørerne</a> og er en del af <a href="#">Service Knowledge Management System</a> .
Supplier Management	<b>(Service Design)</b> The <a href="#">Process</a> responsible for ensuring that all <a href="#">Contracts</a> with <a href="#">Suppliers</a> support the needs of the <a href="#">Business</a> , and that all <a href="#">Suppliers</a> meet their contractual commitments.	Supplier Management	<b>(Service Design)</b> Supplier Management er ansvarlig for at sikre, at alle leverandørkontrakter understøtter <a href="#">forretningens</a> behov, og at alle <a href="#">leverandører</a> lever op til deres <a href="#">kontraktlige</a> forpligtelser.
Supply Chain	<b>(Service Strategy)</b> The <a href="#">Activities</a> in a <a href="#">Value Chain</a> carried out by <a href="#">Suppliers</a> . A Supply Chain typically involves multiple <a href="#">Suppliers</a> , each adding value to the product or <a href="#">Service</a> . See <a href="#">Value Network</a> .	Supply Chain	<b>(Service Strategy)</b> <a href="#">Aktiviteterne</a> i en <a href="#">værdikæde</a> , der udføres af <a href="#">leverandører</a> . En Supply Chain vil typisk involvere flere leverandører, som hver især tilfører produktet eller <a href="#">service</a> en værdi. Se: <a href="#">Værdinetværk</a> .
Support Hours	<b>(Service Design) (Service Operation)</b> The times or hours when support is available to the <a href="#">Users</a> . Typically this is the hours when the <a href="#">Service Desk</a> is available. Support Hours should be defined in a <a href="#">Service Level Agreement</a> , and may be different from <a href="#">Service Hours</a> . For example, <a href="#">Service Hours</a> may be 24 hours a day, but the Support Hours may be 07:00 to 19:00.	Support Hours	<b>(Service Design) (Service Operation)</b> Den tid, hvor <a href="#">brugerne</a> har adgang til support. Normalt svarer den til <a href="#">Service Desk</a> åbningstid. Support Hours skal være defineret i <a href="#">Service Level Agreement</a> , og kan afvige fra <a href="#">Service Hours</a> . F.eks. kan der være 24 timers service hours, medens Support Hours kan være 07:00 – 19:00.
Support Group	<b>(Service Operation)</b> A group of people with technical skills. Support Groups provide the <a href="#">Technical Support</a> needed by all of the <a href="#">IT Service Management Processes</a> . See <a href="#">Technical Management</a> .	Supportgruppe	<b>(Service Operation)</b> En gruppe personer med tekniske færdigheder. Supportgrupper yder den tekniske support, der er behov for i <a href="#">IT Service Management processerne</a> . Se: <a href="#">Technical Management</a> .

Supporting Service	<p><b>(Service Strategy)</b> A <a href="#">Service</a> that enables or enhances a <a href="#">Core Service</a>. For example a <a href="#">Directory Service</a> or a <a href="#">Backup Service</a>. See <a href="#">Service Package</a>.</p>	Supporting Service	<p><b>(Service Strategy)</b> En <a href="#">service</a> som understøtter eller forbedrer en <a href="#">Core Service</a>. For eksempel en <a href="#">Directory Service</a> eller <a href="#">Backup Service</a>. Se: <a href="#">Service Package</a>.</p>
SWOT Analysis	<p><b>(Continual Service Improvement)</b> A technique that reviews and analyses the internal strengths and weaknesses of an <a href="#">Organisation</a> and the external opportunities and threats which it faces SWOT stands for Strengths, Weaknesses, Opportunities and Threats.</p>	SWOT analyse	<p><b>(Continual Service Improvement)</b> En teknik som udreder og analyserer de interne styrker og svagheder i en <a href="#">organisation</a> og de eksterne muligheder og trusler den står over for. SWOT står for Strengths (styrker), Weaknesses (svagheder), Opportunities (muligheder) og Threats (trusler).</p>
System	<p>A number of related things that work together to achieve an overall <a href="#">Objective</a>. For example:</p> <ul style="list-style-type: none"> <li>· A computer System including hardware, software and <a href="#">Applications</a>.</li> <li>· A management System, including multiple <a href="#">Processes</a> that are planned and managed together. For example a <a href="#">Quality Management System</a>.</li> <li>· A Database Management System or Operating System that includes many software modules that are designed to perform a set of related <a href="#">Functions</a>.</li> </ul>	System	<p>En række relaterede ting der samarbejder for at nå et overordnet mål. F.eks.:</p> <ul style="list-style-type: none"> <li>- Et it-system, der omfatter hardware, software og <a href="#">applikationer</a>.</li> <li>- Et ledelsessystem, der omfatter flere <a href="#">processer</a>, som er planlagt og styret sammen. F.eks. et <a href="#">Quality Management System</a> (kvalitetsstyringsystem).</li> <li>- Et Database Management System eller et operativsystem, som indeholder mange softwaremoduler, og som er <a href="#">designet</a> til at udføre et sæt af relaterede <a href="#">funktioner</a>.</li> </ul>
System Management	<p>The part of <a href="#">IT Service Management</a> that focuses on the management of <a href="#">IT Infrastructure</a> rather than <a href="#">Process</a>.</p>	System Management	<p>Den del af <a href="#">IT Service Management</a> der fokuserer på styring af <a href="#">it-infrastrukturen</a> frem for <a href="#">processerne</a>.</p>
Vulnerability	<p>A weakness that could be exploited by a <a href="#">Threat</a>. For example an open firewall port, a password that is never changed, or a flammable carpet. A missing <a href="#">Control</a> is also considered to be a Vulnerability.</p>	Sårbarhed	<p>En svaghed, der kan udnyttes af en <a href="#">trussel</a>. F.eks. en åben firewall port, et password der aldrig bliver ændret eller et brændfarligt tæppe. En manglende <a href="#">kontrol</a> kan også betragtes som en sårbarhed.</p>

Tactical	The middle of three levels of <a href="#">Planning</a> and delivery ( <a href="#">Strategic</a> , Tactical, <a href="#">Operational</a> ). Tactical <a href="#">Activities</a> include the medium term <a href="#">Plans</a> required to achieve specific <a href="#">Objectives</a> , typically over a period of weeks to months.	Taktisk	Det midterste af tre niveauer i <a href="#">planlægning</a> og <a href="#">leverance</a> ( <a href="#">strategisk</a> , taktisk og <a href="#">operationel</a> ). Taktiske <a href="#">aktiviteter</a> omhandler de <a href="#">planer</a> , for en mellemlang periode, der kræves for at nå specifikke mål. Typisk dækker de en periode på uger eller måneder.
Technical Management	<b>(Service Operation)</b> The <a href="#">Function</a> responsible for providing technical skills in support of <a href="#">IT Services</a> and management of the <a href="#">IT Infrastructure</a> . Technical Management defines the <a href="#">Roles</a> of <a href="#">Support Groups</a> , as well as the tools, <a href="#">Processes</a> and <a href="#">Procedures</a> required.	Technical Management	<b>(Service Operation)</b> Den <a href="#">funktion</a> , der er ansvarlig for de tekniske aspekter i forbindelse med support af <a href="#">it-services</a> . Technical Management definerer såvel fornødne <a href="#">roller</a> i <a href="#">supportgrupperne</a> , som værktøjer, <a href="#">processer</a> og <a href="#">procedurer</a> .
Technical Observation (TO)	<b>(Continual Service Improvement)</b> A technique used in <a href="#">Service Improvement</a> , <a href="#">Problem</a> investigation and <a href="#">Availability Management</a> . Technical support staff meet to monitor the behaviour and <a href="#">Performance</a> of an <a href="#">IT Service</a> and make recommendations for improvement.	Technical Observation (TO)	<b>(Continual Service Improvement)</b> En teknik der anvendes i <a href="#">Service Improvement</a> , <a href="#">Problem</a> undersøgelse og <a href="#">Availability Management</a> . Teknisk supportpersonale mødes og overvåge en <a href="#">it-services</a> adfærd og <a href="#">performance</a> og anbefaler forbedringstiltag.
Technical Service	Synonym for <a href="#">Infrastructure Service</a> .	Teknisk service	Synonym for <a href="#">infrastrukturservice</a> .
Technical Support	Synonym for <a href="#">Technical Management</a> .	Teknisk support	Synonym for <a href="#">Technical Management</a> .
Terms of Reference (TOR)	<b>(Service Design)</b> A <a href="#">Document</a> specifying the <a href="#">Requirements</a> , <a href="#">Scope</a> , <a href="#">Deliverables</a> , <a href="#">Resources</a> and schedule for a <a href="#">Project</a> or <a href="#">Activity</a> .	Terms of Reference (TOR)	<b>(Service Design)</b> Et <a href="#">dokument</a> , der specificerer <a href="#">krav</a> , <a href="#">Scope</a> , <a href="#">leverancer</a> , <a href="#">ressourcer</a> og tidsplaner for et <a href="#">projekt</a> eller en <a href="#">aktivitet</a> .
Test	<b>(Service Transition)</b> An <a href="#">Activity</a> that verifies that a <a href="#">Configuration Item</a> , <a href="#">IT Service</a> , <a href="#">Process</a> , etc. meets its <a href="#">Specification</a> or agreed <a href="#">Requirements</a> . See <a href="#">Service Validation and Testing</a> , <a href="#">Acceptance</a> .	Test	<b>(Service Transition)</b> En <a href="#">aktivitet</a> , der skal eftervise om et <a href="#">Configuration Item</a> , en <a href="#">it-service</a> , en <a href="#">proces</a> etc. lever op til <a href="#">specifikationerne</a> , i henhold til de aftalte <a href="#">krav</a> . Se: <a href="#">Service Validation and Testing</a> , <a href="#">godkendelse</a> .
Test Environment	<b>(Service Transition)</b> A controlled <a href="#">Environment</a> used to <a href="#">Test Configuration Items</a> , <a href="#">Builds</a> , <a href="#">IT Services</a> , <a href="#">Processes</a> etc.	Testmiljø	<b>(Service Transition)</b> Et <a href="#">kontrolleret miljø</a> der anvendes til <a href="#">test</a> af <a href="#">Configuration Items</a> , <a href="#">it-services</a> , <a href="#">processer</a> etc.

Third-line Support	<b>(Service Operation)</b> The third level in a hierarchy of <a href="#">Support Groups</a> involved in the resolution of <a href="#">Incidents</a> and investigation of <a href="#">Problems</a> . Each level contains more specialist skills, or has more time or other <a href="#">Resources</a> .	Third-line Support	<b>(Service Operation)</b> Det tredje niveau i hierarkiet af <a href="#">supportgrupper</a> , der er involveret i <a href="#">Resolution</a> af <a href="#">Incidents</a> eller <a href="#">Problems</a> . Jo længere ned i hierarkiet man kommer, des flere specialistfærdigheder, <a href="#">ressourcer</a> og tid er gruppen i besiddelse af.
Throughput	<b>(Service Design)</b> A measure of the number of <a href="#">Transactions</a> , or other <a href="#">Operations</a> , performed in a fixed time. For example 5000 emails sent per hour, or 200 disk I/Os per second.	Throughput	<b>(Service Design)</b> Et mål for antal <a href="#">transaktioner</a> eller andre driftsmål, udført i løbet af et fastsat tidsrum. F.eks. 5000 e-mails sendt i løbet af en time, eller 200 disk I/O pr. sekund.
Total Cost of Ownership (TCO)	<b>(Service Strategy)</b> A methodology used to help make investment decisions. TCO assesses the full <a href="#">Lifecycle Cost</a> of owning a <a href="#">Configuration Item</a> , not just the initial <a href="#">Cost</a> or purchase price. See <a href="#">Total Cost of Utilization</a> .	Total Cost of Ownership (TCO)	<b>(Service Strategy)</b> En metode, der anvendes i forbindelse med investeringsbeslutninger. TCO vurderer alle <a href="#">omkostninger</a> i <a href="#">livscyklussen</a> ved at eje et <a href="#">Configuration Item</a> , ikke kun initialomkostning eller indkøbspris. Se: <a href="#">Total Cost of Utilization</a> .
Total Cost of Utilization (TCU)	<b>(Service Strategy)</b> A methodology used to help make investment and <a href="#">Service Sourcing</a> decisions. TCU assesses the full <a href="#">Lifecycle Cost</a> to the <a href="#">Customer</a> of using an <a href="#">IT Service</a> . See <a href="#">Total Cost of Ownership</a> .	Total Cost of Utilization (TCU)	<b>(Service Strategy)</b> En metode som hjælper med at tage beslutninger om investeringer og <a href="#">Service Sourcing</a> . TCU vurderer de samlede livscyklusomkostninger for en <a href="#">kunde</a> ved brugen af en <a href="#">it-service</a> . Se: <a href="#">Total Cost of Ownership</a> .
Total Quality Management (TQM)	<b>(Continual Service Improvement)</b> A methodology for managing continual Improvement by using a <a href="#">Quality Management System</a> . TQM establishes a <a href="#">Culture</a> involving all people in the <a href="#">Organisation</a> in a <a href="#">Process</a> of continual monitoring and improvement.	Total Quality Management (TQM)	<b>(Continual Service Improvement)</b> En metode til at håndtere vedvarende forbedringstiltag gennem anvendelse af et <a href="#">Quality Management System</a> . TQM fastlægger en <a href="#">kultur</a> , der inddrager alle personer i <a href="#">organisationen</a> i en løbende <a href="#">proces</a> af kvalitetsovervågning og forbedring.
Transaction	A discrete <a href="#">Function</a> performed by an <a href="#">IT Service</a> . 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 complete successfully or none of them is carried out.	Transaktion	En særskilt <a href="#">funktion</a> udført af en <a href="#">it-service</a> , f.eks. pengeoverførsel fra en bankkonto til en anden. En enkelt transaktion kan medføre adskillige tilføjelser, opdelinger eller modifikationer af data. Enten er de alle vellykkede, ellers gennemføres ingen af dem.

Transition	<b>(Service Transition)</b> A change in state, corresponding to a movement of an <a href="#">IT Service</a> or other <a href="#">Configuration Item</a> from one <a href="#">Lifecycle</a> status to the next.	Transition	<b>(Service Transition)</b> En ændring i tilstand, svarende til en flytning af en <a href="#">it-service</a> eller <a href="#">Configuration Item</a> fra en livscyklusstatus til den næste.
Transition Planning and Support	<b>(Service Transition)</b> The <a href="#">Process</a> responsible for Planning all <a href="#">Service Transition Processes</a> and coordinating the resources that they require. These <a href="#">Service Transition Processes</a> are <a href="#">Change Management</a> , <a href="#">Service Asset and Configuration Management</a> , <a href="#">Release and Deployment Management</a> , <a href="#">Service Validation and Testing</a> , <a href="#">Evaluation</a> , and <a href="#">Knowledge Management</a> .	Transition Planning and Support	<b>(Service Transition)</b> <a href="#">Processen</a> som er ansvarlig for <a href="#">planlægning</a> en af alle <a href="#">Service Transition</a> -processer og for koordinering af de tilsvarende nødvendige <a href="#">ressourcer</a> . Disse <a href="#">Service Transition</a> -processer er <a href="#">Change Management</a> , <a href="#">Service Asset and Configuration Management</a> , <a href="#">Release and Deployment Management</a> , <a href="#">Service Validation and Testing</a> , <a href="#">Evaluation</a> , og <a href="#">Knowledge Management</a> .
Portable Facility	<b>(Service Design)</b> A prefabricated building, or a large vehicle, provided by a <a href="#">Third Party</a> and moved to a site when needed by an <a href="#">IT Service Continuity Plan</a> . See <a href="#">Recovery Option</a> , <a href="#">Fixed Facility</a> .	Transportabelt anlæg	<b>(Service Design)</b> En præfabrikeret bygning, eller et stort køretøj, der leveres af en <a href="#">tredjepartsleverandør</a> og placeres i henhold til en <a href="#">IT Service Continuity Plan</a> . Se <a href="#">Recovery Option</a> , <a href="#">Fast anlæg</a> .
Third Party	A person, group, or <a href="#">Business</a> who is not part of the <a href="#">Service Level Agreement</a> for an <a href="#">IT Service</a> , but is required to ensure successful delivery of that <a href="#">IT Service</a> . For example a software <a href="#">Supplier</a> , a hardware maintenance company, or a facilities department. <a href="#">Requirements</a> for Third Parties are typically specified in <a href="#">Underpinning Contracts</a> or <a href="#">Operational Level Agreements</a> .	Tredjepartsleverandør	En person, gruppe eller <a href="#">forretning</a> , der ikke indgår som en part i <a href="#">Service Level Agreement</a> for en <a href="#">it-service</a> , men som er nødvendig for at sikre en vellykket leverance. F.eks. en softwareleverandør, et firma der vedligeholder hardware eller en afdeling for ejendomsdrift. <a href="#">Krav</a> til tredjepartsleverandører er normalt specificeret i en <a href="#">Underpinning Contract</a> eller <a href="#">Operational Level Agreement</a> .
Trend Analysis	<b>(Continual Service Improvement)</b> Analysis of data to identify time related patterns. Trend Analysis is used in <a href="#">Problem Management</a> to identify common <a href="#">Failures</a> or fragile <a href="#">Configuration Items</a> , and in <a href="#">Capacity Management</a> as a <a href="#">Modelling</a> tool to predict future behaviour. It is also used as a management tool for identifying deficiencies in <a href="#">IT Service Management Processes</a> .	Trendanalyse	<b>(Continual Service Improvement)</b> Analyse af data for at identificere tidsrelaterede mønstre. Trendanalyse anvendes i <a href="#">Problem Management</a> med henblik på at identificere typiske fejl eller skrøbelige <a href="#">Configuration Items</a> , samt i <a href="#">Capacity Management</a> som et modelleringværktøj, for at kunne foregribe fremtidig adfærd. Anvendes også som et ledelsesværktøj til identifikation af mangler i <a href="#">IT Service Management processerne</a> .

Threat	Anything that might exploit a <a href="#">Vulnerability</a> . Any potential cause of an <a href="#">Incident</a> can be considered to be a Threat. For example a fire is a Threat that could exploit the <a href="#">Vulnerability</a> of flammable floor coverings. This term is commonly used in <a href="#">Information Security Management</a> and <a href="#">IT Service Continuity Management</a> , but also applies to other areas such as <a href="#">Problem</a> and <a href="#">Availability Management</a> .	Trussel	Ethvert forhold, der kan udnytte en <a href="#">sårbarhed</a> . En potentiel årsag til et <a href="#">Incident</a> kan betragtes som en trussel. F.eks. er ild en trussel, der kan udnytte sårbarheden brændbar gulvbelægning. Begrebet anvendes almindeligvis i <a href="#">Information Security Management</a> og i <a href="#">IT Service Continuity Management</a> , men kan også anvendes på andre områder såsom <a href="#">Problem</a> og <a href="#">Availability Management</a> .
Tuning	The <a href="#">Activity</a> responsible for <a href="#">Planning Changes</a> to make the most efficient use of <a href="#">Resources</a> . Tuning is part of <a href="#">Performance Management</a> , which also includes <a href="#">Performance Monitoring</a> and implementation of the required <a href="#">Changes</a> .	Tuning	<b>(Capacity Management)</b> Den <a href="#">aktivitet</a> , der har ansvaret for <a href="#">planlægning</a> af <a href="#">Changes</a> med henblik på at udnytte <a href="#">ressourcerne</a> mest effektivt. Tuning udgør en del af <a href="#">Performance Management</a> , som også omfatter <a href="#">overvågning</a> af <a href="#">Performance</a> og implementering af de nødvendige <a href="#">Changes</a> .
Type I Service Provider	<b>(Service Strategy)</b> An <a href="#">Internal Service Provider</a> that is embedded within a <a href="#">Business Unit</a> . There may be several Type I Service Providers within an <a href="#">Organisation</a> .	Type I Serviceleverandør	<b>(Service Strategy)</b> En <a href="#">intern serviceleverandør</a> , som er en del af en <a href="#">forretningsenhed</a> . Der kan være flere Type I Serviceleverandører i en <a href="#">organisation</a> .
Type II Service Provider	<b>(Service Strategy)</b> An <a href="#">Internal Service Provider</a> that provides shared <a href="#">IT Services</a> to more than one <a href="#">Business Unit</a> .	Type II Serviceleverandør	<b>(Service Strategy)</b> En <a href="#">intern serviceleverandør</a> , som leverer delte <a href="#">it-services</a> til mere end en <a href="#">forretningsenhed</a> .
Type III Service Provider	<b>(Service Strategy)</b> A Service Provider that provides <a href="#">IT Services</a> to <a href="#">External Customers</a> .	Type III Serviceleverandør	<b>(Service Strategy)</b> En <a href="#">serviceleverandør</a> , som leverer <a href="#">it-service</a> til eksterne <a href="#">kunder</a> .
Retire	<b>(Service Transition)</b> Permanent removal of an <a href="#">IT Service</a> , or other <a href="#">Configuration Item</a> , from the <a href="#">Live Environment</a> . Retired is a stage in the <a href="#">Lifecycle</a> of many <a href="#">Configuration Items</a> .	Udfase	<b>(Service Transition)</b> Permanent fjernelse af en <a href="#">it-service</a> eller et andet <a href="#">CI</a> fra <a href="#">produktionsmiljøet</a> . Udfaset er endvidere betegnelsen for et trin i <a href="#">livscyklussen</a> for mange CIs.
Percentage utilisation	<b>(Service Design)</b> The amount of time that a <a href="#">Component</a> is busy over a given period of time. For example, if a CPU is busy for 1800 seconds in a one hour period, its utilisation is 50%	Udnyttelsesgrad	<b>(Service Design)</b> Den tid en <a href="#">komponent</a> er udnyttet i en given periode. F.eks. hvis en CPU er beskæftiget i 1800 sekunder i en periode af en time svarer udnyttelsesgraden til 50%

Development	<b>(Service Design)</b> The <a href="#">Process</a> responsible for creating or modifying an <a href="#">IT Service</a> or <a href="#">Application</a> . Also used to mean the <a href="#">Role</a> or group that carries out Development work.	Udvikling	<b>(Service Design)</b> Den <a href="#">proces</a> , der er ansvarlig for at fremstille eller ændre en <a href="#">it-service</a> eller <a href="#">applikation</a> . Begrebet anvendes også i betydningen: den <a href="#">rolle</a> eller gruppe, der udfører udviklingsarbejde.
Development Environment	<b>(Service Design)</b> An <a href="#">Environment</a> used to create or modify <a href="#">IT Services</a> or <a href="#">Applications</a> . Development Environments are not typically subjected to the same degree of control as <a href="#">Test Environments</a> or <a href="#">Live Environments</a> . See <a href="#">Development</a> .	Udviklingsmiljø	<b>(Service Design)</b> Et <a href="#">miljø</a> , der anvendes til at fremstille eller ændre <a href="#">it-services</a> eller <a href="#">applikationer</a> . Udviklingsmiljøer er normalt ikke underlagt samme grad af styring som <a href="#">testmiljøer</a> eller <a href="#">produktionsmiljøer</a> . Se: <a href="#">Udvikling</a> .
Underpinning Contract (UC)	<b>(Service Design)</b> A <a href="#">Contract</a> between an <a href="#">IT Service Provider</a> and a <a href="#">Third Party</a> . The <a href="#">Third Party</a> provides goods or <a href="#">Services</a> that support delivery of an <a href="#">IT Service</a> to a <a href="#">Customer</a> . The Underpinning Contract defines targets and responsibilities that are required to meet agreed <a href="#">Service Level Targets</a> in an <a href="#">SLA</a> .	Underpinning Contract (UC)	<b>(Service Design)</b> En <a href="#">kontrakt</a> mellem en <a href="#">it-serviceleverandør</a> og en ekstern <a href="#">tredjepartsleverandør</a> . Denne tredjepart leverer varer eller <a href="#">services</a> , der understøtter <a href="#">leverancen</a> af <a href="#">it-service</a> til <a href="#">kunderne</a> . En Underpinning Contract definerer mål og ansvar, som skal opfyldes, for at it-serviceleverandøren kan leve op til <a href="#">Service Level Targets</a> i en <a href="#">SLA</a> .
Urgency	<b>(Service Transition) (Service Design)</b> A measure of how long it will be until an <a href="#">Incident</a> , <a href="#">Problem</a> or <a href="#">Change</a> has a significant <a href="#">Impact</a> on the <a href="#">Business</a> . For example a high <a href="#">Impact Incident</a> may have low Urgency, if the <a href="#">Impact</a> will not affect the <a href="#">Business</a> until the end of the financial year. <a href="#">Impact</a> and Urgency are used to assign <a href="#">Priority</a> .	Urgency	<b>(Service Transition) (Service Design)</b> Et mål for hvor lang tid det varer, før et <a href="#">Incident</a> , <a href="#">Problem</a> eller en <a href="#">Change</a> får en væsentlig <a href="#">Impact</a> for <a href="#">forretningen</a> . F.eks. kan et Incident med stor Impact have en lille Urgency, hvis konsekvensen ikke har betydning for forretningen før årsafslutningen. Impact og Urgency anvendes til prioritering.
Use Case	<b>(Service Design)</b> A technique used to define required functionality and <a href="#">Objectives</a> , and to <a href="#">Design Tests</a> . Use Cases define realistic scenarios that describe interactions between <a href="#">Users</a> and an <a href="#">IT Service</a> or other <a href="#">System</a> . See <a href="#">Change Case</a> .	Use Case	<b>(Service Design)</b> En teknik der bruges, til at definere den ønskede funktionalitet og mål og til at <a href="#">designe tests</a> . Use Cases definerer virkelighedstro scenarier, som beskriver samspillet mellem <a href="#">brugere</a> og en <a href="#">it-service</a> eller andet <a href="#">system</a> . Se: <a href="#">Change Case</a> .

User Profile (UP)	<b>(Service Strategy)</b> A pattern of <a href="#">User</a> demand for <a href="#">IT Services</a> . Each User Profile includes one or more <a href="#">Patterns of Business Activity</a> .	User Profile (UP)	<b>(Service Strategy)</b> Et mønster i brugerefterspørgelsen af <a href="#">it-services</a> . Hver User Profile inkluderer en eller flere <a href="#">Pattern of Business Activity</a> .
Utility	<b>(Service Strategy)</b> Functionality offered by a <a href="#">Product</a> or <a href="#">Service</a> to meet a particular need. Utility is often summarised as "what it does". See <a href="#">Service Utility</a> .	Utility	<b>(Service Strategy)</b> Den funktionalitet et <a href="#">produkt</a> eller en <a href="#">service</a> leverer for at imødekomme et givet behov. Utility er ofte kort beskrevet som "hvad den gør". Se: <a href="#">Service Utility</a> .
Validation	<b>(Service Transition)</b> An <a href="#">Activity</a> that ensures a new or changed <a href="#">IT Service</a> , <a href="#">Process</a> , <a href="#">Plan</a> , or other <a href="#">Deliverable</a> meets the needs of the <a href="#">Business</a> . Validation ensures that <a href="#">Business Requirements</a> are met even though these may have changed since the original <a href="#">Design</a> . See <a href="#">Verification</a> , <a href="#">Acceptance</a> , <a href="#">Qualification</a> , <a href="#">Service Validation and Testing</a> .	Validation	<b>(Service Transition)</b> En <a href="#">aktivitet</a> , som sikrer, at en ny eller ændret <a href="#">it-service</a> , <a href="#">proces</a> , <a href="#">plan</a> eller anden <a href="#">leverance</a> opfylder <a href="#">forretningens</a> behov. Validation sikrer at <a href="#">forretningskrav</a> opfyldes, også selv om disse kan være ændret, siden det originale <a href="#">design</a> blev udført. Se: <a href="#">Verifikation</a> , <a href="#">godkendelse</a> , <a href="#">Service Validation and Testing</a> .
Value for Money	An informal measure of <a href="#">Cost Effectiveness</a> . Value for Money is often based on a comparison with the <a href="#">Cost</a> of alternatives. See <a href="#">Cost Benefit Analysis</a> .	Value for Money	En uformel måling af <a href="#">omkostningsrentabilitet</a> . Value for money beregnes ofte ved at foretage en sammenligning med <a href="#">omkostningerne</a> ved alternativer. Se: <a href="#">Cost Benefit analyse</a> .
Value on Investment (VOI)	<b>(Continual Service Improvement)</b> A measurement of the expected benefit of an investment. VOI considers both financial and intangible benefits. See <a href="#">Return on Investment</a> .	Value on Investment (VOI)	<b>(Continual Service Improvement)</b> Et mål for det forventede udbytte af en investering. VOI inddrager både økonomiske og ikke målbare gevinster. Se: <a href="#">Return on Investment</a> .
Variable Cost	<b>(Service Strategy)</b> A <a href="#">Cost</a> that depends on how much the <a href="#">IT Service</a> is used, how many products are produced, the number and type of <a href="#">Users</a> , or something else that cannot be fixed in advance. See <a href="#">Variable Cost Dynamics</a> .	Variabel omkostning	<b>(Service Strategy)</b> En <a href="#">omkostning</a> , der varierer med: - det omfang <a href="#">it-service</a> en benyttes - hvor mange produkter, der fremstilles - antallet og typen af <a href="#">brugere</a> - andet, der ikke kan fastsættes på forhånd. Se: <a href="#">Variable Cost Dynamics</a> .

Variable Cost Dynamics	<b>(Service Strategy)</b> A technique used to understand how overall <b>Costs</b> are impacted by the many complex variable elements that contribute to the provision of <b>IT Services</b> .	Variable Cost Dynamics	<b>(Service Strategy)</b> En teknik der bruges til at forstå, hvordan de samlede <b>omkostninger</b> er påvirket af de mange komplekse variable elementer, som bidrager til leveringen af <b>it-services</b> .
Variance	The difference between a planned value and the actual measured value. Commonly used in <b>Financial Management</b> , <b>Capacity Management</b> and <b>Service Level Management</b> , but could apply in any area where <b>Plans</b> are in place.	Varians	Forskellen mellem planlagt værdi og faktisk værdi. Almindeligvis anvendt i <b>Financial Management</b> , <b>Capacity Management</b> og <b>Service Level Management</b> , men kan også forekomme på områder, hvor der findes <b>planer</b> .
Verification and Audit	<b>(Service Transition)</b> The <b>Activities</b> responsible for ensuring that information in the <b>CMDB</b> is accurate and that all <b>Configuration Items</b> have been identified and recorded in the <b>CMDB</b> . Verification includes routine checks that are part of other <b>Processes</b> . For example, verifying the serial number of a desktop PC when a <b>User</b> logs an <b>Incident</b> . <b>Audit</b> is a periodic, formal check.	Verification and Audit	<b>(Service Transition)</b> De <b>aktiviteter</b> , som er ansvarlige for at sikre, at informationerne i <b>CMDB</b> er nøjagtige, og at alle CIs er identificerede og dokumenterede i <b>CMDB</b> . Verification inkluderer rutinetjek, der indgår som elementer i andre <b>processer</b> . Som eksempel kan nævnes <b>verificering</b> af serienummer på en PC, når en <b>bruger</b> logger et <b>Incident</b> . <b>Audit</b> er et periodisk, formelt check.
Verification	<b>(Service Transition)</b> An <b>Activity</b> that ensures a new or changed <b>IT Service</b> , <b>Process</b> , <b>Plan</b> , or other <b>Deliverable</b> is complete, accurate, <b>Reliable</b> and matches its <b>Design Specification</b> . See <b>Validation</b> , <b>Acceptance</b> , <b>Service Validation</b> and <b>Testing</b> .	Verificering	<b>(Service Transition)</b> En <b>aktivitet</b> , som sikrer, at en ny eller ændret <b>it-service</b> , <b>proces</b> , <b>plan</b> eller anden <b>leverance</b> er komplet, præcis, <b>Reliable</b> og svarer til det specificerede <b>design</b> . Se: <b>Validation</b> , <b>godkendelse</b> , <b>Service Validation</b> and <b>Testing</b> .
Version	<b>(Service Transition)</b> A Version is used to identify a specific <b>Baseline</b> of a <b>Configuration Item</b> . Versions typically use a naming convention that enables the sequence or date of each <b>Baseline</b> to be identified. For example Payroll Application Version 3 contains updated functionality from Version 2.	Version	<b>(Service Transition)</b> En version anvendes til at identificere en specifik <b>Baseline</b> af et <b>Configuration Item</b> . Der anvendes normalt en navnestandard for versioner, som gør det muligt at identificere sekvens eller dato for hver <b>Baseline</b> . F.eks. indeholder Lønssystem version 3 opdaterede <b>funktioner</b> fra version 2.
Vision	A description of what the <b>Organisation</b> intends to become in the future. A Vision is created by senior management and is used to help influence <b>Culture</b> and <b>Strategic Planning</b> .	Vision	En beskrivelse af en <b>organisations</b> intentioner for fremtiden. En vision er udfærdiget af topledelsen, og den anvendes til at påvirke <b>kulturen</b> og den <b>strategiske planlægning</b> .

Vital Business Function (VBF)	<b>(Service Design)</b> A <a href="#">Function</a> of a <a href="#">Business Process</a> which is critical to the success of the <a href="#">Business</a> . Vital Business Functions are an important consideration of <a href="#">Business Continuity Management</a> , <a href="#">IT Service Continuity Management</a> and <a href="#">Availability Management</a> .	Vital Business Function (VBF)	<b>(Service Design)</b> En <a href="#">funktion</a> i en kritisk <a href="#">forretningsproces</a> . Vital Business Functions bør tages i betragtning i forbindelse med <a href="#">Business Continuity Management</a> , <a href="#">IT Service Continuity Management</a> og <a href="#">Availability Management</a> .
Value Chain	<b>(Service Strategy)</b> A sequence of <a href="#">Processes</a> that creates a product or <a href="#">Service</a> that is of value to a <a href="#">Customer</a> . Each step of the sequence builds on the previous steps and contributes to the overall product or <a href="#">Service</a> . See <a href="#">Value Network</a> .	Værdikæde	<b>(Service Strategy)</b> En sekvens af <a href="#">proces</a> ser der skaber et produkt eller en <a href="#">service</a> , som har værdi for en <a href="#">kunde</a> . Hvert trin i rækkefølgen bygger på det foregående trin, og bidrager til det samlede produkt eller service. Se: <a href="#">Værdinetværk</a> .
Value Network	<b>(Service Strategy)</b> A complex set of <a href="#">Relationships</a> between two or more groups or organisations. Value is generated through exchange of knowledge, information, goods or <a href="#">Services</a> . See <a href="#">Value Chain</a> , <a href="#">Partnership</a> .	Værdinetværk	<b>(Service Strategy)</b> Et komplekst sæt af <a href="#">relationer</a> mellem to eller flere grupper eller <a href="#">organisationer</a> . Værdien skabes gennem udveksling af viden, information, varer og <a href="#">service</a> . Se: <a href="#">Værdikæde</a> , <a href="#">Partnerskab</a>
Warm Standby Warranty	Synonym for <a href="#">Intermediate Recovery</a> . <b>(Service Strategy)</b> A promise or guarantee that a product or <a href="#">Service</a> will meet its agreed <a href="#">Requirements</a> . See <a href="#">Service Validation and Testing</a> , <a href="#">Service Warranty</a> .	Warm Standby Warranty	Synonym for <a href="#">Intermediate Recovery</a> . <b>(Service Strategy)</b> Et løfte eller en garanti, for at et produkt eller en <a href="#">service</a> vil opfylde de aftalte <a href="#">krav</a> . Se: <a href="#">Service Validation and Testing</a> , <a href="#">Service Warranty</a> .
Work in Progress (WIP)	A <a href="#">Status</a> that means <a href="#">Activities</a> have started but are not yet complete. It is commonly used as a <a href="#">Status</a> for <a href="#">Incidents</a> , <a href="#">Problems</a> , <a href="#">Changes</a> etc.	Work in Progress (WIP)	En <a href="#">status</a> , der betyder, at <a href="#">aktiviteter</a> er påbegyndt, men endnu ikke tilendebragt. Anvendes normalt som status for <a href="#">Incidents</a> , <a href="#">Problems</a> , <a href="#">Changes</a> etc.
Work Instruction	A <a href="#">Document</a> containing detailed instructions that specify exactly what steps to follow to carry out an <a href="#">Activity</a> . A Work Instruction contains much more detail than a <a href="#">Procedure</a> and is only created if very detailed instructions are needed.	Work Instruction	Et <a href="#">dokument</a> , der indeholder detaljerede instruktioner, som præcist specificerer, hvilke trin der skal udføres for at gennemføre en <a href="#">aktivitet</a> . En Work Instruction indeholder flere detaljer end en <a href="#">procedure</a> , og den udarbejdes kun, hvis der er behov for den.

Workaround **(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**

Workaround

**(Service Operation)** Det at reducere eller eliminere **Impact** af et **Incident** eller **Problem**, hvortil der ikke endnu findes en fuldstændig **Resolution**. F.eks. genstart af et fejltram **Configuration Item**. Workarounds for Problems dokumenteres i **Known Error Records**. Workarounds for Incidents, som ikke er associeret med **Problem Records**, dokumenteres i **Incident Records**.

Workload The **Resources** required to deliver an identifiable part of an **IT Service**. Workloads may be **Categorised** by **Users**, groups of **Users**, or **Functions** within the **IT Service**. This is used to assist in analysing and managing the **Capacity, Performance** and **Utilisation** of **Configuration Items** and **IT Services**. The term Workload is sometimes used as a synonym for **Throughput**.

Workload

De **ressourcer** der er nødvendige, for at kunne levere en identificerbar del af en **it-service**. Workloads kan være **kategoriseret** efter **brugere**, grupperinger af brugere eller **funktioner** i it-servicen. Begrebet anvendes som hjælp til analyse og styring af **Capacity, Performance** og anvendelse af **Configuration Items** og it-services. Begrebet Workload anvendes til tider som synonym for **Throughput**.

ACD	Automatic Call Distribution		
AM	Availability Management		
AMIS	Availability Management Information System		
ASP	Application Service Provider		
BCM	Business Capacity Management		
BCM	Business Continuity Management		
BCP	Business Continuity Plan		
BIA	Business Impact Analysis		
BRM	Business Relationship Manager		
BSI	British Standards Institution		
BSM	Business Service Management		
CAB	Change Advisory Board		
CAB/EC	Change Advisory Board / Emergency Committee		
CAPEX	Capital Expenditure		
CCM	Component Capacity Management		

CFIA	Component Failure Impact Analysis		
CI	Configuration Item		
CMDB	Configuration Management Database		
CMIS	Capacity Management Information System		
CMM	Capability Maturity Model		
CMMI	Capability Maturity Model Integration		
CMS	Configuration Management System		
COTS	Commercial off the Shelf		
CSF	Critical Success Factor		
CSI	Continual Service Improvement		
CSIP	Continual Service Improvement Programme		
CSP	Core Service Package		
CTI	Computer Telephony Integration		
DIKW	Data-to-Information-to-Knowledge-to-Wisdom		
eSCM-CL	eSourcing Capability Model for Client Organizations		
eSCM-SP	eSourcing Capability Model for Service Providers		
FMEA	Failure Modes and Effects Analysis		
FTA	Fault Tree Analysis		
IRR	Internal Rate of Return		
ISG	IT Steering Group		
ISM	Information Security Management		
ISMS	Information Security Management System		
ISO	International Organization for Standardization		
ISP	Internet Service Provider		
IT	Information Technology		
ITSCM	IT Service Continuity Management		
ITSM	IT Service Management		
itSMF	IT Service Management Forum		
IVR	Interactive Voice Response		
KEDB	Known Error Database		
KPI	Key Performance Indicator		
LOS	Line of Service		
MoR	Management of Risk		
MTBF	Mean Time Between Failures		
MTBSI	Mean Time Between Service Incidents		

MTRS	Mean Time to Restore Service		
MTTR	Mean Time to Repair		
NPV	Net Present Value		
OGC	Office of Government Commerce		
OLA	Operational Level Agreement		
OPEX	Operational Expenditure		
OPSI	Office of Public Sector Information		
PBA	Pattern of Business Activity		
PFS	Prerequisite for Success		
PIR	Post Implementation Review		
PSA	Projected Service Availability		
QA	Quality Assurance		
QMS	Quality Management System		
RCA	Root Cause Analysis		
RFC	Request for Change		
ROI	Return on Investment		
RPO	Recovery Point Objective		
RTO	Recovery Time Objective		
SAC	Service Acceptance Criteria		
SACM	Service Asset and Configuration Management		
SCD	Supplier and Contract Database		
SCM	Service Capacity Management		
SFA	Service Failure Analysis		
SIP	Service Improvement Plan		
SKMS	Service Knowledge Management System		
SLA	Service Level Agreement		
SLM	Service Level Management		
SLP	Service Level Package		
SLR	Service Level Requirement		
SMO	Service Maintenance Objective		
SoC	Separation of Concerns		
SOP	Standard Operating Procedures		
SOR	Statement of requirements		
SPI	Service Provider Interface		
SPM	Service Portfolio Management		
SPO	Service Provisioning Optimization		













