

ITIL® 中文（简体）术语表, v1.2, 2011 年 9 月 1 日
基于英文术语表 v1.0, 2011 年 7 月 29 日



ITIL 术语和缩写

中文（简体）

本术语表可以免费下载。

请访问 www.ital-officialsite.com/InternationalActivities/TranslatedGlossaries.aspx 了解详细的许可条款。

致 谢

特别感谢惠普公司的 Ashley Hanna 和 Stuart Rance 在 2007 年 5 月制作英文术语表，以及 Ashley Hanna 在 2011 年 7 月更新该英文术语表所做的工作。

同时也感谢那些为 ITIL 核心指南 2007 年和 2011 年版本做出贡献的人。详细致谢名单，请访问 www.itil-officialsite.com/Publications/PublicationAcknowledgements.aspx。

也非常感谢负责简体中文术语翻译项目的翰纬咨询的陈宏峰，以及下列质量保障团队专家所作的贡献，他们分别是：

张 引（趋势引领） 孙汉湃（香港赛马会）

刘亿舟（翰纬咨询） 刘 颀（翰纬咨询） 黄新峰（翰纬咨询）

朱英菊（翰纬咨询） 程秀野（翰纬咨询） 樊忠林（翰纬咨询）

术语和定义

英文术语	中文术语	英文定义	中文定义
acceptance	验收	Formal agreement that an IT service, process, plan or other deliverable is complete, accurate, reliable and meets its specified requirements. Acceptance is usually preceded by change evaluation or testing and is often required before proceeding to the next stage of a project or process. See also service acceptance criteria.	是表明 IT 服务、流程、计划或其它交付物完整、准确、可靠，并满足指定的需求。验收通常先经过变更评价或测试，它也是一个项目或流程进入下一阶段的必要条件。参见“服务验收标准”。
access management	访问管理	<i>(ITIL Service Operation)</i> The process responsible for allowing users to make use of IT services, data or other assets. Access management helps to protect the confidentiality, integrity and availability of assets by ensuring that only authorized users are able to access or modify them. Access management implements the policies of information security management and is sometimes referred to as rights management or identity management.	(ITIL服务运营) 负责允许用户使用 IT 服务、数据或其它资产的流程。访问管理保证了授权用户才能访问或修改资产，从而有助于保护资产的保密性、完整性和可用性。访问管理贯彻了信息安全管理方针，有时被称为权限管理或身份管理。
account manager	客户经理	<i>(ITIL Service Strategy)</i> A role that is very similar to that of the business relationship manager, but includes more commercial aspects. Most commonly used by Type III service providers when dealing with external customers.	(ITIL服务战略) 一个非常类似于业务关系经理的角色，但要承担更多的商务责任。通常被三类服务提供方（外部服务提供方）用于处理与外部客户的关系。
accounting	核算	<i>(ITIL Service Strategy)</i> The process responsible for identifying the actual costs of delivering IT services, comparing these with budgeted costs, and managing variance from the budget.	(ITIL服务战略) 核定提供 IT 服务的实际成本，并与预算对比，管理预算变化的流程。

英文术语	中文术语	英文定义	中文定义
accounting period	核算期	<i>(ITIL Service Strategy)</i> A period of time (usually one year) for which budgets, charges, depreciation and other financial calculations are made. See <i>also</i> financial year.	(ITIL服务战略) 一段用于制定预算, 收费, 折旧以及其它金融计算的时间 (通常为一年)。参见“财年”。
accredited	认可	Officially authorized to carry out a role. For example, an accredited body may be authorized to provide training or to conduct audits.	获得正式授权, 可执行某项角色任务。例如, 认可的团体可以提供培训或进行审核。
active monitoring	主动监视	<i>(ITIL Service Operation)</i> Monitoring of a configuration item or an IT service that uses automated regular checks to discover the current status. See <i>also</i> passive monitoring.	(ITIL服务运营) 利用自动定期检查, 监视配置项或 IT 服务, 获得其当前的状态。参见“被动监视”。
activity	活动	A set of actions designed to achieve a particular result. Activities are usually defined as part of processes or plans, and are documented in procedures.	用于达到特定结果的一系列动作。活动通常被定义为流程或计划的一部分, 并记录在程序中。
agreed service time (AST)	协定服务时间(AST)	<i>(ITIL Service Design)</i> A synonym for service hours, commonly used in formal calculations of availability. See <i>also</i> downtime.	(ITIL服务设计) 服务时间的同义词, 通常用于对可用性的正式计算。参见“中断时间”。
agreement	协议	A document that describes a formal understanding between two or more parties. An agreement is not legally binding, unless it forms part of a contract. See <i>also</i> operational level agreement; service level agreement.	描述双方或多方之间达成一致意见的正式文件。除非作为合同的一部分, 协议不具有法律约束力。参见“运营级别协议”, “服务级别协议”。
alert	告警	<i>(ITIL Service Operation)</i> A notification that a threshold has been reached, something has changed, or a failure has occurred. Alerts are often created and managed by system management tools and are managed by the event management process.	(ITIL服务运营) 已经达到阈值、某些状态已经改变或者发生了失效的通知。告警通常由系统管理工具发出和管理, 受事态管理流程的控制。

英文术语	中文术语	英文定义	中文定义
analytical modelling	分析建模	<i>(ITIL Continual Service Improvement) (ITIL Service Design) (ITIL Service Strategy)</i> A technique that uses mathematical models to predict the behaviour of IT services or other configuration items. Analytical models are commonly used in capacity management and availability management. See also modelling; simulation modelling.	(ITIL持续服务改进) (ITIL服务设计) (ITIL服务战略) 一种利用数学模型预测IT 服务或其他配置行为的技术。分析建模常用于容量管理和可用性管理。参见“建模”，“仿真建模”。
application	应用	Software that provides functions which are required by an IT service. Each application may be part of more than one IT service. An application runs on one or more servers or clients. See also application management; application portfolio.	提供 IT 服务所需功能的软件。每个应用可以属于多项 IT 服务。它可以运行在一个或多个服务器或客户端上。参见“应用管理”，“应用组合”。
application management	应用管理	<i>(ITIL Service Design) (ITIL Service Operation)</i> The function responsible for managing applications throughout their lifecycle.	(ITIL服务设计) (ITIL服务运营) 负责管理应用整个生命周期的职能。
application portfolio	应用组合	<i>(ITIL Service Design)</i> A database or structured document used to manage applications throughout their lifecycle. The application portfolio contains key attributes of all applications. The application portfolio is sometimes implemented as part of the service portfolio, or as part of the configuration management system.	(ITIL服务设计) 用于管理应用整个生命周期的数据库或结构化文件。应用组合包含所有应用的关键属性。应用组合有时作为服务组合的一部分，或者配置管理系统的一部分实施。
application service provider (ASP)	应用服务提供方 (ASP)	<i>(ITIL Service Design)</i> An external service provider that provides IT services using applications running at the service provider's premises. Users access the applications by network connections to the service provider.	(ITIL服务设计) 在服务提供方许可的情况下,通过运行的应用提供 IT 服务的外部服务提供方。用户通过与服务提供方的网络连接访问应用。

英文术语	中文术语	英文定义	中文定义
application sizing	应用选型	<i>(ITIL Service Design)</i> The activity responsible for understanding the resource requirements needed to support a new application, or a major change to an existing application. Application sizing helps to ensure that the IT service can meet its agreed service level targets for capacity and performance.	(ITIL服务设计) 负责了解支持新应用或对现有应用进行重大变更所需的资源需求的活动。应用选型有助于确保 IT 服务能够达到针对容量和性能约定的服务级别目标。
architecture	架构	<i>(ITIL Service Design)</i> The structure of a system or IT service, including the relationships of components to each other and to the environment they are in. Architecture also includes the standards and guidelines that guide the design and evolution of the system.	(ITIL服务设计) 系统或 IT 服务的结构，包括组件彼此间和与其所处的环境间的关系。架构还包括指导系统的设计和进化的标准和指南。
assembly	配置集	<i>(ITIL Service Transition)</i> A configuration item that is made up of a number of other CIs. For example, a server CI may contain CIs for CPUs, disks, memory etc.; an IT service CI may contain many hardware, software and other CIs. See also build; component CI.	(ITIL服务转换) 由许多其它配置项组成的配置项。例如，服务器配置项可以包含 CPU、磁盘、内存等的配置项；IT 服务配置项可以包含硬件、软件和其它配置项。参见“构建”，“组件CI”。
assessment	评估	Inspection and analysis to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met. See also audit.	检查并分析以确定是否遵守了标准或指南，记录是否准确，或者是否达到了效率和有效性的目标。参见“审核”。
asset	资产	<i>(ITIL Service Strategy)</i> Any resource or capability. The assets of a service provider include anything that could contribute to the delivery of a service. Assets can be one of the following types: management, organization, process, knowledge, people, information, applications, infrastructure or financial capital. See also customer asset; service asset; strategic asset.	(ITIL服务战略) 任何资源或能力。服务提供方的资产包括任何可以为提供服务做出贡献的东西。资产可以是下列任何一类东西：管理，组织，流程，知识，人员，信息，应用，基础设施或金融资本。参见“客户资产”，“服务资产”，“战略资产”。

英文术语	中文术语	英文定义	中文定义
asset management	资产管理	<i>(ITIL Service Transition)</i> A generic activity or process responsible for tracking and reporting the value and ownership of assets throughout their lifecycle. <i>See also</i> service asset and configuration management; fixed asset management; software asset management.	(ITIL服务转换) 负责跟踪和报告资产在整个生命周期的价值和所有权的活动或流程。 参见“服务资产和配置管理”，“固定资产管理”，“软件资产管理”。
asset register	资产登记	<i>(ITIL Service Transition)</i> A list of fixed assets that includes their ownership and value. <i>See also</i> fixed asset management.	(ITIL服务转换) 固定资产的清单，包括它们的所有权和价值。 参见“固定资产管理”。
asset specificity	资产专用性	<i>(ITIL Service Strategy)</i> One or more attributes of an asset that make it particularly useful for a given purpose. Asset specificity may limit the use of the asset for other purposes.	(ITIL服务战略) 资产的一个或更多的属性使得它仅用于一个特定的目的。资产专用性可能限制资产用于其它目的。
attribute	属性	<i>(ITIL Service Transition)</i> A piece of information about a configuration item. Examples are name, location, version number and cost. Attributes of CIs are recorded in a configuration management database (CMDB) and maintained as part of a configuration management system (CMS). <i>See also</i> relationship; configuration management system.	(ITIL服务转换) 关于配置项的一项信息。例如名称、地点、版本号和成本。配置项的属性记录在配置管理数据库 (CMDB) 中。 参见“关系”，“配置管理系统”。
audit	审核	Formal inspection and verification to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met. An audit may be carried out by internal or external groups. <i>See also</i> assessment; certification.	确定是否遵守了标准或指南，记录是否准确，或者是否达到了效率和有效性目标的正式检查及检验。审核可以由内部或外部的团体进行。 参见“评估”，“认证”。
authority matrix	授权矩阵	See RACI.	参见“RACI”。

英文术语	中文术语	英文定义	中文定义
automatic call distribution (ACD)	自动呼叫分配 (ACD)	<i>(ITIL Service Operation)</i> Use of information technology to direct an incoming telephone call to the most appropriate person in the shortest possible time. ACD is sometimes called automated call distribution.	(ITIL服务运营) 利用信息技术以最短的时间将打进来的电话转给最合适的人员。ACD 有时称为自动电话分配。
availability	可用性	<i>(ITIL Service Design)</i> Ability of an IT service or other configuration item to perform its agreed function when required. Availability is determined by reliability, maintainability, serviceability, performance and security. Availability is usually calculated as a percentage. This calculation is often based on agreed service time and downtime. It is best practice to calculate availability of an IT service using measurements of the business output.	(ITIL服务设计) 配置项或 IT 服务在需要时执行约定功能的能力。可用性由可靠性, 可维护性, 可服务性, 性能和安全性确定。可用性通常按百分比计算。该计算通常基于协定服务时间和中断时间。最佳实践是使用测量的 IT 服务的业务输出计算可用性。
availability management (AM)	可用性管理(AM)	<i>(ITIL Service Design)</i> The process responsible for ensuring that IT services meet the current and future availability needs of the business in a cost-effective and timely manner. Availability management defines, analyses, plans, measures and improves all aspects of the availability of IT services, and ensures that all IT infrastructures, processes, tools, roles etc. are appropriate for the agreed service level targets for availability. See also availability management information system.	(ITIL服务设计) 负责确保IT服务能够以经济有效和及时的方式满足当前和未来的业务可用性需要的流程。可用性管理定义、分析、规划、测量和改进IT 服务可用性的所有方面, 并负责确保所有 IT 基础架构、流程、工具、角色等达到针对可用性约定的服务级别目标。参见“可用性管理信息系统”。
availability management information system (AMIS)	可用性管理信息系统 (AMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support availability management. See also service knowledge management system.	(ITIL服务设计) 一系列用于支持可用性管理的工具、数据和信息。参见“服务知识管理系统”。
availability plan	可用性计划	<i>(ITIL Service Design)</i> A plan to ensure that existing and future availability requirements for IT services can be provided cost-effectively.	(ITIL服务设计) 确保可以经济有效地提供 IT 服务的现有和未来可用性要求的计划。

英文术语	中文术语	英文定义	中文定义
back-out	回退	<i>(ITIL Service Transition)</i> An activity that restores a service or other configuration item to a previous baseline. Back-out is used as a form of remediation when a change or release is not successful.	(ITIL服务转换) 将一项服务或者其它配置项恢复到一个之前基线的活动。回退是当变更或发布不成功时的一种补救的形式。
backup	备份	<i>(ITIL Service Design) (ITIL Service Operation)</i> Copying data to protect against loss of integrity or availability of the original.	(ITIL服务设计) (ITIL服务运营) 复制数据以保护原数据的完整性或防止可用性受损失。
balanced scorecard	平衡记分卡	<i>(ITIL Continual Service Improvement)</i> A management tool developed by Drs Robert Kaplan (Harvard Business School) and David Norton. A balanced scorecard enables a strategy to be broken down into key performance indicators. Performance against the KPIs is used to demonstrate how well the strategy is being achieved. A balanced scorecard has four major areas, each of which has a small number of KPIs. The same four areas are considered at different levels of detail throughout the organization.	(ITIL持续服务改进) Robert Kaplan (哈佛商学院) 和 David Norton 博士开发的管理工具。平衡记分卡能够将战略细分为关键绩效指标。针对 KPI 的绩效用于证明战略完成的情况。平衡记分卡有四个主要领域，每个都有一些 KPI。在整个组织内,可以以不同的详细程度考虑这四个领域。

英文术语	中文术语	英文定义	中文定义
baseline	基线	<p><i>(ITIL Continual Service Improvement) (ITIL Service Transition)</i> A snapshot that is used as a reference point. Many snapshots may be taken and recorded over time but only some will be used as baselines. For example:</p> <ul style="list-style-type: none"> • An ITSM baseline can be used as a starting point to measure the effect of a service improvement plan • A performance baseline can be used to measure changes in performance over the lifetime of an IT service • A configuration baseline can be used as part of a back-out plan to enable the IT infrastructure to be restored to a known configuration if a change or release fails. <p>See also benchmark.</p>	<p>(ITIL持续服务改进) (ITIL服务转换) 用作参考点的快照。许多快照可能会随着时间而产生和记录，但是只有一些会被用作基线。例如：</p> <ul style="list-style-type: none"> • ITSM 基准可以用作起点测量服务改进计划的效果 • 绩效基准可用于测量 IT 服务整个生命周期中绩效的变化 • 配置基准可作为回退计划的一部分，用于在变更或发布失败时，使 IT 基础架构能够恢复到已知的配置 <p>参见“标杆”。</p>
benchmark	标杆	<p><i>(ITIL Continual Service Improvement) (ITIL Service Transition)</i> A baseline that is used to compare related data sets as part of a benchmarking exercise. For example, a recent snapshot of a process can be compared to a previous baseline of that process, or a current baseline can be compared to industry data or best practice. See also benchmarking; baseline.</p>	<p>(ITIL持续服务改进) (ITIL服务转换) 作为标杆对比的一部分，用于比较相关数据集的基线。例如，流程的一个最近的快照可以和该流程先前的基准相比较，一个当前的基准可以和行业数据或最佳实践相比较：</p> <p>参见“标杆对比”，“基线”。</p>
benchmarking	标杆对比	<p><i>(ITIL Continual Service Improvement)</i> The process responsible for comparing a benchmark with related data sets such as a more recent snapshot, industry data or best practice. The term is also used to mean creating a series of benchmarks over time, and comparing the results to measure progress or improvement. This process is not described in detail within the core ITIL publications.</p>	<p>(ITIL持续服务改进) 负责将标杆与例如一个较新的快照、行业数据或最佳实践等相关数据集进行比较的流程。标杆对比这个术语也用于表示随时间而创建一系列的基准，比较结果以测量进度或改进。这个流程在核心 ITIL 出版物中没有详细地描述。</p>

英文术语	中文术语	英文定义	中文定义
Best Management Practice (BMP)	最佳管理实践 (BMP)	The Best Management Practice portfolio is owned by the Cabinet Office, part of HM Government. Formerly owned by CCTA and then OGC, the BMP functions moved to the Cabinet Office in June 2010. The BMP portfolio includes guidance on IT service management and project, programme, risk, portfolio and value management. There is also a management maturity model as well as related glossaries of terms.	最佳管理实践组合属于英国政府的一部分——英国内阁办公室。以前属于CCTA，然后是OGC，BMP在2010年6月移交给内阁办公室。最佳管理实践组合包含了对于IT服务管理和项目、项目群、风险、组合和价值管理的指导。BMP也有一个管理成熟度模型和相关术语表。
best practice	最佳实践	Proven activities or processes that have been successfully used by multiple organizations. ITIL is an example of best practice.	已被多个组织成功使用的公认活动或流程。ITIL 是最佳实践的一个例子。
billing	开票	<i>(ITIL Service Strategy)</i> Part of the charging process. Billing is the activity responsible for producing an invoice or a bill and recovering the money from customers. See also pricing.	(ITIL 服务战略) 收费流程的一部分。开票是负责开发票或者账单，以及向客户收款的活动。参见“定价”。
brainstorming	头脑风暴	<i>(ITIL Service Design) (ITIL Service Operation)</i> A technique that helps a team to generate ideas. Ideas are not reviewed during the brainstorming session, but at a later stage. Brainstorming is often used by problem management to identify possible causes.	(ITIL服务设计) (ITIL服务运营) 帮助团队产生想法的一种技巧。头脑风暴期间不评审想法，而是在后来的阶段。头脑风暴通常被问题管理用于确定可能的原因。
British Standards Institution (BSI)	英国标准协会 (BSI)	The UK national standards body, responsible for creating and maintaining British standards. See www.bsi-global.com for more information. See also International Organization for Standardization.	英国的国家标准机构，负责创建和维护英国标准。参见 www.bsi-global.com/ 了解详细信息。参见“ISO”。
budget	预算	A list of all the money an organization or business unit plans to receive, and plans to pay out, over a specified period of time. See also budgeting; planning.	组织或业务单元计划在指定时间内收到和付出的所有资金的清单。参见“预算编制”，“规划”。

英文术语	中文术语	英文定义	中文定义
budgeting	预算编制	The activity of predicting and controlling the spending of money. Budgeting consists of a periodic negotiation cycle to set future budgets (usually annual) and the day-to-day monitoring and adjusting of current budgets.	预测和控制资金支出的活动。包括定期协商以确定未来的预算（通常是每年）和当前预算的日常监督和调整。
build	构建	<i>(ITIL Service Transition)</i> The activity of assembling a number of configuration items to create part of an IT service. The term is also used to refer to a release that is authorized for distribution – for example, server build or laptop build. See also configuration baseline.	(ITIL服务转换) 组合许多配置项以创建 IT 服务的活动。“构建这个术语也用于指已被授权分配的发布，例如服务器构建或便携机构建。参见“配置基线”。
build environment	构建环境	<i>(ITIL Service Transition)</i> A controlled environment where applications, IT services and other builds are assembled prior to being moved into a test or live environment.	(ITIL服务转换) 一种受控的环境，应用、IT 服务和其它构建在此组合，然后移入测试或生产环境。
business	业务	<i>(ITIL Service Strategy)</i> An overall corporate entity or organization formed of a number of business units. In the context of ITSM, the term includes public sector and not-for-profit organizations, as well as companies. An IT service provider provides IT services to a customer within a business. The IT service provider may be part of the same business as its customer (internal service provider), or part of another business (external service provider).	(ITIL服务战略) 由许多业务单元组成的总体公司实体或组织。在 ITSM 的背景中，业务这个术语包括公共部门、非营利组织和公司。IT 服务提供方在组织内向客户提供 IT 服务。IT 服务提供方可以与客户属于同一家组织（内部服务提供方），也可以属于另一项业务（外部服务提供方）。
business capacity management	业务容量管理 (BCM)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> In the context of ITSM, business capacity management is the sub-process of capacity management responsible for understanding future business requirements for use in the capacity plan. See also service capacity management; component capacity management.	(ITIL持续服务改进) (ITIL服务设计) 在 ITSM 的背景下，业务容量管理是负责了解为制定容量计划所需的未来业务需求的容量管理的子流程。参见“服务容量管理”，“组件容量管理”。

英文术语	中文术语	英文定义	中文定义
business case	商业论证	<i>(ITIL Service Strategy)</i> Justification for a significant item of expenditure. The business case includes information about costs, benefits, options, issues, risks and possible problems. See also cost benefit analysis.	(ITIL服务战略) 为重大支出项目所作的论证。包括关于成本、效益、选项、问题、风险和潜在问题的信息。参见“成本效益分析”。
business continuity management (BCM)	业务连续性管理 (BCM)	<i>(ITIL Service Design)</i> The business process responsible for managing risks that could seriously affect the business. Business continuity management safeguards the interests of key stakeholders, reputation, brand and value-creating activities. The process involves reducing risks to an acceptable level and planning for the recovery of business processes should a disruption to the business occur. Business continuity management sets the objectives, scope and requirements for IT service continuity management.	(ITIL服务设计) 负责管理可能严重影响业务风险的业务流程。BCM 可以保护主要利害关系人的利益、声誉、品牌和价值创造活动。BCM 流程包括将风险降低到可接受的水平，及在业务发生中断时，设法恢复业务流程。BCM 为 IT 服务连续性管理设定了目标、范围和要求。
business continuity plan (BCP)	业务连续性计划 (BCP)	<i>(ITIL Service Design)</i> A plan defining the steps required to restore business processes following a disruption. The plan also identifies the triggers for invocation, people to be involved, communications etc. IT service continuity plans form a significant part of business continuity plans.	(ITIL服务设计) 定义在业务中断后恢复业务流程所需步骤的计划。该计划还确定调用的触发、涉及的人员、沟通等。IT 服务连续性计划是业务连续性计划的重要部分。
business customer	业务客户	<i>(ITIL Service Strategy)</i> A recipient of a product or a service from the business. For example, if the business is a car manufacturer, then the business customer is someone who buys a car.	(ITIL服务战略) 业务提供的产品或服务的接受者。例如，如果业务是汽车制造，那么业务客户就是买车的人。

英文术语	中文术语	英文定义	中文定义
business impact analysis (BIA)	业务影响分析 (BIA)	<i>(ITIL Service Strategy)</i> Business impact analysis is the activity in business continuity management that identifies vital business functions and their dependencies. These dependencies may include suppliers, people, other business processes, IT services etc. Business impact analysis defines the recovery requirements for IT services. These requirements include recovery time objectives, recovery point objectives and minimum service level targets for each IT service.	(ITIL服务战略) BIA 是业务连续性管理中的活动，它确定了关键业务功能和它们的依赖关系。这些依赖关系可以包括提供方、人员、其它业务流程、IT 服务等。BIA 定义了 IT 服务的恢复要求。这些要求包括恢复时间目标、恢复点目标和每项 IT 服务的最低服务级别目标。
business objective	业务目标	<i>(ITIL Service Strategy)</i> The objective of a business process, or of the business as a whole. Business objectives support the business vision, provide guidance for the IT strategy, and are often supported by IT services.	(ITIL服务战略) 某项业务流程的或业务总体的目标。业务目标支持业务愿景，为 IT 战略提供指导，并且通常得到 IT 服务的支持。
business operations	业务运营	<i>(ITIL Service Strategy)</i> The day-to-day execution, monitoring and management of business processes.	(ITIL服务战略) 业务流程的日常执行、监督和管理。
business perspective	业务视角	<i>(ITIL Continual Service Improvement)</i> An understanding of the service provider and IT services from the point of view of the business, and an understanding of the business from the point of view of the service provider.	(ITIL持续服务改进) 从业务的观点理解服务提供方和 IT 服务，从服务提供方的角度对业务的理解。
business process	业务流程	A process that is owned and carried out by the business. A business process contributes to the delivery of a product or service to a business customer. For example, a retailer may have a purchasing process that helps to deliver services to its business customers. Many business processes rely on IT services.	为业务所有和执行的流程。业务流程服务于为业务客户提供的产品或服务。例如，零售商可以有采购流程，以便为其业务客户提供服务。许多业务流程都依赖 IT 服务。

英文术语	中文术语	英文定义	中文定义
business relationship management	业务关系管理	<i>(ITIL Service Strategy)</i> The process responsible for maintaining a positive relationship with customers. Business relationship management identifies customer needs and ensures that the service provider is able to meet these needs with an appropriate catalogue of services. This process has strong links with service level management.	(ITIL服务战略) 负责维护一个良好的客户关系的流程。 BRM 确定客户需要并确保服务提供方有能力通过一个合适的服务目录满足这些需要。此流程与服务级别管理有很强的联系。
business relationship manager (BRM)	业务关系经理 (BRM)	<i>(ITIL Service Strategy)</i> A role responsible for maintaining the relationship with one or more customers. This role is often combined with the service level manager role.	(ITIL服务战略) 负责维护与一个或多个客户关系的角色。该角色经常与服务级别经理的角色结合。
business service	业务服务	A service that is delivered to business customers by business units. For example, delivery of financial services to customers of a bank, or goods to the customers of a retail store. Successful delivery of business services often depends on one or more IT services. A business service may consist almost entirely of an IT service – for example, an online banking service or an external website where product orders can be placed by business customers. See also customer-facing service.	表示业务单元提供给业务客户的服务。例如，向银行的客户提供金融服务，或向零售店的客户提供货物。成功提供业务服务经常依靠一项或多项 IT 服务。一项业务服务可能包含几乎整个 IT 服务，例如，一项网上银行服务或者一个可以由商业客户来进行产品订购的对外网站。参见“面向客户的服务”。
business service management	业务服务管理 (BSM)	The management of business services delivered to business customers. Business service management is performed by business units.	业务服务管理提供给业务客户。 BSM 是由业务单元执行的。
business unit	业务单元	<i>(ITIL Service Strategy)</i> A segment of the business that has its own plans, metrics, income and costs. Each business unit owns assets and uses these to create value for customers in the form of goods and services.	(ITIL服务战略) 有自己的计划、指标、收入和成本的业务模块。每个业务单元都拥有资产，并利用它们以货物和服务的形式为客户创造价值。

英文术语	中文术语	英文定义	中文定义
call	呼叫	<i>(ITIL Service Operation)</i> A telephone call to the service desk from a user. A call could result in an incident or a service request being logged.	(ITIL服务运营) 用户呼叫服务台的电话。呼叫可以导致事件或服务请求得到记录。
call centre	呼叫中心	<i>(ITIL Service Operation)</i> An organization or business unit that handles large numbers of incoming and outgoing telephone calls. See also service desk.	(ITIL服务运营) 处理大量呼入和呼出电话的组织或业务单元。 参见“服务台”。
call type	呼叫类型	<i>(ITIL Service Operation)</i> A category that is used to distinguish incoming requests to a service desk. Common call types are incident, service request and complaint.	(ITIL服务运营) 用于区分向服务台呼入的请求的类别。常见的呼叫类型有事件、服务请求和投诉。
capability	能力	<i>(ITIL Service Strategy)</i> The ability of an organization, person, process, application, IT service or other configuration item to carry out an activity. Capabilities are intangible assets of an organization. See also resource.	(ITIL服务战略) 组织、人员、流程、应用、配置项或IT服务执行活动的才能。能力属于组织的无形资产。 参见“资源”。
Capability Maturity Model Integration (CMMI)	能力成熟度模型集成 (CMMI)	<i>(ITIL Continual Service Improvement)</i> A process improvement approach developed by the Software Engineering Institute (SEI) of Carnegie Mellon University, US. CMMI provides organizations with the essential elements of effective processes. It can be used to guide process improvement across a project, a division or an entire organization. CMMI helps integrate traditionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for appraising current processes. See www.sei.cmu.edu/cmmi for more information. See also maturity.	(ITIL持续服务改进) 由卡内基梅隆大学软件工程学院 (SEI) 开发的一种流程改进方法。CMMI 为机构提供有效流程的基本元素。它可用于指导项目、部门或整个机构的流程改进。CMMI 有助于集成传统上分散的机构职能，设定改进的目标和优先级，提供质量流程的指导，为评估当前的流程提供参考点。参见 www.sei.cmu.edu/cmmi 了解详细信息。 参见“成熟度”。

英文术语	中文术语	英文定义	中文定义
capacity	容量	<i>(ITIL Service Design)</i> The maximum throughput that a configuration item or IT service can deliver. For some types of CI, capacity may be the size or volume – for example, a disk drive.	(ITIL服务设计) 配置项或 IT 服务可以提供的最大吞吐量。对某些类型的配置项，容量可以是尺寸或体积，例如磁盘驱动器。
capacity management	容量管理	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> The process responsible for ensuring that the capacity of IT services and the IT infrastructure is able to meet agreed capacity- and performance-related requirements in a cost-effective and timely manner. Capacity management considers all resources required to deliver an IT service, and is concerned with meeting both the current and future capacity and performance needs of the business. Capacity management includes three sub-processes: business capacity management, service capacity management, and component capacity management. See also capacity management information system.	(ITIL持续服务改进) (ITIL服务设计) 负责确保 IT 服务和 IT 基础架构的容量能够以经济有效和及时的方式达到约定的容量和绩效需求的流程。容量管理考虑提供 IT 服务所需的所有资源，并且考虑满足当前和未来业务的容量和性能需要。容量管理包含三个子流程：业务容量管理，服务容量管理，以及组件容量管理。参见“容量管理信息系统”。
capacity management information system (CMIS)	容量管理信息系统 (CMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support capacity management. See also service knowledge management system.	(ITIL服务设计) 一系列用于支持容量管理的工具、数据和信息。参见“服务知识管理系统”。
capacity plan	容量计划	<i>(ITIL Service Design)</i> A plan used to manage the resources required to deliver IT services. The plan contains details of current and historic usage of IT services and components, and any issues that need to be addressed (including related improvement activities). The plan also contains scenarios for different predictions of business demand and costed options to deliver the agreed service level targets.	(ITIL服务设计) 用于管理提供 IT 服务所需资源的计划。该计划包含当前和历史的 IT 服务和组件的使用情况，以及需要处理的任何问题（包括相关改进活动）。该计划还包含了对不同情形的业务需求的预期，以及交付约定服务级别目标的成本选择。
capacity planning	容量规划	<i>(ITIL Service Design)</i> The activity within capacity management responsible for creating a capacity plan.	(ITIL服务设计) 容量管理内负责创建容量计划的活动。

英文术语	中文术语	英文定义	中文定义
capital budgeting	资本预算	<i>(ITIL Service Strategy)</i> The present commitment of funds in order to receive a return in the future in the form of additional cash inflows or reduced cash outflows.	(ITIL服务战略) 是现在投入的资金，目的是今后以增加现金流入或减少现金流出的形式获得回报。
capital cost	资本成本	<i>(ITIL Service Strategy)</i> The cost of purchasing something that will become a financial asset – for example, computer equipment and buildings. The value of the asset depreciates over multiple accounting periods. See also operational cost.	(ITIL服务战略) 采购成本会成为金融资产，例如计算机设备和楼房。资产的价值在多个核算期内折旧。参见“运营成本”。
capital expenditure (CAPEX)	资本支出	See capital cost.	参见“资本成本”。
capitalization	资本化	<i>(ITIL Service Strategy)</i> Identifying major cost as capital, even though no asset is purchased. This is done to spread the impact of the cost over multiple accounting periods. The most common example of this is software development, or purchase of a software licence.	(ITIL服务战略) 即使没有采购资产，也把重大成本视为资本。这样做是为了将成本的影响分散到多个核算期。最常见的例子就是软件开发或购买软件许可。
category	类别	A named group of things that have something in common. Categories are used to group similar things together. For example, cost types are used to group similar types of cost. Incident categories are used to group similar types of incident, while CI types are used to group similar types of configuration item.	存在某些共性的一组指定事物。类别用于将类似的事物组合到一起。例如，成本类型用于集合相似类型的成本。事件类别用于集合相似类型的事件，CI类型用于集合相似类型的配置项。
certification	认证	Issuing a certificate to confirm compliance to a standard. Certification includes a formal audit by an independent and accredited body. The term is also used to mean awarding a certificate to provide evidence that a person has achieved a qualification.	发布证书以确认遵从了标准。认证包括由独立和认可的团体进行的正式审核。认证一词还用于表示获得证书，以证明某人取得了某种资格。

英文术语	中文术语	英文定义	中文定义
change	变更	<i>(ITIL Service Transition)</i> The addition, modification or removal of anything that could have an effect on IT services. The scope should include changes to all architectures, processes, tools, metrics and documentation, as well as changes to IT services and other configuration items.	(ITIL服务转换) 对任何可能影响 IT 服务的事情的增加、修改或删除。范围应该包括所有的架构、流程、工具、指标和文档的变更，以及 IT 服务、其它配置项的变更。
change advisory board (CAB)	变更顾问委员会 (CAB)	<i>(ITIL Service Transition)</i> A group of people that support the assessment, prioritization, authorization and scheduling of changes. A change advisory board is usually made up of representatives from: all areas within the IT service provider; the business; and third parties such as suppliers.	(ITIL服务转换) 为变更的评估、优先顺序，授权和时间表提供支持的一组人。该委员会通常由来自 IT 服务提供商、业务和第三方（例如供应商）内部各领域的代表组成。
change evaluation	变更评价	<i>(ITIL Service Transition)</i> The process responsible for formal assessment of a new or changed IT service to ensure that risks have been managed and to help determine whether to authorize the change.	(ITIL服务转换) 负责对一个新的或者变更的IT服务进行评估的流程，以确保风险得到管理，并帮助决定是否授权此变更。
change history	变更历史	<i>(ITIL Service Transition)</i> Information about all changes made to a configuration item during its life. Change history consists of all those change records that apply to the CI.	(ITIL服务转换) 关于配置项在整个生命周期所做全部变更的信息。变更历史包括适用于配置项的所有那些变更记录。
change management	变更管理	<i>(ITIL Service Transition)</i> The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.	(ITIL服务转换) 负责控制所有变更生命周期的流程。使能够进行有利的变更，同时尽量减少 IT 服务的中断。

英文术语	中文术语	英文定义	中文定义
change model	变更模型	<i>(ITIL Service Transition)</i> A repeatable way of dealing with a particular category of change. A change model defines specific agreed steps that will be followed for a change of this category. Change models may be very complex with many steps that require authorization (e.g. major software release) or may be very simple with no requirement for authorization (e.g. password reset). See also change advisory board; standard change.	(ITIL服务转换) 处理特定类别的变更的可重复方法。变更模型定义了类别变更遵守的预定义的具体步骤。变更模型可以非常复杂，有许多需要授权的步骤（例如重大的软件发布），也可以非常简单，不需要授权（例如，密码重置）。参见“变更顾问委员”，“标准变更”。
change proposal	变更建议书	<i>(ITIL Service Strategy) (ITIL Service Transition)</i> A document that includes a high level description of a potential service introduction or significant change, along with a corresponding business case and an expected implementation schedule. Change proposals are normally created by the service portfolio management process and are passed to change management for authorization. Change management will review the potential impact on other services, on shared resources, and on the overall change schedule. Once the change proposal has been authorized, service portfolio management will charter the service.	(ITIL服务战略) (ITIL服务转换) 一个包括对于潜在服务介绍或者重大变更的高级别描述，以及对应的商业论证和预期实施日程的文件。变更建议书通常由服务组合管理流程创建，并由变更管理进行授权。变更管理将评审该变更对其他服务、共享资源以及总体变更日程的潜在影响。一旦变更建议书被授权，服务组合管理许可该服务。
change record	变更记录	<i>(ITIL Service Transition)</i> A record containing the details of a change. Each change record documents the lifecycle of a single change. A change record is created for every request for change that is received, even those that are subsequently rejected. Change records should reference the configuration items that are affected by the change. Change records may be stored in the configuration management system, or elsewhere in the service knowledge management system.	(ITIL服务转换) 包含变更详情的记录。每个变更记录都记录了一个变更的生命周期。系统为每个收到的变更请求创建变更记录，甚至那些随后被拒绝的变更。变更记录应该参考受变更影响的配置项。变更记录可保存在配置管理系统中，或者服务知识管理系统中。
change request	变更请求	See request for change.	参见“RFC”。

英文术语	中文术语	英文定义	中文定义
change schedule	变更日程	<i>(ITIL Service Transition)</i> A document that lists all authorized changes and their planned implementation dates, as well as the estimated dates of longer-term changes. A change schedule is sometimes called a forward schedule of change, even though it also contains information about changes that have already been implemented.	(ITIL服务转换) 列出所有授权的变更和它们计划实施日期、预计的更长的变更日期的文件。变更日程有时称为变更进度表，它还包含已经实施的变更的有关信息。
change window	变更窗口	<i>(ITIL Service Transition)</i> A regular, agreed time when changes or releases may be implemented with minimal impact on services. Change windows are usually documented in service level agreements.	(ITIL服务转换) 周期性的、约定的时间，在此期间实施变更或发布对服务的影响最小。变更时间窗口通常记录在服务级别协议中。
chargeable item	应收费项	<i>(ITIL Service Strategy)</i> A deliverable of an IT service that is used in calculating charges to customers (for example, number of transactions, number of desktop PCs).	(ITIL服务战略) 一个用于计算向客户收费的IT服务交付物。（例如，交易数量，桌上型电脑数量。）
charging	收费	<i>(ITIL Service Strategy)</i> Requiring payment for IT services. Charging for IT services is optional, and many organizations choose to treat their IT service provider as a cost centre. See also charging process; charging policy.	(ITIL服务战略) 需要为IT服务付费。对IT服务收费是可选的，许多组织选择将IT服务提供商视为成本中心。参见“收费流程”，“收费方针”。
charging policy	收费方针	<i>(ITIL Service Strategy)</i> A policy specifying the objective of the charging process and the way in which charges will be calculated. See also cost.	(ITIL服务战略) 具体描述收费流程的目标以及收费的计算方法的方针。参见“成本”。
charging process	收费流程	<i>(ITIL Service Strategy)</i> The process responsible for deciding how much customers should pay (pricing) and recovering money from them (billing). This process is not described in detail within the core ITIL publications.	(ITIL服务战略) 负责确定客户应该支付多少钱（定价）和向他们收钱（开票）的流程。这个流程在核心ITIL出版物中没有详细地描述。

英文术语	中文术语	英文定义	中文定义
charter	许可	<i>(ITIL Service Strategy)</i> A document that contains details of a new service, a significant change or other significant project. Charters are typically authorized by service portfolio management or by a project management office. The term charter is also used to describe the act of authorizing the work required to complete the service change or project. See <i>also</i> change proposal; service charter; project portfolio.	(ITIL服务战略) 一个包含新服务，重大变更或者其他重大项目细节的文件。许可通常由服务组合管理或者项目管理办公室授权。许可这个术语也用来描述授权需要完成服务变更或项目的工作的活动。参见“变更建议书”，“服务许可”，“项目组合”。
chronological analysis	时序分析	<i>(ITIL Service Operation)</i> A technique used to help identify possible causes of problems. All available data about the problem is collected and sorted by date and time to provide a detailed timeline. This can make it possible to identify which events may have been triggered by others.	(ITIL服务运营) 一种用于帮助确定问题的可能原因的方法。收集的所有关于问题的可用数据按日期和时间排序，以便提供详细的时间线。这样可以确定哪些事态可能是由其它事态引发的。
CI type	CI类型	<i>(ITIL Service Transition)</i> A category that is used to classify configuration items. The CI type identifies the required attributes and relationships for a configuration record. Common CI types include hardware, document, user etc.	(ITIL服务转换) 用于为配置项分类的类别。配置项类型确定配置记录所需的属性和关系。常见的配置项类型包括：硬件、文件、用户等
classification	分类	The act of assigning a category to something. Classification is used to ensure consistent management and reporting. Configuration items, incidents, problems, changes etc. are usually classified.	为某事分配类别的行为。分类用于确保管理和报告的连续一致。配置项、事件、问题、变更等通常进行分类。

英文术语	中文术语	英文定义	中文定义
client	顾客/客户端	<p>A generic term that means a customer, the business or a business customer. For example, client manager may be used as a synonym for business relationship manager. The term is also used to mean:</p> <p>A computer that is used directly by a user – for example, a PC, a handheld computer or a work station</p> <p>The part of a client server application that the user directly interfaces with – for example, an email client.</p>	<p>表示客户、业务或业务客户的通称。例如，顾客经理（Client Manager）可以用作业务关系经理Business relationship Manager的同义词。</p> <p>Client这个词也用于表示：</p> <ul style="list-style-type: none"> •用户直接使用的计算机，例如微机、手持电脑或工作站。 •客户服务器应用中用户直接面对的那部分。例如邮件客户端。
closed	已结束	(ITIL Service Operation) The final status in the lifecycle of an incident, problem, change etc. When the status is closed, no further action is taken.	(ITIL服务运营) 事件、问题、变更等生命周期中的最终状态。状态是已结束时，不再采取进一步的行动。
closure	关闭	(ITIL Service Operation) The act of changing the status of an incident, problem, change etc. to closed.	(ITIL服务运营) 将事件、问题、变更等的状态变为已结束的行为。
COBIT	COBIT	(ITIL Continual Service Improvement) Control Objectives for Information and related Technology (COBIT) provides guidance and best practice for the management of IT processes. COBIT is published by ISACA in conjunction with the IT Governance Institute (ITGI). See www.isaca.org for more information.	(ITIL持续服务改进) 信息及相关技术控制目标 (COBIT) 为 IT 流程的管理提供指导和最佳实践。COBIT 由 ISACA 联合 IT 治理学会 (ITGI) 发布。参见 www.isaca.org 了解详细信息。
code of practice	实用规则	A guideline published by a public body or a standards organization, such as ISO or BSI. Many standards consist of a code of practice and a specification. The code of practice describes recommended best practice.	公共团体或标准组织（例如 ISO 或 BSI）发布的指南。许多标准由实用规则和详细说明组成。实用规则描述了推荐的最佳实践。
cold standby	冷备用	See gradual recovery.	参加“逐步恢复”。
commercial off the shelf (COTS)	商用现货 (COTS)	(ITIL Service Design) Pre-existing application software or middleware that can be purchased from a third party.	(ITIL服务设计) 可从第三方购买的先前已存在的应用软件或中间件。

英文术语	中文术语	英文定义	中文定义
compliance	遵从	Ensuring that a standard or set of guidelines is followed, or that proper, consistent accounting or other practices are being employed.	确保遵守标准或指南，或采用正确一致的核算或其它方法。
component	组件	A general term that is used to mean one part of something more complex. For example, a computer system may be a component of an IT service; an application may be a component of a release unit. Components that need to be managed should be configuration items.	用于表示比较复杂事物的一部分的通称。例如，计算机系统可以是 IT 服务的组件，应用可以是发布单元的组件。需要管理的组件应该成为配置项。
component capacity management (CCM)	组件容量管理 (CCM)	(<i>ITIL Continual Service Improvement</i>) (<i>ITIL Service Design</i>) The sub-process of capacity management responsible for understanding the capacity, utilization and performance of configuration items. Data is collected, recorded and analysed for use in the capacity plan. See also business capacity management; service capacity management.	(ITIL持续服务改进) (ITIL服务设计) 负责了解配置项的能力、利用率和性能的容量管理子流程。收集、记录和分析的数据用于容量计划。参见“业务容量管理”，“服务容量管理”。
component CI	组件CI	(<i>ITIL Service Transition</i>) A configuration item that is part of an assembly. For example, a CPU or memory CI may be part of a server CI.	(ITIL服务转换) 属于配置集一部分的配置项。例如，CPU 或内存配置项可以是服务器配置项的一部分。
component failure impact analysis (CFIA)	组件失效影响分析 (CFIA)	(<i>ITIL Service Design</i>) A technique that helps to identify the impact of configuration item failure on IT services and the business. A matrix is created with IT services on one axis and CIs on the other. This enables the identification of critical CIs (that could cause the failure of multiple IT services) and fragile IT services (that have multiple single points of failure).	(ITIL服务设计) 一种帮助确定配置项失效对 IT 服务和业务影响的方法。为此创建的矩阵一根轴是IT 服务，另一根轴是配置项。它能够确定关键的配置项（可能导致多项 IT 服务失效）和脆弱的 IT 服务（有多个单点故障）。

英文术语	中文术语	英文定义	中文定义
computer telephony integration (CTI)	计算机电话集成 (CTI)	<i>(ITIL Service Operation)</i> Computer telephony integration is a general term covering any kind of integration between computers and telephone systems. It is most commonly used to refer to systems where an application displays detailed screens relating to incoming or outgoing telephone calls. <i>See also</i> automatic call distribution; interactive voice response.	(ITIL服务运营) CTI 是一个通称，涵盖了计算机与电话系统间任何类型的集成。它最常用于指通过应用程序来显示与呼入或呼出电话详细信息的系统。参见“自动呼叫分配”，“交互式语音应答”。
concurrency	并发	A measure of the number of users engaged in the same operation at the same time.	同时参与同一运营中的用户数量的测量。
confidentiality	保密性	<i>(ITIL Service Design)</i> A security principle that requires that data should only be accessed by authorized people.	(ITIL服务设计) 要求数据只应被授权的人员访问的安全性原则。
configuration	配置	<i>(ITIL Service Transition)</i> A generic term used to describe a group of configuration items that work together to deliver an IT service, or a recognizable part of an IT service. Configuration is also used to describe the parameter settings for one or more configuration items.	(ITIL服务转换) 一种通称，用于描述一组配置项，它们共同提供 IT 服务，或可识别的部分 IT 服务。配置也用于描述一个或多个配置项的参数设置。
configuration baseline	配置基线	<i>(ITIL Service Transition)</i> The baseline of a configuration that has been formally agreed and is managed through the change management process. A configuration baseline is used as a basis for future builds, releases and changes.	(ITIL服务转换) 已经正式约定并由变更管理流程进行管理的配置的基线。配置基准用作未来构建、发布和变更的基础。
configuration control	配置控制	<i>(ITIL Service Transition)</i> The activity responsible for ensuring that adding, modifying or removing a configuration item is properly managed – for example, by submitting a request for change or service request.	(ITIL服务转换) 负责确保增加、修改或删除配置项得到适当管理的活动,例如通过提交变更请求或服务请求。

英文术语	中文术语	英文定义	中文定义
configuration identification	配置识别	<i>(ITIL Service Transition)</i> The activity responsible for collecting information about configuration items and their relationships, and loading this information into the configuration management database. Configuration identification is also responsible for labelling the configuration items themselves, so that the corresponding configuration records can be found.	(ITIL服务转换) 负责收集关于配置项及其关系的信息，并将此信息载入 CMDB 的活动。配置识别还负责标记配置项本身，以便可以找到对应的配置记录。
configuration item (CI)	配置项 (CI)	<i>(ITIL Service Transition)</i> Any component or other service asset that needs to be managed in order to deliver an IT service. Information about each configuration item is recorded in a configuration record within the configuration management system and is maintained throughout its lifecycle by service asset and configuration management. Configuration items are under the control of change management. They typically include IT services, hardware, software, buildings, people and formal documentation such as process documentation and service level agreements.	(ITIL服务转换) 为提供 IT 服务而需要进行管理的任何组件或其它服务资产。每个配置项的有关信息记入配置管理系统内的配置记录，并由服务资产和配置管理在信息的整个生命周期内维护。配置项受变更管理的控制。配置项通常包括 IT 服务、硬件、建筑、人员和正式文件，例如流程文件和服务级别协议。
configuration management	配置管理	See service asset and configuration management.	参见“服务资产和配置管理”。
configuration management database (CMDB)	配置管理数据库 (CMDB)	<i>(ITIL Service Transition)</i> A database used to store configuration records throughout their lifecycle. The configuration management system maintains one or more configuration management databases, and each database stores attributes of configuration items, and relationships with other configuration items.	(ITIL服务转换) 用于在整个生命周期保存配置记录的数据库。配置管理系统维护一个或多个CMDB，而每个CMDB保存配置项的属性和与其它配置项的关系。

英文术语	中文术语	英文定义	中文定义
configuration management system (CMS)	配置管理系统 (CMS)	<i>(ITIL Service Transition)</i> A set of tools, data and information that is used to support service asset and configuration management. The CMS is part of an overall service knowledge management system and includes tools for collecting, storing, managing, updating, analysing and presenting data about all configuration items and their relationships. The CMS may also include information about incidents, problems, known errors, changes and releases. The CMS is maintained by service asset and configuration management and is used by all IT service management processes. See <i>also</i> configuration management database.	(ITIL服务转换) 一套工具、数据和信息，用于支持服务资产和配置管理。 CMS 是总体服务知识管理系统的一部分，它包括收集、保存、管理、更新、分析和显示所有配置项及其关系相关数据的工具。 CMS 也可能包括事件、问题、已知错误、变更和发布的信息。 CMS 由服务资产和配置管理维护，为所有 IT 服务管理流程所用。参见“配置管理数据库”。
configuration record	配置记录	<i>(ITIL Service Transition)</i> A record containing the details of a configuration item. Each configuration record documents the lifecycle of a single configuration item. Configuration records are stored in a configuration management database and maintained as part of a configuration management system.	(ITIL服务转换) 包含配置项详细信息的记录。每个配置记录记录了一个配置项的生命周期。配置记录保存在配置管理数据库中，并且作为配置管理系统的一部分来维护。
configuration structure	配置结构	<i>(ITIL Service Transition)</i> The hierarchy and other relationships between all the configuration items that comprise a configuration.	(ITIL服务转换) 构成配置的所有配置项间的等级和其它关系。

英文术语	中文术语	英文定义	中文定义
continual service improvement (CSI)	持续服务改进 (CSI)	<i>(ITIL Continual Service Improvement)</i> A stage in the lifecycle of a service. Continual service improvement ensures that services are aligned with changing business needs by identifying and implementing improvements to IT services that support business processes. The performance of the IT service provider is continually measured and improvements are made to processes, IT services and IT infrastructure in order to increase efficiency, effectiveness and cost effectiveness. Continual service improvement includes the seven-step improvement process. Although this process is associated with continual service improvement, most processes have activities that take place across multiple stages of the service lifecycle. See also Plan-Do-Check-Act.	(ITIL持续服务改进) IT 服务生命周期的一个阶段。持续服务改进通过识别和实施用于支持业务流程的IT服务改进, 来确保服务与变更的业务需要相一致。IT 服务提供方的绩效得到不断测量, 并对流程、IT 服务和 IT 基础架构进行改进, 以便提高效率、有效性和成本效益。持续服务改进包括七步改进流程。虽然该流程与持续服务改进相关联, 但大部分流程的活动是跨服务生命周期的多个阶段。 参见“策划-实施-检查-处置”。
continuous availability	连续可用性	<i>(ITIL Service Design)</i> An approach or design to achieve 100% availability. A continuously available IT service has no planned or unplanned downtime.	(ITIL服务设计) 实现 100% 可用性的一种方法或设计。连续可用的 IT 服务没有计划内或计划外的中断时间。
continuous operation	连续运营	<i>(ITIL Service Design)</i> An approach or design to eliminate planned downtime of an IT service. Note that individual configuration items may be down even though the IT service is available.	(ITIL服务设计) 一种消除 IT 服务的计划内中断时间的方法或设计。注意: 即使个别配置项可以停止, IT 服务还是可用的。
contract	合同	A legally binding agreement between two or more parties.	双方或多方之间有法律约束力的协议。
control	控制	A means of managing a risk, ensuring that a business objective is achieved or that a process is followed. Examples of control include policies, procedures, roles, RAID, door locks etc. A control is sometimes called a countermeasure or safeguard. Control also means to manage the utilization or behaviour of a configuration item, system or IT service.	一种管理风险, 确保实现业务目标或遵守流程的方法。控制的例子包括方针、程序、角色、RAID、门锁等。控制有时称为对策或安全措施。 控制还意味着管理配置项、系统或 IT 服务的使用或行为。

英文术语	中文术语	英文定义	中文定义
Control Objectives for Information and related Technology	信息及相关技术控制目标 (COBIT)	See COBIT.	参见“COBIT”。
control perspective	控制方法	<i>(ITIL Service Strategy)</i> An approach to the management of IT services, processes, functions, assets etc. There can be several different control perspectives on the same IT service, process etc., allowing different individuals or teams to focus on what is important and relevant to their specific role. Examples of control perspective include reactive and proactive management within IT operations, or a lifecycle view for an application project team.	(ITIL服务战略) 一种管理 IT 服务、流程、职能、资产等的方法。对同一个 IT 服务、流程等可以有多种不同的控制方法，允许不同的个人或团队关注他们具体角色的重要性和相关性。控制方法的例子包括 IT 运营中的被动和主动管理，以及对应用项目团队的生命周期管理的观点。
control processes	控制流程	The ISO/IEC 20000 process group that includes change management and configuration management.	ISO/IEC 20000 流程组，包括变更管理和配置管理。
core service	核心服务	<i>(ITIL Service Strategy)</i> A service that delivers the basic outcomes desired by one or more customers. A core service provides a specific level of utility and warranty. Customers may be offered a choice of utility and warranty through one or more service options. <i>See also</i> enabling service; enhancing service; IT service; service package.	(ITIL服务战略) 提供满足一个或多个客户期望的基本结果的服务。 核心服务提供了功用和功效具体等级。客户会通过一个或更多服务选项得到对功用和功效的选择。 参见“支持服务 (enabling service)”，“增强服务”，“IT 服务”，“服务包”。
cost	成本	The amount of money spent on a specific activity, IT service or business unit. Costs consist of real cost (money), notional cost (such as people's time) and depreciation.	花在具体活动、IT 服务或业务单元上的费用。成本包括实际费用（钱）、名义成本（例如人员的时间）和折旧。

英文术语	中文术语	英文定义	中文定义
cost benefit analysis	成本效益分析	An activity that analyses and compares the costs and the benefits involved in one or more alternative courses of action. <i>See also</i> business case; internal rate of return; net present value; return on investment; value on investment.	分析比较一个或多个可选行动过程涉及的成本和效益的活动。 参见“商业论证”，“净现值”，“内部回报率”，“投资回报”，“投资价值”。
cost centre	成本中心	<i>(ITIL Service Strategy)</i> A business unit or project to which costs are assigned. A cost centre does not charge for services provided. An IT service provider can be run as a cost centre or a profit centre.	(ITIL服务战略) 分配成本的业务单元或项目。成本中心不对所提供的服务收费。IT 服务提供方可以作为成本中心或利润中心运行。
cost element	成本要素	<i>(ITIL Service Strategy)</i> The middle level of category to which costs are assigned in budgeting and accounting. The highest-level category is cost type. For example, a cost type of 'people' could have cost elements of payroll, staff benefits, expenses, training, overtime etc. Cost elements can be further broken down to give cost units. For example, the cost element 'expenses' could include cost units of hotels, transport, meals etc.	(ITIL服务战略) 预算编制和核算中分配的成本的中级类别。最高级的类别是成本类型。例如“人员”的成本类型可以有工资、福利、开支、培训、加班费等成本要素。成本要素可以进一步分为成本单元。例如，成本要素“开支”可以包括酒店、交通、餐饮等的成本单元。
cost management	成本管理	<i>(ITIL Service Strategy)</i> A general term that is used to refer to budgeting and accounting, and is sometimes used as a synonym for financial management.	(ITIL服务战略) 用于对预算和核算的通称，有时用作财务管理的同义词。
cost model	成本模型	<i>(ITIL Service Strategy)</i> A framework used in budgeting and accounting in which all known costs can be recorded, categorized and allocated to specific customers, business units or projects. <i>See also</i> cost type; cost element; cost unit.	(ITIL服务战略) 一个用于预算编制和核算中的构架。其中所有已知成本都要被记录、归类和分派给特定的客户、业务单元或项目。 参见“成本类型”，“成本要素”，“成本单元”。

英文术语	中文术语	英文定义	中文定义
cost type	成本类型	<i>(ITIL Service Strategy)</i> The highest level of category to which costs are assigned in budgeting and accounting – for example, hardware, software, people, accommodation, external and transfer. See also cost element; cost unit.	(ITIL服务战略) 预算编制和核算中分配的成本的最高级类别。例如软件、硬件、人员、场地、外部和转移。参见“成本要素”，“成本单元”。
cost unit	成本单元	<i>(ITIL Service Strategy)</i> The lowest level of category to which costs are assigned, cost units are usually things that can be easily counted (e.g. staff numbers, software licences) or things easily measured (e.g. CPU usage, electricity consumed). Cost units are included within cost elements. For example, a cost element of ‘expenses’ could include cost units of hotels, transport, meals etc. See also cost type.	(ITIL服务战略) 分配成本时最低级的类别，成本单元通常是容易计算（例如人员数量、软件许可）或测量的事物（例如 CPU 的使用、耗电）。成本单元包含在成本要素中。例如，“开支”的成本要素可以包括酒店、交通、餐饮等的成本单元。参见“成本类型”。
cost effectiveness	成本有效性	A measure of the balance between the effectiveness and cost of a service, process or activity. A cost-effective process is one that achieves its objectives at minimum cost. See also key performance indicator; return on investment; value for money.	服务、流程或活动的效益与成本间平衡的测量，成本效益流程就是以最小的成本达到目标的流程。参见“KPI”，“投资回报”，“物有所值”。
countermeasure	对策	Can be used to refer to any type of control. The term is most often used when referring to measures that increase resilience, fault tolerance or reliability of an IT service.	可用于指代任何类型的控制。对策一词最常用于指能够提高 IT 服务的恢复力、容错性或可靠性的措施。
course corrections	修正措施	Changes made to a plan or activity that has already started to ensure that it will meet its objectives. Course corrections are made as a result of monitoring progress.	对已开始的计划或活动进行的变更，目的是确保它能达到目标。修正措施是根据监督进度的结果进行的。

英文术语	中文术语	英文定义	中文定义
crisis management	危机管理	Crisis management is the process responsible for managing the wider implications of business continuity. A crisis management team is responsible for strategic issues such as managing media relations and shareholder confidence, and decides when to invoke business continuity plans.	负责管理更广泛含意的业务连续性的流程。危机管理团队负责战略问题，例如管理媒体关系和股东的信心，并决定何时调用业务连续性计划。
critical success factor (CSF)	关键成功因素 (CSF)	Something that must happen if an IT service, process, plan, project or other activity is to succeed. Key performance indicators are used to measure the achievement of each critical success factor. For example, a critical success factor of 'protect IT services when making changes' could be measured by key performance indicators such as 'percentage reduction of unsuccessful changes', 'percentage reduction in changes causing incidents' etc.	如果IT服务、流程、计划、项目或其它活动要成功，必须发生的某事。KPI 用于测量每个 CSF 的成绩。例如，“进行变更时保护 IT 服务”的 CSF 可以用“不成功变更的百分比下降”、“变更引起的事件比例下降”等这样的 KPI 来测量。
CSI register	持续服务改进登记	(ITIL Continual Service Improvement) A database or structured document used to record and manage improvement opportunities throughout their lifecycle.	(ITIL持续服务改进) 用来记录和管理整个生命周期中的改进机会的数据库或者结构化文件。
culture	文化	A set of values that is shared by a group of people, including expectations about how people should behave, their ideas, beliefs and practices. See also vision.	一群人共享的一组价值观，包括对人员的行为、想法、信仰和实践方式的期望。参见“愿景”。
customer	客户	Someone who buys goods or services. The customer of an IT service provider is the person or group who defines and agrees the service level targets. The term is also sometimes informally used to mean user – for example, 'This is a customer-focused organization.'	购买商品或服务的人。IT 服务提供方的客户是定义和达成服务级别目标的人员或团体。客户一词有时还用于表示用户，例如“这是一家关注客户的组织”。
customer asset	客户资产	Any resource or capability of a customer. See also asset.	客户的任何资源和能力。参见“资产”。

英文术语	中文术语	英文定义	中文定义
customer agreement portfolio	客户协议组合	<i>(ITIL Service Strategy)</i> A database or structured document used to manage service contracts or agreements between an IT service provider and its customers. Each IT service delivered to a customer should have a contract or other agreement that is listed in the customer agreement portfolio. See also customer-facing service; service catalogue; service portfolio.	(ITIL服务战略) 用于管理IT服务提供方及其客户之间的合同或协议的数据库或结构化文件。每个交付给客户的IT服务应该有一个列在客户协议组合中的合同或其它协议。 参见“面向客户服务”，“服务目录”，“服务组合”。
customer portfolio	客户组合	<i>(ITIL Service Strategy)</i> A database or structured document used to record all customers of the IT service provider. The customer portfolio is the business relationship manager's view of the customers who receive services from the IT service provider. See also customer agreement portfolio; service catalogue; service portfolio.	(ITIL服务战略) 用于记录 IT 服务提供方所有客户的数据库或结构化文件。客户组合是业务关系经理了解接受 IT 服务提供方服务的客户的视图。 参见“客户协议组合”，“服务目录”，“服务组合”。
customer-facing service	面向客户的服务	<i>(ITIL Service Design)</i> An IT service that is visible to the customer. These are normally services that support the customer's business processes and facilitate one or more outcomes desired by the customer. All live customer-facing services, including those available for deployment, are recorded in the service catalogue along with customer-visible information about deliverables, prices, contact points, ordering and request processes. Other information such as relationships to supporting services and other CIs will also be recorded for internal use by the IT service provider.	(ITIL服务设计) 一种对客户可见的IT服务。这些服务通常支持客户的业务流程并促成一个或多个客户期望结果。所有生产环境中的面向客户的服务，包括那些可用部署，连同可交付物、定价、联系点、订购和请求流程等客户可见的信息一起记录在服务目录里。其它信息例如支持服务（supporting service）和其它配置项的关系也要被记录，给IT服务提供方用作内部使用。
dashboard	仪表盘	<i>(ITIL Service Operation)</i> A graphical representation of overall IT service performance and availability. Dashboard images may be updated in real time, and can also be included in management reports and web pages. Dashboards can be used to support service level management, event management and incident diagnosis.	(ITIL服务运营) 总体 IT 服务绩效和可用性的图形表示。仪表盘的显示可以实时更新，也可以包含在管理报告和网页中。仪表板盘可用于支持服务级别管理，事态管理或事件诊断。

英文术语	中文术语	英文定义	中文定义
Data-to-Information-to-Knowledge-to-Wisdom (DIKW)	数据到信息到知识到智慧 (DIKW)	<i>(ITIL Service Transition)</i> A way of understanding the relationships between data, information, knowledge and wisdom. DIKW shows how each of these builds on the others.	(ITIL服务转换) 一种理解数据、信息、知识和智慧之间关系的方法。DIKW 显示了它们彼此的依赖方式。
definitive media library (DML)	最终介质库 (DML)	<i>(ITIL Service Transition)</i> One or more locations in which the definitive and authorized versions of all software configuration items are securely stored. The definitive media library may also contain associated configuration items such as licences and documentation. It is a single logical storage area even if there are multiple locations. The definitive media library is controlled by service asset and configuration management and is recorded in the configuration management system.	(ITIL服务转换) 所有软件配置项的最终和授权版本安全保存的一个或多个地点。DML 还可以包含相关的配置项，例如许可和文档。即使存在多个地点，DML 也是一个逻辑存储区。DML 中所有的软件都受变更和发布管理的控制，同时记入配置管理系统。只有来自 DML 的软件才可用于发布。
deliverable	交付物	Something that must be provided to meet a commitment in a service level agreement or a contract. It is also used in a more informal way to mean a planned output of any process.	必须提供才能履行服务级别协议或合同承诺的某物。在不太正式的场合，可交付物也用于表示任何流程的计划输出。
demand management	需求管理	<i>(ITIL Service Design) (ITIL Service Strategy)</i> The process responsible for understanding, anticipating and influencing customer demand for services. Demand management works with capacity management to ensure that the service provider has sufficient capacity to meet the required demand. At a strategic level, demand management can involve analysis of patterns of business activity and user profiles, while at a tactical level, it can involve the use of differential charging to encourage customers to use IT services at less busy times, or require short-term activities to respond to unexpected demand or the failure of a configuration item.	(ITIL服务设计) (ITIL服务战略) 负责了解、预期和影响客户对服务的需求的流程。需求管理与容量管理一起确保服务提供方有充足的容量来满足需求。在战略级别，需求管理可以包括业务活动方式和用户资料的分析。在战术级别，它可以包括使用差别收费鼓励客户在不太繁忙的时段使用 IT 服务，或者要求短期活动来响应非预期需求或配置项失效。
Deming Cycle	戴明环	See Plan-Do-Check-Act.	参见“策划-实施-检查-处置”。

英文术语	中文术语	英文定义	中文定义
dependency	依赖性	The direct or indirect reliance of one process or activity on another.	一个流程或活动对另一流程或活动直接或间接的依赖。
deployment	部署	<i>(ITIL Service Transition)</i> The activity responsible for movement of new or changed hardware, software, documentation, process etc. to the live environment. Deployment is part of the release and deployment management process.	(ITIL服务转换) 负责将新的或变更的软硬件、文档、流程等迁移到生产环境的活动。部署是发布和部署管理流程的一部分。
depreciation	折旧	<i>(ITIL Service Strategy)</i> A measure of the reduction in value of an asset over its life. This is based on wearing out, consumption or other reduction in the useful economic value.	(ITIL服务战略) 资产的价值随寿命减少的计算。它基于磨损、消耗或其它有用经济价值的减少。
design	设计	<i>(ITIL Service Design)</i> An activity or process that identifies requirements and then defines a solution that is able to meet these requirements. See also service design.	(ITIL服务设计) 识别需求然后定义能够满足这些需求的解决方案的活动或流程。 参见“服务设计”。
design coordination	设计协调	<i>(ITIL Service Design)</i> The process responsible for coordinating all service design activities, processes and resources. Design coordination ensures the consistent and effective design of new or changed IT services, service management information systems, architectures, technology, processes, information and metrics.	(ITIL服务设计) 负责协调所有的服务设计活动、流程和资源的流程。设计协调确保新设计的或者变更的IT服务、服务管理信息系统、架构、技术、流程、信息和测量保持一致性和有效性。
detection	检测	<i>(ITIL Service Operation)</i> A stage in the expanded incident lifecycle. Detection results in the incident becoming known to the service provider. Detection can be automatic or the result of a user logging an incident.	(ITIL服务运营) 扩展的事件生命周期中的一个阶段。检测使服务提供方能够了解事件。检测可以是自动的，也可以是用户记录事件的结果。

英文术语	中文术语	英文定义	中文定义
development	开发	<i>(ITIL Service Design)</i> The process responsible for creating or modifying an IT service or application ready for subsequent release and deployment. Development is also used to mean the role or function that carries out development work. This process is not described in detail within the core ITIL publications.	(ITIL服务设计) 负责创建或修改 IT 服务或应用的流程，为后续的发布和其部署做好准备。还用于表示执行开发工作的角色或功能。该流程没有在核心 ITIL 出版物中详细描述。
development environment	开发环境	<i>(ITIL Service Design)</i> An environment used to create or modify IT services or applications. Development environments are not typically subjected to the same degree of control as test or live environments. <i>See also</i> development.	(ITIL服务设计) 用于创建或修改 IT 服务或应用的环境。开发环境通常不受与测试环境或生产环境同一级别的控制。参见“开发”。
diagnosis	诊断	<i>(ITIL Service Operation)</i> A stage in the incident and problem lifecycles. The purpose of diagnosis is to identify a workaround for an incident or the root cause of a problem.	(ITIL服务运营) 事件和问题生命周期中的一个阶段。诊断的目的是确定事件的规避措施或问题的根本原因。
diagnostic script	诊断脚本	<i>(ITIL Service Operation)</i> A structured set of questions used by service desk staff to ensure they ask the correct questions, and to help them classify, resolve and assign incidents. Diagnostic scripts may also be made available to users to help them diagnose and resolve their own incidents.	(ITIL服务运营) 服务台人员使用的一套结构化问题，以确保他们询问正确的问题，帮助他们分类、解决和分配事件。诊断脚本还可以帮助用户诊断和解决自己的事件。
differential charging	差别收费	A technique used to support demand management by charging different amounts for the same function of an IT service under different circumstances. For example, reduced charges outside peak times, or increased charges for users who exceed a bandwidth allocation.	通过对相同的 IT 服务功能在不同的时间收取不同的成本以支持需求管理的一种方法。

英文术语	中文术语	英文定义	中文定义
direct cost	直接成本	<i>(ITIL Service Strategy)</i> The cost of providing an IT service which can be allocated in full to a specific customer, cost centre, project etc. For example, the cost of providing non-shared servers or software licences. See also indirect cost.	(ITIL服务战略) 提供 IT 服务的成本，可以全部分配给具体的客户、成本中心、项目等。例如，提供非共享服务器或软件许可的成本。参见“间接成本”。
directory service	目录服务	<i>(ITIL Service Operation)</i> An application that manages information about IT infrastructure available on a network, and corresponding user access rights.	(ITIL服务运营) 管理网络上可用 IT 基础架构和相应用户访问权限有关信息的应用。
document	文件	Information in readable form. A document may be paper or electronic – for example, a policy statement, service level agreement, incident record or diagram of a computer room layout. See also record.	可读形式的信息。文件可以是纸质或电子形式。例如方针声明，服务级别协议，事件记录，计算机房布局图。参见“记录”。
downtime	中断时间	<i>(ITIL Service Design) (ITIL Service Operation)</i> The time when an IT service or other configuration item is not available during its agreed service time. The availability of an IT service is often calculated from agreed service time and downtime.	(ITIL服务设计) (ITIL服务运营) 在约定服务时间内，配置项或 IT 服务不可用的时间。IT 服务的可用性经常通过约定服务时间和中断时间计算。
driver	驱动力	Something that influences strategy, objectives or requirements – for example, new legislation or the actions of competitors.	影响战略、目标或需求的某事。例如新的法规或竞争者的行动。
early life support (ELS)	早期支持(ELS)	<i>(ITIL Service Transition)</i> A stage in the service lifecycle that occurs at the end of deployment and before the service is fully accepted into operation. During early life support, the service provider reviews key performance indicators, service levels and monitoring thresholds and may implement improvements to ensure that service targets can be met. The service provider may also provide additional resources for incident and problem management during this time.	(ITIL服务转换) 服务生命周期中的一个阶段，发生在部署结束后与服务运营接收之前。在早期支持阶段，服务提供方评审 KPI、服务级别和监视阈值，并会实施改进方法来确保能够达到服务目标。同时在此期间也为事件和问题管理提供额外的资源。

英文术语	中文术语	英文定义	中文定义
economies of scale	规模经济	<i>(ITIL Service Strategy)</i> The reduction in average cost that is possible from increasing the usage of an IT service or asset. See also economies of scope.	(ITIL服务战略) 从提高 IT 服务或资产的使用可以使平均成本降低。 参见“范围经济”。
economies of scope	范围经济	<i>(ITIL Service Strategy)</i> The reduction in cost that is allocated to an IT service by using an existing asset for an additional purpose. For example, delivering a new IT service from an existing IT infrastructure. See also economies of scale.	(ITIL服务战略) 通过将现有的资产用于其它目的，减少分配给 IT 服务的成本。例如用现有的 IT 基础架构提供新的 IT 服务。 参见“规模经济”。
effectiveness	有效性	<i>(ITIL Continual Service Improvement)</i> A measure of whether the objectives of a process, service or activity have been achieved. An effective process or activity is one that achieves its agreed objectives. See also key performance indicator.	(ITIL持续服务改进) 测量是否已实现流程、服务或活动的目标的尺度。有效的流程或活动应该达到约定的目标。 参见“KPI”。
efficiency	效率	<i>(ITIL Continual Service Improvement)</i> A measure of whether the right amount of resource has been used to deliver a process, service or activity. An efficient process achieves its objectives with the minimum amount of time, money, people or other resources. See also key performance indicator.	(ITIL持续服务改进) 测量是否已将正确数量的资源用于提供流程、服务或活动的尺度。有效的流程应该用最少量的时间、金钱、人员或其它资源实现其目标。 参见“KPI”。
emergency change	紧急变更	<i>(ITIL Service Transition)</i> A change that must be introduced as soon as possible – for example, to resolve a major incident or implement a security patch. The change management process will normally have a specific procedure for handling emergency changes. See also emergency change advisory board.	(ITIL服务转换) 必须尽快引入的变更。例如为了解决重大事件或实施安全补丁。变更管理流程通常会有特定的程序来处理紧急的变更。 参见“紧急变更顾问委员会 (ECAB)”。

英文术语	中文术语	英文定义	中文定义
emergency change advisory board (ECAB)	紧急变更顾问委员会 (ECAB)	<i>(ITIL Service Transition)</i> A subgroup of the change advisory board that makes decisions about emergency changes. Membership may be decided at the time a meeting is called, and depends on the nature of the emergency change.	(ITIL服务转换) 变更顾问委员会的一部分，负责紧急变更决策。ECAB 的成员可以在召集会议时确定，并取决于紧急变更的性质。
enabling service	支持服务 (enabling service)	<i>(ITIL Service Strategy)</i> A service that is needed in order to deliver a core service. Enabling services may or may not be visible to the customer, but they are not offered to customers in their own right. See also enhancing service.	(ITIL服务战略) 为交付核心服务所需要的服务。支持服务 (enabling service) 对客户来说可能是可见的也可能是不可见的，但他们并不是单独提供给客户的。参见“增强服务”。
enhancing service	增强服务	<i>(ITIL Service Strategy)</i> A service that is added to a core service to make it more attractive to the customer. Enhancing services are not essential to the delivery of a core service but are used to encourage customers to use the core services or to differentiate the service provider from its competitors. See also enabling service; excitement factor.	(ITIL服务战略) 增加到核心服务的的服务，使得核心服务对于客户更具吸引力。增强服务对于核心服务的交付不是必须的，但是却被用来鼓励用户去使用核心服务或者将服务提供方与其竞争对手区分开来。参见“支持服务” (enabling service); “激励因素”。
enterprise financial management	企业财务管理	<i>(ITIL Service Strategy)</i> The function and processes responsible for managing the overall organization's budgeting, accounting and charging requirements. Enterprise financial management is sometimes referred to as the 'corporate' financial department. See also financial management for IT services.	(ITIL服务战略) 负责管理整个组织的预算、核算和收费需求的功能和流程。企业财务管理有时也与“公司”的财务部门有关。参见“IT服务的财务管理”。
environment	环境	<i>(ITIL Service Transition)</i> A subset of the IT infrastructure that is used for a particular purpose – for example, live environment, test environment, build environment. Also used in the term 'physical environment' to mean the accommodation, air conditioning, power system etc. Environment is used as a generic term to mean the external conditions that influence or affect something.	(ITIL服务转换) IT 基础架构的一部分，用于特定的目的。例如：生产环境，测试环境，构建环境。多个环境可以共享配置项，例如测试和实时环境可以使用一台大型机上的不同分区。还用物理环境一词，表示场地、空调、电力系统等。环境还用作一种通称，表示影响某物的外部条件。

英文术语	中文术语	英文定义	中文定义
error	错误	<i>(ITIL Service Operation)</i> A design flaw or malfunction that causes a failure of one or more IT services or other configuration items. A mistake made by a person or a faulty process that impacts a configuration item is also an error.	(ITIL服务运营) 设计的缺陷或故障，导致一个或多个配置项，或者 IT 服务失效。人为造成的错误或影响配置项或 IT 服务的有缺陷流程也是错误。
escalation	升级	<i>(ITIL Service Operation)</i> An activity that obtains additional resources when these are needed to meet service level targets or customer expectations. Escalation may be needed within any IT service management process, but is most commonly associated with incident management, problem management and the management of customer complaints. There are two types of escalation: functional escalation and hierarchic escalation.	(ITIL服务运营) 在需要时获得额外资源，以达到服务级别目标或客户期望的活动。任何 IT 服务管理流程内部都可以需要升级，但是升级常常与事件管理、问题管理和客户投诉的管理有关联。有两种类型的升级：功能性升级和管理性升级。
eSourcing Capability Model for Client Organizations (eSCM-CL)	针对顾客的电子外包能力模型 (eSCM-CL)	<i>(ITIL Service Strategy)</i> A framework to help organizations in their analysis and decision-making on service sourcing models and strategies. It was developed by Carnegie Mellon University in the US. See also eSourcing Capability Model for Service Providers.	(ITIL服务战略) 一个帮助机构指导他们对服务采购模型和战略进行分析和决策的框架。eSCM-CL 由美国卡内基梅隆大学开发。参见“eSCM-SP”。
eSourcing Capability Model for Service Providers (eSCM-SP)	针对服务提供方的电子外包能力模型 (eSCM-SP)	<i>(ITIL Service Strategy)</i> A framework to help IT service providers develop their IT service management capabilities from a service sourcing perspective. It was developed by Carnegie Mellon University in the US. See also eSourcing Capability Model for Client Organizations.	(服务战略) 一个帮助 IT 服务提供方从服务采购的角度发展他们的 IT 服务管理能力的框架。eSCM-SP 由卡内基梅隆大学开发。参见“eSCM-CL”。
estimation	估算	The use of experience to provide an approximate value for a metric or cost. Estimation is also used in capacity and availability management as the cheapest and least accurate modelling method.	利用经验得出指标或成本的近似值。估算还用于容量和可用性管理，作为最廉价和最低精确度的建模方法。

英文术语	中文术语	英文定义	中文定义
event	事态	<i>(ITIL Service Operation)</i> A change of state that has significance for the management of an IT service or other configuration item. The term is also used to mean an alert or notification created by any IT service, configuration item or monitoring tool. Events typically require IT operations personnel to take actions, and often lead to incidents being logged.	(ITIL服务运营) 对配置项或 IT 服务的管理有重大意义的状态变化。 事态一词还用于表示任何 IT 服务、配置项或监视工具产生的告警或通知。事态通常需要 IT 运营人员采取行动，并且经常导致事件记入日志。
event management	事态管理	<i>(ITIL Service Operation)</i> The process responsible for managing events throughout their lifecycle. Event management is one of the main activities of IT operations.	(ITIL服务运营) 负责在整个生命周期内管理事态的流程。事态管理是 IT 运营的主要活动之一。
exception report	异常报告	A document containing details of one or more key performance indicators or other important targets that have exceeded defined thresholds. Examples include service level agreement targets being missed or about to be missed, and a performance metric indicating a potential capacity problem.	一种文件，包含已经超过定义阈值的一个或多个 KPI 或者其它重要目标的详细信息。例如未达到或将达不到的服务级别协议，以及显示潜在容量问题的绩效指标。
excitement attribute	激励属性	See excitement factor.	参见“激励因素”。
excitement factor	激励因素	<i>(ITIL Service Strategy)</i> An attribute added to something to make it more attractive or more exciting to the customer. For example, a restaurant may provide a free drink with every meal. See also enhancing service.	(ITIL服务战略) 在某事中增加的一种因素，使得其对客户更具吸引力。如一家餐厅可以在每餐后提供免费的饮料。 参见“增强服务”。
expanded incident lifecycle	扩展的事件生命周期	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> Detailed stages in the lifecycle of an incident. The stages are detection, diagnosis, repair, recovery and restoration. The expanded incident lifecycle is used to help understand all contributions to the impact of incidents and to plan for how these could be controlled or reduced.	(ITIL持续服务改进) (ITIL服务设计) 事件的生命周期中详细的阶段。这些阶段是检测，诊断，维修，恢复，复原。扩展的事件生命周期用于帮助理解造成事件影响的所有因素，并计划如何控制或减少它们。

英文术语	中文术语	英文定义	中文定义
external customer	外部客户	A customer who works for a different business from the IT service provider. See also external service provider; internal customer.	与 IT 服务提供方有不同的业务工作的客户。参见“外部服务提供方”，“内部客户”。
external metric	外部指标	A metric that is used to measure the delivery of IT service to a customer. External metrics are usually defined in service level agreements and reported to customers. See also internal metric.	用于测量为客户提供的 IT 服务的尺度。外部指标通常在服务级别协议中定义，并向客户报告。参见“内部指标”。
external service provider	外部服务提供方	(ITIL Service Strategy) An IT service provider that is part of a different organization from its customer. An IT service provider may have both internal and external customers. See also outsourcing; Type III service provider.	(ITIL服务战略) 与客户分属不同组织的 IT 服务提供方。IT 服务提供方可以同时拥有内部客户和外部客户。参见“外包”，“三类服务提供方”。
facilities management	设施管理	(ITIL Service Operation) The function responsible for managing the physical environment where the IT infrastructure is located. Facilities management includes all aspects of managing the physical environment – for example, power and cooling, building access management, and environmental monitoring.	(ITIL服务运营) 负责管理 IT 基础架构所在物理环境的职能。设施管理包括管理物理环境的所有方面，例如电力和散热、建筑访问管理和环境监视。
failure	失效	(ITIL Service Operation) Loss of ability to operate to specification, or to deliver the required output. The term may be used when referring to IT services, processes, activities, configuration items etc. A failure often causes an incident.	(ITIL服务运营) 失去按规范运行或提供所需输出的能力。当指代 IT 服务、流程、活动、配置项等时，可以使用失效这个词。失效经常导致事件。
fast recovery	快速恢复	(ITIL Service Design) A recovery option that is also known as hot standby. Fast recovery normally uses a dedicated fixed facility with computer systems and software configured ready to run the IT services. Fast recovery typically takes up to 24 hours but may be quicker if there is no need to restore data from backups.	(ITIL服务设计) 一种恢复选项，也称为热备用。快速恢复通常使用专用的固定设施和计算机系统，和配置好的软件，以运行 IT 服务。快速恢复通常至多需要24小时，如果不需要从备份恢复数据，那可能会更快一些。

英文术语	中文术语	英文定义	中文定义
fault	故障	See error.	参见“错误”。
fault tolerance	容错	<i>(ITIL Service Design)</i> The ability of an IT service or other configuration item to continue to operate correctly after failure of a component part. See also countermeasure; resilience.	(ITIL服务设计) 某组件发生失效后，IT 服务或配置项继续正确运行的能力。 参见“对策”，“恢复力”。
fault tree analysis (FTA)	故障树分析 (FTA)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A technique that can be used to determine a chain of events that has caused an incident, or may cause an incident in the future. Fault tree analysis represents a chain of events using Boolean notation in a diagram.	(ITIL服务设计) (ITIL持续服务改进) 可用于确定已经导致事件或者在将来可能导致事件的一系列事态的方法。故障树分析在图中使用布尔符号表示一系列的事态。
financial management	财务管理	<i>(ITIL Service Strategy)</i> A generic term used to describe the function and processes responsible for managing an organization's budgeting, accounting and charging requirements. Enterprise financial management is the specific term used to describe the function and processes from the perspective of the overall organization. Financial management for IT services is the specific term used to describe the function and processes from the perspective of the IT service provider.	(ITIL服务战略) 负责管理 提供方组织的预算、核算和收费需求的职能和流程的通称。企业财务管理是一个从组织整体角度上描述其职能和流程的专业术语。财务管理是一个从IT服务提供方角度上描述其职能和流程的专业术语。
financial management for IT services	IT服务的财务管理	<i>(ITIL Service Strategy)</i> The function and processes responsible for managing an IT service provider's budgeting, accounting and charging requirements. Financial management for IT services secures an appropriate level of funding to design, develop and deliver services that meet the strategy of the organization in a cost-effective manner. See also enterprise financial management.	(ITIL服务战略) 负责管理IT服务提供方的预算、核算和收费需求的职能和流程。 IT服务的财务管理 保证组织能满足成本效益行为的基础上有适当水平的资金进行设计、开发和提供服务。 参见“企业财务管理”。

英文术语	中文术语	英文定义	中文定义
financial year	财年	<i>(ITIL Service Strategy)</i> An accounting period covering 12 consecutive months. A financial year may start on any date (for example, 1 April to 31 March).	(ITIL 服务战略) 连续 12 个月不间断的核算周期。一个财年可以从任何一个时间点开始，比如从 4 月 1 日开始到 3 月 31 日结束。
first-line support	一线支持	<i>(ITIL Service Operation)</i> The first level in a hierarchy of support groups involved in the resolution of incidents. Each level contains more specialist skills, or has more time or other resources. See also escalation.	(ITIL 服务运营) 在参与事件解决的分层的支持组中的第一级。每一层包含更多的专业技能或者有更多的时间或其它资源。参见“升级”。
fishbone diagram	鱼骨图	See Ishikawa diagram.	参见“石川 (Ishikawa) 图表”。
fit for purpose	适合目的	<i>(ITIL Service Strategy)</i> The ability to meet an agreed level of utility. Fit for purpose is also used informally to describe a process, configuration item, IT service etc. that is capable of meeting its objectives or service levels. Being fit for purpose requires suitable design, implementation, control and maintenance.	(ITIL 服务战略) 满足协定的功用级别的能力。适用同样也能非正式地描述能够达到目的或服务级别的流程、配置项、IT 服务等。达到目的需要合适的设计、实施、控制和维护。
fit for use	适合使用	<i>(ITIL Service Strategy)</i> The ability to meet an agreed level of warranty. Being fit for use requires suitable design, implementation, control and maintenance.	(ITIL 服务战略) 满足协定的功效的能力。适合使用要求合适的设计、实施、控制和维护。
fixed asset	固定资产	<i>(ITIL Service Transition)</i> A tangible business asset that has a long-term useful life (for example, a building, a piece of land, a server or a software licence). See also service asset; configuration item.	(ITIL 服务转换) 有长期使用期限的有形的商业资产。比如一栋建筑，一块土地，一台服务器或者一个软件许可证。参见“服务资产”，“配置项”。

英文术语	中文术语	英文定义	中文定义
fixed asset management	固定资产管理	<i>(ITIL Service Transition)</i> The process responsible for tracking and reporting the value and ownership of fixed assets throughout their lifecycle. Fixed asset management maintains the asset register and is usually carried out by the overall business, rather than by the IT organization. Fixed asset management is sometimes called financial asset management and is not described in detail within the core ITIL publications.	(ITIL服务转换) 负责跟踪、报告固定资产在整个生命周期的价值和所有权的流程。固定资产管理维护资产的登记，并且是从整体业务进行的，而不是单从IT组织进行。固定资产管理有时候也称为财务资产管理，在ITIL核心出版物中没有详细进行说明。
fixed cost	固定成本	<i>(ITIL Service Strategy)</i> A cost that does not vary with IT service usage – for example, the cost of server hardware. See also variable cost.	(ITIL服务战略) 不随 IT 服务的用量变化的成本。例如服务器硬件的成本。参见“可变成本”。
fixed facility	固定设施	<i>(ITIL Service Design)</i> A permanent building, available for use when needed by an IT service continuity plan. See also portable facility; recovery option.	(ITIL服务设计) IT 服务连续性计划需要时可用的永久性建筑。参见“便携设施”，“恢复选项”。
follow the sun	“向日葵”方案	<i>(ITIL Service Operation)</i> A methodology for using service desks and support groups around the world to provide seamless 24/7 service. Calls, incidents, problems and service requests are passed between groups in different time zones.	(ITIL服务运营) 一种方法，利用全世界的服务台和支持组提供无缝连接的 24 * 7 服务。呼叫、事件、问题和服务请求在不同时区的小组间传递。
fulfilment	履行	Performing activities to meet a need or requirement – for example, by providing a new IT service, or meeting a service request.	执行活动以满足需要或需求。例如通过提供新的 IT 服务，或满足服务请求。

英文术语	中文术语	英文定义	中文定义
function	功能/职能	<p>A team or group of people and the tools or other resources they use to carry out one or more processes or activities – for example, the service desk. The term also has two other meanings:</p> <p>An intended purpose of a configuration item, person, team, process or IT service. For example, one function of an email service may be to store and forward outgoing mails, while the function of a business process may be to despatch goods to customers.</p> <p>To perform the intended purpose correctly, as in ‘The computer is functioning.’</p>	<p>一队或一组人员以及他们用于执行一个或多个流程或活动的工具或其它资源。例如服务台。职能一词还有两个其它的含意</p> <ul style="list-style-type: none"> • 配置项、人员、团队、流程或 IT 服务的预期目的。例如，电子邮件服务的一个职能可能是保存和转发邮件，业务流程的一个职能可能是向客户发货。 • 正确执行预期的目的，“计算机正在运行”
functional escalation	职能性升级	(<i>ITIL Service Operation</i>) Transferring an incident, problem or change to a technical team with a higher level of expertise to assist in an escalation.	(ITIL服务运营) 将事件、问题或变更转给具有更高技术的小组，以便进行疑难问题升级。
gap analysis	差距分析	(<i>ITIL Continual Service Improvement</i>) An activity that compares two sets of data and identifies the differences. Gap analysis is commonly used to compare a set of requirements with actual delivery. <i>See also</i> benchmarking.	(ITIL持续服务改进) 比较两组数据并确定差异的活动。差距分析常用于将一组需求与实际的交付进行比较。参见“标杆对比”。
governance	治理	Ensures that policies and strategy are actually implemented, and that required processes are correctly followed. Governance includes defining roles and responsibilities, measuring and reporting, and taking actions to resolve any issues identified.	确保方针和战略得到实际实施，并且正确遵守所需的流程。治理包括定义角色和职责、考核和报告及采取行动以解决任何确认的问题。

英文术语	中文术语	英文定义	中文定义
gradual recovery	逐步恢复	<i>(ITIL Service Design)</i> A recovery option that is also known as cold standby. Gradual recovery typically uses a portable or fixed facility that has environmental support and network cabling, but no computer systems. The hardware and software are installed as part of the IT service continuity plan. Gradual recovery typically takes more than three days, and may take significantly longer.	(ITIL服务设计) 一种恢复选项，也称为冷备用。在多于 72 小时的时间内恢复 IT 服务。逐步恢复通常使用有环境支持和网络布线，但没有计算机系统的便携或固定设施。软硬件的安装属于 IT 服务连续性计划的一部分。
guideline	指南	A document describing best practice, which recommends what should be done. Compliance with a guideline is not normally enforced. See <i>also</i> standard.	描述最佳实践的文件，建议应该做什么。通常不强制要求遵从指南。 参见“标准”。
hierarchic escalation	管理性升级	<i>(ITIL Service Operation)</i> Informing or involving more senior levels of management to assist in an escalation.	(ITIL服务运营) 通知更多的高级管理人员或使他们参与解决疑难问题升级。
high availability	高可用性	<i>(ITIL Service Design)</i> An approach or design that minimizes or hides the effects of configuration item failure from the users of an IT service. High availability solutions are designed to achieve an agreed level of availability and make use of techniques such as fault tolerance, resilience and fast recovery to reduce the number and impact of incidents.	(ITIL服务设计) 一种减少或隐藏配置项失效对 IT 服务的用户的影响的方法或设计。设计高可用性解决方案可以获得约定级别的可用性，并利用容错、恢复力和快速恢复之类的技术减少事件的数量和事件的影响。
hot standby	热备用	See fast recovery; immediate recovery.	参见“快速恢复”，“立即恢复”。
identity	身份	<i>(ITIL Service Operation)</i> A unique name that is used to identify a user, person or role. The identity is used to grant rights to that user, person or role. Example identities might be the username SmithJ or the role 'change manager'.	(ITIL服务运营) 用于识别用户、个人或角色的唯一名称。身份用于向该用户、个人或角色授予权力。例如，身份可以是用户名 SmithJ 或角色“变更经理”。

英文术语	中文术语	英文定义	中文定义
immediate recovery	立即恢复	<i>(ITIL Service Design)</i> A recovery option that is also known as hot standby. Provision is made to recover the IT service with no significant loss of service to the customer. Immediate recovery typically uses mirroring, load balancing and split-site technologies.	(ITIL服务设计) 一种恢复选项，也称为热备用。规定对于客户来说没有重大损失服务的情况下恢复 IT 服务。立即恢复通常采用镜像、负载均衡和分散场地技术。
impact	影响度	<i>(ITIL Service Operation) (ITIL Service Transition)</i> A measure of the effect of an incident, problem or change on business processes. Impact is often based on how service levels will be affected. Impact and urgency are used to assign priority.	(ITIL服务运营) (ITIL服务转换) 事件、问题或变更对业务流程影响的一种测量。影响度通常基于服务级别会如何受影响。指定优先级时要考虑到影响度和紧急度。
incident	事件	<i>(ITIL Service Operation)</i> An unplanned interruption to an IT service or reduction in the quality of an IT service. Failure of a configuration item that has not yet affected service is also an incident – for example, failure of one disk from a mirror set.	(ITIL服务运营) IT 服务的意外中断或 IT 服务质量的下降。尚未影响服务的配置项失效也是事件。例如镜像组中一块磁盘的失效。
incident management	事件管理	<i>(ITIL Service Operation)</i> The process responsible for managing the lifecycle of all incidents. Incident management ensures that normal service operation is restored as quickly as possible and the business impact is minimized.	(ITIL服务运营) 负责管理所有事件的生命周期的流程。事件管理确保正常的服务运营尽快的恢复，同时把对业务的影响降到最低。
incident record	事件记录	<i>(ITIL Service Operation)</i> A record containing the details of an incident. Each incident record documents the lifecycle of a single incident.	(ITIL服务运营) 包含事件详情的记录。每个事件记录都记录了一个事件的生命周期。
indirect cost	间接成本	<i>(ITIL Service Strategy)</i> The cost of providing an IT service which cannot be allocated in full to a specific customer – for example, the cost of providing shared servers or software licences. Also known as overhead. See also direct cost.	(ITIL服务战略) 不能全部分配给特定的客户的 IT 服务成本。例如，提供共享服务器或软件许可的成本。也称为管理费用。参见“直接成本”。

英文术语	中文术语	英文定义	中文定义
information security management (ISM)	信息安全管理 (ISM)	<i>(ITIL Service Design)</i> The process responsible for ensuring that the confidentiality, integrity and availability of an organization's assets, information, data and IT services match the agreed needs of the business. Information security management supports business security and has a wider scope than that of the IT service provider, and includes handling of paper, building access, phone calls etc. for the entire organization. <i>See also</i> security management information system.	(ITIL服务设计) 负责确保组织的满足约定的业务需要的资产、信息、数据和 IT 服务的保密性、完整性和可用性的流程。信息安全管理提供方支持的业务安全，且范围超过IT服务提供方，包括整个组织的废纸处理、建筑物访问控制、电话呼叫等。 参见“安全管理信息系统”。
information security management system (ISMS)	信息安全管理体系 (ISMS)	<i>(ITIL Service Design)</i> The framework of policy, processes, functions, standards, guidelines and tools that ensures an organization can achieve its information security management objectives. <i>See also</i> security management information system.	(ITIL服务设计) 方针、流程、标准、指南、职能和工具的框架，确保组织可以达到信息安全管理目标。 参见“安全管理信息系统”。
information security policy	信息安全方针	<i>(ITIL Service Design)</i> The policy that governs the organization's approach to information security management.	(ITIL服务设计) 管理组织的信息安全管理方法的方针。
information system	信息系统	See management information system.	参见“管理信息系统”。
information technology (IT)	信息技术 (IT)	The use of technology for the storage, communication or processing of information. The technology typically includes computers, telecommunications, applications and other software. The information may include business data, voice, images, video etc. Information technology is often used to support business processes through IT services.	存储、交流或处理信息的技术。该技术通常包括计算机、通信、应用软件和其它软件。信息可以包括业务数据、语音、图片、视频等。信息技术经常用于通过 IT 服务支持业务流程。
infrastructure service	基础设施服务	A type of supporting service that provides hardware, network or other data centre components. The term is also used as a synonym for supporting service.	一种提供硬件、网络或是其它数据中心组件的支持服务 (supporting service)。这个术语也作为支持服务 (supporting service) 的同义词使用。

英文术语	中文术语	英文定义	中文定义
insourcing	内包	<i>(ITIL Service Strategy)</i> Using an internal service provider to manage IT services. The term insourcing is also used to describe the act of transferring the provision of an IT service from an external service provider to an internal service provider. <i>See also</i> service sourcing.	(ITIL服务战略) 使内部服务提供方来管理IT服务。内包一词也用来描述将IT服务从外部服务提供方转移到内部服务提供方的行为。 参见“服务采购”。
integrity	完整性	<i>(ITIL Service Design)</i> A security principle that ensures data and configuration items are modified only by authorized personnel and activities. Integrity considers all possible causes of modification, including software and hardware failure, environmental events, and human intervention.	(ITIL服务设计) 一种安全性原则，目的是确保数据和配置项只能被授权的人员和活动修改。完整性考虑造成修改的所有可能原因，包括软硬件的失效、环境的事态和人为干预。
interactive voice response (IVR)	交互式语音应答 (IVR)	<i>(ITIL Service Operation)</i> A form of automatic call distribution that accepts user input, such as key presses and spoken commands, to identify the correct destination for incoming calls.	(ITIL服务运营) 自动呼叫分配的一种形式，它能够接受用户的输入（例如按键和口头命令），以便为来电确定正确的目的地。
intermediate recovery	中级恢复	<i>(ITIL Service Design)</i> A recovery option that is also known as warm standby. Intermediate recovery usually uses a shared portable or fixed facility that has computer systems and network components. The hardware and software will need to be configured, and data will need to be restored, as part of the IT service continuity plan. Typical recovery times for intermediate recovery are one to three days.	(ITIL服务设计) 一种恢复选项，也称为温备份。在 24 到 72 小时之间恢复 IT 服务。中级恢复通常使用具有计算机系统和网络组件的共享的便携或固定设施。作为 IT 服务连续性计划的一部分，需要配置软硬件并恢复数据。
internal customer	内部客户	A customer who works for the same business as the IT service provider. <i>See also</i> external customer; internal service provider.	与 IT 服务提供方为相同的业务单位工作的客户。 参见“外部服务提供方”，“外部客户”。

英文术语	中文术语	英文定义	中文定义
internal metric	内部指标	A metric that is used within the IT service provider to monitor the efficiency, effectiveness or cost effectiveness of the IT service provider's internal processes. Internal metrics are not normally reported to the customer of the IT service. See also external metric.	IT 服务提供方用于监督自身内部流程的效率、有效性或成本有效性的指标。通常不向 IT 服务的客户报告内部指标。 参见“外部指标”。
internal rate of return (IRR)	内部回报率 (IRR)	(ITIL Service Strategy) A technique used to help make decisions about capital expenditure. It calculates a figure that allows two or more alternative investments to be compared. A larger internal rate of return indicates a better investment. See also net present value; return on investment.	(ITIL服务战略) 一种用于帮助就资本支出做出决策的方法。IRR 计算的数字允许比较两个或两个以上的投资选择。IRR 越大表示投资越好。 参见“净现值”，“投资回报”。
internal service provider	内部服务提供方	(ITIL Service Strategy) An IT service provider that is part of the same organization as its customer. An IT service provider may have both internal and external customers. See also insourcing; Type I service provider; Type II service provider.	(ITIL服务战略) 与客户同属一家组织的 IT 服务提供方。IT 服务提供方可以同时拥有内部客户和外部客户。 参见“内包”，“一类服务提供方”，“二类服务提供方”。
International Organization for Standardization (ISO)	国际标准化组织 (ISO)	The International Organization for Standardization (ISO) is the world's largest developer of standards. ISO is a non-governmental organization that is a network of the national standards institutes of 156 countries. See www.iso.org for further information about ISO.	国际标准化组织 (ISO) 是世界最大的标准制订者。ISO 是一个非政府机构，包括 156 个国家和地区的标准协会组成的网络。 关于 ISO 的详细信息可以访问 www.iso.org
International Standards Organization	国际标准化组织	See International Organization for Standardization.	参见“国际标准化组织 (ISO)”。
internet service provider (ISP)	互联网服务提供方 (ISP)	An external service provider that provides access to the internet. Most ISPs also provide other IT services such as web hosting.	提供互联网接入的外部服务提供方。多数 ISP 还提供其它 IT 服务，例如网站托管。

英文术语	中文术语	英文定义	中文定义
invocation	启用	<i>(ITIL Service Design)</i> Initiation of the steps defined in a plan – for example, initiating the IT service continuity plan for one or more IT services.	(ITIL服务设计) 启动计划中定义的步骤。例如，为一项或多项 IT 服务启动 IT 服务连续性计划。
Ishikawa diagram	石川 (Ishikawa) 图	<i>(ITIL Continual Service Improvement) (ITIL Service Operation)</i> A technique that helps a team to identify all the possible causes of a problem. Originally devised by Kaoru Ishikawa, the output of this technique is a diagram that looks like a fishbone.	(ITIL持续服务改进) (ITIL服务运营) 帮助团队确定问题的所有可能原因的方法。最初由Kaoru Ishikawa发明，本方法的输出物就是类似鱼骨的图。
ISO 9000	ISO 9000	A generic term that refers to a number of international standards and guidelines for quality management systems. See www.iso.org for more information. See also International Organization for Standardization.	一种通称，指关于质量管理体系的许多国际标准和指南。 参见 www.iso.org 了解详细信息。 参见“ISO”。
ISO 9001	ISO 9001	An international standard for quality management systems. See also ISO 9000; standard.	关于质量管理体系的国际标准。 参见“ISO 9000”，“标准”。
ISO/IEC 20000	ISO/IEC 20000	An international standard for IT service management.	关于 IT 服务管理的国际标准。
ISO/IEC 27001	ISO/IEC 27001	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An international specification for information security management. The corresponding code of practice is ISO/IEC 27002. See also standard.	(ITIL服务设计) (ITIL持续服务改进) 关于信息安全管理 的国际技术规范。相应的实用规则是 ISO/IEC 27002。 参见“标准”。
ISO/IEC 27002	ISO/IEC 27002	<i>(ITIL Continual Service Improvement)</i> An international code of practice for information security management. The corresponding specification is ISO/IEC 27001. See also standard.	(ITIL持续服务改进) 关于信息安全的国际实用规则。相应的规范是ISO/IEC 27001。 参见“标准”。
IT accounting	IT核算	See accounting.	参见“核算”。

英文术语	中文术语	英文定义	中文定义
IT infrastructure	IT 基础架构	All of the hardware, software, networks, facilities etc. that are required to develop, test, deliver, monitor, control or support applications and IT services. The term includes all of the information technology but not the associated people, processes and documentation.	开发、测试、交付、监视、控制或支持支持应用和 IT 服务所需的所有软硬件、网络、设施等。IT 基础架构一词包括所有的信息技术，但不包括相关的人员、流程和文档。
IT operations	IT 运营	<i>(ITIL Service Operation)</i> Activities carried out by IT operations control, including console management/operations bridge, job scheduling, backup and restore, and print and output management. IT operations is also used as a synonym for service operation.	(ITIL服务运营) IT 运营控制执行的活动，包括控制台管理、作业调度、备份恢复以及打印和输出管理。IT 运营可用作服务运营的同义词。
IT operations control	IT 运营控制	<i>(ITIL Service Operation)</i> The function responsible for monitoring and control of the IT services and IT infrastructure. See also operations bridge.	(ITIL服务运营) 负责监视和控制 IT 服务和 IT 基础架构的职能。 参见“运营监控室”。
IT operations management	IT 运营管理	<i>(ITIL Service Operation)</i> The function within an IT service provider that performs the daily activities needed to manage IT services and the supporting IT infrastructure. IT operations management includes IT operations control and facilities management.	(ITIL服务运营) IT 服务提供方内部的职能，负责执行管理 IT 服务和所支持的 IT 基础架构所需的日常活动。IT 运营管理包括 IT 运营控制和设施管理。
IT service	IT 服务	A service provided by an IT service provider. An IT service is made up of a combination of information technology, people and processes. A customer-facing IT service directly supports the business processes of one or more customers and its service level targets should be defined in a service level agreement. Other IT services, called supporting services, are not directly used by the business but are required by the service provider to deliver customer-facing services. See also core service; enabling service; enhancing service; service; service package.	由 IT 服务提供方提供的服务。IT 服务是由信息技术、人员和流程组合而成的。面向客户的IT服务支持一个或者多个客户的业务流程，服务级别目标应当在服务级别协议中被定义。其它被称为支持服务（ supporting services ）的IT服务不是直接被业务所使用，而是被服务提供方要求提供面向客户的服务。 参见“核心服务”，“支持服务（ enabling service ）”，“增强服务”，“服务”，“服务包”。

英文术语	中文术语	英文定义	中文定义
IT service continuity management (ITSCM)	IT 服务连续性管理 (ITSCM)	<i>(ITIL Service Design)</i> The process responsible for managing risks that could seriously affect IT services. IT service continuity management ensures that the IT service provider can always provide minimum agreed service levels, by reducing the risk to an acceptable level and planning for the recovery of IT services. IT service continuity management supports business continuity management.	(ITIL服务设计) 负责管理可能严重影响 IT 服务的风险的流程。通过将风险降低到可接受的水平, 同时规划 IT 服务的恢复, ITSCM 确保 IT 服务提供方能够始终提供最低约定的服务级别。ITSCM支持业务连续性管理。
IT service continuity plan	IT 服务连续性计划	<i>(ITIL Service Design)</i> A plan defining the steps required to recover one or more IT services. The plan also identifies the triggers for invocation, people to be involved, communications etc. The IT service continuity plan should be part of a business continuity plan.	(ITIL服务设计) 定义恢复一项或多项 IT 服务所需步骤的计划。该计划还确定如何触发调用、涉及的人员、沟通等。IT 服务连续性计划应该是业务连续性计划的一部分。
IT service management (ITSM)	IT 服务管理 (ITSM)	The implementation and management of quality IT services that meet the needs of the business. IT service management is performed by IT service providers through an appropriate mix of people, process and information technology. See also service management.	实施和管理 IT 服务, 满足业务的需要。IT 服务管理由 IT 服务提供方通过人员、流程和信息技术的适当组合而进行。 参见“服务管理”。
IT Service Management Forum (itSMF)	IT 服务管理论坛 (itSMF)	The IT Service Management Forum is an independent organization dedicated to promoting a professional approach to IT service management. The itSMF is a not-for-profit membership organization with representation in many countries around the world (itSMF chapters). The itSMF and its membership contribute to the development of ITIL and associated IT service management standards. See www.itsmf.com for more information.	IT 服务管理论坛是一家独立的组织, 致力于推广 IT 服务管理的专业方法。itSMF 是一个非赢利会员组织, 在全世界许多国家和地区都设有办事处 (itSMF分会)。itSMF 及其会员致力于开发 ITIL 和相关的 IT 服务管理标准。 参见 www.itsmf.com 了解详细信息。
IT service provider	IT 服务提供方	<i>(ITIL Service Strategy)</i> A service provider that provides IT services to internal or external customers.	(服务战略) 为内部客户或外部客户提供 IT 服务的服务提供商。

英文术语	中文术语	英文定义	中文定义
IT steering group (ISG)	IT 指导委员会 (ISG)	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A formal group that is responsible for ensuring that business and IT service provider strategies and plans are closely aligned. An IT steering group includes senior representatives from the business and the IT service provider. Also known as IT strategy group or IT steering committee.	(ITIL服务设计) (ITIL服务战略) 一个正式的团体，负责确保业务和 IT 服务提供方的战略与计划紧密整合。IT 指导委员会包括来自业务和 IT 服务提供方的高级代表。也被称为IT战略团体 (IT strategy group) 或是IT指导委员会 (IT steering committee)。
ITIL®	ITIL	A set of best-practice publications for IT service management. Owned by the Cabinet Office (part of HM Government), ITIL gives guidance on the provision of quality IT services and the processes, functions and other capabilities needed to support them. The ITIL framework is based on a service lifecycle and consists of five lifecycle stages (service strategy, service design, service transition, service operation and continual service improvement), each of which has its own supporting publication. There is also a set of complementary ITIL publications providing guidance specific to industry sectors, organization types, operating models and technology architectures. See www.itil-officialsite.com for more information.	用于 IT 服务管理的一套最佳实践指导。ITIL 的所有者是 OGC，包括一系列的出版物，为提供优质 IT 服务，以及支持它们所需的流程和设施提供指导。 ITIL的架构是基于服务生命周期，包括五个生命周期阶段（服务战略，服务设计，服务转换，服务运营，持续服务改进），每个阶段都有它自己的支持性出版物。还有一系列的ITIL补充出版物，为具体到行业、组织形式、运营模型和技术结构提供指导。 参见 www.itil-officialsite.com 了解详细信息。
job description	作业描述	A document that defines the roles, responsibilities, skills and knowledge required by a particular person. One job description can include multiple roles – for example, the roles of configuration manager and change manager may be carried out by one person.	定义某个人员所需的角色、职责、技能和知识的文件。一个作业描述可以包括多个角色，例如配置经理和变更经理的角色可以由同一人担任。
job scheduling	作业调度	<i>(ITIL Service Operation)</i> Planning and managing the execution of software tasks that are required as part of an IT service. Job scheduling is carried out by IT operations management, and is often automated using software tools that run batch or online tasks at specific times of the day, week, month or year.	(ITIL服务运营) 规划和管理作为 IT 服务一部分的软件任务的执行。作业调度由 IT 运营管理执行，经常利用软件工具在特定的日期、星期、月份和年度运行批量任务或在线任务自动完成。

英文术语	中文术语	英文定义	中文定义
Kano model	Kano 模型	<i>(ITIL Service Strategy)</i> A model developed by Noriaki Kano that is used to help understand customer preferences. The Kano model considers attributes of an IT service grouped into areas such as basic factors, excitement factors, performance factors etc.	(ITIL服务战略) Noriaki Kano 开发的一个模型，用于帮助了解客户的偏好。Kano 模型考虑 IT 服务的属性，这些属性分为基本因素、激励因素、绩效因素等领域。
Kepner and Tregoe analysis	Kepner 与 Tregoe 分析	<i>(ITIL Service Operation)</i> A structured approach to problem solving. The problem is analysed in terms of what, where, when and extent. Possible causes are identified, the most probable cause is tested, and the true cause is verified.	(ITIL服务运营) 一种解决问题的结构化方法。按照内容、时间、地点和程度对问题进行分析。确定可能的原因。检验最可能的原因。核实真正的原因。
key performance indicator (KPI)	关键绩效指标 (KPI)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A metric that is used to help manage an IT service, process, plan, project or other activity. Key performance indicators are used to measure the achievement of critical success factors. Many metrics may be measured, but only the most important of these are defined as key performance indicators and used to actively manage and report on the process, IT service or activity. They should be selected to ensure that efficiency, effectiveness and cost effectiveness are all managed.	(ITIL持续服务改进) (ITIL服务设计) 用于帮助管理IT 服务、流程、计划、项目或是其他活动。关键绩效指标被用来测量成功的关键因素。许多指标都可以测量，但是只有最重要的可以定义为 KPI 并用于主动管理和报告流程、IT 服务或活动。选择的 KPI 应该可以确保效率、有效性和成本有效性都得到管理。
knowledge base	知识库	<i>(ITIL Service Transition)</i> A logical database containing data and information used by the service knowledge management system.	(ITIL服务转换) 一个逻辑数据库，其中包含了服务知识管理系统使用的数据和信息。

英文术语	中文术语	英文定义	中文定义
knowledge management	知识管理	<i>(ITIL Service Transition)</i> The process responsible for sharing perspectives, ideas, experience and information, and for ensuring that these are available in the right place and at the right time. The knowledge management process enables informed decisions, and improves efficiency by reducing the need to rediscover knowledge. See also Data-to-Information-to-Knowledge-to-Wisdom; service knowledge management system.	(ITIL服务转换) 负责分享观点、想法、经验和信息，同时确保它们能够在适当的时间和地点是可用的流程。知识管理通过减少重新发现知识的需要，能够辅助知情决策并且提高效率。 参见“数据到信息到知识到智慧”，“服务知识管理系统”。
known error	已知错误	<i>(ITIL Service Operation)</i> A problem that has a documented root cause and a workaround. Known errors are created and managed throughout their lifecycle by problem management. Known errors may also be identified by development or suppliers.	(ITIL服务运营) 已经记录了根本原因和规避措施的问题。已知错误由问题管理在其整个生命周期中创建和管理。已知错误也可以在开发过程中或由供应商确定。
known error database (KEDB)	已知错误数据库	<i>(ITIL Service Operation)</i> A database containing all known error records. This database is created by problem management and used by incident and problem management. The known error database may be part of the configuration management system, or may be stored elsewhere in the service knowledge management system.	(ITIL服务运营) 包含所有已知错误记录的数据库。此数据库由问题管理创建，并由事件和问题管理使用。已知错误数据库可以是服务知识管理系统的一部分，也可以存储在服务知识管理系统中的其他地方。
known error record	已知错误记录	<i>(ITIL Service Operation)</i> A record containing the details of a known error. Each known error record documents the lifecycle of a known error, including the status, root cause and workaround. In some implementations, a known error is documented using additional fields in a problem record.	(ITIL服务运营) 包含已知错误详情的记录。每个已知错误记录都记录了已知错误的生命周期，包括状态、根本原因和规避措施。在某些实施中，使用问题记录中另外的字段记录已知错误。

英文术语	中文术语	英文定义	中文定义
lifecycle	生命周期	<p>The various stages in the life of an IT service, configuration item, incident, problem, change etc. The lifecycle defines the categories for status and the status transitions that are permitted. For example:</p> <p>The lifecycle of an application includes requirements, design, build, deploy, operate, optimize</p> <p>The expanded incident lifecycle includes detection, diagnosis, repair, recovery and restoration</p> <p>The lifecycle of a server may include: ordered, received, in test, live, disposed etc.</p>	<p>IT 服务、配置项、事件、问题、变更等一生中的不同阶段。生命周期定义了状态的类别和允许的状态转变。例如：</p> <ul style="list-style-type: none"> •应用的生命周期包括需求，设计，构建，部署，运行，优化。 •扩展的故障生命周期包括检测，诊断，维修，恢复，复原。 •服务器的生命周期可以包括：已订购，已收到，测试中，生产中，已处置等
line of service (LOS)	服务线 (LOS)	<p><i>(ITIL Service Strategy)</i> A core service or service package that has multiple service options. A line of service is managed by a service owner and each service option is designed to support a particular market segment.</p>	<p>(ITIL服务战略) 有多个服务选项的核心服务或服务包。服务线由服务负责人管理，每个服务选项用于支持特定的市场。</p>
live	生产	<p><i>(ITIL Service Transition)</i> Refers to an IT service or other configuration item that is being used to deliver service to a customer.</p>	<p>(ITIL服务转换) 指正在用于为客户提供服务的 IT 服务或配置项。</p>
live environment	生产环境	<p><i>(ITIL Service Transition)</i> A controlled environment containing live configuration items used to deliver IT services to customers.</p>	<p>(ITIL服务转换) 一种受控的环境，其中包含生产环境中的配置项，用于为客户提供 IT 服务。</p>
maintainability	可维护性	<p><i>(ITIL Service Design)</i> A measure of how quickly and effectively an IT service or other configuration item can be restored to normal working after a failure. Maintainability is often measured and reported as MTRS. Maintainability is also used in the context of software or IT service development to mean ability to be changed or repaired easily.</p>	<p>(ITIL服务设计) 配置项或 IT 服务在发生失效后可以恢复正常工作的速度和效率的测量。可维护性经常以 MTRS 进行测量和报告。可维护性还用于软件或 IT 服务开发的环境，表示容易变更或维修的能力。</p>

英文术语	中文术语	英文定义	中文定义
major incident	重大事件	(<i>ITIL Service Operation</i>) The highest category of impact for an incident. A major incident results in significant disruption to the business.	(ITIL服务运营) 事件影响的最高级类别。重大事件导致业务的重大中断。
manageability	可管理性	An informal measure of how easily and effectively an IT service or other component can be managed.	一种非正式的测量IT服务或其他组件被管理的容易程度和有效性的方法。
management information	管理信息	Information that is used to support decision making by managers. Management information is often generated automatically by tools supporting the various IT service management processes. Management information often includes the values of key performance indicators, such as 'percentage of changes leading to incidents' or 'first-time fix rate'.	用于支持管理者决策的信息。管理信息经常由支持各种IT服务管理流程的工具生成。管理信息通常包括KPI的值，例如“导致事件的变更比例”或“第一时间修复率”。
management information system (MIS)	管理信息系统 (MIS)	(<i>ITIL Service Design</i>) A set of tools, data and information that is used to support a process or function. Examples include the availability management information system and the supplier and contract management information system. See also service knowledge management system.	(ITIL服务设计) 用来支持一个流程或职能的一组工具、数据和信息。如可用性管理信息系统以及供应商和合同管理信息系统。 参见“服务知识管理系统”。
Management of Risk (M_o_R®)	风险管理(M_o_R)	M_o_R includes all the activities required to identify and control the exposure to risk, which may have an impact on the achievement of an organization's business objectives. See www.mor-officialsite.com for more details.	M_o_R 包括确定和控制面对风险（可能影响组织实现业务目标）所需的所有活动。 参见 www.mor-officialsite.com 了解详细信息。

英文术语	中文术语	英文定义	中文定义
management system	管理体系	The framework of policy, processes, functions, standards, guidelines and tools that ensures an organization or part of an organization can achieve its objectives. This term is also used with a smaller scope to support a specific process or activity – for example, an event management system or risk management system. <i>See also</i> system.	确保组织或是组织的一部分能够达成目标的方针、流程、职能、标准、指南和工具的框架。这个词也用于小范围的支持一个特定的流程或是活动，如事态管理体系或是风险管理体系。 参见“系统/体系”。
manual workaround	手动规避措施	<i>(ITIL Continual Service Improvement)</i> A workaround that requires manual intervention. Manual workaround is also used as the name of a recovery option in which the business process operates without the use of IT services. This is a temporary measure and is usually combined with another recovery option.	(ITIL持续服务改进) 需要手动干预的规避措施。手动规避措施还用作恢复选项的名称，其中的业务流程不使用 IT 服务而运行。这是临时的措施，通常与其它恢复选项结合。
marginal cost	边际成本	<i>(ITIL Service Strategy)</i> The increase or decrease in the cost of producing one more, or one less, unit of output – for example, the cost of supporting an additional user.	(ITIL服务战略) 多生产或少生产一个单位输出，而增加或减少的成本。例如，支持一个新用户的成本。
market space	市场空间	<i>(ITIL Service Strategy)</i> Opportunities that an IT service provider could exploit to meet the business needs of customers. Market spaces identify the possible IT services that an IT service provider may wish to consider delivering.	(ITIL服务战略) IT 服务提供方可以用于满足客户业务需要的机会。市场空间确定了 IT 服务提供方希望考虑提供的可能 IT 服务。
maturity	成熟度	<i>(ITIL Continual Service Improvement)</i> A measure of the reliability, efficiency and effectiveness of a process, function, organization etc. The most mature processes and functions are formally aligned to business objectives and strategy, and are supported by a framework for continual improvement.	(ITIL持续服务改进) 流程、职能、组织等的可靠性、效率和有效性的测量。最成熟的流程和职能通常被分给业务目标和战略，并得到框架的支持以便连续改进。
maturity level	成熟水平	A named level in a maturity model, such as the Carnegie Mellon Capability Maturity Model Integration.	成熟度模型中指定的水平，例如卡内基梅隆能力成熟度模型集成(CMMI)。

英文术语	中文术语	英文定义	中文定义
mean time between failures (MTBF)	平均无失效时间 (MTBF)	<i>(ITIL Service Design)</i> A metric for measuring and reporting reliability. MTBF is the average time that an IT service or other configuration item can perform its agreed function without interruption. This is measured from when the configuration item starts working, until it next fails.	(ITIL服务设计) 测量和报告可靠性的指标。MTBF 是配置项或 IT 服务能够不间断执行其约定功能的平均时间。该时间是从配置项或 IT 服务开始工作测量，直到下次出现失效为止。
mean time between service incidents (MTBSI)	平均服务事件间隔 (MTBSI)	<i>(ITIL Service Design)</i> A metric used for measuring and reporting reliability. It is the mean time from when a system or IT service fails, until it next fails. MTBSI is equal to MTBF plus MTRS.	(ITIL服务设计) 用于测量和报告可靠性的指标。MTBSI 是从系统或 IT 服务失效直到下次失效的平均时间。MTBSI = MTBF+ MTRS。
mean time to repair (MTTR)	平均修复时间 (MTTR)	The average time taken to repair an IT service or other configuration item after a failure. MTTR is measured from when the configuration item fails until it is repaired. MTTR does not include the time required to recover or restore. It is sometimes incorrectly used instead of mean time to restore service.	失效后修复配置项或 IT 服务所花的平均时间。MTTR 从配置项或 IT 服务发出失效开始测量，直到被维修。MTTR 不包括恢复或复原所需的时间。MTTR 有时被误用来表示平均服务恢复时间。
mean time to restore service (MTRS)	平均服务恢复时间 (MTRS)	The average time taken to restore an IT service or other configuration item after a failure. MTRS is measured from when the configuration item fails until it is fully restored and delivering its normal functionality. <i>See also</i> maintainability; mean time to repair.	失效后恢复配置项或 IT 服务所花的平均时间。MTRS 从配置项或 IT 服务发生失效开始测量，直到完全恢复并提供正常的功能。 参见“可维护性”，“平均修复时间”。
metric	指标	<i>(ITIL Continual Service Improvement)</i> Something that is measured and reported to help manage a process, IT service or activity. <i>See also</i> key performance indicator.	(ITIL持续服务改进) 为帮助管理流程、IT 服务或活动而测量和报告的事物。 参见“KPI”。
middleware	中间件	<i>(ITIL Service Design)</i> Software that connects two or more software components or applications. Middleware is usually purchased from a supplier, rather than developed within the IT service provider. <i>See also</i> commercial off the shelf.	(ITIL服务设计) 了解两个或多个软件组件或应用程序的软件。中间件通常从供应商购买，而不是在 IT 服务提供方内部开发。 参见“商用现货”。

英文术语	中文术语	英文定义	中文定义
mission	使命	A short but complete description of the overall purpose and intentions of an organization. It states what is to be achieved, but not how this should be done. <i>See also</i> vision.	对组织的总体目标和意向简短但完整的说明。它说明了要达到的目标，但不是达到方式。参见“愿景”。
model	模型	A representation of a system, process, IT service, configuration item etc. that is used to help understand or predict future behaviour.	用于帮助了解或预测未来行为的系统、流程、IT 服务、配置项等的代表物。
modelling	建模	A technique that is used to predict the future behaviour of a system, process, IT service, configuration item etc. Modelling is commonly used in financial management, capacity management and availability management.	用于预测系统、流程、IT 服务、配置项等未来行为的方法。建模常用于财务管理、容量管理和可用性管理。
monitor control loop	监控闭环	<i>(ITIL Service Operation)</i> Monitoring the output of a task, process, IT service or other configuration item; comparing this output to a predefined norm; and taking appropriate action based on this comparison.	(ITIL服务运营) 监督任务、流程、IT 服务或配置项的输出；将此输出与预定的标准比较；并根据比较结果采取适当的行动。
monitoring	监视	<i>(ITIL Service Operation)</i> Repeated observation of a configuration item, IT service or process to detect events and to ensure that the current status is known.	(ITIL服务运营) 反复观察配置项、IT 服务或流程，以检测事态，确保了解当前的状态。
near-shore	近岸	<i>(ITIL Service Strategy)</i> Provision of services from a country near the country where the customer is based. This can be the provision of an IT service, or of supporting functions such as a service desk. <i>See also</i> offshore; onshore.	(ITIL服务战略) 从邻近客户所在的国家或地区提供服务。这可以是提供 IT 服务、支持职能（例如服务台）。参见“在岸”，“离岸”。
net present value (NPV)	净现值 (NPV)	<i>(ITIL Service Strategy)</i> A technique used to help make decisions about capital expenditure. It compares cash inflows with cash outflows. Positive net present value indicates that an investment is worthwhile. <i>See also</i> internal rate of return; return on investment.	(ITIL服务战略) 一种用于帮助就资本支出做出决策的方法。NPV 将现金的流入与流出进行比较。如果 NPV 是正数，则表示投资是值得的。参见“内部回报率”，“投资回报”。

英文术语	中文术语	英文定义	中文定义
normal change	一般变更	<i>(ITIL Service Transition)</i> A change that is not an emergency change or a standard change. Normal changes follow the defined steps of the change management process.	(ITIL服务转换) 不是紧急变更或者标准变更的变更。一般变更遵循定义的变更管理流程步骤。
normal service operation	正常服务运营	<i>(ITIL Service Operation)</i> An operational state where services and configuration items are performing within their agreed service and operational levels.	(ITIL服务运营) 服务和配置项在约定的服务和运营级别下运行的一种运营状态。
notional charging	名义收费	<i>(ITIL Service Strategy)</i> An approach to charging for IT services. Charges to customers are calculated and customers are informed of the charge, but no money is actually transferred. Notional charging is sometimes introduced to ensure that customers are aware of the costs they incur, or as a stage during the introduction of real charging.	(ITIL服务战略) 对 IT 服务收费的一种方法。计算客户的成本，然后将成本通知客户，但实际没有金钱的转移。有时采用名义收费的方法确保客户了解发生的成本，或者作为引入实际收费期间的一个阶段。
objective	目标	The outcomes required from a process, activity or organization in order to ensure that its purpose will be fulfilled. Objectives are usually expressed as measurable targets. The term is also informally used to mean a requirement.	从流程、活动或组织要求的结果来确保目的的达成。目标通常以可测量的目的来表示。在非正式场合，目标一词也用于表示需求。
off the shelf	现货	See commercial off the shelf.	参见“商用现货”。
Office of Government Commerce (OGC)	政府商务办公室 (OGC)	OGC (former owner of Best Management Practice) and its functions have moved into the Cabinet Office as part of HM Government. See www.cabinetoffice.gov.uk	政府商务办公室（最佳管理实践的前任所有者）及其职能已经作为英国政府的一部分转移到了内阁办公室。详情参见 www.cabinetoffice.gov.uk 。
offshore	离岸	<i>(ITIL Service Strategy)</i> Provision of services from a location outside the country where the customer is based, often in a different continent. This can be the provision of an IT service, or of supporting functions such as a service desk. See also near-shore; onshore.	(ITIL服务战略) 从客户所在的国家或地区以外的地点（通常位于不同的大洲）提供服务。这可以是提供 IT 服务、支持职能（例如服务台）。参见“在岸”，“近岸”。

英文术语	中文术语	英文定义	中文定义
onshore	在岸	<i>(ITIL Service Strategy)</i> Provision of services from a location within the country where the customer is based. See also near-shore; offshore.	(ITIL服务战略) 在客户所在的国家或地区内的地点提供服务。参见“离岸”，“近岸”。
operate	操作	To perform as expected. A process or configuration item is said to operate if it is delivering the required outputs. Operate also means to perform one or more operations. For example, to operate a computer is to do the day-to-day operations needed for it to perform as expected.	按要求执行。如果提供所需的输出，就说流程或配置项运营。操作还意味着执行一项或多项运营。例如，操作计算机意即按要求执行所需的日常运营。
operation	运营	<i>(ITIL Service Operation)</i> Day-to-day management of an IT service, system or other configuration item. Operation is also used to mean any predefined activity or transaction – for example, loading a magnetic tape, accepting money at a point of sale, or reading data from a disk drive.	(ITIL服务运营) IT 服务、系统或其它配置项的日常管理。运营也用于表示任何预定的活动或交易。例如装载磁带，在销售点收钱，或从磁盘读取数据。
operational	运行	The lowest of three levels of planning and delivery (strategic, tactical, operational). Operational activities include the day-to-day or short-term planning or delivery of a business process or IT service management process. The term is also a synonym for live.	规划和交付三级中（战略性、战术性、运行）最低的一级。运行活动也包括规划、交付业务流程或 IT 服务管理流程，只是这些活动都是日常或短期行为。运行一词还是生产的同义词。
operational cost	运营成本	The cost resulting from running the IT services, which often involves repeating payments – for example, staff costs, hardware maintenance and electricity (also known as current expenditure or revenue expenditure). See also capital expenditure.	由运行 IT 服务产生的成本。经常反复收费。例如人力成本、硬件维护和电费（也称为“经常支出”或“营业支出”）。参见“资本支出”。
operational expenditure (OPEX)	运行支出 (OPEX)	See operational cost.	参见“运营成本”。

英文术语	中文术语	英文定义	中文定义
operational level agreement (OLA)	运营级别协议 (OLA)	<p><i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An agreement between an IT service provider and another part of the same organization. It supports the IT service provider's delivery of IT services to customers and defines the goods or services to be provided and the responsibilities of both parties. For example, there could be an operational level agreement:</p> <p>Between the IT service provider and a procurement department to obtain hardware in agreed times</p> <p>Between the service desk and a support group to provide incident resolution in agreed times.</p> <p>See also service level agreement.</p>	<p>(ITIL服务设计) (ITIL持续服务改进) IT 服务提供方与同一机构的另一部门间达成的协议。</p> <p>OLA 支持 IT 服务提供方向客户提供 IT 服务。OLA 规定了要提供的商品或服务，以及双方的责任。例如，下列情况可以签订 OLA:</p> <ul style="list-style-type: none"> • IT 服务提供方与采购部门间为了在约定的时间获得硬件 • 服务台与支持组之间为了在约定的时间解决事件。 <p>参见“服务级别协议”。</p>
operations bridge	运营监控室	<p><i>(ITIL Service Operation)</i> A physical location where IT services and IT infrastructure are monitored and managed.</p>	<p>(ITIL服务运营) 一个物理位置，在此监控 IT 服务和 IT 基础架构。</p>
operations control	运营控制	See IT operations control.	参加“IT 运营控制”。
operations management	运营管理	See IT operations management.	参加“IT 运营管理”。

英文术语	中文术语	英文定义	中文定义
opportunity cost	机会成本	<i>(ITIL Service Strategy)</i> A cost that is used in deciding between investment choices. Opportunity cost represents the revenue that would have been generated by using the resources in a different way. For example, the opportunity cost of purchasing a new server may include not carrying out a service improvement activity that the money could have been spent on. Opportunity cost analysis is used as part of a decision-making process, but opportunity cost is not treated as an actual cost in any financial statement.	(ITIL服务战略) 用于决定投资选择的成本。机会成本代表以不同的方法利用资源可能产生的收入。例如，购买新服务器的机会成本可能包括不进行已经花钱的服务改进活动。机会成本分析被用作决定过程的一部分，但是机会成本在任何财务决算中都不作为实际成本对待。
optimize	优化	Review, plan and request changes, in order to obtain the maximum efficiency and effectiveness from a process, configuration item, application etc.	评审，计划和请求变更，以便从流程、配置项、应用等获得最大的效率和有效性。
organization	组织	A company, legal entity or other institution. The term is sometimes used to refer to any entity that has people, resources and budgets – for example, a project or business unit.	公司、法人实体或其它机构。组织一词有时用于指拥有人员、资源和预算的任何实体。例如项目或业务单元。
outcome	结果	The result of carrying out an activity, following a process, or delivering an IT service etc. The term is used to refer to intended results as well as to actual results. <i>See also</i> objective.	执行活动，遵守流程，提供 IT 服务等结果。结果一词用于指预期的结果和实际的效果。参见“目标”。
outsourcing	外包	<i>(ITIL Service Strategy)</i> Using an external service provider to manage IT services. <i>See also</i> service sourcing.	(ITIL服务战略) 利用外部服务提供方管理 IT 服务。参见“服务采购”。
overhead	管理费用	See indirect cost.	参见“间接成本”。

英文术语	中文术语	英文定义	中文定义
pain value analysis	疼痛值分析	<i>(ITIL Service Operation)</i> A technique used to help identify the business impact of one or more problems. A formula is used to calculate pain value based on the number of users affected, the duration of the downtime, the impact on each user, and the cost to the business (if known).	(ITIL服务运营) 用于帮助确定一个或多个问题对业务影响的方法。疼痛值公式的计算依据是受影响的用户数量、中断时间、对每个用户的影响和业务付出的代价（如果知道）。
Pareto principle	帕累托(Pareto)原则	<i>(ITIL Service Operation)</i> A technique used to prioritize activities. The Pareto principle says that 80% of the value of any activity is created with 20% of the effort. Pareto analysis is also used in problem management to prioritize possible problem causes for investigation.	(ITIL服务运营) 用于区分活动的优先次序的方法。帕累托(Pareto)原则假定：任何活动 80% 的价值是由 20% 的努力创造的。Pareto 分析还用于问题管理，区分问题可能原因的优先次序，以便研究。
partnership	合作伙伴关系	A relationship between two organizations that involves working closely together for common goals or mutual benefit. The IT service provider should have a partnership with the business and with third parties who are critical to the delivery of IT services. See also value network.	两个组织间为共同目标或互惠互利密切合作而形成的关系。IT 服务提供方应该与业务,以及对提供 IT 服务具有关键作用的第三方保持合作伙伴关系。参见“价值网”。
passive monitoring	被动监视	<i>(ITIL Service Operation)</i> Monitoring of a configuration item, an IT service or a process that relies on an alert or notification to discover the current status. See also active monitoring.	(ITIL服务运营) 监视配置项、IT 服务或流程（依靠告警或通知发现当前的状态）。参见“主动监视”。
pattern of business activity (PBA)	业务活动模式 (PBA)	<i>(ITIL Service Strategy)</i> A workload profile of one or more business activities. Patterns of business activity are used to help the IT service provider understand and plan for different levels of business activity. See also user profile.	(ITIL服务战略) 一项或多项业务活动的工作负载描述。业务活动的图形用于帮助 IT 服务提供方了解和计划不同级别的业务活动。参见“用户描述”。

英文术语	中文术语	英文定义	中文定义
percentage utilization	百分比利用率	<i>(ITIL Service Design)</i> The amount of time that a component is busy over a given period of time. For example, if a CPU is busy for 1,800 seconds in a one-hour period, its utilization is 50%.	(ITIL服务设计) 组件在给定时间内被占用的时间。例如，如果 CPU 在一个小时内被占用 1800 秒，它的利用率就是 50%。
performance	性能/绩效	A measure of what is achieved or delivered by a system, person, team, process or IT service.	系统、个人、团队、流程或 IT 服务取得或提供的结果。
performance management	性能/绩效管理	Activities to ensure that something achieves its expected outcomes in an efficient and consistent manner.	确保某事以高效和一致的方式达到它所期望的结果的活动。
pilot	试点	<i>(ITIL Service Transition)</i> A limited deployment of an IT service, a release or a process to the live environment. A pilot is used to reduce risk and to gain user feedback and acceptance. See also change evaluation; test.	(ITIL服务转换) 在生产环境有限地部署 IT 服务、发布或流程。试点用于降低风险，接受用户的反馈和验收。参见“测试”，“变更评价”。
plan	计划	A detailed proposal that describes the activities and resources needed to achieve an objective – for example, a plan to implement a new IT service or process. ISO/IEC 20000 requires a plan for the management of each IT service management process.	详细的方案建议书，其中描述了达到目标需要的活动和资源。例如实施新 IT 服务或流程的计划。ISO/IEC 20000 要求为管理每个 IT 服务管理流程制订计划。
Plan-Do-Check-Act (PDCA)	策划-实施-检查-处置 (PDCA)	<i>(ITIL Continual Service Improvement)</i> A four-stage cycle for process management, attributed to Edward Deming. Plan-Do-Check-Act is also called the Deming Cycle. Plan – design or revise processes that support the IT services; Do – implement the plan and manage the processes; Check – measure the processes and IT services, compare with objectives and produce reports; Act – plan and implement changes to improve the processes.	(ITIL持续服务改进) 流程管理的四阶段循环，由爱德华·戴明发明。策划-实施-检查-处置也称为戴明环。 策划：设计或修订支持 IT 服务的流程。 实施：实施计划和管理流程。 检查：测量流程和 IT 服务，与目标比较，生成报告 处置：计划并实施变更，以改进流程。

英文术语	中文术语	英文定义	中文定义
planned downtime	计划内中断时间	<i>(ITIL Service Design)</i> Agreed time when an IT service will not be available. Planned downtime is often used for maintenance, upgrades and testing. See also change window; downtime.	(ITIL服务设计) 约定的不提供 IT 服务的时间。计划内中断时间通常用于维护、升级和测试。参见“变更窗口”，“中断时间”。
planning	规划	An activity responsible for creating one or more plans – for example, capacity planning.	负责创建一项或多项计划的活动。例如，容量规划。
policy	方针/政策	Formally documented management expectations and intentions. Policies are used to direct decisions, and to ensure consistent and appropriate development and implementation of processes, standards, roles, activities, IT infrastructure etc.	正式备案的管理层的期望和意图。政策用于指导决策、确保一致正确地发展和实施流程、标准、角色、活动、IT 基础架构等。
portable facility	便携设施	<i>(ITIL Service Design)</i> A prefabricated building, or a large vehicle, provided by a third party and moved to a site when needed according to an IT service continuity plan. See also fixed facility; recovery option.	(ITIL服务设计) 由第三方提供，在需要时可由 IT 服务连续性计划移到现场的预制安装建筑或大型车辆。参见“固定设施”，“恢复选项”。
post-implementation review (PIR)	实施后的评审(PIR)	A review that takes place after a change or a project has been implemented. It determines if the change or project was successful, and identifies opportunities for improvement.	在变更或项目已经实施后进行的评审。PIR 可以确定变更或项目是否成功，同时确定改进的机会。
practice	实践	A way of working, or a way in which work must be done. Practices can include activities, processes, functions, standards and guidelines. See also best practice.	一种工作方法，或必须遵循的工作方法。实践可以包括活动、流程、职能、标准和指南。参见“最佳实践”。
prerequisite for success (PFS)	成功的先决条件 (PFS)	An activity that needs to be completed, or a condition that needs to be met, to enable successful implementation of a plan or process. It is often an output from one process that is a required input to another process.	需要完成的活动，或是需要满足的条件，以便能够成功实施计划或流程。PFS 经常是一个流程的输出，又是另一个流程需要的输入。

英文术语	中文术语	英文定义	中文定义
pricing	定价	<i>(ITIL Service Strategy)</i> Pricing is the activity for establishing how much customers will be charged.	(ITIL服务战略) 确定向客户收取多少成本的活动。
PRINCE2®	PRINCE2	See PRojects IN Controlled Environments.	参见“受控环境中的项目”。
priority	优先级	<i>(ITIL Service Operation) (ITIL Service Transition)</i> A category used to identify the relative importance of an incident, problem or change. Priority is based on impact and urgency, and is used to identify required times for actions to be taken. For example, the service level agreement may state that Priority 2 incidents must be resolved within 12 hours.	(ITIL服务转换) (ITIL服务运营) 用于确定事件、问题或变更的相对重要性的类别。优先级的依据是影响度和紧急度，用它来确定采取行动所需的时间。例如 SLA 可以规定：优先级 2 的故障必须在 12 小时内解决。
proactive monitoring	主动监视	<i>(ITIL Service Operation)</i> Monitoring that looks for patterns of events to predict possible future failures. See also reactive monitoring.	(ITIL服务运营) 寻找事态发生的方式，以预测未来可能出现失效的监视。 参见“响应式监视”。
proactive problem management	主动问题管理	<i>(ITIL Service Operation)</i> Part of the problem management process. The objective of proactive problem management is to identify problems that might otherwise be missed. Proactive problem management analyses incident records, and uses data collected by other IT service management processes to identify trends or significant problems.	(ITIL服务运营) 问题管理流程的一部分。主动问题管理的目标是确定可能被遗漏的问题。主动问题管理分析事件的记录，，利用其它 IT 服务管理流程收集的数据确定趋势或重大的问题。
problem	问题	<i>(ITIL Service Operation)</i> A cause of one or more incidents. The cause is not usually known at the time a problem record is created, and the problem management process is responsible for further investigation.	(ITIL服务运营) 一个或多个事件的原因。在创建问题记录时，通常不知道原因，由问题管理流程负责进一步的研究。

英文术语	中文术语	英文定义	中文定义
problem management	问题管理	(ITIL Service Operation) The process responsible for managing the lifecycle of all problems. Problem management proactively prevents incidents from happening and minimizes the impact of incidents that cannot be prevented.	(ITIL服务运营) 负责管理所有问题的生命周期的流程。问题管理主动地防止发生事件，同时尽量减少无法避免的事件带来的影响。
problem record	问题记录	(ITIL Service Operation) A record containing the details of a problem. Each problem record documents the lifecycle of a single problem.	(ITIL服务运营) 包含问题详情的记录。每个问题记录记载了一个问题的生命周期。
procedure	程序	A document containing steps that specify how to achieve an activity. Procedures are defined as part of processes. See also work instruction.	一个文件，其中包含的步骤说明了如何完成活动。程序被定义为流程的一部分。参见“作业指导书”。
process	流程	A structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. It may include any of the roles, responsibilities, tools and management controls required to reliably deliver the outputs. A process may define policies, standards, guidelines, activities and work instructions if they are needed.	用于实现特点目标的一系列有组织的活动。流程获得一个或多个定义的输入，然后将它们变成定义的输出、流程可以包括任何角色、责任、工具和可靠提供输出所需的管理控制。流程可以定义方针、标准、指南、活动和作业指导书（如果需要）。
process control	流程控制	The activity of planning and regulating a process, with the objective of performing the process in an effective, efficient and consistent manner.	规划和调整流程的活动，目的是以有效、高效和一致的方式执行流程。

英文术语	中文术语	英文定义	中文定义
process manager	流程经理	A role responsible for the operational management of a process. The process manager's responsibilities include planning and coordination of all activities required to carry out, monitor and report on the process. There may be several process managers for one process – for example, regional change managers or IT service continuity managers for each data centre. The process manager role is often assigned to the person who carries out the process owner role, but the two roles may be separate in larger organizations.	负责流程运行管理的角色。流程经理的责任包括规划和协调执行、监督和报告流程所需的所有活动。一个流程可以有多个流程经理，例如，每个数据中心可以有区域变更经理或 IT 服务连续性经理。流程经理的角色经常被指定给具有流程负责人角色的人员，但在较大的组织中，两个角色可以分开。
process owner	流程负责人	The person who is held accountable for ensuring that a process is fit for purpose. The process owner's responsibilities include sponsorship, design, change management and continual improvement of the process and its metrics. This role can be assigned to the same person who carries out the process manager role, but the two roles may be separate in larger organizations.	负责确保流程达到目的的人。流程所有者的责任包括赞助、设计、变更管理和不断改进流程及其指标。这个角色可以是被指定给具有流程管理者角色相同的人员，但在较大的组织中，两个角色可以分开。
production environment	生产环境	See live environment.	参见“生产环境（live environment）”。
profit centre	利润中心	<i>(ITIL Service Strategy)</i> A business unit that charges for services provided. A profit centre can be created with the objective of making a profit, recovering costs, or running at a loss. An IT service provider can be run as a cost centre or a profit centre.	（ITIL服务战略） 为所提供服务的业务单元。建立利润中心的目的可以是创造利润、收回成本或亏本运行。IT 服务提供方可以作为成本中心或利润中心运行。
pro-forma	样例	A template or example document containing sample data that will be replaced with real values when these are available.	一个模板或示例文件，其中包含示例数据，使用时可用实际的值替换。

英文术语	中文术语	英文定义	中文定义
programme	项目群	A number of projects and activities that are planned and managed together to achieve an overall set of related objectives and other outcomes.	许多一起计划和管理的项目和活动，以便实现总体上相关的一系列目标和其它结果。
project	项目	A temporary organization, with people and other assets, that is required to achieve an objective or other outcome. Each project has a lifecycle that typically includes initiation, planning, execution, and closure. Projects are usually managed using a formal methodology such as PProjects IN Controlled Environments (PRINCE2) or the Project Management Body of Knowledge (PMBOK). See <i>also</i> charter; project management office; project portfolio.	临时的组织，拥有实现目标或其它结果所需的人员和其它资产。每个项目都有生命周期，通常包括启动、规划、执行、和关闭。通常使用正规的方法（例如受控环境中的项目（PRINCE2）或者项目管理知识体系（PMBOK））管理项目。 参见“许可”，“项目管理办公室”，“项目组合”。
project charter	项目许可	See charter.	参见“许可”。
Project Management Body of Knowledge (PMBOK)	项目知识管理体系 (PMBOK)	A project management standard maintained and published by the Project Management Institute. See www.pmi.org for more information. See <i>also</i> PProjects IN Controlled Environments (PRINCE2).	由项目管理协会维护和出版的项目管理标准。 www.pmi.org 了解详细信息。 参见“受控环境中的项目（PRINCE2）”。
Project Management Institute (PMI)	项目管理协会 (PMI)	A membership association that advances the project management profession through globally recognized standards and certifications, collaborative communities, an extensive research programme, and professional development opportunities. PMI is a not-for-profit membership organization with representation in many countries around the world. PMI maintains and publishes the Project Management Body of Knowledge (PMBOK). See www.pmi.org for more information. See <i>also</i> PProjects IN Controlled Environments (PRINCE2).	通过全球公认的标准和认证、合作团队、广泛的研究项目群以及职业发展机会来提高项目管理的专业水平的成员协会。PMI是全世界很多国家中具有代表性的非盈利组织。PMI发行并维护项目管理知识体系（PMBOK）。 www.pmi.org 了解详细信息。 参加“受控环境中的项目（PRINCE2）”。

英文术语	中文术语	英文定义	中文定义
project management office (PMO)	项目管理办公室 (PMO)	(<i>ITIL Service Design</i>) (<i>ITIL Service Strategy</i>) A function or group responsible for managing the lifecycle of projects. See also charter; project portfolio.	(ITIL服务设计) (ITIL服务战略) 管理项目生命周期的职能或团体。 参见“许可”、“项目组合”。
project portfolio	项目组合	(<i>ITIL Service Design</i>) (<i>ITIL Service Strategy</i>) A database or structured document used to manage projects throughout their lifecycle. The project portfolio is used to coordinate projects and ensure that they meet their objectives in a cost-effective and timely manner. In larger organizations, the project portfolio is typically defined and maintained by a project management office. The project portfolio is important to service portfolio management as new services and significant changes are normally managed as projects. See also charter.	(ITIL服务设计) (ITIL服务战略) 可用于管理项目的整个生命周期的数据库或结构化文件。项目组合用来协调项目，并在成本效益和及时性方面满足它们的目标。在较大的组织中，项目组合通常是由项目管理办公室定义和维护。项目组合对于服务组合来说是重要的，因为新服务和重大变更一般都是作为项目来进行管理。 参见“许可”。
projected service outage (PSO)	预计的服务中断 (PSO)	(<i>ITIL Service Transition</i>) A document that identifies the effect of planned changes, maintenance activities and test plans on agreed service levels.	(ITIL服务转换) 用于描述所计划的变更、维护活动和测试计划对约定的服务级别影响的文件。
PRojects Controlled Environments (PRINCE2)	受控环境中的项目 (PRINCE2)	The standard UK government methodology for project management. See www.prince-officialsite.com for more information. See also Project Management Body of Knowledge (PMBOK).	英国政府用于项目的标准方法。更多信息参见 www.prince-officialsite.com 。也可参见“项目知识管理体系 (PMBOK)”。
qualification	资格鉴定	(<i>ITIL Service Transition</i>) An activity that ensures that the IT infrastructure is appropriate and correctly configured to support an application or IT service. See also validation.	(ITIL服务转换) 一种活动，目的是确保 IT 基础架构得到适当和正确的配置，以便支持应用或 IT 服务。 参见“验证”。

英文术语	中文术语	英文定义	中文定义
quality	质量	The ability of a product, service or process to provide the intended value. For example, a hardware component can be considered to be of high quality if it performs as expected and delivers the required reliability. Process quality also requires an ability to monitor effectiveness and efficiency, and to improve them if necessary. <i>See also</i> quality management system.	产品、服务或流程提供预期价值的的能力。例如，硬件组件如果性能达到要求并提供所需的可靠性，就可以认为是高质量。流程质量的有效性和效率也需要得到监视，并进行必要的改进。 参见“质量管理体系”。
quality assurance (QA)	质量保证 (QA)	<i>(ITIL Service Transition)</i> The process responsible for ensuring that the quality of a service, process or other service asset will provide its intended value. Quality assurance is also used to refer to a function or team that performs quality assurance. This process is not described in detail within the core ITIL publications. <i>See also</i> service validation and testing.	(ITIL服务转换) 负责确保服务、流程或其他服务资产的质量将提供预期价值的流程。质量保证也用来指一个执行质量保证的职能或团队。该流程在核心ITIL出版物中没有详细描述。 参见“服务验证和测试”。
quality management system (QMS)	质量管理体系 (QMS)	<i>(ITIL Continual Service Improvement)</i> The framework of policy, processes, functions, standards, guidelines and tools that ensures an organization is of a suitable quality to reliably meet business objectives or service levels. <i>See also</i> ISO 9000.	(ITIL持续服务改进) 方针、流程、职能、标准、指南和工具的框架，确保组织具有合适的的质量，能够可靠达到业务目标或服务级别。 参见“ISO 9000”。
quick win	速赢	<i>(ITIL Continual Service Improvement)</i> An improvement activity that is expected to provide a return on investment in a short period of time with relatively small cost and effort. <i>See also</i> Pareto principle.	(ITIL持续服务改进) 一种改进活动，应该以相对较少的成本和工作在短时间内带来投资回报。 参见“Pareto 原则”。
RACI	RACI	<i>(ITIL Service Design)</i> A model used to help define roles and responsibilities. RACI stands for responsible, accountable, consulted and informed.	(ITIL服务设计) 一个模型，用于帮助定义角色和责任。RACI 代表“负责(Responsible)、承担责任的(Accountable)、咨询(Consulted)、知会(Informed)”。

英文术语	中文术语	英文定义	中文定义
reactive monitoring	响应式监视	<i>(ITIL Service Operation)</i> Monitoring that takes place in response to an event. For example, submitting a batch job when the previous job completes, or logging an incident when an error occurs. See also proactive monitoring.	(ITIL服务运营) 为响应事态而采取行动的监视。例如以前的作业完成时提交批量作业，或者在发生错误时记录事件。 参见“主动监视”。
real charging	实际收费	<i>(ITIL Service Strategy)</i> A charging policy where actual money is transferred from the customer to the IT service provider in payment for the delivery of IT services. See also notional charging.	(ITIL服务战略) 客户对IT服务提供方提供的IT服务向其支付实际的费用收费政策。 参见“名义收费”。
reciprocal arrangement	互惠协议	<i>(ITIL Service Design)</i> A recovery option. An agreement between two organizations to share resources in an emergency – for example, high-speed printing facilities or computer room space.	(ITIL服务设计) 一种恢复选项。两个组织间达成协议，在紧急情况下共享资源。例如，高速印刷设备或机房空间。
record	记录	A document containing the results or other output from a process or activity. Records are evidence of the fact that an activity took place and may be paper or electronic – for example, an audit report, an incident record or the minutes of a meeting.	包含流程或活动的结果或其它输出的文件。记录是活动发生的事实证据，可以是纸质或电子形式。例如，审核报告，事件记录或会议记录。
recovery	恢复	<i>(ITIL Service Design) (ITIL Service Operation)</i> Returning a configuration item or an IT service to a working state. Recovery of an IT service often includes recovering data to a known consistent state. After recovery, further steps may be needed before the IT service can be made available to the users (restoration).	(ITIL服务设计) (ITIL服务运营) 将配置项或IT服务恢复到工作状态。IT服务的恢复通常包括将数据恢复到已知的稳定状态。恢复后，可能需要进一步的措施才能为用户提供IT服务（复原）。

英文术语	中文术语	英文定义	中文定义
recovery option	恢复选项	<i>(ITIL Service Design)</i> A strategy for responding to an interruption to service. Commonly used strategies are manual workaround, reciprocal arrangement, gradual recovery, intermediate recovery, fast recovery, and immediate recovery. Recovery options may make use of dedicated facilities or third-party facilities shared by multiple businesses.	(ITIL服务设计) 服务中断的响应战略。常用的战略是手动规避措施, 互惠协议, 逐步恢复, 中级恢复, 快速恢复, 和立即恢复。恢复选项可以利用专用的设施, 或者多项业务共享的第三方设施。
recovery point objective (RPO)	恢复点目标 (RPO)	<i>(ITIL Service Design) (ITIL Service Operation)</i> The maximum amount of data that may be lost when service is restored after an interruption. The recovery point objective is expressed as a length of time before the failure. For example, a recovery point objective of one day may be supported by daily backups, and up to 24 hours of data may be lost. Recovery point objectives for each IT service should be negotiated, agreed and documented, and used as requirements for service design and IT service continuity plans.	(ITIL服务设计) (ITIL服务运营) 中断后恢复服务时可能丢失的最多数据。恢复点目标用失效前的时间长度表示。例如, 一天的恢复点目标可以得到每日备份的支持, 因此可能失去最多 24 小时的数据。应该为每项 IT 服务协商、达成和记录恢复点目标, 并作为服务设计和 IT 服务连续性计划的要求。
recovery time objective (RTO)	恢复时间目标 (RTO)	<i>(ITIL Service Design) (ITIL Service Operation)</i> The maximum time allowed for the recovery of an IT service following an interruption. The service level to be provided may be less than normal service level targets. Recovery time objectives for each IT service should be negotiated, agreed and documented. See also business impact analysis.	(ITIL服务设计) (服务运营) 中断后为恢复 IT 服务预留的最长时间。提供的服务级别可以低于正常的服务级别目标。应该为每项 IT 服务协商、达成和记录恢复时间目标。 参见“业务影响分析”。
redundancy	冗余	<i>(ITIL Service Design)</i> Use of one or more additional configuration items to provide fault tolerance. The term also has a generic meaning of obsolescence, or no longer needed.	(ITIL服务设计) 容错的同义词。冗余一词还有过时或不再需要的意思。

英文术语	中文术语	英文定义	中文定义
relationship	关系	A connection or interaction between two people or things. In business relationship management, it is the interaction between the IT service provider and the business. In service asset and configuration management, it is a link between two configuration items that identifies a dependency or connection between them. For example, applications may be linked to the servers they run on, and IT services have many links to all the configuration items that contribute to that IT service.	两个人或事物间的联系或相互作用。在业务关系管理中，是 IT 服务提供方与业务间的相互作用。在服务资产和配置管理中，它是两个配置项间的联系，确定了它们之间的依赖或连接。例如，应用可以链接至它们运行的服务器，IT 服务与所有做出贡献的配置项存在许多联系。
relationship processes	关系流程	The ISO/IEC 20000 process group that includes business relationship management and supplier management.	ISO/IEC 20000 流程组，包括业务关系管理和供应商管理。
release	发布	<i>(ITIL Service Transition)</i> One or more changes to an IT service that are built, tested and deployed together. A single release may include changes to hardware, software, documentation, processes and other components.	(ITIL服务转换) 一个或多个已构建、测试和部署的 IT 服务的变更。一个单独的发布可能包括硬件、文档、流程和其它组件的变更。
release and deployment management	发布和部署管理	<i>(ITIL Service Transition)</i> The process responsible for planning, scheduling and controlling the build, test and deployment of releases, and for delivering new functionality required by the business while protecting the integrity of existing services.	(ITIL服务转换) 负责规划、安排、控制发布的构建、测试和部署，以及保护现有服务完整性的同时交付业务所需的新功能的流程。
release identification	发布标识	<i>(ITIL Service Transition)</i> A naming convention used to uniquely identify a release. The release identification typically includes a reference to the configuration item and a version number – for example, Microsoft Office 2010 SR2.	(ITIL服务转换) 用于唯一标识发布的命名规则。发布标识通常包括引用配置项和版本号。例如 Microsoft Office 2010 SR2。

英文术语	中文术语	英文定义	中文定义
release management	发布管理	See release and deployment management.	参见“发布和部署管理”。
release package	发布包	<i>(ITIL Service Transition)</i> A set of configuration items that will be built, tested and deployed together as a single release. Each release package will usually include one or more release units.	(ITIL服务转换) 一套配置项从构建、测试和部署而作为一个单独的发布。每个发布包通常将包含一个或多个发布单元。
release record	发布记录	<i>(ITIL Service Transition)</i> A record that defines the content of a release. A release record has relationships with all configuration items that are affected by the release. Release records may be in the configuration management system or elsewhere in the service knowledge management system.	(ITIL服务转换) 定义发布内容的记录。发布记录与受发布影响的所有配置项都有关系。发布记录可能在CMDB中或者在服务知识管理系统中的其他地方。
release unit	发布单元	<i>(ITIL Service Transition)</i> Components of an IT service that are normally released together. A release unit typically includes sufficient components to perform a useful function. For example, one release unit could be a desktop PC, including hardware, software, licences, documentation etc. A different release unit may be the complete payroll application, including IT operations procedures and user training.	(ITIL服务转换) 通常一起发布的 IT 服务组件。发布单元通常包括执行有用的功能的全部组件。例如，一个发布单元可以是台式机，包括软硬件、许可、文档等。不同的发布单元可以是完整的工资应用，包括 IT 运营程序和用户培训。
release window	发布窗口	See change window.	参见“变更窗口”。
reliability	可靠性	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A measure of how long an IT service or other configuration item can perform its agreed function without interruption. Usually measured as MTBF or MTBSI. The term can also be used to state how likely it is that a process, function etc. will deliver its required outputs. See also availability.	(ITIL持续服务改进) (ITIL服务设计) 用以衡量配置项或 IT 服务可以不间断执行其约定功能的时间长度的指标。通常按MTBF或MTBSI进行测量。可靠性一词还可用于说明流程、功能等会提供出所需输出的可能性。参见“可用性”。

英文术语	中文术语	英文定义	中文定义
remediation	补救	<i>(ITIL Service Transition)</i> Actions taken to recover after a failed change or release. Remediation may include back-out, invocation of service continuity plans, or other actions designed to enable the business process to continue.	(ITIL服务转换) 变更或发布失败后，采取行动并进行恢复。补救包括回退、服务连续性计划的触发或者其他能使业务流程保持连续的活动。
repair	维修	<i>(ITIL Service Operation)</i> The replacement or correction of a failed configuration item.	(ITIL服务运营) 替换或纠正失效的配置项。
request for change (RFC)	变更请求 (RFC)	<i>(ITIL Service Transition)</i> A formal proposal for a change to be made. It includes details of the proposed change, and may be recorded on paper or electronically. The term is often misused to mean a change record, or the change itself.	(ITIL服务转换) 针对要进行变更的正式提议。RFC 包括提议变更的详情，可以记在纸上或电子文档中。RFC 一词经常被误用来表示变更记录或变更本身。
request fulfilment	请求履行	<i>(ITIL Service Operation)</i> The process responsible for managing the lifecycle of all service requests.	(ITIL服务运营) 负责管理所有服务请求的生命周期的流程。
request model	请求模型	<i>(ITIL Service Operation)</i> A repeatable way of dealing with a particular category of service request. A request model defines specific agreed steps that will be followed for a service request of this category. Request models may be very simple, with no requirement for authorization (e.g. password reset), or may be more complex with many steps that require authorization (e.g. provision of an existing IT service). See also request fulfilment.	(ITIL服务运营) 一个处理服务请求的特定类别的可重复的方法。一个服务请求模型可以为某个类别的服务定义明确的约定的步骤。请求模型可以很简单，不需要授权（如密码重置），也可以更复杂，需要很多步骤并需要授权（如一个现有的IT服务的提供）。参见“请求履行”。
requirement	需求	<i>(ITIL Service Design)</i> A formal statement of what is needed – for example, a service level requirement, a project requirement or the required deliverables for a process. See also statement of requirements.	(ITIL服务设计) 需要什么正式说明。例如服务级别需求，项目需求或流程所需的交付物。参见“需求说明”。

英文术语	中文术语	英文定义	中文定义
resilience	恢复力	<i>(ITIL Service Design)</i> The ability of an IT service or other configuration item to resist failure or to recover in a timely manner following a failure. For example, an armoured cable will resist failure when put under stress. See also fault tolerance.	(ITIL服务设计) 配置项或 IT 服务抵御故障或在失效后快速恢复的能力。例如，铠装电缆置于压力下时可以抵御故障。 参见“容错”。
resolution	解决	<i>(ITIL Service Operation)</i> Action taken to repair the root cause of an incident or problem, or to implement a workaround. In ISO/IEC 20000, resolution processes is the process group that includes incident and problem management.	(ITIL服务运营) 纠正事件或问题的根本原因，或实施规避措施所采取的行动。 在 ISO/IEC 20000 中，解决流程是包括事件管理和问题管理的流程组。
resolution processes	解决流程组	The ISO/IEC 20000 process group that includes incident and problem management.	包括事件管理和问题管理的 ISO/IEC 20000 流程组。
resource	资源	<i>(ITIL Service Strategy)</i> A generic term that includes IT infrastructure, people, money or anything else that might help to deliver an IT service. Resources are considered to be assets of an organization. See also capability; service asset.	(ITIL服务战略) 一种通称，包括 IT 基础架构、人员、资金或其它有助于提供 IT 服务的东西。资源被认作是组织的资产。 参见“能力”，“服务资产”。
response time	响应时间	A measure of the time taken to complete an operation or transaction. Used in capacity management as a measure of IT infrastructure performance, and in incident management as a measure of the time taken to answer the phone, or to start diagnosis.	一种衡量完成运营或交易所需时间的指标。在容量管理中用于测量 IT 基础架构的性能，在事件管理中用于测量接起电话或开始诊断的时间。
responsiveness	响应速度	A measurement of the time taken to respond to something. This could be response time of a transaction, or the speed with which an IT service provider responds to an incident or request for change etc.	一种衡量响应某事所花的时间的指标。这可以是交易的响应时间，或者是 IT 服务提供方响应事件或变更请求等的速度。

英文术语	中文术语	英文定义	中文定义
restoration of service	服务的复原	See restore.	参见“复原”。
restore	复原	<i>(ITIL Service Operation)</i> Taking action to return an IT service to the users after repair and recovery from an incident. This is the primary objective of incident management.	(ITIL服务运营) 采取行动在维修和从事件恢复后，为用户交付所提供的 IT 服务。这是事件管理的主要目标。
retire	停用	<i>(ITIL Service Transition)</i> Permanent removal of an IT service, or other configuration item, from the live environment. Being retired is a stage in the lifecycle of many configuration items.	(ITIL服务转换) 从生产环境中永久去除 IT 服务或其它配置项。停用是许多配置项在生命周期中的一个阶段。
return on assets (ROA)	资产回报 (ROA)	<i>(ITIL Service Strategy)</i> A measurement of the profitability of a business unit or organization. Return on assets is calculated by dividing the annual net income by the total value of assets. See also return on investment.	(ITIL服务战略) 对业务单元或组织的盈利能力的测量。资产回报由年净收入除以总资产值。参见“投资回报”。
return on investment (ROI)	投资回报 (ROI)	<i>(ITIL Continual Service Improvement) (ITIL Service Strategy)</i> A measurement of the expected benefit of an investment. In the simplest sense, it is the net profit of an investment divided by the net worth of the assets invested. See also net present value; value on investment.	(ITIL持续服务改进) (ITIL服务战略) 对投资预期收益的测量。简单地说，就是投资的净利润除以投入资产的净值。 参见“净现值”，“投资价值”。
return to normal	恢复正常	<i>(ITIL Service Design)</i> The phase of an IT service continuity plan during which full normal operations are resumed. For example, if an alternative data centre has been in use, then this phase will bring the primary data centre back into operation, and restore the ability to invoke IT service continuity plans again.	(ITIL服务设计) IT 服务连续性计划的阶段，在此阶段恢复正常的运行。例如，如果备用数据中心已经使用，则此阶段将主数据中心恢复运营，并恢复再次启用 IT 服务连续性计划的能力。

英文术语	中文术语	英文定义	中文定义
review	评审	An evaluation of a change, problem, process, project etc. Reviews are typically carried out at predefined points in the lifecycle, and especially after closure. The purpose of a review is to ensure that all deliverables have been provided, and to identify opportunities for improvement. See <i>also</i> change evaluation; post-implementation review.	评价变更、问题、流程、项目等。评审一般在生命周期的预定点进行，特别是关闭后。评审的目的是确保已经提供了所有的交付物，同时确定改进的机会。参见“变更评价”、“实施后回顾”。
rights	权限	(<i>ITIL Service Operation</i>) Entitlements, or permissions, granted to a user or role – for example, the right to modify particular data, or to authorize a change.	(ITIL服务运营) 授予用户或角色的权利或许可。例如修改特定数据或授权变更的权利。
risk	风险	A possible event that could cause harm or loss, or affect the ability to achieve objectives. A risk is measured by the probability of a threat, the vulnerability of the asset to that threat, and the impact it would have if it occurred. Risk can also be defined as uncertainty of outcome, and can be used in the context of measuring the probability of positive outcomes as well as negative outcomes.	可能导致伤害或损失、或影响实现目标能力的事态。风险通过威胁的可能性、资产面对此威胁的脆弱性以及如果发生会产生的影响等来衡量。风险也可以定义为不确定的结果，也可以被用来作为测量积极结果和消极结果的可能性的内容。
risk assessment	风险评估	The initial steps of risk management: analysing the value of assets to the business, identifying threats to those assets, and evaluating how vulnerable each asset is to those threats. Risk assessment can be quantitative (based on numerical data) or qualitative.	风险管理的最初步骤。分析资产对业务的价值，识别对这些资产的威胁，评估每项资产面对这些威胁的脆弱程度。风险评估可以是定量（基于数据），也可以是定性的。
risk management	风险管理	The process responsible for identifying, assessing and controlling risks. Risk management is also sometimes used to refer to the second part of the overall process after risks have been identified and assessed, as in ‘risk assessment and management’. This process is not described in detail within the core ITIL publications. See <i>also</i> risk assessment.	负责识别、评估和控制风险的流程。参见风险评估。风险管理有时候也被用于指风险被识别和评估后的整体流程的第二部分，即“风险评估和管理”。该流程在核心ITIL出版物中没有描述。参见“风险评估”。

英文术语	中文术语	英文定义	中文定义
role	角色	A set of responsibilities, activities and authorities assigned to a person or team. A role is defined in a process or function. One person or team may have multiple roles – for example, the roles of configuration manager and change manager may be carried out by a single person. Role is also used to describe the purpose of something or what it is used for.	指定给个人或团队的一组职责、活动和权力。角色在流程或职能中定义。一个人或团队可以有多种角色，例如配置经理和变更经理的角色可以由一人执行。角色也被用于描述某事的目的或它被用于做什么。
root cause	根本原因	<i>(ITIL Service Operation)</i> The underlying or original cause of an incident or problem.	(ITIL服务运营) 事件或问题的根本或最初的原因。
root cause analysis (RCA)	根本原因分析 (RCA)	<i>(ITIL Service Operation)</i> An activity that identifies the root cause of an incident or problem. Root cause analysis typically concentrates on IT infrastructure failures. See also service failure analysis.	(ITIL服务运营) 确定事件或问题根本原因的活动。RCA 通常关注 IT 基础架构的失效。参见“服务失效分析”。
running costs	运行费用	See operational costs.	参见“运营成本”。
Sarbanes-Oxley (SOX)	萨班斯 - 奥克斯利法案 (SOX)	US law that regulates financial practice and corporate governance.	规范金融实践和公司治理的美国法律。
scalability	可伸缩性	The ability of an IT service, process, configuration item etc. to perform its agreed function when the workload or scope changes.	工作负载或范围变化时，IT 服务、流程、配置项等执行其约定职能的能力。
scope	范围	The boundary or extent to which a process, procedure, certification, contract etc. applies. For example, the scope of change management may include all live IT services and related configuration items; the scope of an ISO/IEC 20000 certificate may include all IT services delivered out of a named data centre.	流程、程序、认证、合同等适用的边界或程度。例如，变更管理的范围可以包括所有的生产环境中的 IT 服务和相关的配置项，ISO/IEC 20000 认证的范围可以包括指定数据中心提供的所有 IT 服务。

英文术语	中文术语	英文定义	中文定义
second-line support	二线支持	<i>(ITIL Service Operation)</i> The second level in a hierarchy of support groups involved in the resolution of incidents and investigation of problems. Each level contains more specialist skills, or has more time or other resources.	(ITIL服务运营) 在参与事件的解决和问题分析的支持组中的第二级。每级包含更多的专业技能，或者有更多的时间或其它资源。
security	安全	See information security management.	参见“信息安全管理”。
security management	安全管理	See information security management.	参见“信息安全管理”。
security management information system (SMIS)	安全管理信息系统 (SMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support information security management. The security management information system is part of the information security management system. See also service knowledge management system.	(ITIL服务设计) 用于支持信息安全管理的一套工具、数据和信息。安全管理信息系统是信息安全管理体的一部分。参见服务知识管理系统。参见“服务知识管理系统”。
security policy	安全方针	See information security policy.	参见“信息安全方针”。
separation of concerns (SoC)	关注点分离 (SoC)	An approach to designing a solution or IT service that divides the problem into pieces that can be solved independently. This approach separates what is to be done from how it is to be done.	一种设计解决方案或 IT 服务的方法，具体的做法是将问题分成可以独立解决的多个部分。这种方法将需要做“什么”和“怎么”做分开来。
server	服务器	<i>(ITIL Service Operation)</i> A computer that is connected to a network and provides software functions that are used by other computers.	(ITIL服务运营) 一种联网的计算机，可以提供软件功能给其它计算机使用。
service	服务	A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks. The term 'service' is sometimes used as a synonym for core service, IT service or service package. See also utility; warranty.	为客户提供价值的一种手段，使客户不用承担特定的成本和风险就可方便获得希望的结果。“服务”一词有时也可作为核心服务、IT服务或服务包的同义词。参见“功用”，“功效”。

英文术语	中文术语	英文定义	中文定义
service acceptance criteria (SAC)	服务验收标准 (SAC)	<i>(ITIL Service Transition)</i> A set of criteria used to ensure that an IT service meets its functionality and quality requirements and that the IT service provider is ready to operate the new IT service when it has been deployed. See also acceptance.	(ITIL服务转换) 一套标准，用于确保 IT 服务满足功能和质量要求，并且此新服务部署以后，IT 服务提供方做好运行它的准备。参见“验收”。
service analytics	服务分析学	<i>(ITIL Service Strategy)</i> A technique used in the assessment of the business impact of incidents. Service analytics models the dependencies between configuration items, and the dependencies of IT services on configuration items.	(ITIL服务战略) 一种用于评估事件对业务影响的方法。服务分析学能够模拟配置项之间的依赖关系，以及 IT 服务对配置项的依赖关系。
service asset	服务资产	Any resource or capability of a service provider. See also asset.	服务提供方的资源或能力。参见“资产”。
service asset and configuration management (SACM)	服务资产和配置管理 (SACM)	<i>(ITIL Service Transition)</i> The process responsible for ensuring that the assets required to deliver services are properly controlled, and that accurate and reliable information about those assets is available when and where it is needed. This information includes details of how the assets have been configured and the relationships between assets. See also configuration management system.	(ITIL服务转换) 负责确保交付服务所需的资产能够被恰当的控制，且当需要的时候可获得资产的精确且可靠的信息的流程。这些信息包括对资产如何配置以及资产之间的关系。参见“配置管理系统”。
service capacity management (SCM)	服务容量管理 (SCM)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> The sub-process of capacity management responsible for understanding the performance and capacity of IT services. Information on the resources used by each IT service and the pattern of usage over time are collected, recorded and analysed for use in the capacity plan. See also business capacity management; component capacity management.	(ITIL持续服务改进) (ITIL服务设计) 负责了解 IT 服务的绩效和容量的容量管理的子流程。收集、记录并分析每项 IT 服务使用的资源的信息和一定时间过程内的使用方式，以便用于容量计划。参见“业务容量管理”，“组件能力管理”。

英文术语	中文术语	英文定义	中文定义
service catalogue	服务目录	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A database or structured document with information about all live IT services, including those available for deployment. The service catalogue is part of the service portfolio and contains information about two types of IT service: customer-facing services that are visible to the business; and supporting services required by the service provider to deliver customer-facing services. <i>See also</i> customer agreement portfolio; service catalogue management.	(ITIL服务设计) (ITIL服务战略) 一个数据库或结构化的文件，包含所有生产环境中 IT 服务的信息，还包括那些就绪可部署的服务。服务目录是服务组合中的部分，包括 IT 服务的两种类型的信息：在业务中可见的面向客户的服务；服务提供方交付面向客户服务所需要的支持服务（ supporting service ）。参见“客户协议组合”、“服务目录管理”。
service catalogue management	服务目录管理	<i>(ITIL Service Design)</i> The process responsible for providing and maintaining the service catalogue and for ensuring that it is available to those who are authorized to access it.	(ITIL服务设计) 负责提供并维护服务目录并确保对被授权访问服务目录的人是可用的流程。
service change	服务变更	See change.	参见“变更”。
service charter	服务许可	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A document that contains details of a new or changed service. New service introductions and significant service changes are documented in a charter and authorized by service portfolio management. Service charters are passed to the service design lifecycle stage where a new or modified service design package will be created. The term charter is also used to describe the act of authorizing the work required by each stage of the service lifecycle with respect to the new or changed service. <i>See also</i> change proposal; service portfolio; service catalogue.	(ITIL服务设计) (ITIL服务战略) 该文件包括对一个新的服务或变更服务的详细描述。新服务介绍和重大的服务变更被记录在许可中，且由服务组合管理授权。服务许可传递到服务设计生命周期阶段，在该阶段将创建新的或修改过的服务设计包。许可一词也被用于描述在每个生命周期阶段关于新的或变更服务所需要的授权行为。参见“变更建议书”，“服务组合”，“服务目录”。
service continuity management	服务连续性管理	See IT service continuity management.	参见“IT 服务连续性管理”。

英文术语	中文术语	英文定义	中文定义
service contract	服务合同	<i>(ITIL Service Strategy)</i> A contract to deliver one or more IT services. The term is also used to mean any agreement to deliver IT services, whether this is a legal contract or a service level agreement. <i>See also</i> customer agreement portfolio.	(ITIL服务战略) 提供一项或多项 IT 服务的合同。服务合同一词还用于表示提供 IT 服务的任何协议，无论是法律合同还是服务级别协议。参见“客户协议组合”。
service culture	服务文化	A customer-oriented culture. The major objectives of a service culture are customer satisfaction and helping customers to achieve their business objectives.	面向客户的文化。服务文化的主要目标是客户满意度和帮助客户达到他们的业务目标。
service design	服务设计	<i>(ITIL Service Design)</i> A stage in the lifecycle of a service. Service design includes the design of the services, governing practices, processes and policies required to realize the service provider's strategy and to facilitate the introduction of services into supported environments. Service design includes the following processes: design coordination, service catalogue management, service level management, availability management, capacity management, IT service continuity management, information security management, and supplier management. Although these processes are associated with service design, most processes have activities that take place across multiple stages of the service lifecycle. <i>See also</i> design.	(ITIL服务设计) 服务生命周期中的一个阶段。服务设计包括服务的设计、治理实践、流程、实现服务提供方战略所需的政策和方便服务进入支持环境的引入。服务设计包括以下流程：设计协调、服务目录管理、服务级别管理、可用性管理、容量管理、IT服务连续性管理、信息安全管理 and 供应商管理。虽然这些流程都有服务设计有关，但是大多数的流程都是跨越生命周期多个阶段的活动。参见“设计”。
service design package (SDP)	服务设计包 (SDP)	<i>(ITIL Service Design)</i> Document(s) defining all aspects of an IT service and its requirements through each stage of its lifecycle. A service design package is produced for each new IT service, major change or IT service retirement.	(ITIL服务设计) 一系列文件，其中定义了 IT 服务的所有方面以及在生命周期每个阶段的需求。对于每项新的 IT 服务、重大变更或 IT 服务停用都要生成服务设计包。
service desk	服务台	<i>(ITIL Service Operation)</i> The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests, and also handles communication with the users.	(ITIL服务运营) 服务提供方与用户间的单一联系点。典型的服务台负责管理事件和服务请求，还负责与用户的沟通。

英文术语	中文术语	英文定义	中文定义
service failure analysis (SFA)	服务失效分析 (SFA)	<i>(ITIL Service Design)</i> A technique that identifies underlying causes of one or more IT service interruptions. Service failure analysis identifies opportunities to improve the IT service provider's processes and tools, and not just the IT infrastructure. It is a time-constrained, project-like activity, rather than an ongoing process of analysis.	(ITIL服务设计) 识别一次或多次 IT 服务中断的根本原因的技术。 SFA 识别改进 IT 服务提供方的流程和工具的机会，不仅是IT 基础架构。 SFA 是受时间限制、类似于项目的活动，而不是日常进行的分析过程。
service hours	服务时间	<i>(ITIL Service Design)</i> An agreed time period when a particular IT service should be available. For example, 'Monday–Friday 08:00 to 17:00 except public holidays'. Service hours should be defined in a service level agreement.	(ITIL服务设计) 约定的应该提供特定 IT 服务的时间。例如，“周一到周五的 08:00 到 17:00（公共假期除外）”。服务时间应该在服务级别协议中定义。
service improvement plan (SIP)	服务改进计划 (SIP)	<i>(ITIL Continual Service Improvement)</i> A formal plan to implement improvements to a process or IT service.	(ITIL持续服务改进) 对流程或 IT 服务实施改进的正式计划。
service knowledge management system (SKMS)	服务知识管理系统 (SKMS)	<i>(ITIL Service Transition)</i> A set of tools and databases that is used to manage knowledge, information and data. The service knowledge management system includes the configuration management system, as well as other databases and information systems. The service knowledge management system includes tools for collecting, storing, managing, updating, analysing and presenting all the knowledge, information and data that an IT service provider will need to manage the full lifecycle of IT services. See also knowledge management.	(ITIL服务转换) 一套用于管理知识、信息和数据的工具和数据库。 SKMS 包括配置管理系统，还有其它数据库和信息系统。 SKMS 包括收集、存储、管理、更新、分析和提供IT 服务提供方需要的所有知识、信息和数据，以便他们管理 IT 服务的整个生命周期。参见“知识管理”。
service level	服务级别	Measured and reported achievement against one or more service level targets. The term is sometimes used informally to mean service level target.	对一项或多项服务级别目标测量和报告的达标情况。在非正式场合，服务级别一词有时用于表示服务级别目标。

英文术语	中文术语	英文定义	中文定义
service level agreement (SLA)	服务级别协议 (SLA)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An agreement between an IT service provider and a customer. A service level agreement describes the IT service, documents service level targets, and specifies the responsibilities of the IT service provider and the customer. A single agreement may cover multiple IT services or multiple customers. See also operational level agreement.	(ITIL服务设计) (ITIL持续服务改进) IT 服务提供方与客户间的协议。SLA 描述了 IT 服务、记录了服务级别目标并详细说明了 IT 服务提供方和客户的关系。一份 SLA 可以包括多项 IT 服务或多个客户。参见“运营级别协议”。
service level management (SLM)	服务级别管理 (SLM)	<i>(ITIL Service Design)</i> The process responsible for negotiating achievable service level agreements and ensuring that these are met. It is responsible for ensuring that all IT service management processes, operational level agreements and underpinning contracts are appropriate for the agreed service level targets. Service level management monitors and reports on service levels, holds regular service reviews with customers, and identifies required improvements.	(ITIL服务设计) 负责协商可行的服务级别协议并确保遵守这些协议的流程。SLM 负责确保所有 IT 服务管理流程、运营级别协议和支持合同适合约定的服务级别目标。SLM 监督和报告服务级别，和客户一起主持定期的服务评审并确定需要的改进。
service level package (SLP)	服务级别包 (SLP)	See service option.	参见“服务选项”。
service level requirement (SLR)	服务级别需求(SLR)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A customer requirement for an aspect of an IT service. Service level requirements are based on business objectives and used to negotiate agreed service level targets.	(ITIL持续服务改进) (ITIL服务设计) 客户对 IT 服务某一方面的需求。SLR 基于业务目标，用于协商约定的服务级别目标。
service level target	服务级别目标	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A commitment that is documented in a service level agreement. Service level targets are based on service level requirements, and are needed to ensure that the IT service is able to meet business objectives. They should be SMART, and are usually based on key performance indicators.	(ITIL持续服务改进) (ITIL服务设计) 服务级别协议中记录的承诺。服务级别目标基于服务级别需求，目的是确保 IT 服务能够满足业务目标。服务级别目标应该是 SMART，通常基于 KPI。

英文术语	中文术语	英文定义	中文定义
service lifecycle	服务生命周期	An approach to IT service management that emphasizes the importance of coordination and control across the various functions, processes and systems necessary to manage the full lifecycle of IT services. The service lifecycle approach considers the strategy, design, transition, operation and continual improvement of IT services. Also known as service management lifecycle.	一种 IT 服务管理的方法，强调管理 IT 服务整个生命周期所需的各种职能、流程和系统之间协调和控制的重要性。服务管理生命周期的方法考虑 IT 服务的战略、设计、转换、运营和持续改进。也称服务管理生命周期。
service maintenance objective (SMO)	服务维护目标 (SMO)	(ITIL Service Operation) The expected time that a configuration item will be unavailable due to planned maintenance activity.	(ITIL服务运营) 由于计划内维护活动造成配置项不可用的预计时间。
service management	服务管理	A set of specialized organizational capabilities for providing value to customers in the form of services.	一套专门的组织能力，以服务的形式为客户提供价值。
service management lifecycle	服务管理生命周期	See service lifecycle.	参见“服务生命周期”。
service manager	服务经理	A generic term for any manager within the service provider. Most commonly used to refer to a business relationship manager, a process manager or a senior manager with responsibility for IT services overall.	IT 服务提供方内部的任何经理的一种通称。最常用于指代业务关系经理、流程经理或负责总体 IT 服务的高级经理。
service model	服务模型	(ITIL Service Strategy) A model that shows how service assets interact with customer assets to create value. Service models describe the structure of a service (how the configuration items fit together) and the dynamics of the service (activities, flow of resources and interactions). A service model can be used as a template or blueprint for multiple services.	(ITIL服务战略) 显示服务资产如何与客户资产相互作用来创造价值的模型。服务模型描述了服务的结构（配置项如何配置在一起），以及服务的动态（活动、资源流和相互作用）。一个服务模型能用于多个服务的模板或蓝图。

英文术语	中文术语	英文定义	中文定义
service operation	服务运营	<p><i>(ITIL Service Operation)</i> A stage in the lifecycle of a service. Service operation coordinates and carries out the activities and processes required to deliver and manage services at agreed levels to business users and customers. Service operation also manages the technology that is used to deliver and support services. Service operation includes the following processes: event management, incident management, request fulfilment, problem management, and access management. Service operation also includes the following functions: service desk, technical management, IT operations management, and application management. Although these processes and functions are associated with service operation, most processes and functions have activities that take place across multiple stages of the service lifecycle. <i>See also</i> operation.</p>	<p>(ITIL服务运营) 服务生命周期中的一个阶段。服务运营协调和执行以约定级别交付和管理服务给业务用户和客户所需要的活动和流程。服务运营也管理用于交付和支持服务的技术。服务运营包含以下流程：事态管理、事件管理、请求履行、问题管理、和访问管理。服务运营同样包含以下职能：服务台、技术管理、IT运营管理和应用管理。虽然这些流程和职能都与服务运营相关，但是大多数的流程和职能都是跨越生命周期多个阶段的活动。 参见“运营”。</p>
service option	服务选项	<p><i>(ITIL Service Design) (ITIL Service Strategy)</i> A choice of utility and warranty offered to customers by a core service or service package. Service options are sometimes referred to as service level packages.</p>	<p>(ITIL服务设计) (ITIL服务战略) 通过一个核心服务或服务包提供给用户功用和功效的选择。服务选项有时候也指服务级别包。</p>
service owner	服务负责人	<p><i>(ITIL Service Strategy)</i> A role responsible for managing one or more services throughout their entire lifecycle. Service owners are instrumental in the development of service strategy and are responsible for the content of the service portfolio. <i>See also</i> business relationship management.</p>	<p>(ITIL 服务战略) 负责管理一个或是多个服务的整个生命周期。服务负责人是服务战略的开发，负责服务组合的内容。 参见“业务关系管理”。</p>

英文术语	中文术语	英文定义	中文定义
service package	服务包	<i>(ITIL Service Strategy)</i> Two or more services that have been combined to offer a solution to a specific type of customer need or to underpin specific business outcomes. A service package can consist of a combination of core services, enabling services and enhancing services. A service package provides a specific level of utility and warranty. Customers may be offered a choice of utility and warranty through one or more service options. <i>See also</i> IT service.	(ITIL服务战略) 两个或两个以上的服务，可以合并起来对特定类型的客户需要提供一个解决方案或支持特定的业务结果。服务包包括核心服务、支持服务（enabling service）和增强服务的组合，可以提供和加强服务。服务包提供具体的功用和功效级别。客户可以通过一个或多个服务选项对使用和功效作出选择。参见“IT服务”。
service pipeline	服务管道	<i>(ITIL Service Strategy)</i> A database or structured document listing all IT services that are under consideration or development, but are not yet available to customers. The service pipeline provides a business view of possible future IT services and is part of the service portfolio that is not normally published to customers.	(ITIL服务战略) 数据库或结构化文件列出正在考虑或开发中的IT服务，但客户还不能使用这些IT服务。服务管道提供未来可能IT服务的业务观点，属于服务组合的一部分（通常不对客户公布）。
service portfolio	服务组合	<i>(ITIL Service Strategy)</i> The complete set of services that are managed by a service provider. The service portfolio is used to manage the entire lifecycle of all services, and includes three categories: service pipeline (proposed or in development), service catalogue (live or available for deployment), and retired services. <i>See also</i> customer agreement portfolio; service portfolio management.	(ITIL服务战略) 服务提供方所管理的服务全集。服务组合用于管理所有服务的整个生命周期，包括三个类别：服务通道（提议或开发中）；服务目录（生产环境中的或可以部署的）；以及停用的服务。参见“客户协议组合”，“服务组合管理”。
service portfolio management (SPM)	服务组合管理 (SPM)	<i>(ITIL Service Strategy)</i> The process responsible for managing the service portfolio. Service portfolio management ensures that the service provider has the right mix of services to meet required business outcomes at an appropriate level of investment. Service portfolio management considers services in terms of the business value that they provide.	(ITIL服务战略) 负责管理服务组合的流程。服务组合管理确保服务提供方有一个正确的服务组合，以一个适当的投资级别来满足所需的业务结果。服务组合管理根据提供的业务价值管理考虑服务。

英文术语	中文术语	英文定义	中文定义
service potential	服务潜能	<i>(ITIL Service Strategy)</i> The total possible value of the overall capabilities and resources of the IT service provider.	(ITIL服务战略) IT 服务提供方的全部能力和资源具有的所有可能的价值。
service provider	服务提供方	<i>(ITIL Service Strategy)</i> An organization supplying services to one or more internal customers or external customers. Service provider is often used as an abbreviation for IT service provider. See also Type I service provider; Type II service provider; Type III service provider.	(ITIL服务战略) 向一个或多个内部客户或外部客户提供服务的组织。服务提供方经常用作 IT 服务提供方的缩写。参见一类服务提供方，二类服务提供方，三类服务提供方。
service provider interface (SPI)	服务提供方接口 (SPI)	<i>(ITIL Service Strategy)</i> An interface between the IT service provider and a user, customer, business process or supplier. Analysis of service provider interfaces helps to coordinate end-to-end management of IT services.	(ITIL服务战略) IT 服务提供方与用户、客户、业务流程或供应商间的接口。分析服务提供方接口有助于协调 IT 服务的端到端管理。
service reporting	服务报告	<i>(ITIL Continual Service Improvement)</i> Activities that produce and deliver reports of achievement and trends against service levels. The format, content and frequency of reports should be agreed with customers.	(ITIL持续服务改进) 根据服务级别生成和提供达标情况和趋势报告的活动。应该与客户就报告的格式、内容和提交频率达成一致。
service request	服务请求	<i>(ITIL Service Operation)</i> A formal request from a user for something to be provided – for example, a request for information or advice; to reset a password; or to install a workstation for a new user. Service requests are managed by the request fulfilment process, usually in conjunction with the service desk. Service requests may be linked to a request for change as part of fulfilling the request.	(ITIL服务运营) 用户为需要被提供的某事提出的正式请求。例如信息或建议的请求、重置密码、为新用户安装一个工作站。服务请求由请求履行流程进行管理，通常与服务台协作。服务请求作为请求履行的一部分，可能与RFC有关。

英文术语	中文术语	英文定义	中文定义
service sourcing	服务采购	<i>(ITIL Service Strategy)</i> The strategy and approach for deciding whether to provide a service internally, to outsource it to an external service provider, or to combine the two approaches. Service sourcing also means the execution of this strategy. <i>See also</i> insourcing; internal service provider; outsourcing.	(ITIL服务战略) 决定是否由内部提供服务、将其外包给外部服务提供方或这两种方法的结合的战略和方法。服务采购还表示该战略的执行。参见“内包”，“内部服务提供方”，“外包”。
service strategy	服务战略	<i>(ITIL Service Strategy)</i> A stage in the lifecycle of a service. Service strategy defines the perspective, position, plans and patterns that a service provider needs to execute to meet an organization's business outcomes. Service strategy includes the following processes: strategy management for IT services, service portfolio management, financial management for IT services, demand management, and business relationship management. Although these processes are associated with service strategy, most processes have activities that take place across multiple stages of the service lifecycle.	(ITIL服务战略) 服务生命周期的一个阶段。服务战略定义服务提供方需要的视角、定位、规划和模式，以满足组织的业务成果。服务战略包含以下流程：IT 服务战略管理、服务组合管理、IT 服务财务管理、需求管理和业务关系管理。虽然这些流程与服务战略有关联，但大部分流程活动都是跨越服务生命周期多个阶段。
service transition	服务转换	<i>(ITIL Service Transition)</i> A stage in the lifecycle of a service. Service transition ensures that new, modified or retired services meet the expectations of the business as documented in the service strategy and service design stages of the lifecycle. Service transition includes the following processes: transition planning and support, change management, service asset and configuration management, release and deployment management, service validation and testing, change evaluation, and knowledge management. Although these processes are associated with service transition, most processes have activities that take place across multiple stages of the service lifecycle. <i>See also</i> transition.	(ITIL服务转换) 服务生命周期中的一个阶段。服务转换确保在生命周期的服务战略和服务设计阶段记录的新的、修改的或已停用的服务能够满足业务的期望。服务转换包含以下流程：转换计划和支持、变更管理、服务资产和配置管理、发布和部署管理、服务验证和测试、变更评价和知识管理。虽然这些流程与服务转换相关，但大部分流程都是跨越生命周期多个阶段的活动。参见“转换”。

英文术语	中文术语	英文定义	中文定义
service validation and testing	服务验证和测试	<i>(ITIL Service Transition)</i> The process responsible for validation and testing of a new or changed IT service. Service validation and testing ensures that the IT service matches its design specification and will meet the needs of the business.	(ITIL服务转换) 负责验证和测试新的或变更 IT 服务的流程。服务验证和测试确保 IT 服务符合其设计规范，并满足业务的需要。
service valuation	服务价值测评	<i>(ITIL Service Strategy)</i> A measurement of the total cost of delivering an IT service, and the total value to the business of that IT service. Service valuation is used to help the business and the IT service provider agree on the value of the IT service.	(ITIL服务战略) 对提供 IT 服务的总成本以及该 IT 服务给业务带来的总价值的测量。服务价值测评于帮助业务和 IT 服务提供方就 IT 服务的价值达成一致。
serviceability	可服务性	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> The ability of a third-party supplier to meet the terms of its contract. This contract will include agreed levels of reliability, maintainability and availability for a configuration item.	(ITIL持续服务改进) (ITIL服务设计) 第三方供应商满足合同条款的能力。该合同将包括为配置项约定的可靠性、可维护性或可用性级别。
seven-step improvement process	七步法改进流程	<i>(ITIL Continual Service Improvement)</i> The process responsible for defining and managing the steps needed to identify, define, gather, process, analyse, present and implement improvements. The performance of the IT service provider is continually measured by this process and improvements are made to processes, IT services and IT infrastructure in order to increase efficiency, effectiveness and cost effectiveness. Opportunities for improvement are recorded and managed in the CSI register.	(ITIL持续服务改进) 负责定义和管理需要确定、定义、收集、处理、分析、提供和实现改进的步骤。为了提高效率、有效性、和成本有效性，IT服务提供方的绩效是由流程本身和流程、IT服务、IT基础架构的改进来不断测量的。改进机会在CSI登记中记录和管理。
shared service unit	共享服务单元	See Type II service provider.	参见“二类服务提供方”。

英文术语	中文术语	英文定义	中文定义
shift	轮班	<i>(ITIL Service Operation)</i> A group or team of people who carry out a specific role for a fixed period of time. For example, there could be four shifts of IT operations control personnel to support an IT service that is used 24 hours a day.	(ITIL服务运营) 一组或一队人在固定时间执行特定角色的人员。例如，为了支持每天 24 小时使用的 IT 服务，可以将 IT 运营控制人员分为四班轮班。
simulation modelling	仿真建模	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A technique that creates a detailed model to predict the behaviour of an IT service or other configuration item. A simulation model is often created by using the actual configuration items that are being modelled with artificial workloads or transactions. They are used in capacity management when accurate results are important. A simulation model is sometimes called a performance benchmark. See also analytical modelling; modelling.	(ITIL持续服务改进) (ITIL服务设计) 一种建立详细的模型以预测配置项或 IT 服务的行为的方法。仿真模型通常使用正在建模（有人为工作负载或交易）的实际配置项建立。当精确的结果很重要时，它们用于容量管理。仿真模型有时称为绩效标杆。参见“分析建模”，“建模”。
single point of contact	单一联系点	<i>(ITIL Service Operation)</i> Providing a single consistent way to communicate with an organization or business unit. For example, a single point of contact for an IT service provider is usually called a service desk.	(ITIL服务运营) 提供与组织或业务单元联络的统一方式。例如，与 IT 服务提供方的单一联系点通常称为服务台。
single point of failure (SPOF)	单点故障 (SPOF)	<i>(ITIL Service Design)</i> Any configuration item that can cause an incident when it fails, and for which a countermeasure has not been implemented. A single point of failure may be a person or a step in a process or activity, as well as a component of the IT infrastructure. See also failure.	(ITIL服务设计) 在失效时可能导致事件，并且还没有为此实施对策的任何配置项。SPOF 可以是流程或活动中的个人、步骤，或者是 IT 基础架构的组件。参见“失效”。
SLAM chart	SLAM 图	<i>(ITIL Continual Service Improvement)</i> A service level agreement monitoring chart is used to help monitor and report achievements against service level targets. A SLAM chart is typically colour-coded to show whether each agreed service level target has been met, missed or nearly missed during each of the previous 12 months.	(ITIL持续服务改进) 一种服务级别协议监视图，用于帮助按照服务级别目标监视和报告成绩。SLAM 图通常用颜色表示在以前的 12 个月内是否达到或几乎没有达到每个约定的服务级别目标。

英文术语	中文术语	英文定义	中文定义
SMART	SMART	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An acronym for helping to remember that targets in service level agreements and project plans should be specific, measurable, achievable, relevant and time-bound.	(ITIL服务设计) (ITIL持续服务改进) 是个缩写词，有助于记得服务级别协议和项目计划的目标应该“具体，可测，可行，相关和时限”。
snapshot	快照	<i>(ITIL Continual Service Improvement) (ITIL Service Transition)</i> The current state of a configuration item, process or any other set of data recorded at a specific point in time. Snapshots can be captured by discovery tools or by manual techniques such as an assessment. See also baseline; benchmark.	(ITIL服务转换) (ITIL持续服务改进) 在特定的时间点记录配置项、流程或其他的数据集的当前状态。快照还可以由发现工具或作为评估手段的手工技术抓拍。参见“基线”、“标杆”。
software asset management (SAM)	软件资产管理 (SAM)	<i>(ITIL Service Transition)</i> The process responsible for tracking and reporting the use and ownership of software assets throughout their lifecycle. Software asset management is part of an overall service asset and configuration management process. This process is not described in detail within the core ITIL publications.	(ITIL服务转换) 负责通过生命周期追踪和报告软件资产的使用和所有权情况。 SAM 是服务资产和配置管理流程的一部分。该流程在核心ITIL出版物中没有详细描述。
source	来源	See service sourcing.	参见“服务采购”。
specification	规范	A formal definition of requirements. A specification may be used to define technical or operational requirements, and may be internal or external. Many public standards consist of a code of practice and a specification. The specification defines the standard against which an organization can be audited.	需求的正式定义。规范可用于定义技术或运行需求，可以是内部或外部的。许多公共标准由实用规则和规范组成。规范根据可以审核的组织定义标准。
stakeholder	利害关系人	A person who has an interest in an organization, project, IT service etc. Stakeholders may be interested in the activities, targets, resources or deliverables. Stakeholders may include customers, partners, employees, shareholders, owners etc. See also RACI.	与组织、项目、IT服务等存在利益的个人。利害关系人可能对活动、目标、资源或交付物感兴趣。利害关系人可以包括客户、合作伙伴、雇员、持股者、所有者等。参见“RACI”。

英文术语	中文术语	英文定义	中文定义
standard	标准	A mandatory requirement. Examples include ISO/IEC 20000 (an international standard), an internal security standard for Unix configuration, or a government standard for how financial records should be maintained. The term is also used to refer to a code of practice or specification published by a standards organization such as ISO or BSI. See <i>also</i> guideline.	一种强制的要求。例子包括 ISO/IEC 20000（国际标准），Unix 配置的内部安全标准或应该如何维护财务记录的政府标准。标准一词还用于指标准组织（例如 ISO 或 BSI）发布的实用规则或规范。参见“指南”。
standard change	标准变更	<i>(ITIL Service Transition)</i> A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction – for example, a password reset or provision of standard equipment to a new employee. Requests for change are not required to implement a standard change, and they are logged and tracked using a different mechanism, such as a service request. See <i>also</i> change model.	(ITIL服务转换) 预先授权的变更，它的风险低、相对常见并遵守程序或作业指导书。例如，密码重置或为新雇员提供标准设备。RFC 不是实施标准变更所必需的，它们使用不同的机制进行记录和跟踪，例如服务请求。参见“变更模型”。
standard operating procedures (SOP)	标准操作程序 (SOP)	<i>(ITIL Service Operation)</i> Procedures used by IT operations management.	(ITIL服务运营) IT 运营管理采用的程序。
standby	备用	<i>(ITIL Service Design)</i> Used to refer to resources that are not required to deliver the live IT services, but are available to support IT service continuity plans. For example, a standby data centre may be maintained to support hot standby, warm standby or cold standby arrangements.	(ITIL服务设计) 用于指代提供生产环境中的 IT 服务不需要，但可用于支持 IT 服务连续性计划的资源。例如，可以维持一个备用数据中心，以支持热备用、暖备用或冷备用的安排。
statement of requirements (SOR)	需求声明 (SOR)	<i>(ITIL Service Design)</i> A document containing all requirements for a product purchase, or a new or changed IT service. See <i>also</i> terms of reference.	(ITIL服务设计) 一种文件，其中包含对产品采购、新的或变更 IT 服务的所有需求。参见“参考条款”。
status	状态	The name of a required field in many types of record. It shows the current stage in the lifecycle of the associated configuration item, incident, problem etc.	许多类型的记录中必填字段的名称。它显示了相关配置项、事件、问题等在生命周期中的当前阶段。

英文术语	中文术语	英文定义	中文定义
status accounting	状态清查	<i>(ITIL Service Transition)</i> The activity responsible for recording and reporting the lifecycle of each configuration item.	(ITIL服务转换) 负责记录和报告每个配置项的生命周期的活动。
storage management	存储管理	<i>(ITIL Service Operation)</i> The process responsible for managing the storage and maintenance of data throughout its lifecycle.	(ITIL服务运营) 负责管理数据在整个生命周期的存储和维护的流程。
strategic	战略性	<i>(ITIL Service Strategy)</i> The highest of three levels of planning and delivery (strategic, tactical, operational). Strategic activities include objective setting and long-term planning to achieve the overall vision.	(ITIL服务战略) 规划和交付三级中（战略性、战术性、运行）最高的级别。战略性活动包括目标设定和长期规划，以实现总体的愿景目标。
strategic asset	战略性资产	<i>(ITIL Service Strategy)</i> Any asset that provides the basis for core competence, distinctive performance or sustainable competitive advantage, or which allows a business unit to participate in business opportunities. Part of service strategy is to identify how IT can be viewed as a strategic asset rather than an internal administrative function.	(ITIL服务战略) 任何为核心能力、特殊的工作绩效或可持续性的竞争优势提供基础，或者使得业务单元参与到商业机会的资产。服务战略的一部分是确定IT如何才能被看作是战略性资产而不仅仅是一个内部的行政职能。
strategy	战略	<i>(ITIL Service Strategy)</i> A strategic plan designed to achieve defined objectives.	(ITIL服务战略) 用于实现预定目标的战略计划。
strategy management for IT services	IT服务战略管理	<i>(ITIL Service Strategy)</i> The process responsible for defining and maintaining an organization's perspective, position, plans and patterns with regard to its services and the management of those services. Once the strategy has been defined, strategy management for IT services is also responsible for ensuring that it achieves its intended business outcomes.	(ITIL服务战略) 负责定义和维持一个组织的关于其服务和管理的视角、定位、规划和服务模式的流程。一旦战略被定义了，IT服务战略管理也负责确保达到计划的业务结果。

英文术语	中文术语	英文定义	中文定义
super user	超级用户	<i>(ITIL Service Operation)</i> A user who helps other users, and assists in communication with the service desk or other parts of the IT service provider. Super users are often experts in the business processes supported by an IT service and will provide support for minor incidents and training.	(ITIL服务运营) 帮助其他用户与服务台或 IT 服务提供方的其它部门联络的用户。超级用户通常对IT服务支持下的业务过程非常精通并且为非重大事件和培训提供支持。
supplier	供应商/供方	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A third party responsible for supplying goods or services that are required to deliver IT services. Examples of suppliers include commodity hardware and software vendors, network and telecom providers, and outsourcing organizations. See also supply chain; underpinning contract.	(ITIL服务战略) (ITIL服务设计) 负责提供交付 IT 服务所需的商品或服务的第三方。供应商的例子包括商用软硬件厂商、网络和通信供应商和外包组织。参见“支撑合同”，“供应链”。
supplier and contract management information system (SCMIS)	供应商与合同管理信息系统 (SCMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support supplier management. See also service knowledge management system.	(ITIL服务设计) 一套用于支持供应商管理的工具、数据和信息。参见“服务知识管理系统”。
supplier management	供应商管理	<i>(ITIL Service Design)</i> The process responsible for obtaining value for money from suppliers, ensuring that all contracts and agreements with suppliers support the needs of the business, and that all suppliers meet their contractual commitments. See also supplier and contract management information system.	(ITIL服务设计) 负责从供应商处获得金钱价值，确保与供应商签订的所有合同和协议支持业务的需要，并且所有供应商达到合同承诺的流程。参见“供应商与合同管理信息系统”。
supply chain	供应链	<i>(ITIL Service Strategy)</i> The activities in a value chain carried out by suppliers. A supply chain typically involves multiple suppliers, each adding value to the product or service. See also value network.	(ITIL服务战略) 由供应商执行的价值链中的活动。供应链通常会涉及多个供应商，每个都为产品或服务增值。参见“价值网”。

英文术语	中文术语	英文定义	中文定义
support group	支持组	<i>(ITIL Service Operation)</i> A group of people with technical skills. Support groups provide the technical support needed by all of the IT service management processes. See also technical management.	(ITIL服务运营) 一组有专业技能的人员。支持组为所有 IT 服务管理流程提供需要的技术支持。参见“技术管理”。
support hours	支持时间	<i>(ITIL Service Design) (ITIL Service Operation)</i> The times or hours when support is available to the users. Typically these are the hours when the service desk is available. Support hours should be defined in a service level agreement, and may be different from service hours. For example, service hours may be 24 hours a day, but the support hours may be 07:00 to 19:00.	(ITIL服务设计) (ITIL服务运营) 可为用户提供支持的时间或时数。通常这是服务台的工作时间。支持时间应该在服务级别协议中定义，可能与服务时间不同。例如，服务时间可以是每天 24 小时，但支持时间可能是 07:00 到 19:00。
supporting service	支持服务 (supporting service)	<i>(ITIL Service Design)</i> An IT service that is not directly used by the business, but is required by the IT service provider to deliver customer-facing services (for example, a directory service or a backup service). Supporting services may also include IT services only used by the IT service provider. All live supporting services, including those available for deployment, are recorded in the service catalogue along with information about their relationships to customer-facing services and other CIs.	(ITIL服务设计) 一种不仅直接被业务使用，同时被IT服务提供方交付面向客户服务所需要的IT服务。例如目录服务或备份服务。支持服务 (supporting service) 可能仅包括由IT服务供应方使用的IT服务。所有生产环境中的包括那些可用于部署的支持服务 (supporting service) 都被记录在服务目录中并且附有他们与面向客户服务和其他CIs的关系。
SWOT analysis	SWOT 分析	<i>(ITIL Continual Service Improvement)</i> A technique that reviews and analyses the internal strengths and weaknesses of an organization and the external opportunities and threats that it faces. SWOT stands for strengths, weaknesses, opportunities and threats.	(ITIL持续服务改进) 一种评审和分析组织的内部优势和劣势，以及其面临的外部机会和威胁的方法。SWOT 代表优势，劣势，机会和威胁。

英文术语	中文术语	英文定义	中文定义
system	系统/体系	<p>A number of related things that work together to achieve an overall objective. For example:</p> <p>A computer system including hardware, software and applications</p> <p>A management system, including the framework of policy, processes, functions, standards, guidelines and tools that are planned and managed together – for example, a quality management system</p> <p>A database management system or operating system that includes many software modules which are designed to perform a set of related functions.</p>	<p>许多相关的事物，它们共同实现总体的目标。例如：</p> <ul style="list-style-type: none"> • 计算机系统包括硬件和应用程序。 • 管理体系包括一起计划和管理的流程、职能、标准、指南和工具组成的政策框架。例如质量管理体系。 • 数据库管理系统或操作系统包括许多软件模块，它们可以执行一系列的相关功能。
system management	系统管理	The part of IT service management that focuses on the management of IT infrastructure rather than process.	IT 服务管理的一部分，关注 IT 基础架构而不是流程的管理。
tactical	战术性	The middle of three levels of planning and delivery (strategic, tactical, operational). Tactical activities include the medium-term plans required to achieve specific objectives, typically over a period of weeks to months.	规划和交付三级中（战略性、战术性、运行）中间级别。战术活动包括实现特定目标所需的中期计划，一般是数周或数月。
technical management	技术管理	<i>(ITIL Service Operation)</i> The function responsible for providing technical skills in support of IT services and management of the IT infrastructure. Technical management defines the roles of support groups, as well as the tools, processes and procedures required.	(ITIL服务运营) 负责提供专业技能，以支持 IT 服务和 IT 基础架构管理的职能。技术管理定义了支持组的角色，以及所需的工具、流程和程序。
technical observation (TO)	技术观察 (TO)	<i>(ITIL Continual Service Improvement) (ITIL Service Operation)</i> A technique used in service improvement, problem investigation and availability management. Technical support staff meet to monitor the behaviour and performance of an IT service and make recommendations for improvement.	(ITIL持续服务改进) (ITIL服务运营) 用于服务改进、问题研究和可用性管理的方法。技术支持人员共同监视 IT 服务的行为和绩效，然后提出改进的建议。

英文术语	中文术语	英文定义	中文定义
technical support	技术支持	See technical management.	参见“技术管理”。
tension metrics	平衡指标	<i>(ITIL Continual Service Improvement)</i> A set of related metrics, in which improvements to one metric have a negative effect on another. Tension metrics are designed to ensure that an appropriate balance is achieved.	(ITIL持续服务改进) 一套相关的指标，对其中一项指标的改进对另一个有不利的影响。平衡指标可以确保达到适当的平衡。
terms of reference (TOR)	参考条款 (TOR)	<i>(ITIL Service Design)</i> A document specifying the requirements, scope, deliverables, resources and schedule for a project or activity.	(ITIL服务设计) 一种文件，其中详细说明了需求、范围、交付物、资源和项目或活动的时间表。
test	测试	<i>(ITIL Service Transition)</i> An activity that verifies that a configuration item, IT service, process etc. meets its specification or agreed requirements. See also acceptance; service validation and testing.	(ITIL服务转换) 检验配置项、IT 服务、流程等是否达到规范或约定要求的活动。 参见“验收”，“服务验证和测试”。
test environment	测试环境	<i>(ITIL Service Transition)</i> A controlled environment used to test configuration items, releases, IT services, processes etc.	(ITIL服务转换) 一个用于测试配置项、发布、IT 服务、流程等的可控环境。
third party	第三方	A person, organization or other entity that is not part of the service provider's own organization and is not a customer – for example, a software supplier or a hardware maintenance company. Requirements for third parties are typically specified in contracts that underpin service level agreements. See also underpinning contract.	不属于服务提供方自己的组织也不是客户的个人、组织或其他实体。例如软件供应商、或者硬件维护公司。对第三方的要求一般在支撑服务级别协议的合同中规定。 参见“支撑合同”。
third-line support	三线支持	<i>(ITIL Service Operation)</i> The third level in a hierarchy of support groups involved in the resolution of incidents and investigation of problems. Each level contains more specialist skills, or has more time or other resources.	(ITIL服务运营) 在参与事件的解决和问题研究的支持组等级中的第三级。每级包含更多的专业技能，或者有更多的时间或其它资源。

英文术语	中文术语	英文定义	中文定义
threat	威胁	A threat is anything that might exploit a vulnerability. Any potential cause of an incident can be considered a threat. For example, a fire is a threat that could exploit the vulnerability of flammable floor coverings. This term is commonly used in information security management and IT service continuity management, but also applies to other areas such as problem and availability management.	任何可能利用脆弱性的事物。事件的任何潜在原因可以认为是威胁。例如，火灾是可以利用易燃地板材料脆弱性的威胁。该术语常用于信息安全管理 和 IT 服务连续性管理，还适用于其它领域，例如问题和可用性管理。
threshold	阈值	The value of a metric that should cause an alert to be generated or management action to be taken. For example, 'Priority 1 incident not solved within four hours', 'More than five soft disk errors in an hour', or 'More than 10 failed changes in a month'.	可以引发告警或采取管理行动的指标值。例如“4 小时内未解决的优先级为 1 的事件”、“1 小时内出现 5 次磁盘错误”或者“一个月内超过 10 次失败的变更”。
throughput	吞吐量	<i>(ITIL Service Design)</i> A measure of the number of transactions or other operations performed in a fixed time – for example, 5,000 e-mails sent per hour, or 200 disk I/Os per second.	(ITIL服务设计) 对在固定时间内执行的交易或其它运营数量的测量。例如，每小时发送 5000 封电子邮件，或者每秒 200 次磁盘输入输出操作。
total cost of ownership (TCO)	总体拥有成本 (TCO)	<i>(ITIL Service Strategy)</i> A methodology used to help make investment decisions. It assesses the full lifecycle cost of owning a configuration item, not just the initial cost or purchase price. See also total cost of utilization.	(ITIL服务战略) 一种用于帮助制定投资决策的方法。TCO 评估拥有配置项的全部生命周期成本，不仅是最初的成本或采购价格。参见“总体使用成本”。
total cost of utilization (TCU)	总体使用成本 (TCU)	<i>(ITIL Service Strategy)</i> A methodology used to help make investment and service sourcing decisions. Total cost of utilization assesses the full lifecycle cost to the customer of using an IT service. See also total cost of ownership.	(ITIL服务战略) 一种用于帮助制定投资和服务采购决策的方法。TCU 评估客户使用 IT 服务的全部生命周期成本。参见“总体拥有成本”。

英文术语	中文术语	英文定义	中文定义
total quality management (TQM)	全面质量管理 (TQM)	<i>(ITIL Continual Service Improvement)</i> A methodology for managing continual improvement by using a quality management system. Total quality management establishes a culture involving all people in the organization in a process of continual monitoring and improvement.	(ITIL持续服务改进) 一种利用质量管理体系，管理连续改进的方法。TQM 建立了一种文化，就是组织内的所有人员都参与连续监督和改进的流程。
transaction	交易	A discrete function performed by an IT service – for example, transferring money from one bank account to another. A single transaction may involve numerous additions, deletions and modifications of data. Either all of these are completed successfully or none of them is carried out.	IT 服务执行的不连续功能。例如将钱从银行的一个账户转到另一个账户。一笔交易可以包含对数据的许多增删和修改。所有这些操作或者成功完成，或者都不执行。
transfer cost	转移成本	<i>(ITIL Service Strategy)</i> A cost type which records expenditure made on behalf of another part of the organization. For example, the IT service provider may pay for an external consultant to be used by the finance department and transfer the cost to them. The IT service provider would record this as a transfer cost.	(IT服务战略) 记录代表其他组织花费的成本类型。例如，IT服务提供方会支付给一个财务部门的外部顾问报酬并把成本转移到该部门。该IT服务提供方会把它作为转移成本记录。
transition	转换	<i>(ITIL Service Transition)</i> A change in state, corresponding to a movement of an IT service or other configuration item from one lifecycle status to the next.	(ITIL服务转换) 状态的改变，相当于将 IT 服务或其它配置项从一个生命周期状态转到另一个状态。
transition planning and support	转换规划与支持	<i>(ITIL Service Transition)</i> The process responsible for planning all service transition processes and coordinating the resources that they require.	(ITIL服务转换) 负责规划所有服务转换流程和协调它们所需资源的流程。

英文术语	中文术语	英文定义	中文定义
trend analysis	趋势分析	<i>(ITIL Continual Service Improvement)</i> Analysis of data to identify time-related patterns. Trend analysis is used in problem management to identify common failures or fragile configuration items, and in capacity management as a modelling tool to predict future behaviour. It is also used as a management tool for identifying deficiencies in IT service management processes.	(ITIL持续服务改进) 分析数据以确定与时间有关的方式。趋势分析用于问题管理，以确定常见的失效或脆弱的配置项，在容量管理中用作建模工具来预测未来的行为。它还用作管理工具确定 IT 服务管理流程中的缺陷。
tuning	调整	The activity responsible for planning changes to make the most efficient use of resources. Tuning is most commonly used in the context of IT services and components. Tuning is part of capacity management, which also includes performance monitoring and implementation of the required changes. Tuning is also called optimization, particularly in the context of processes and other non-technical resources.	负责规划变更，以便于最有效地利用资源的活动。调整最多的是用于IT服务和组件的环境。调整是容量管理的一部分，还包括所需变更的性能监视和实施。调整也叫优化，尤其是在流程和其他非技术资源环境中。
Type I service provider	一类服务提供方	<i>(ITIL Service Strategy)</i> An internal service provider that is embedded within a business unit. There may be several Type I service providers within an organization.	(ITIL 服务战略) 纳入业务部门的内部服务提供方。一个组织内可以有多个一类服务提供方。
Type II service provider	二类服务提供方	<i>(ITIL Service Strategy)</i> An internal service provider that provides shared IT services to more than one business unit. Type II service providers are also known as shared service units.	(ITIL 服务战略) 为多个业务部门提供共享 IT 服务的内部服务提供方。二类服务提供方也叫作共享服务部门。
Type III service provider	三类服务提供方	<i>(ITIL Service Strategy)</i> A service provider that provides IT services to external customers.	(ITIL 服务战略) 为外部客户提供 IT 服务的提供方。

英文术语	中文术语	英文定义	中文定义
underpinning contract (UC)	支撑合同 (UC)	<i>(ITIL Service Design)</i> A contract between an IT service provider and a third party. The third party provides goods or services that support delivery of an IT service to a customer. The underpinning contract defines targets and responsibilities that are required to meet agreed service level targets in one or more service level agreements.	(ITIL 服务设计) IT 服务提供方与第三方之间的合同。第三方为客户提供支持 IT 服务交付的商品或服务。支撑合同定义了达到一个或多个 SLA 中约定的服务级别目标所需的目标和责任。
unit cost	单位成本	<i>(ITIL Service Strategy)</i> The cost to the IT service provider of providing a single component of an IT service. For example, the cost of a single desktop PC, or of a single transaction.	(ITIL 服务战略) IT 服务提供方提供一个部分的 IT 服务付出的成本。例如一套台式机或一笔交易的成本。
urgency	紧急度	<i>(ITIL Service Design) (ITIL Service Transition)</i> A measure of how long it will be until an incident, problem or change has a significant impact on the business. For example, a high-impact incident may have low urgency if the impact will not affect the business until the end of the financial year. Impact and urgency are used to assign priority.	(ITIL 服务转换) (ITIL 服务设计) 测量事件、问题或变更多久会对业务产生重大的影响。例如，如果事件到财年底才会影响业务，则影响大的时间可能紧急程度较低。指定优先级时要考虑到影响度和紧急度。
usability	易用性	<i>(ITIL Service Design)</i> The ease with which an application, product or IT service can be used. Usability requirements are often included in a statement of requirements.	(ITIL 服务设计) 应用、产品或 IT 服务能否轻松使用。易用性要求经常包含在需求说明中。
use case	用例	<i>(ITIL Service Design)</i> A technique used to define required functionality and objectives, and to design tests. Use cases define realistic scenarios that describe interactions between users and an IT service or other system.	(ITIL 服务设计) 一种用于定义所需功能和目标，以及设计测试的方法。使用实例定义了现实的情景，描述了用户与 IT 服务或其它系统间的相互作用。

英文术语	中文术语	英文定义	中文定义
user	用户	A person who uses the IT service on a day-to-day basis. Users are distinct from customers, as some customers do not use the IT service directly.	日常使用 IT 服务的人。用户与客户是不同的，因为某些客户不直接使用 IT 服务。
user profile (UP)	用户资料 (UP)	(ITIL Service Strategy) A pattern of user demand for IT services. Each user profile includes one or more patterns of business activity.	(ITIL服务战略) 用户对 IT 服务的一种需求方式。每个用户资料包括一个或多个业务活动图形。
utility	功用	(ITIL Service Strategy) The functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does', and can be used to determine whether a service is able to meet its required outcomes, or is 'fit for purpose'. The business value of an IT service is created by the combination of utility and warranty. See also service validation and testing.	(ITIL服务战略) 产品或服务为满足特定需要而提供的功能。功用可以被概括为“这个服务做什么”，并且可以用于确定服务是否能够满足所需求的结果或者“客户的意图”。IT服务的商业价值是由功用和功效共同组成。参见“服务验证和测试”。
validation	验证	(ITIL Service Transition) An activity that ensures a new or changed IT service, process, plan or other deliverable meets the needs of the business. Validation ensures that business requirements are met even though these may have changed since the original design. See also acceptance; qualification; service validation and testing; verification.	(ITIL 服务转换) 确保新的或变更的 IT 服务、流程、计划或其它交付物满足业务需要的活动。验证过程可以确保即使业务需求自原始设计后可能已经改变也得到满足。参见“验收”，“资格鉴定”，“服务验证和测试”，“检验”。
value chain	价值链	(ITIL Service Strategy) A sequence of processes that creates a product or service that is of value to a customer. Each step of the sequence builds on the previous steps and contributes to the overall product or service. See also value network.	(ITIL 服务战略) 能够创造对客户有价值的产品或服务的一系列流程。系列的每个步骤都依赖以前的步骤，并为总体产品或服务做出贡献。参见价值网。参见“价值网”。
value for money	物有所值	An informal measure of cost effectiveness. Value for money is often based on a comparison with the cost of alternatives. See also cost benefit analysis.	成本有效性的非正式测量方法。物有所值经常需要与可选方案的成本比较。参见成本效益分析。

英文术语	中文术语	英文定义	中文定义
value network	价值网	<i>(ITIL Service Strategy)</i> A complex set of relationships between two or more groups or organizations. Value is generated through exchange of knowledge, information, goods or services. See also partnership; value chain.	(ITIL 服务战略) 两个或多个团队或组织间复杂的一系列关系。价值是通过交换知识、信息、商品或服务而产生的。参见“价值链”，“合作伙伴关系”。
value on investment (VOI)	投资价值 (VOI)	<i>(ITIL Continual Service Improvement)</i> A measurement of the expected benefit of an investment. Value on investment considers both financial and intangible benefits. See also return on investment.	(ITIL 持续服务改进) 对投资预期收益的测量。VOI 考虑财务和无形的收益。参见投资回报率。
variable cost	可变成本	<i>(ITIL Service Strategy)</i> A cost that depends on how much the IT service is used, how many products are produced, the number and type of users, or something else that cannot be fixed in advance.	(ITIL 服务战略) 一种成本，它依靠 IT 服务的使用量，产品的产量、用户的数量和类型或某些无法预先确定的因素。
variance	差异	The difference between a planned value and the actual measured value. Commonly used in financial management, capacity management and service level management, but could apply in any area where plans are in place.	计划价值与实测价值间的差异。常用于财务管理、容量管理和服务级别管理，但能够应用于有计划的任何领域。
verification	检验	<i>(ITIL Service Transition)</i> An activity that ensures that a new or changed IT service, process, plan or other deliverable is complete, accurate, reliable and matches its design specification. See also acceptance; validation; service validation and testing.	(ITIL 服务转换) 确保新的或变更的 IT 服务、流程、计划或其它交付物完全、准确、可靠和符合设计规范的活动。参见“验收”，“验证”，“服务验证和测试”。

英文术语	中文术语	英文定义	中文定义
verification and audit	检验和审核	<i>(ITIL Service Transition)</i> The activities responsible for ensuring that information in the configuration management system is accurate and that all configuration items have been identified and recorded. Verification includes routine checks that are part of other processes – for example, verifying the serial number of a desktop PC when a user logs an incident. Audit is a periodic, formal check.	(ITIL 服务转换) 负责确保 配置管理系统 中的信息准确，并且已经确定了所有配置项并记录。检验包括属于其它流程的例行检查。例如，当用户登记事件时核实台式机的序列号。审核是定期的正式检查。
version	版本	<i>(ITIL Service Transition)</i> A version is used to identify a specific baseline of a configuration item. Versions typically use a naming convention that enables the sequence or date of each baseline to be identified. For example, payroll application version 3 contains updated functionality from version 2.	(ITIL 服务转换) 版本用于确定配置项的特定基线。版本通常使用的命名惯例能够使用户了解每个基线的次序或日期。例如，工资应用 Version 3 包含由 Version 2 更新的功能。
vision	愿景	A description of what the organization intends to become in the future. A vision is created by senior management and is used to help influence culture and strategic planning. See also mission.	对组织未来预期的描述。愿景是由高级管理层创造的，用于帮助影响文化和战略规划。 参见“任务”。
vital business function (VBF)	关键业务功能 (VBF)	<i>(ITIL Service Design)</i> Part of a business process that is critical to the success of the business. Vital business functions are an important consideration of business continuity management, IT service continuity management and availability management.	(ITIL 服务设计) 对业务成功非常关键的业务流程的一部分。关键业务功能是业务连续性管理、IT 服务连续性管理和可用性管理的重要考虑因素。
vulnerability	脆弱性	A weakness that could be exploited by a threat – for example, an open firewall port, a password that is never changed, or a flammable carpet. A missing control is also considered to be a vulnerability.	可能被威胁所利用的弱点。例如，打开的防火墙端口，从不修改的密码或易燃的地毯。失去控制也被视为弱点。
warm standby	暖备用	See intermediate recovery.	参见“中级恢复”。

英文术语	中文术语	英文定义	中文定义
warranty	功效	(ITIL Service Strategy) Assurance that a product or service will meet agreed requirements. This may be a formal agreement such as a service level agreement or contract, or it may be a marketing message or brand image. Warranty refers to the ability of a service to be available when needed, to provide the required capacity, and to provide the required reliability in terms of continuity and security. Warranty can be summarized as 'how the service is delivered', and can be used to determine whether a service is 'fit for use'. The business value of an IT service is created by the combination of utility and warranty. See also service validation and testing.	(ITIL 服务战略) 对产品或服务会满足约定要求的保证。这个可以是一个正式的协议，例如服务级别协议或合同，也可以是一个市场信息或者品牌形象。功效指一个服务在被需要的时候及时可用的能力；指提供所要求的容量，也指按照连续性和安全性提供所需的可靠性。功效可以被总结为“服务如何交付”并且被用于确定服务是否“适合使用”。IT 服务的商业价值由功用和功效共同组成。参见“服务验证和测试”。
work in progress (WIP)	进行中 (WIP)	A status that means activities have started but are not yet complete. It is commonly used as a status for incidents, problems, changes etc.	一种状态，表示活动已经开始，但尚未完成。常用作事件、问题、变更等的状态。
work instruction	作业指导书	A document containing detailed instructions that specify exactly what steps to follow to carry out an activity. A work instruction contains much more detail than a procedure and is only created if very detailed instructions are needed.	一个文件，其中包含完成活动所需步骤的详细说明。作业指导书相比程序更加详细，只在需要非常详细的指令时才创建。
work order	工作指令	A formal request to carry out a defined activity. Work orders are often used by change management and by release and deployment management to pass requests to technical management and application management functions.	执行一个已定义活动的正式请求。一组工作指令通常是由变更和发布与部署管理来使用，用于发送请求给技术管理和应用管理职能。

英文术语	中文术语	英文定义	中文定义
workaround	规避措施	<p>(ITIL Service Operation) Reducing or eliminating the impact of an incident or problem for which a full resolution is not yet available – for example, by restarting a failed configuration item. Workarounds for problems are documented in known error records. Workarounds for incidents that do not have associated problem records are documented in the incident record.</p>	<p>(ITIL 服务运营) 在还没有完全的解决方法时，减少或消除事件或问题的影响。例如重新启动发生故障的配置项。问题的规避措施记录在已知错误记录中。没有相关问题记录的事件规避措施记录在事件记录中。</p>
workload	工作负载	<p>The resources required to deliver an identifiable part of an IT service. Workloads may be categorized by users, groups of users, or functions within the IT service. This is used to assist in analysing and managing the capacity, performance and utilization of configuration items and IT services. The term is sometimes used as a synonym for throughput.</p>	<p>提供可确认 IT 服务所需的资源。工作负载可以按用户、用户组或 IT 服务内的功能分类。它用于帮助分析和配置项和 IT 服务的容量、性能和使用。工作负载一词有时用作吞吐量的同义词。</p>

缩写语列表

英文缩写	中文缩写	英文全称	中文全称
ACD	ACD	automatic call distribution	自动呼叫分配
AM	AM	availability management	可用性管理
AMIS	AMIS	availability management information system	可用性管理信息系统
ASP	ASP	application service provider	应用服务提供方
AST	AST	agreed service time	协定服务时间
BCM	BCM	business continuity management	业务连续性管理
BCP	BCP	business continuity plan	业务连续性计划
BIA	BIA	business impact analysis	业务影响分析
BMP	BMP	Best Management Practice	最佳管理实践
BRM	BRM	business relationship manager	业务关系经理
BSI	BSI	British Standards Institution	英国标准协会
CAB	CAB	change advisory board	变更顾问委员会
CAPEX	CAPEX	capital expenditure	资本支出
CCM	CCM	component capacity management	组件容量管理
CFIA	CFIA	component failure impact analysis	组件失效影响分析

英文缩写	中文缩写	英文全称	中文全称
CI	CI	configuration item	配置项
CMDB	CMDB	configuration management database	配置管理数据库
CMIS	CMIS	capacity management information system	容量管理信息系统
CMM	CMM	capability maturity model	能力成熟度模型
CMMI	CMMI	Capability Maturity Model Integration	能力成熟度模型集成
CMS	CMS	configuration management system	配置管理系统
COBIT	COBIT	Control Objectives for Information and related Technology	信息及相关技术控制目标
COTS	COTS	commercial off the shelf	商用现货
CSF	CSF	critical success factor	关键成功因素
CSI	CSI	continual service improvement	持续服务改进
CTI	CTI	computer telephony integration	计算机电话集成
DIKW	DIKW	Data-to-Information-to-Knowledge-to-Wisdom	数据到信息到知识到智慧
DML	DML	definitive media library	最终介质库
ECAB	ECAB	emergency change advisory board	紧急变更顾问委员会
ELS	ELS	early life support	早期支持
eSCM-CL	eSCM-CL	eSourcing Capability Model for Client Organizations	针对顾客的电子外包能力模型

英文缩写	中文缩写	英文全称	中文全称
eSCM-SP	eSCM-SP	eSourcing Capability Model for Service Providers	针对服务提供方的电子外包能力模型
FTA	FTA	fault tree analysis	故障树分析
IRR	IRR	internal rate of return	内部回报率
ISG	ISG	IT steering group	IT 指导委员会
ISM	ISM	information security management	信息安全管理
ISMS	ISMS	information security management system	信息安全管理体系
ISO	ISO	International Organization for Standardization	国际标准化组织
ISP	ISP	internet service provider	互联网服务提供方
IT	IT	information technology	信息技术
ITSCM	ITSCM	IT service continuity management	IT 服务连续性管理
ITSM	ITSM	IT service management	IT 服务管理
itSMF	itSMF	IT Service Management Forum	IT 服务管理论坛
IVR	IVR	interactive voice response	交互式语音应答
KEDB	KEDB	known error database	已知错误数据库
KPI	KPI	key performance indicator	关键绩效指标
LOS	LOS	line of service	服务线
MIS	MIS	management information system	管理信息系统

英文缩写	中文缩写	英文全称	中文全称
M_o_R	M_o_R	Management of Risk	风险管理
MTBF	MTBF	mean time between failures	平均无失效时间
MTBSI	MTBSI	mean time between service incidents	平均服务事件间隔
MTRS	MTRS	mean time to restore service	平均服务恢复时间
MTTR	MTTR	mean time to repair	平均修复时间
NPV	NPV	net present value	净现值
OLA	OLA	operational level agreement	运营级别协议
OPEX	OPEX	operational expenditure	运行支出
PBA	PBA	pattern of business activity	业务活动模式
PDCA	PDCA	Plan-Do-Check-Act	策划-实施-检查-处置
PFS	PFS	prerequisite for success	成功的先决条件
PIR	PIR	post-implementation review	实施后的评审
PMBOK	PMBOK	Project Management Body of Knowledge	项目知识管理体系
PMI	PMI	Project Management Institute	项目管理协会
PMO	PMO	project management office	项目管理办公室
PRINCE2	PRINCE2	PRojects IN Controlled Environments	受控环境中的项目
PSO	PSO	projected service outage	预计的服务中断

英文缩写	中文缩写	英文全称	中文全称
QA	QA	quality assurance	质量保证
QMS	QMS	quality management system	质量管理体系
RACI	RACI	responsible, accountable, consulted and informed	负责、承担责任的、咨询、知会
RCA	RCA	root cause analysis	根本原因分析
RFC	RFC	request for change	变更请求
ROA	ROA	return on assets	资产回报
ROI	ROI	return on investment	投资回报
RPO	RPO	recovery point objective	恢复点目标
RTO	RTO	recovery time objective	恢复时间目标
SAC	SAC	service acceptance criteria	服务验收标准
SACM	SACM	service asset and configuration management	服务资产和配置管理
SAM	SAM	software asset management	软件资产管理
SCM	SCM	service capacity management	服务容量管理
SCMIS	SCMIS	supplier and contract management information system	供应商与合同管理信息系统
SDP	SDP	service design package	服务设计包
SFA	SFA	service failure analysis	服务失效分析

英文缩写	中文缩写	英文全称	中文全称
SIP	SIP	service improvement plan	服务改进计划
SKMS	SKMS	service knowledge management system	服务知识管理系统
SLA	SLA	service level agreement	服务级别协议
SLM	SLM	service level management	服务级别管理
SLP	SLP	service level package	服务级别包
SLR	SLR	service level requirement	服务级别需求
SMART	SMART	specific, measurable, achievable, relevant and time-bound	具体, 可测, 可行, 相关和时限
SMIS	SMIS	security management information system	安全管理信息系统
SMO	SMO	service maintenance objective	服务维护目标
SoC	SoC	separation of concerns	关注点分离
SOP	SOP	standard operating procedure	标准操作程序
SOR	SOR	statement of requirements	需求声明
SOX	SOX	Sarbanes-Oxley (US law)	萨班斯 - 奥克斯利法案
SPI	SPI	service provider interface	服务提供方接口
SPM	SPM	service portfolio management	服务组合管理
SPOF	SPOF	single point of failure	单点故障

英文缩写	中文缩写	英文全称	中文全称
TCO	TCO	total cost of ownership	总体拥有成本
TCU	TCU	total cost of utilization	总体使用成本
TO	TO	technical observation	技术观察
TOR	TOR	terms of reference	参考条款
TQM	TQM	total quality management	全面质量管理
UC	UC	underpinning contract	支撑合同
UP	UP	user profile	用户资料
VBF	VBF	vital business function	关键业务功能
VOI	VOI	value on investment	投资价值
WIP	WIP	work in progress	进行中

Swirl logo™ 是英国政府商务部(OGC)的商标

ITIL®是英国政府商务部(OGC)注册商标

PRINCE2®是英国政府商务部(OGC)注册商标

M_o_R®是英国政府商务部 (OGC) 注册商标