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ITIL 詞彙和縮寫

中文（繁體）

本詞彙表可以免費下載。

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致 謝

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何星翰 (Sidney Ho) 黃承聖 (Joe Huang)

詞彙定義

英文詞彙	中文詞彙	英文定義	中文定義
acceptance	驗收	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. <i>See also</i> service acceptance criteria.	IT 服務、流程、計畫、或其他交付項目是完整、準確、可靠及符合其特定需求的正式協議文件。驗收通常是透過變更評估或測試，在專案或流程進行至下個階段前執行。參考「服務驗收準則 service acceptance criteria 」
access management	存取管理	<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.	<i>(ITIL 服務維運)</i> 負責允許使用者使用 IT 服務、資料或其他資產。存取管理僅讓經授權的使用者存取或修改資產，以協助保護資產的機密性、完整性和可用性。存取管理貫徹了資訊安全管理政策，有時被稱為權限管理或是身份識別管理。
account manager	客戶經理	<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.	<i>(ITIL 服務策略)</i> 類似於營運關係經理的角色，但負責更多商業方面的事物，通常被用於處理與外部客戶的關係。
accounting	會計	<i>(ITIL Service Strategy)</i> The process responsible for identifying the actual costs of delivering IT services, comparing these with budgeted costs, and managing variance from the budget.	<i>(ITIL 服務策略)</i> 負責用於提供 IT 服務的實際成本，比較實際成本和預算成本、並管理之間的差異。

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accounting period	會計期間	<i>(ITIL Service Strategy)</i> A period of time (usually one year) for which budgets, charges, depreciation and other financial calculations are made. See also financial year.	<i>(ITIL 服務策略)</i> 一段用於制定預算、收費、折舊、及其它金融計算的時間 (通常為一年)。參考「財務年度 financial year」
accredited	認證合格 被認可	Officially authorized to carry out a role. For example, an accredited body may be authorized to provide training or to conduct audits.	正式被授權執行的角色，例如認證合格的單位可被正式授權提供訓練或執行稽核。
active monitoring	主動式監視	<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 also passive monitoring.	<i>(ITIL 服務維運)</i> 使用自動化定期檢查監視組態項目或 IT 服務，以確認目前的狀況。參考「被動式監視 passive monitoring」
activity	活動	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.	為達成特定結果而預先設計的一組活動。活動通常被定義為流程或計畫中的一部份，並且以書面記錄於程序中。
agreed service time (AST)	約定的服務時間 (AST)	<i>(ITIL Service Design)</i> A synonym for service hours, commonly used in formal calculations of availability. See also downtime.	<i>(ITIL 服務設計)</i> 服務鐘點的同義詞，普遍用於正式計算可用性。參考「中斷時間 downtime」
agreement	協議	A document that describes a formal understanding between two or more parties. An agreement is not legally binding, unless it forms part of a contract. See also operational level agreement; service level agreement.	記載雙方或多方當事人彼此理解的正式文件。除非被視為合約的一部份，不然協議並不具有法律約束力。參考「服務水準協議 service level agreement」、「維運水準協議 operational level agreement」
alert	警訊	<i>(ITIL Service Operation)</i> A notification that a threshold has been reached, something has changed, or a failure has occurred. Alerts are often created and managed by system management tools and are managed by the event management process.	<i>(ITIL 服務維運)</i> 效能瓶頸、變更、或已失敗的警告。警訊通常由系統管理工具產生與管理，由事件管理流程所管理。

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analytical modelling	分析塑模	<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.	<i>(ITIL 持續服務改善) (ITIL 服務設計) (ITIL 服務策略)</i> 使用數學模型的一種技巧，用來預測組態項目或 IT 服務的行為。分析模型廣泛用在容量管理與可用性管理。參考「塑模 modelling」
application	應用程式	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 服務所需功能的軟體。每種應用程式都可運用在不只一種 IT 服務。應用程式可以在多個伺服器或用戶端上執行。參考「應用程式管理 application management」、「應用程式組合 application portfolio」
application management	應用程式管理	<i>(ITIL Service Operation)</i> The function responsible for managing applications throughout their lifecycle.	<i>(ITIL 服務維運)</i> 負責管理整個生命週期的應用程式。
application portfolio	應用程式組合	<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.	<i>(ITIL 服務設計)</i> 在應用程式的生命週期內管理整個應用程式的資料庫或結構化文件。應用系統組合包含所有應用程式的關鍵屬性。應用程式組合有時視為是服務組合的一部份，或組態管理系統的一部份。
application service provider (ASP)	應用程式服務提供者(ASP)	<i>(ITIL Service Design)</i> An external service provider that provides IT services using applications running at the service provider's premises. Users access the applications by network connections to the service provider.	<i>(ITIL 服務設計)</i> 一種外部服務提供者，透過服務提供者場域執行應用程式，以提供 IT 服務。使用者可透過該服務提供者的網路連線存取應用程式。

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application sizing	應用程式估算 應用程式調效	<i>(ITIL Service Design)</i> The activity responsible for understanding the resource requirements needed to support a new application, or a major change to an existing application. Application sizing helps to ensure that the IT service can meet its agreed service level targets for capacity and performance.	<i>(ITIL服務設計)</i> 負責了解支援新應用程式，或現有應用系統有重大變更時，所需要的資源需求。應用程式規模化協助確保IT服務可以符合服務水準中的容量與績效目標。
architecture	架構	<i>(ITIL Service Design)</i> The structure of a system or IT service, including the relationships of components to each other and to the environment they are in. Architecture also includes the standards and guidelines that guide the design and evolution of the system.	<i>(ITIL服務設計)</i> 系統或是IT服務的架構，包括元件之間的關聯性與其所在環境。架構也包含指導系統設計、以及標準與指引的演進。
assembly	組合	<i>(ITIL Service Transition)</i> A configuration item that is made up of a number of other CIs. For example, a server CI may contain CIs for CPUs, disks, memory etc.; an IT service CI may contain many hardware, software and other CIs. See also build; component CI.	<i>(ITIL 服務轉換)</i> 一個組態項目是由其他數個組態項目所構成。例如，一個伺服器組態項目可能包括其它組態項目，如中央處理器、磁碟機、記憶體等；一個 IT 服務組態項目可能包括硬體、軟體和其他組態項目。參考「建置 build」、「元件組態項目 component CI」
assessment	評鑑	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.	透過調查和檢驗以檢查標準或指引是否被遵循。確認紀錄是精確的，或是否已達成了效率與有效性的目標。參考「稽核 audit」
asset	資產	<i>(ITIL Service Strategy)</i> Any resource or capability. The assets of a service provider include anything that could contribute to the delivery of a service. Assets can be one of the following types: management, organization, process, knowledge, people, information, applications, infrastructure or financial capital. See also customer asset; service asset; strategic asset.	<i>(ITIL服務策略)</i> 任何的資源或能力。服務提供者的資產包括服務中任何對服務遞送有貢獻的部份，資產可以是以下任一種的型態：管理、組織、流程、知識、人員、資訊、應用程式、基礎架構、或財務資本。參考「客戶資產 customer asset」、「服務資產 service asset」、「策略性資產 strategic asset」

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asset management	資產管理	<i>(ITIL Service Transition)</i> A generic activity or process responsible for tracking and reporting the value and ownership of assets throughout their lifecycle. See also service asset and configuration management; fixed asset management; software asset management.	<i>(ITIL 服務轉換)</i> 負責追蹤與報告資產在整個生命週期中的價值與所有權的活動或流程。參考「服務資產和組態管理 service asset and configuration management」、「固定資產管理 fixed asset management」、「軟體資產管理 software asset management」
asset register	(固定)資產清冊	<i>(ITIL Service Transition)</i> A list of fixed assets that includes their ownership and value. See also fixed asset management.	<i>(ITIL 服務轉換)</i> 固定資產的清冊，包括資產的所有權和價值。參考「固定資產管理 fixed asset management」
asset specificity	資產專用性	<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.	<i>(ITIL 服務策略)</i> 資產的一個或多個屬性，僅用於特定的目的。資產專用性可限制資產用於其它的目的。
attribute	屬性	<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). See also relationship; configuration management system.	<i>(ITIL 服務轉換)</i> 關於組態項目的一個資訊，例如：名稱、地點、版本編號、和成本。組態項目的屬性被記錄在組態管理資料庫(CMDB)中，並由部份的組態管理系統(CMS)所維護。參考「關係 relationship」、「組態管理系統 configuration management system」
audit	稽核	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. See also assessment; certification.	透過正式的調查和檢驗以檢查標準或指引是否被遵循。確認紀錄是精確的，或是否已達成了效率與有效性的目標。稽核可能由內部或外部團體所執行。參考「評鑑 assessment」、「驗證 certification」
authority matrix	授權矩陣	See RACI.	參考「角色與責任模式 RACI」。

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automatic call distribution (ACD)	自動話務分配(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.	<i>(ITIL服務維運)</i> 使用資訊科技以最短可能的時間將撥入電話引導到最適當的人員。自動話務分配有時被稱為自動化話務分配。
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.	<i>(ITIL服務設計)</i> IT服務或其它組態項目在需要時去執行經同意的功能之能力。可用性是由可靠度、可維護性、服務能力、績效和安全所決定。可用性通常用百分比計算，這個計算方式的基礎是基於約定的服務時間和中斷時間；計算可用性的最佳實務是使用IT服務的營運輸出來測量。
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.	<i>(ITIL 服務設計)</i> 負責確保 IT 服務能夠以成本效益和即時的方式滿足現有和未來的業務可用性需要的流程。可用性管理定義、分析、規劃、測量、和改善 IT 服務可用性的所有層面，並且確認所有 IT 基礎架構、流程、工具、角色等適用於與同意服務水準目標有關的可用性。參考「可用性管理資訊系統 availability management information system」
availability management information system (AMIS)	可用性管理資訊系統(AMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support availability management. See also service knowledge management system.	<i>(ITIL 服務設計)</i> 用於支援可用性管理的一套工具、資料、及資訊。參考「服務知識管理系統 service knowledge management system」
availability plan	可用性計畫	<i>(ITIL Service Design)</i> A plan to ensure that existing and future availability requirements for IT services can be provided cost-effectively.	<i>(ITIL服務設計)</i> 一個確保可以符合成本效益地提供現存和未來IT服務的可用性需求的計畫。

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back-out	退場	<i>(ITIL Service Transition)</i> An activity that restores a service or other configuration item to a previous baseline. Back-out is used as a form of remediation when a change or release is not successful.	<i>(ITIL 服務轉換)</i> 將一個服務或其它組態項目回復到之前基準的活動。退場是當變更或發行不成功時的一種矯正方式。
backup	備份	<i>(ITIL Service Design) (ITIL Service Operation)</i> Copying data to protect against loss of integrity or availability of the original.	<i>(ITIL 服務設計) (ITIL 服務維護)</i> 複製資料以保護原始資料免於完整性或可用性損失。
balanced scorecard	平衡計分卡	<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.	<i>(ITIL 持續服務改善)</i> 由羅伯特·卡普蘭博士(哈佛商學院)和大衛諾頓博士發展的管理工具。平衡計分卡將策略劃分為關鍵績效指標(KPIs)，以表示出績效是如何恰當地實現策略。平衡計分卡有四個主要範圍，每範圍各有少數的關鍵績效指標。在組織內，可以用不同的詳細程度考量這四個範圍。

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baseline	基準	<p>(ITIL Continual Service Improvement) (ITIL Service Transition) A snapshot that is used as a reference point. Many snapshots may be taken and recorded over time but only some will be used as baselines. For example:</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 持續服務改善) (ITIL 服務轉換) 用於當作參考點的快照。許多快照可能會隨著時間而產生和記錄，但是僅有一些會被用於當作基準。例如：</p> <ul style="list-style-type: none"> • ITSM 基準用於當作起始點去測量服務改進計畫的結果 • 績效基準可以用於測量 IT 服務整個生命週期中績效的變化 • 組態基準可以用於退場計畫的一部份，當變更或發行失敗時，可以使 IT 基礎架構能夠回復到已知的組態 <p>參考「標竿 benchmark」</p>
benchmark	標竿	<p>(ITIL Continual Service Improvement) (ITIL Service Transition) A baseline that is used to compare related data sets as part of a benchmarking exercise. For example, a recent snapshot of a process can be compared to a previous baseline of that process, or a current baseline can be compared to industry data or best practice. See also benchmarking; baseline.</p>	<p>(ITIL 持續服務改善) (ITIL 服務轉換) 用於標竿管理的一部份，用於比較相關資料集的基準。例如，一個流程的較新快照可以和先前的基準相比較，或是一個現有的基準可以和產業資料或最佳實務相比較。參考「標竿管理 benchmarking」、「基準 baseline」</p>

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benchmarking	標竿管理	<i>(ITIL Continual Service Improvement)</i> The process responsible for comparing a benchmark with related data sets such as a more recent snapshot, industry data or best practice. The term is also used to mean creating a series of benchmarks over time, and comparing the results to measure progress or improvement. This process is not described in detail within the core ITIL publications.	<i>(ITIL 持續服務改善)</i> 負責將標竿與例如一個較新的快照、產業資料、或最佳實務等相關資料集進行比較的流程。標竿管理也用於表示隨著時間所產生一系列的標竿，比較其結果以測量進度或改進。這個流程在主要 ITIL 出版物中沒有詳細地描述。
Best Management Practice (BMP)	最佳管理實務(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.	最佳管理實務隸屬於英國政府內閣辦公室的一部份。之前是隸屬於 CCTA，之後才是 OGC，BMP 的功能在 2010 年 6 月移交給英國政府內閣辦公室。最佳管理實務組合包括了對於 IT 服務管理和專案、計畫、風險、組合、及價值管理的指導。最佳管理實務也有一個管理成熟度模型和相關詞彙表。
best practice	最佳實務	Proven activities or processes that have been successfully used by multiple organizations. ITIL is an example of best practice.	已經由諸多組織成功使用且證實的活動或流程。ITIL 即是最佳實務的案例。
billing	開帳單	<i>(ITIL Service Strategy)</i> Part of the charging process. Billing is the activity responsible for producing an invoice or a bill and recovering the money from customers. See also pricing.	<i>(ITIL 服務策略)</i> 收費流程的一部份。開帳單是負責開立發票或帳單，以及向客戶收款的活動。參考「定價 pricing」
brainstorming	腦力激盪	<i>(ITIL Service Design) (ITIL Service Operation)</i> A technique that helps a team to generate ideas. Ideas are not reviewed during the brainstorming session, but at a later stage. Brainstorming is often used by problem management to identify possible causes.	<i>(ITIL 服務設計) (ITIL 服務維運)</i> 幫助團隊產生想法的一種技巧。想法不會在腦力激盪的期間被審查，而是在之後的階段。腦力激盪通常被用於問題管理以識別可能的原因。

英文詞彙	中文詞彙	英文定義	中文定義
British Standards Institution (BSI)	英國標準協會(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.	英國國家標準機構，負責制定與維護英國國家標準。更多的資訊可參考 www.bsi-global.com 。參考「國際標準組織 International Organization for Standardization」
budget	預算	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.	組織或營運單位在指定的時間內計畫收入和支出的資金清單。參考「預算編列 budgeting」、「規劃 planning」
budgeting	預算編列	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.	預測和控制資金支出的活動，包括定期協商循環以設置未來預算(通常是每年)，以及當前預算的日常監視與調整。
build	建置	<i>(ITIL Service Transition)</i> The activity of assembling a number of configuration items to create part of an IT service. The term is also used to refer to a release that is authorized for distribution – for example, server build or laptop build. See also configuration baseline.	<i>(ITIL 服務轉換)</i> 組合許多組態項目以產生部份 IT 服務的活動。建置這個詞彙也用於表示經過授權的發行，例如同伺服器建置或膝上型電腦建置。參考「組態基準 configuration baseline」
build environment	建置環境	<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.	<i>(ITIL 服務轉換)</i> 受控管的環境，在此環境中讓應用程式、IT 服務、及其它建置項目被組裝，以待轉換到測試或正式上線的環境。
business	企業營運	<i>(ITIL Service Strategy)</i> An overall corporate entity or organization formed of a number of business units. In the context of ITSM, the term includes public sector and not-for-profit organizations, as well as companies. An IT service provider provides IT services to a customer within a business. The IT service provider may be part of the same business as its customer (internal service provider), or part of another business (external service provider).	<i>(ITIL 服務策略)</i> 整個企業或由數個營運單位所構成的正式組織。在 IT 服務管理範疇內，營運這個名詞包括公家機構與非營利法人，與公司。一個 IT 服務提供者提供 IT 服務給企業客戶。IT 服務提供者可能是同一企業的一部份(內部服務提供者)，或是其他企業的一部份(外部服務提供者)。

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business capacity management	營運容量管理	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> In the context of ITSM, business capacity management is the sub-process of capacity management responsible for understanding future business requirements for use in the capacity plan. See also service capacity management; component capacity management.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 在 IT 服務管理的範疇裡，營運容量管理是負責了解未來企業需求以供容量計畫使用的子流程。參考「服務容量管理 service capacity management」、「元件容量管理 component capacity management」
business case	營運案例	<i>(ITIL Service Strategy)</i> Justification for a significant item of expenditure. The business case includes information about costs, benefits, options, issues, risks and possible problems. See also cost benefit analysis.	<i>(ITIL 服務策略)</i> 驗證所支出的顯著項目，資訊包括成本、效益、選項、議題、風險、及可能的問題。參考「成本效益分析 cost benefit analysis」
business continuity management (BCM)	營運持續管理(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.	<i>(ITIL 服務設計)</i> 營運流程負責管理可能對企業造成嚴重衝擊的風險。營運持續管理保護關鍵利害關係人的資產、聲譽、品牌、及價值創造的活動。營運持續計畫流程參與減少風險到可接受的水準與規劃企業可接受營運流程復原當中的中斷期。營運持續管理設定 IT 服務持續性管理的目標、範疇、及需求。
business continuity plan (BCP)	營運持續計畫(BCP)	<i>(ITIL Service Design)</i> A plan defining the steps required to restore business processes following a disruption. The plan also identifies the triggers for invocation, people to be involved, communications etc. IT service continuity plans form a significant part of business continuity plans.	<i>(ITIL 服務設計)</i> 定義營運流程復原中斷時處理所需步驟的計畫。這個計畫也識別發動、參與的人員、溝通等。IT 服務持續性計畫是營運持續計畫中一個重要的部份。

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business customer	企業客戶	<i>(ITIL Service Strategy)</i> A recipient of a product or a service from the business. For example, if the business is a car manufacturer, then the business customer is someone who buys a car.	<i>(ITIL 服務策略)</i> 由企業產品或服務的接受者。例如，如果企業是一個汽車製造商，而購買汽車的人便視為企業客戶。
business impact analysis (BIA)	營運衝擊分析(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.	<i>(ITIL 服務策略)</i> 營運衝擊分析是在營運持續管理中識別重要營運功能和其相依項目的活動。相依項目可能包括供應商、人員、其它營運流程、以及 IT 服務等。營運衝擊分析定義 IT 服務的復原需求，這些需求包括復原時間目標、復原點目標、以及每個 IT 服務的最低服務水準目標。
business objective	營運目標	<i>(ITIL Service Strategy)</i> The objective of a business process, or of the business as a whole. Business objectives support the business vision, provide guidance for the IT strategy, and are often supported by IT services.	<i>(ITIL 服務策略)</i> 營運流程或整個企業的目標。營運目標須支持營運願景，為發展 IT 策略的指引，並且通常由 IT 服務來支援。
business operations	營運作業	<i>(ITIL Service Strategy)</i> The day-to-day execution, monitoring and management of business processes.	<i>(ITIL 服務策略)</i> 營運流程日常的執行、監視、及管理。
business perspective	營運觀點	<i>(ITIL Continual Service Improvement)</i> An understanding of the service provider and IT services from the point of view of the business, and an understanding of the business from the point of view of the service provider.	<i>(ITIL 持續服務改善)</i> 以營運的觀點了解服務提供者和 IT 服務，和以服務提供者的觀點了解營運。

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business process	營運流程	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.	由營運擁有與執行的流程。營運流程的貢獻是提供企業客戶產品或是服務，例如：零售商可能有採購流程可以協助遞送服務給他們的企業客戶。許多營運流程依賴 IT 服務。
business relationship management	營運關係管理	<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.	<i>(ITIL 服務策略)</i> 負責維護良好客戶關係的流程。營運關係管理識別客戶需求，並且確保服務提供者能夠依據合適的服務目錄滿足客戶需求。這個流程與服務水準管理有密切關係。
business relationship manager (BRM)	營運關係經理(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.	<i>(ITIL 服務策略)</i> 負責維護客戶關係的角色。這個角色通常會與服務水準經理的角色合併。
business service	營運服務	A service that is delivered to business customers by business units. For example, delivery of financial services to customers of a bank, or goods to the customers of a retail store. Successful delivery of business services often depends on one or more IT services. A business service may consist almost entirely of an IT service – for example, an online banking service or an external website where product orders can be placed by business customers. <i>See also</i> customer-facing service.	由營運單位提供給企業客戶的服務。例如：銀行提供財務服務給客戶或零售店提供產品給客戶。成功地提供的營運服務通常須依賴一個或多個 IT 服務。一個營運服務可能包含整個 IT 服務，例如，網路銀行服務或可以讓客戶進行產品訂購的外部網站。參考「面對客戶的服務 customer-facing service」
business service management	營運服務管理	The management of business services delivered to business customers. Business service management is performed by business units.	提供給企業客戶的營運服務管理，由營運單位執行。

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business unit	營運單位	<i>(ITIL Service Strategy)</i> A segment of the business that has its own plans, metrics, income and costs. Each business unit owns assets and uses these to create value for customers in the form of goods and services.	<i>(ITIL 服務策略)</i> 一個企業分支，擁有自己的計畫、指標、收入、及成本。每個營運單位擁有資產，並利用這些資產以產品和服務的形式創造價值給客戶。
call	來電	<i>(ITIL Service Operation)</i> A telephone call to the service desk from a user. A call could result in an incident or a service request being logged.	<i>(ITIL 服務維運)</i> 由使用者撥到服務台的電話通話。受話可能會記錄為事故或服務請求。
call centre	客服中心	<i>(ITIL Service Operation)</i> An organization or business unit that handles large numbers of incoming and outgoing telephone calls. See also service desk.	<i>(ITIL 服務維運)</i> 負責大量電話受話、發話的組織或營運單位。參考「服務台 service desk」
call type	來電類型	<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.	<i>(ITIL 服務維運)</i> 將服務台收到的來電依需求區分的類別。常見的來電類別有：事故、服務請求和抱怨。
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.	<i>(ITIL 服務策略)</i> 組織、人員、流程、應用程式、組態項目或 IT 服務可執行活動的能力。能力是組織中無法具體化的資產。參考「資源 resource」

英文詞彙	中文詞彙	英文定義	中文定義
Capacity Maturity Model Integration (CMMI)	能力成熟度模型整合(CMMI)	<i>(ITIL Continual Service Improvement)</i> A process improvement approach developed by the Software Engineering Institute (SEI) of Carnegie Mellon University, US. CMMI provides organizations with the essential elements of effective processes. It can be used to guide process improvement across a project, a division or an entire organization. CMMI helps integrate traditionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for appraising current processes. See www.sei.cmu.edu/cmmi for more information. See also maturity.	<i>(ITIL 持續服務改善)</i> 由卡內基美隆大學的軟體工程研究所發展出來的一種流程改進方法。CMMI 為組織提供了有效流程的基本元素，可用於指導流程專案、部門或整個組織的流程改善。CMMI 有助於整合傳統分散的組織功能，設定改善的目標和優先性，提供品質流程指引，及評估現有流程的參考點。更多的訊息可以參考 www.sei.cmu.edu/cmmi 。參考「成熟度 maturity」
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.	<i>(ITIL 服務設計)</i> 組態項目或是 IT 服務能提供的最大處理能量。以某些組態項目的類別而言，容量可能是指尺寸大小或空間，例如：磁碟空間。
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.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 負責確保 IT 服務的容量，和 IT 基礎架構在成本效益和時間考量下能提供所同意的容量與相關績效需求服務水準目標。容量管理考量所有為提供 IT 服務的所有資源，並且考量滿足現有和未來營運的容量和績效需求。容量管理包含三個子流程：營運容量管理、服務容量管理、及元件容量管理。參考「容量管理資訊系統 capacity management information system」

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capacity management information system (CMIS)	容量管理資訊系統 (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.	(<i>ITIL 服務設計</i>) 用於支援容量管理的一套工具、資料、及資訊。參考「服務知識管理系統 service knowledge management system」
capacity plan	容量計畫	(<i>ITIL Service Design</i>) A plan used to manage the resources required to deliver IT services. The plan contains details of current and historic usage of IT services and components, and any issues that need to be addressed (including related improvement activities). The plan also contains scenarios for different predictions of business demand and costed options to deliver the agreed service level targets.	(<i>ITIL 服務設計</i>) 用於管理提供 IT 服務所需資源的計畫。該計畫包含現有與歷史的 IT 服務和元件使用情形，以及需要處理的任何議題(包括相關的改善活動)。該計畫亦包括對不同情境的營運需求預測，以及交付約定服務水準目標的成本選擇。
capacity planning	容量計劃	(<i>ITIL Service Design</i>) The activity within capacity management responsible for creating a capacity plan.	(<i>ITIL 服務設計</i>) 在容量管理中負責建立容量計畫的活動。
capital budgeting	資本預算	(<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.	(<i>ITIL 服務策略</i>) 指現在投入的資金，目的是未來以增加現金流入或減少現金流出的形式獲得回報。
capital cost	資本成本	(<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.	(<i>ITIL 服務策略</i>) 成為財務資產的採購成本，例如，電腦設備和建築物。資產價值在多個會計期間內折舊。參考「維護成本 operational cost」
capital expenditure (CAPEX)	資本支出(CAPEX)	See capital cost.	參考「資本成本 capital cost」
capitalization	資本化	(<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.	(<i>ITIL 服務策略</i>) 即使沒有採購資產，也把主要的成本列為資本。如此做是為了可以將成本的影響分散到多個會計期間。最常見的例子是軟體開發或購買軟體授權。

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category	類別	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.	基於具有相似之處而被命名的事物群組。類別通常用在將類型相似的事物群集在一起，例如：成本類型通常用於群集類型相似的成本；事故類別用於群集相同類別的事故；組態項目類別用於群集類型相似的組態項目。
certification	驗證	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.	發行驗證用以肯定對標準的遵循性。驗證包括由獨立被認可的單位進行正式的稽核。驗證一詞亦可來表示授予證明以驗證個人取得某種資格。
change	變更	<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.	<i>(ITIL 服務轉換)</i> 對任何可能影響 IT 服務的事情的增加、修改、或移除等。範疇應包括所有架構、流程、工具、指標、文件的所有變更，以及 IT 服務和其它組態項目的變更。
change advisory board (CAB)	變更諮詢委員會 (CAB)	<i>(ITIL Service Transition)</i> A group of people that support the assessment, prioritization, authorization and scheduling of changes. A change advisory board is usually made up of representatives from: all areas within the IT service provider; the business; and third parties such as suppliers.	<i>(ITIL 服務轉換)</i> 針對變更評鑑、優先順序、時程提供支援的團體。委員會成員通常由 IT 服務提供者、營運人員和第三方(例如供應商)的代表所組成。
change evaluation	變更評估	<i>(ITIL Service Transition)</i> The process responsible for formal assessment of a new or changed IT service to ensure that risks have been managed and to help determine whether to authorize the change.	<i>(ITIL 服務轉換)</i> 負責對一個新的或變更的 IT 服務進行正式評估的流程，以確保風險得到管理，並幫助決定是否授權此變更。

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change history	變更歷史	<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.	<i>(ITIL 服務轉換)</i> 組態項目生命中所有的變更資訊，變更歷史包含所有組態項目的所有變更紀錄。
change management	變更管理	<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.	<i>(ITIL 服務轉換)</i> 這個流程負責控制所有變更的生命週期，讓有利的變更以最短 IT 服務中斷的方式進行。
change model	變更模型	<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.	<i>(ITIL 服務轉換)</i> 處理特定的類別變更的重複方式。變更模型依據每個類別的變更預先定義好步驟，變更模型可能非常複雜，有許多需要授權的步驟(例如：重大的軟體發行)；也可能非常簡單，不需要授權(例如：密碼重設)。參考「變更諮詢委員會 change advisory board」、「標準變更 standard change」
change proposal	變更建議書	<i>(ITIL Service Strategy) (ITIL Service Transition)</i> A document that includes a high level description of a potential service introduction or significant change, along with a corresponding business case and an expected implementation schedule. Change proposals are normally created by the service portfolio management process and are passed to change management for authorization. Change management will review the potential impact on other services, on shared resources, and on the overall change schedule. Once the change proposal has been authorized, service portfolio management will charter the service.	<i>(ITIL 服務策略) (ITIL 服務轉換)</i> 一個包括對於潛在服務介紹或者重大變更的高水準描述，以及對應的營運案例和預期實施時程的文件。變更建議書通常會由服務組合流程建立，並交由變更管理進行授權。變更管理將會審查該變更對其它服務、共享資源、及變更時程的潛在影響。當變更建議書被授權，服務組合管理則許可該服務。

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change record	變更紀錄	<i>(ITIL Service Transition)</i> A record containing the details of a change. Each change record documents the lifecycle of a single change. A change record is created for every request for change that is received, even those that are subsequently rejected. Change records should reference the configuration items that are affected by the change. Change records may be stored in the configuration management system, or elsewhere in the service knowledge management system.	<i>(ITIL 服務轉換)</i> 包含變更細節的紀錄。每個變更紀錄都記載了一個變更的生命週期。系統為每個收到的變更請求建立變更紀錄，甚至也包含那些隨後被拒絕的變更。變更紀錄應參考受影響的組態項目，變更紀錄可能儲存於組態管理系統或服務知識管理系統中。
change request	變更請求	See request for change.	「變更請求 request for change」的同義詞。
change schedule	變更時程表	<i>(ITIL Service Transition)</i> A document that lists all authorized changes and their planned implementation dates, as well as the estimated dates of longer-term changes. A change schedule is sometimes called a forward schedule of change, even though it also contains information about changes that have already been implemented.	<i>(ITIL 服務轉換)</i> 列出已授權的變更和預計實施日期、以及估計更長的變更日期的文件。變更時程表有時稱為變更預定行事曆，它也包含有關於變更已經建置完成的資訊。
change window	變更最佳時段	<i>(ITIL Service Transition)</i> A regular, agreed time when changes or releases may be implemented with minimal impact on services. Change windows are usually documented in service level agreements.	<i>(ITIL 服務轉換)</i> 規律與約定的時間，在這段期間，是實施變更或發行對服務影響最小的。變更最佳時段通常記載於服務水準協議中。
chargeable item	收費項目	<i>(ITIL Service Strategy)</i> A deliverable of an IT service that is used in calculating charges to customers (for example, number of transactions, number of desktop PCs).	<i>(ITIL 服務策略)</i> 用於計算向客戶收費的 IT 服務交付項目。(例如，交易數量、桌上型電腦數量。)

英文詞彙	中文詞彙	英文定義	中文定義
charging	收費	<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.	<i>(ITIL 服務策略)</i> 對 IT 服務的付款要求。對 IT 服務收費是選擇性的，且許多組織選擇將其 IT 服務提供者視為成本中心。參考「收費流程 charging process」、「收費政策 charging policy」
charging policy	收費政策	<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.	<i>(ITIL 服務策略)</i> 具體描述收費流程目標和收費計算方式的政策。參考「成本 cost」
charging process	收費流程	<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.	<i>(ITIL 服務策略)</i> 負責決定客戶應支付多少錢(定價)和向客戶收錢(開帳單)的流程。這個流程在主要 ITIL 出版物中沒有詳細地描述。
charter	章程	<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 also change proposal; service charter; project portfolio.	<i>(ITIL 服務策略)</i> 包含新服務、重要變更、或其它重要專案細節的文件。章程通常由服務組合管理或專案管理辦公室授權。章程也用於描述授權需要完成服務變更或專案工作的活動。參考「變更建議書 change proposal」、「服務章程 service charter」、「專案組合 project portfolio」
chronological analysis	時序分析	<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.	<i>(ITIL 服務維運)</i> 用於協助識別問題可能原因的技巧。所有關於問題的可用資料，透過日期和時間蒐集與排序以提供詳細的時程，這樣可以識別事件如何被觸發的。

英文詞彙	中文詞彙	英文定義	中文定義
CI type	組態項目類型	<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.	<i>(ITIL 服務轉換)</i> 用於分類組態項目的類別。組態項目類別用於識別組態紀錄所需的屬性與關係，常見組態項目類別包括：硬體、文件、使用者等。
classification	分類	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.	將類別對應到某項目的動作。分類用於確保管理與報告的一致性，組態項目、事故、問題、變更等通常需要被分類。
client	用戶	A generic term that means a customer, the business or a business customer. For example, client manager may be used as a synonym for business relationship manager. The term is also used to mean: <ul style="list-style-type: none"> • A computer that is used directly by a user – for example, a PC, a handheld computer or a work station • The part of a client server application that the user directly interfaces with – for example, an email client. 	一般的定義為客戶、企業或企業客戶。例如，用戶經理的同義詞是營運關係經理。用戶的定義可能表示為： <ul style="list-style-type: none"> • 由使用者直接使用的電腦，例如：個人電腦、掌上型電腦、或工作站。 • 使用者接觸的用戶-伺服器應用程式的一部份，例如：電子郵件用戶端。
closed	結案	<i>(ITIL Service Operation)</i> The final status in the lifecycle of an incident, problem, change etc. When the status is closed, no further action is taken.	<i>(ITIL 服務維運)</i> 一個事故、問題、變更等生命週期的最終狀態。當狀態為結案時，不會再有任何進一步的動作。
closure	結案	<i>(ITIL Service Operation)</i> The act of changing the status of an incident, problem, change etc. to closed.	<i>(ITIL 服務維運)</i> 將事故、問題、變更等狀態改為結案的動作。

英文詞彙	中文詞彙	英文定義	中文定義
COBIT	COBIT	<i>(ITIL Continual Service Improvement)</i> Control Objectives for Information and related Technology (COBIT) provides guidance and best practice for the management of IT processes. COBIT is published by ISACA in conjunction with the IT Governance Institute (ITGI). See www.isaca.org for more information.	<i>(ITIL 持續服務改善)</i> 資訊及相關技術的控制目標 (COBIT)。提供 IT 流程管理的指南和最佳實務，COBIT 是由 ISACA 聯合 IT 治理協會 (ITGI) 共同公佈。更多訊息請參考 www.isaca.org 。
code of practice	實務準則	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.	由公眾團體或是標準組織公佈的指引。例如：國際標準組織 (ISO) 或英國標準協會 (BSI)。許多標準包括實務準則和規格書。實務準則內描述建議的最佳實務。
cold standby	冷備援	See gradual recovery.	「逐步復原 gradual recovery」的同義字。
commercial off the shelf (COTS)	商用現有軟體 (COTS)	<i>(ITIL Service Design)</i> Pre-existing application software or middleware that can be purchased from a third party.	<i>(ITIL 服務設計)</i> 可由第三方購得之先前已存在的應用程式軟體或中介軟體。
compliance	遵循性	Ensuring that a standard or set of guidelines is followed, or that proper, consistent accounting or other practices are being employed.	確保標準或指引被遵循，或實作適當一致性的會計或其它方法。
component	元件	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.	用來代表一個較複雜事物的一部份。例如：一個電腦系統可能是一個 IT 服務的元件；一個應用程式可能是一個發行單元的一部份。需要被管理的元件都應該是一個組態項目。

英文詞彙	中文詞彙	英文定義	中文定義
component capacity management (CCM)	元件容量管理 (CCM)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> The sub-process of capacity management responsible for understanding the capacity, utilization and performance of configuration items. Data is collected, recorded and analysed for use in the capacity plan. See also business capacity management; service capacity management.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 容量管理的子流程，負責了解組態項目的容量、效用、及績效。資料被蒐集、被記錄、以及被分析以供容量計畫使用。參考「服務容量管理 service capacity management」
component CI	元件組態項目	<i>(ITIL Service Transition)</i> A configuration item that is part of an assembly. For example, a CPU or memory CI may be part of a server CI.	<i>(ITIL 服務轉換)</i> 一個組態項目屬於某個組合的一部份。例如，一個中央處理器或記憶體組態項目可能是一個伺服器組態項目的一部份。
component failure impact analysis (CFIA)	元件失效衝擊分析 (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).	<i>(ITIL 服務設計)</i> 一種幫助識別組態項目失效對 IT 服務和營運所造成衝擊的技巧。產生一個矩陣，分別將 IT 服務與組態項目置於兩軸。識別關鍵組態項目(可能導致多項技術服務失效者)及脆弱的 IT 服務(有許多單點故障者)。
computer technology integration (CTI)	電腦電話整合系統 (CTI)	<i>(ITIL Service Operation)</i> Computer telephony integration is a general term covering any kind of integration between computers and telephone systems. It is most commonly used to refer to systems where an application displays detailed screens relating to incoming or outgoing telephone calls. See also automatic call distribution; interactive voice response.	<i>(ITIL 服務維運)</i> 一般性的用語，包含任何電腦和電話系統之間的整合。最常被提及的系統，是一種應用程式可展示關於撥入或撥出電話的詳細資訊。參考「自動話務分配系統 automatic call distribution」、「互動式語音回應 interactive voice response」
concurrency	並發性 並行性	A measure of the number of users engaged in the same operation at the same time.	同時執行相同操作的使用者數量之多寡。
confidentiality	機密性	<i>(ITIL Service Design)</i> A security principle that requires that data should only be accessed by authorized people.	<i>(ITIL 服務設計)</i> 要求資料只能被授權的人存取的安全性原則。

英文詞彙	中文詞彙	英文定義	中文定義
configuration	組態	<i>(ITIL Service Transition)</i> A generic term used to describe a group of configuration items that work together to deliver an IT service, or a recognizable part of an IT service. Configuration is also used to describe the parameter settings for one or more configuration items.	<i>(ITIL 服務轉換)</i> 一般性用語，用來形容一群組態項目協同運作以遞送 IT 服務，或 IT 服務中可被識別的一部份。組態同時也被使用來形容一個或很多個組態項目的參數設定。
configuration baseline	組態基準	<i>(ITIL Service Transition)</i> The baseline of a configuration that has been formally agreed and is managed through the change management process. A configuration baseline is used as a basis for future builds, releases and changes.	<i>(ITIL 服務轉換)</i> 已經被正式同意且由變更管理流程所管理的基準。組態基準被用來當作未來建置、發行、及變更的基準。
configuration control	組態控制	<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.	<i>(ITIL 服務轉換)</i> 負責確保新增、修改、及移除組態項目是被適當地管理的活動。例如，提出變更請求或服務請求。
configuration identification	組態識別	<i>(ITIL Service Transition)</i> The activity responsible for collecting information about configuration items and their relationships, and loading this information into the configuration management database. Configuration identification is also responsible for labelling the configuration items themselves, so that the corresponding configuration records can be found.	<i>(ITIL 服務轉換)</i> 負責蒐集有關組態項目資訊及其關係，並將這些資訊存入組態管理資料庫的活動。組態識別同時也需標示組態項目，讓相對應的組態紀錄可以被找到。

英文詞彙	中文詞彙	英文定義	中文定義
configuration item (CI)	組態項目(CI)	<i>(ITIL Service Transition)</i> Any component or other service asset that needs to be managed in order to deliver an IT service. Information about each configuration item is recorded in a configuration record within the configuration management system and is maintained throughout its lifecycle by service asset and configuration management. Configuration items are under the control of change management. They typically include IT services, hardware, software, buildings, people and formal documentation such as process documentation and service level agreements.	<i>(ITIL 服務轉換)</i> 任何元件或服務資產必須被管理以遞送 IT 服務。每個組態項目的資訊都被存在組態管理資料庫的組態紀錄中，在其生命週期中被服務資產和組態管理所維護。組態項目被變更管理所管控。組態項目通常包括 IT 服務、硬體、軟體、建築物、人員、及正式文件，例如流程文件和服務水準協議。
configuration management	組態管理	See service asset and configuration management.	參考「服務資產 service asset」、「組態管理 configuration management」
configuration management database (CMDB)	組態管理資料庫 (CMDB)	<i>(ITIL Service Transition)</i> A database used to store configuration records throughout their lifecycle. The configuration management system maintains one or more configuration management databases, and each database stores attributes of configuration items, and relationships with other configuration items.	<i>(ITIL 服務轉換)</i> 用來儲存組態紀錄的整個生命週期的資料庫。組態管理系統維護一個或多個組態管理資料庫，每一個組態管理資料庫儲存組態項目的屬性和關係。
configuration management system (CMS)	組態管理系統(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 also configuration management database.	<i>(ITIL 服務轉換)</i> 用於支援服務資產和組態管理的一套工具、資料、及資訊。組態管理系統是整個服務知識管理系統的一部份，包括蒐集、保存、管理、更新、分析、及展示所有組態項目的資料和其關係的工具。組態管理系統亦可能包含事故、問題、已知錯誤、變更、及發行的資訊。組態管理系統由服務資產和組態管理所維護，為所有 IT 服務管理流程所使用。 參考「組態管理資料庫 configuration management database」

英文詞彙	中文詞彙	英文定義	中文定義
configuration record	組態紀錄	<i>(ITIL Service Transition)</i> A record containing the details of a configuration item. Each configuration record documents the lifecycle of a single configuration item. Configuration records are stored in a configuration management database and maintained as part of a configuration management system.	<i>(ITIL 服務轉換)</i> 包含組態項目詳細資料的紀錄。每一個組態紀錄記載一個組態項目的生命週期。組態紀錄儲存於組態管理資料庫中，並做為組態管理系統的一部份來維護。
configuration structure	組態結構	<i>(ITIL Service Transition)</i> The hierarchy and other relationships between all the configuration items that comprise a configuration.	<i>(ITIL 服務轉換)</i> 構成一個組態的所有組態項目之間的階層和關係。
continual service improvement (CSI)	持續服務改善(CSI)	<i>(ITIL Continual Service Improvement)</i> A stage in the lifecycle of a service. Continual service improvement ensures that services are aligned with changing business needs by identifying and implementing improvements to IT services that support business processes. The performance of the IT service provider is continually measured and improvements are made to processes, IT services and IT infrastructure in order to increase efficiency, effectiveness and cost effectiveness. Continual service improvement includes the seven-step improvement process. Although this process is associated with continual service improvement, most processes have activities that take place across multiple stages of the service lifecycle. See also Plan-Do-Check-Act.	<i>(ITIL 持續服務改善)</i> 服務的生命週期中的一個階段。持續服務改善藉由識別和實施用於支援業務流程的 IT 服務改善，來確保服務與改變的營運需求一致。IT 服務提供者的績效是持續地被測量，並對流程、IT 服務、及 IT 基礎架構進行改善，以提高效率、有效性、及成本效益。持續服務改善包含七步驟改善流程。雖然此流程與持續服務改善有關，但大部份流程的活動是跨服務生命週期的多個階段。參考「規劃-執行-檢查-行動 Plan-Do-Check-Act」
continuous availability	持續可用性	<i>(ITIL Service Design)</i> An approach or design to achieve 100% availability. A continuously available IT service has no planned or unplanned downtime.	<i>(ITIL 服務設計)</i> 達到百分之百可用性的方法或設計。一個具持續性可用性的 IT 服務沒有計畫性或是非計畫性的中斷時間。

英文詞彙	中文詞彙	英文定義	中文定義
continuous operation	持續性營運	<i>(ITIL Service Design)</i> An approach or design to eliminate planned downtime of an IT service. Note that individual configuration items may be down even though the IT service is available.	<i>(ITIL 服務設計)</i> 可以消除 IT 服務的計畫性中斷時間的方法或設計。須注意的是，即使個別的組態項目可以是停止運作，但整體 IT 服務必須是可用的。
contract	合約	A legally binding agreement between two or more parties.	介於雙方或多方之間具有法律效力的協議。
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.	用以管理風險，確保營運目標被達成，或確保流程被遵循的方法。例如，控制包含政策、程序、角色、磁碟陣列、門鎖等。一個控制有時候又被稱為對策或是防護。控制也意指管理組態項目、系統、或 IT 服務的使用或行為。
Control Objectives for Information and related Technology	資訊及相關技術的控制目標(COBIT)	See COBIT.	參考「COBIT」
control perspective	控制觀點	<i>(ITIL Service Strategy)</i> An approach to the management of IT services, processes, functions, assets etc. There can be several different control perspectives on the same IT service, process etc., allowing different individuals or teams to focus on what is important and relevant to their specific role. Examples of control perspective include reactive and proactive management within IT operations, or a lifecycle view for an application project team.	<i>(ITIL 服務策略)</i> 用以管理 IT 服務、流程、功能、及資產的方法。相同的 IT 服務、流程，可有多種不同的控制觀點，讓不同的個人或團隊可以專注在其特定角色的重要事項上。控制觀點的範例，包括在 IT 維運中主動與被動的管理，或對於應用程式專案團隊的生命週期觀點。
control processes	控制流程	The ISO/IEC 20000 process group that includes change management and configuration management.	ISO/IEC 20000 中，包含變更管理和組態管理的流程群組。

英文詞彙	中文詞彙	英文定義	中文定義
core service	核心服務	<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. See also enabling service; enhancing service; IT service; service package.	<i>(ITIL 服務策略)</i> 提供一個或多個客戶所期望的基本結果的 IT 服務。核心服務提供了效用和保證的特定水準，客戶會透過一個或更多的服務選項獲得效用和保證的選擇。參考「必要支援服務 enabling service」、「增強服務 enhancing service」、「IT 服務 IT service」、「服務套裝 service package」
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.	花費在特定活動、IT 服務、或營運單位的金錢。成本包含實際成本(金錢)，抽象成本(例如人員的時間)、以及折舊。
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. See also business case; internal rate of return; net present value; return on investment; value on investment.	分析和比較在一個或多個可供選擇的行動方案所需的成本和效益的活動。參考「營運案例 business case」、「淨現值 net present value」、「內部報酬率 internal rate of return」、「投資報酬率 return on investment」、「投資價值 value on investment」
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.	<i>(ITIL 服務策略)</i> 可以被分派成本的營運單位或專案。成本中心並不對所提供的服務收費。IT 服務提供者可以以成本中心或利潤中心型式運作。
cost element	成本元素	<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.	<i>(ITIL 服務策略)</i> 在預算編列和會計中成本分派的一種中級類別。最高的類別是成本類型。例如，成本類型「人員」可能包含薪資總額、員工福利、出差費、訓練、加班費等成本元素。而成本元素可以再進一步被細分為成本單位。例如，成本元素「出差費」可能包含旅館、交通、及膳食費等成本單位。

英文詞彙	中文詞彙	英文定義	中文定義
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.	<i>(ITIL 服務策略)</i> 表示預算編列和會計的一般性用語，有時被視為財務管理的同意詞。
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. See also cost type; cost element; cost unit.	<i>(ITIL 服務策略)</i> 用於預算編列和會計的架構，其中所有的已知成本都要被記錄、分類、及分派給特定的客戶、營運單位、或專案。參考「成本類型 cost type」、「成本元素 cost element」、「成本單位 cost unit」
cost type	成本類型	<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.	<i>(ITIL 服務策略)</i> 在預算編列和會計中，成本類別的最高級類別。例如，硬體、軟體、人員、建築設施，外部、或轉帳。參考「成本元素 cost element」、「成本類型 cost type」
cost unit	成本單位	<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.	<i>(ITIL 服務策略)</i> 在預算編列和會計中，成本類別的最低級類別。成本單位通常是可以容易計算的事物(例如，員工數量、軟體授權書)，或容易測量的(例如，中央處理器使用率、耗電量)。成本單位通常包含於成本元素中。例如，成本元素「出差費」可能包含旅館、交通和膳食費等成本單位。參考「成本類型 cost type」
cost effectiveness	成本效益	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.	服務、流程、或活動的效益與成本之間平衡程度的衡量。一個有成本效益的流程是能以最低的成本達成目標的流程。參考「關鍵績效指標 key performance indicator」、「投資報酬率 return on investment」、「現金價值 value for money」

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countermeasure	對策	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.	可被用來表示任何型式的控制。對策最常被用來表示那些可以提升 IT 服務的恢復力、容錯、或可靠度的方法。
course corrections	計畫修正	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.	對已經開始的計畫或活動所做的變更，以確保其可達成目標。計畫修正通常是監視進行所產生的結果。
crisis management	危機管理	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.	負責管理對更廣泛含意的營運持續的流程。危機管理團隊負責策略性的議題，例如媒體關係管理和股東信心，並決定啟動營運持續計畫的時機。
critical success factor (CSF)	關鍵成功因素(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.	一個 IT 服務、流程、計畫、專案或其它活動成功所必須具備的事物。關鍵性績效指標被用來測量每一個關鍵成功因素的達成狀況。例如，一個「當變更時保護 IT 服務」的關鍵成功因素可以用「不成功變更的百分比下降」、「因變更引起的事故的百分比下降」等關鍵性績效指標來測量。
CSI register	持續服務改善清冊	(<i>ITIL Continual Service Improvement</i>) A database or structured document used to record and manage improvement opportunities throughout their lifecycle.	(<i>ITIL 持續服務改善</i>) 用來記錄和管理整個生命週期中的改進機會的資料庫或結構化文件。
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.	一群人所共有的一組價值觀，包含對人員行為、想法、信仰、以及實務的期望。參考「願景 vision」

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customer	客戶	Someone who buys goods or services. The customer of an IT service provider is the person or group who defines and agrees the service level targets. The term is also sometimes used informally to mean user – for example, 'This is a customer-focused organization.'	購買貨品或服務的人。IT 服務提供者是指定義且同意服務水準目標的人員或團體。客戶這個用語有時候非正式的意指使用者，例如：這是一個重視客戶的組織。
customer asset	客戶資產	Any resource or capability of a customer. See also asset.	客戶擁有的任何資源或能力。參考「資產 asset」
customer agreement portfolio	客戶協議組合	(ITIL Service Strategy) A database or structured document used to manage service contracts or agreements between an IT service provider and its customers. Each IT service delivered to a customer should have a contract or other agreement that is listed in the customer agreement portfolio. See also customer-facing service; service catalogue; service portfolio.	(ITIL 服務策略) 用於管理 IT 服務提供者和其客戶之間的合約或協議的資料庫或結構化文件。每個交付給客戶的 IT 服務應該有一個列在客戶協議組合中的合約或其它協議。參考「面對客戶的服務 customer-facing service」、「服務目錄 service catalogue」、「服務組合 service portfolio」
customer portfolio	客戶組合	(ITIL Service Strategy) A database or structured document used to record all customers of the IT service provider. The customer portfolio is the business relationship manager's view of the customers who receive services from the IT service provider. See also customer agreement portfolio; service catalogue; service portfolio.	(ITIL 服務策略) 用於記錄 IT 服務提供者所有客戶的資料庫或結構化文件。客戶組合是營運關係經理對客戶從 IT 服務提供者得到服務的觀點。參考「客戶協議組合 customer agreement portfolio」、「服務目錄 service catalogue」、「服務組合 service portfolio」

英文詞彙	中文詞彙	英文定義	中文定義
customer-facing service	面對客戶的服務	<i>(ITIL Service Design)</i> An IT service that is visible to the customer. These are normally services that support the customer's business processes and facilitate one or more outcomes desired by the customer. All live customer-facing services, including those available for deployment, are recorded in the service catalogue along with customer-visible information about deliverables, prices, contact points, ordering and request processes. Other information such as relationships to supporting services and other CIs will also be recorded for internal use by the IT service provider.	<i>(ITIL 服務設計)</i> 客戶可見的 IT 服務。這些服務通常支援客戶的營運流程且完成一個或多個客戶期望的結果。所有現存的面對客戶的服務，包括可用的部署、交付項目、價格、聯絡方式、訂單、以及請求流程等客戶可見的資訊，都一併記載在服務目錄中。其它資訊例如支援服務和其它組態項目的關係也被記錄，做為 IT 服務提供者的內部使用。
dashboard	監控儀表板	<i>(ITIL Service Operation)</i> A graphical representation of overall IT service performance and availability. Dashboard images may be updated in real time, and can also be included in management reports and web pages. Dashboards can be used to support service level management, event management and incident diagnosis.	<i>(ITIL 服務維運)</i> 對整體 IT 服務績效和可用性的圖像化展示。監控儀表板的圖像是即時更新的，可以包含於管理報表和網頁裡。監控儀表板可被用來協助服務水準管理、事件管理、以及事故診斷。
Data-to-Information-to-Knowledge-to-Wisdom (DIKW)	資料-資訊-知識-智慧轉化機制(DIKW)	<i>(ITIL Service Transition)</i> A way of understanding the relationships between data, information, knowledge and wisdom. DIKW shows how each of these builds on the others.	<i>(ITIL 服務轉換)</i> 了解資料、資訊、知識、及智慧之間關係的方法。資料-資訊-知識-智慧轉化機制呈現了它們如何建構於彼此之間。
definitive media library (DML)	最終媒體庫(DML)	<i>(ITIL Service Transition)</i> One or more locations in which the definitive and authorized versions of all software configuration items are securely stored. The definitive media library may also contain associated configuration items such as licences and documentation. It is a single logical storage area even if there are multiple locations. The definitive media library is controlled by service asset and configuration management and is recorded in the configuration management system.	<i>(ITIL 服務轉換)</i> 一個或多個可以安全存放所有最終和授權版本的軟體組態項目的地點。最終媒體庫也可以包含相關的組態項目，例如授權和文件。最終媒體庫在邏輯上是單一的儲存區，實際上可存放在數個地點。在最終媒體庫的所有軟體由變更和發行管理所控制，並且被記錄在組態管理系統中。

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deliverable	交付項目	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.	必須被提供以符合服務水準協議或合約中承諾的事務。交付項目非正式的代表任何流程中有計畫的輸出。某些比較不正式的情況下，交付項目亦被用於表示任何流程的計畫輸出。
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.	<i>(ITIL 服務設計) (ITIL 服務策略)</i> 負責了解、預先考量、及影響客戶對服務需求的流程。需求管理與容量管理一起確保服務提供者有足夠的容量來滿足需求。以策略層級而言，需求管理可以分析營運活動樣態和使用特性；以戰術層級而言，可以使用差別收費以鼓勵客戶在服務比較不繁忙的時間使用 IT 服務；或要求短期活動來影響非預期需求或組態項目失效。
Deming Cycle	戴明循環	See Plan-Do-Check-Act.	參考「規劃-執行-檢查-行動 Plan-Do-Check-Act」。
dependency	相依性	The direct or indirect reliance of one process or activity on another.	流程或活動彼此之間直接或間接依賴的關係。
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.	<i>(ITIL 服務轉換)</i> 負責將新的或變更的硬體、軟體、文件、流程等移至線上環境的活動。部署是發行和部署管理流程的一部份。
depreciation	折舊	<i>(ITIL Service Strategy)</i> A measure of the reduction in value of an asset over its life. This is based on wearing out, consumption or other reduction in the useful economic value.	<i>(ITIL 服務策略)</i> 資產隨其生命中價值降低的量測。它以耗損、消費或其它降低有用的經濟價值為依據。

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design	設計	<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.	<i>(ITIL 服務設計)</i> 負責識別需求並且定義可以滿足這些需求的解決方案的活動或流程。參考「服務設計 service design」
design coordination	設計協調	<i>(ITIL Service Design)</i> The process responsible for coordinating all service design activities, processes and resources. Design coordination ensures the consistent and effective design of new or changed IT services, service management information systems, architectures, technology, processes, information and metrics.	<i>(ITIL 服務設計)</i> 負責協調所有服務設計活動、流程、及資源的流程。設計協調確保新的設計或變更的 IT 服務、服務管理資訊系統、架構、技術、流程、資訊、以及指標保持一致性和有效性。
detection	偵測	<i>(ITIL Service Operation)</i> A stage in the expanded incident lifecycle. Detection results in the incident becoming known to the service provider. Detection can be automatic or the result of a user logging an incident.	<i>(ITIL 服務維運)</i> 擴展的事故生命週期中的一個階段。偵測可讓服務提供者知道事故發生。偵測可以是自動的或由使用者記錄一個事故的發生。
development	開發	<i>(ITIL Service Design)</i> The process responsible for creating or modifying an IT service or application ready for subsequent release and deployment. Development is also used to mean the role or function that carries out development work. This process is not described in detail within the core ITIL publications.	<i>(ITIL 服務設計)</i> 負責產生或修改一個 IT 服務或應用程式的流程，為後續的發行和部署做好準備。開發也用於意指執行開發工作的角色或功能。這個流程在主要 ITIL 出版物中沒有詳細地描述。
development environment	開發環境	<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. See also development.	<i>(ITIL 服務設計)</i> 負責被用於產生或修改一個 IT 服務或應用程式的環境。開發環境通常不受到與測試環境或線上環境同一等級的控制。參考「開發 development」
diagnosis	診斷	<i>(ITIL Service Operation)</i> A stage in the incident and problem lifecycles. The purpose of diagnosis is to identify a workaround for an incident or the root cause of a problem.	<i>(ITIL 服務維運)</i> 事故與問題生命週期中的一個階段。診斷的目的為了辨識事故的變通方法或問題的根本原因。

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diagnostic script	診斷腳本	<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.	<i>(ITIL 服務維運)</i> 由服務台人員使用的一套結構化問題，以確保他們詢問正確的問題，同時協助他們分類、解決、並且指派事故。診斷腳本也可讓使用者取得，以協助他們診斷與解決自己的事故。
differential charging	差別收費	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.	對相同 IT 服務功能在不同時間收取不同費用，而用以支援需求管理的一種技巧。例如，在非尖峰時段減少收費，或對超出頻寬的使用者增收費用。
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.	<i>(ITIL 服務策略)</i> 能全部分配至特定客戶、成本中心或專案等執行 IT 服務所需的成本。例如，非共用主機或軟體授權的提供成本。參考「間接成本 indirect cost」
directory service	目錄服務	<i>(ITIL Service Operation)</i> An application that manages information about IT infrastructure available on a network, and corresponding user access rights.	<i>(ITIL 服務維運)</i> 管理有關 IT 基礎架構在網路的可用資訊與相對應使用者存取權限資訊的應用程式。
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.	可讀形式的資訊。文件可以是紙本或電子化。例如：政策聲明、服務水準協議、事故紀錄、或電腦機房配置圖。參考「紀錄 record」
downtime	中斷時間	<i>(ITIL Service Design)</i> <i>(ITIL Service Operation)</i> The time when an IT service or other configuration item is not available during its agreed service time. The availability of an IT service is often calculated from agreed service time and downtime.	<i>(ITIL 服務設計)</i> <i>(ITIL 服務維運)</i> IT 服務或組態項目在同意服務時間內不可使用的時間。IT 服務的可用性通常會使用約定的服務時間與中斷時間進行計算。

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driver	驅動因素	Something that influences strategy, objectives or requirements – for example, new legislation or the actions of competitors.	會影響策略、目標或需求的事物。例如，新法規或競爭者的行動。
early life support (ELS)	上線初期支援(ELS)	<i>(ITIL Service Transition)</i> A stage in the service lifecycle that occurs at the end of deployment and before the service is fully accepted into operation. During early life support, the service provider reviews key performance indicators, service levels and monitoring thresholds and may implement improvements to ensure that service targets can be met. The service provider may also provide additional resources for incident and problem management during this time.	<i>(ITIL 服務轉換)</i> 服務生命週期中的一個階段，發生在部署結束之後與完全進行服務營運之前。在上線初期支援的階段，服務提供者審查關鍵性績效指標、服務水準、及監視臨界值，並且會實施改進方法來確保能夠達成服務目標，同時在這段期間為事故和問題提供額外的資源。
economies of scale	規模經濟	<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.	<i>(ITIL 服務策略)</i> 平均成本可能因 IT 服務或資產的使用量增加而降低。參考「範疇經濟 economies of scope」
economies of scope	範疇經濟	<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.	<i>(ITIL 服務策略)</i> 使用既有資產達成附加目的，藉以降低 IT 服務的成本。例如，以現有的 IT 基礎架構交付一個新 IT 服務。參考「規模經濟 economies of scale」
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.	<i>(ITIL 持續服務改善)</i> 衡量某個流程、服務、或活動是否達到其目標的程度。一個具效果的流程或活動應滿足其已議定的目標。參考「關鍵性績效指標 key performance indicator」

英文詞彙	中文詞彙	英文定義	中文定義
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.	<i>(ITIL 持續服務改善)</i> 衡量是否以適當的資源數量投入於某個流程、服務、或活動中。一個具效率的流程應以最少的時間、金錢、人員等資源達到其目標。參考「關鍵性績效指標 key performance indicator」
emergency change	緊急變更	<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.	<i>(ITIL 服務轉換)</i> 必須盡快開始的變更。例如，解決重大事故或施行安全性修補。變更管理流程通常有一套專門的程序用以處理緊急變更。參考「緊急變更諮詢委員會 emergency change advisory board (ECAB)」
emergency change advisory board (ECAB)	緊急變更諮詢委員會(ECAB)	<i>(ITIL Service Transition)</i> A subgroup of the change advisory board that makes decisions about emergency changes. Membership may be decided at the time a meeting is called, and depends on the nature of the emergency change.	<i>(ITIL 服務轉換)</i> 變更諮詢委員會的特殊層級，其將針對具高衝擊的緊急變更下決議。緊急變更諮詢委員會的成員可能經由相關會議決議，並視緊急變更的性質而組成。
enabling service	必要支援服務	<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.	<i>(ITIL 服務策略)</i> 為了提供核心服務所需要的服務。必要支援服務對客戶而言可能是可見的或不可見的，但不會單獨提供給客戶。參考「增強服務 enhancing service」
enhancing service	增強服務	<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.	<i>(ITIL 服務策略)</i> 增加至核心服務的服務，讓核心服務對客戶更具有吸引力。增強服務對於交付核心服務不是必要的，但是卻被用於鼓勵客戶去使用核心服務或為了讓服務提供者與競爭者產生差異化。參考「必要支援服務 enabling service」、「激勵因素 excitement factor」

英文詞彙	中文詞彙	英文定義	中文定義
enterprise financial management	企業財務管理	<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. <i>See also</i> financial management for IT services.	<i>(ITIL 服務策略)</i> 負責管理整個組織預算編列、會計、及收費需求的功能和流程。企業財務管理有時也與公司的財務部門有關。參考「IT 服務的財務管理 financial management for IT services」
environment	環境	<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.	<i>(ITIL 服務轉換)</i> 因特定目的而設置的 IT 基礎架構的一部份。例如，線上環境、測試環境、及建置環境。此外，會使用實體環境來代表設施、空調、及電源系統等項目。環境亦通常被視為影響某事物之外在條件的通稱。
error	錯誤	<i>(ITIL Service Operation)</i> A design flaw or malfunction that causes a failure of one or more IT services or other configuration items. A mistake made by a person or a faulty process that impacts a configuration item is also an error.	<i>(ITIL 服務維運)</i> 因設計瑕疵或機能失常導致一個或多個組態項目、IT 服務發生失效的狀況。因人員操作失誤或錯誤的程序而影響組態項目或 IT 服務者亦是錯誤的一種。
escalation	升級	<i>(ITIL Service Operation)</i> An activity that obtains additional resources when these are needed to meet service level targets or customer expectations. Escalation may be needed within any IT service management process, but is most commonly associated with incident management, problem management and the management of customer complaints. There are two types of escalation: functional escalation and hierarchic escalation.	<i>(ITIL 服務維運)</i> 為了滿足服務水準目標或客戶期望須額外取得資源的一種活動。升級可能發生於任何 IT 服務管理流程中，其中以事故管理、問題管理、及客戶抱怨管理最為常見。升級可分為功能性升級與階層性升級兩種。

英文詞彙	中文詞彙	英文定義	中文定義
eSourcing Capability Model for Client Organizations (eSCM-CL)	客戶組織的電子化服務成熟度模型 (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.	<i>(ITIL 服務策略)</i> 協助組織針對服務來源模型與策略進行分析與決策的架構。客戶組織的電子化服務成熟度模型發展自美國卡內基美隆大學。參考「服務提供者的電子化服務成熟度模型 eSCM-SP」
eSourcing Capability Model for Service Providers (eSCM-SP)	服務提供者的電子化服務成熟度模型 (eSCM-SP)	<i>(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, US. See also e-sourcing capability model for client organizations.	<i>(ITIL 服務策略)</i> 從服務來源的角度協助 IT 服務提供者發展 IT 服務管理能力的架構。服務來源的電子化服務成熟度模型發展自美國卡內基美隆大學。參考「客戶組織的電子化服務成熟度模型 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.	依據過去經驗對指標或成本提供一個近似的數據。估算也常被使用在容量與可用性管理，是最便宜與準確的一種模型方法。
event	事件	<i>(ITIL Service Operation)</i> A change of state that has significance for the management of an IT service or other configuration item. The term is also used to mean an alert or notification created by any IT service, configuration item or monitoring tool. Events typically require IT operations personnel to take actions, and often lead to incidents being logged.	<i>(ITIL 服務維運)</i> 對於 IT 服務或組態項目管理有重要意義的狀態變更。事件通常意指 IT 服務、組態項目或監視系統工具所發出的警訊或相關通報項目。事件通常需藉由 IT 維運人員進行處理，並通常被紀錄為事故。
event management	事件管理	<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.	<i>(ITIL 服務維運)</i> 負責在生命週期中管理事件的流程。事件管理是 IT 維運的主要活動之一。

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exception report	例外報告	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.	用於報告某數值是否超過一項或多項關鍵性績效指標或其他重要目標臨界值的文件。例外報告例如包括已違反或將違反服務水準協議中所訂定的目標值、指出潛在容量問題的績效指標。
excitement attribute	激勵屬性	See excitement factor.	參考「激勵因素 excitement factor」
excitement factor	激勵因素	(ITIL Service Strategy) An attribute added to something to make it more attractive or more exciting to the customer. For example, a restaurant may provide a free drink with every meal. See also enhancing service.	(ITIL 服務策略) 在事物中增加一個屬性，使其對客戶更具吸引力。例如，餐廳可以在餐後提供免費的飲料。參考「增強服務 enhancing service」
expanded incident lifecycle	擴展的事故生命週期	(ITIL Continual Service Improvement) (ITIL Service Design) Detailed stages in the lifecycle of an incident. The stages are detection, diagnosis, repair, recovery and restoration. The expanded incident lifecycle is used to help understand all contributions to the impact of incidents and to plan for how these could be controlled or reduced	(ITIL 持續服務改善) (ITIL 服務設計) 事故於其生命週期中的詳細階段，階段包括：偵測、診斷、修復、復原、還原等。擴展的事故生命週期被用於協助了解事故衝擊、進而計畫事故處理程序，控制或降低事故發生。
external customer	外部客戶	A customer who works for a different business from the IT service provider. See also external service provider; internal customer.	與 IT 服務提供者在不同企業組織內工作的客戶。參考「外部服務提供者 external service provider」、「內部客戶 internal customer」
external metric	外部指標	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.	用來測量交付予客戶的 IT 服務。外部指標通常被定義於服務水準協議中，並且向客戶報告。參考「內部指標 internal metric」

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external service provider	外部服務提供者	<i>(ITIL Service Strategy)</i> An IT service provider that is part of a different organization from its customer. An IT service provider may have both internal and external customers. See also outsourcing; Type III service provider.	<i>(ITIL 服務策略)</i> 與客戶分屬於不同組織的 IT 服務提供者。對 IT 服務提供者而言，客戶可分為內部客戶與外部客戶。參考「委外 outsourcing」、「第三類型服務提供者 Type III service provider」
facilities management	設施管理	<i>(ITIL Service Operation)</i> The function responsible for managing the physical environment where the IT infrastructure is located. Facilities management includes all aspects of managing the physical environment – for example, power and cooling, building access management, and environmental monitoring.	<i>(ITIL 服務維運)</i> 負責管理 IT 基礎架構實體環境的功能。設施管理包括各類實體環境項目的管理，例如：電源、冷卻系統、建築物進出管理、以及環境監視。
failure	失效	<i>(ITIL Service Operation)</i> Loss of ability to operate to specification, or to deliver the required output. The term may be used when referring to IT services, processes, activities, configuration items etc. A failure often causes an incident.	<i>(ITIL 服務維運)</i> 失去依規格維運或無法輸出應產出項目的能力。失效一詞可用於 IT 服務、流程、活動、組態項目等。失效通常會造成事故的發生。
fast recovery	快速復原	<i>(ITIL Service Design)</i> A recovery option that is also known as hot standby. Fast recovery normally uses a dedicated fixed facility with computer systems and software configured ready to run the IT services. Fast recovery typically takes up to 24 hours but may be quicker if there is no need to restore data from backups.	<i>(ITIL 服務設計)</i> 一種復原選項，或稱為熱備援。快速復原一般是使用安裝好於電腦系統與軟體的專屬的固定設施，保持隨時可啓用 IT 服務的狀態。快速復原通常於二十四小時內完成，但若不需從備份回復資料時，可能會更快完成。
fault	錯誤	See error.	參考「錯誤 error」
fault tolerance	容錯	<i>(ITIL Service Design)</i> The ability of an IT service or other configuration item to continue to operate correctly after failure of a component part. See also countermeasure; resilience.	<i>(ITIL 服務設計)</i> 在某個元件失效時，IT 服務或其它組態項目仍能保持正常維運的能力。參考「恢復力 resilience」、「對策 countermeasure」

英文詞彙	中文詞彙	英文定義	中文定義
fault tree analysis (FTA)	故障樹分析(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.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 用來確定已經導致事故或未來可能導致事故的一連串事件的技巧。故障樹分析是在圖中使用布林記號來表現出一連串的事件。
financial management	財務管理	<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.	<i>(ITIL 服務策略)</i> 負責管理組織預算編列、會計、及收費需求的功能和流程的通稱。企業財務管理是一個從組織整體角度來描述其功能和流程的特定用詞。IT 服務的財務管理是一個從 IT 服務提供者的角度來描述其功能和流程的特定用詞。
financial management for IT services	IT 服務的財務管理	<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.	<i>(ITIL 服務策略)</i> 負責管理 IT 服務提供者的預算編列、會計、及收費需求的功能和流程。IT 服務的財務管理確保組織在能滿足成本效益的基礎上有適當水準的資金進行設計、開發、及提供服務。參考「企業財務管理 enterprise financial management」
financial year	財務年度	<i>(ITIL Service Strategy)</i> An accounting period covering 12 consecutive months. A financial year may start on any date (for example, 1 April to 31 March).	<i>(ITIL 服務策略)</i> 連續 12 個月不間斷的會計期間。財務年度可以從任何一個時間點開始。例如，從 4 月 1 日開始至 3 月 31 日結束。

英文詞彙	中文詞彙	英文定義	中文定義
first-line support	一線支援	<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.	<i>(ITIL 服務維運)</i> 事故處理支援小組等級中的第一層處理人員。每層處理人員擁有其專業技能，或代表其擁有較長的處理時間或資源。參考「升級 escalation」
fishbone diagram	魚骨圖	See Ishikawa diagram.	參考「石川圖 Ishikawa Diagram」
fit for purpose	切合目的	<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.	<i>(ITIL 服務策略)</i> 滿足同意的水準效用的能力。切合目的亦用於非正式地描述能夠符合目標或服務水準的流程、組態項目、及 IT 服務等。要達到此切合目的，需要適當的設計、實作、控制與維護。
fit for use	切合使用	<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.	<i>(ITIL 服務策略)</i> 滿足同意的水準認可的能力。要達到此切合使用，需要適當的設計、實作、控制與維護。
fixed asset	固定資產	<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.	<i>(ITIL 服務轉換)</i> 有長期使用期限的有形企業資產。例如，一棟建築物、一塊土地、一台伺服器、或一份軟體授權。參考「服務資產 service asset」、「組態項目 configuration item」
fixed asset management	固定資產管理	<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.	<i>(ITIL 服務轉換)</i> 負責追蹤和報告固定資產在整個生命週期中的價值和所有權的流程。固定資產管理維護資產清冊，且通常是從整體企業而非僅從 IT 組織執行。固定資產管理有時也稱為財務資產管理，而在主要 ITIL 出版物中沒有詳細地描述。

英文詞彙	中文詞彙	英文定義	中文定義
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.	<i>(ITIL 服務策略)</i> 不隨著 IT 服務使用量而變動的成本。例如：伺服器硬體的成本。參考「變更成本 variable cost」
fixed facility	固定設施	<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.	<i>(ITIL 服務設計)</i> 可供 IT 服務持續性計畫使用的永久性建築。參考「可攜式設施 portable facility」、「復原選項 recovery option」
follow the sun	日不落服務	<i>(ITIL Service Operation)</i> A methodology for using service desks and support groups around the world to provide seamless 24/7 service. Calls, incidents, problems and service requests are passed between groups in different time zones.	<i>(ITIL 服務維運)</i> 利用服務台與支援團隊，於全球提供無縫之 24*7 的服務。將來電、事故、問題、以及服務請求等分配給不同時間區域的團隊處理。
fulfilment	實現	Performing activities to meet a need or requirement – for example, by providing a new IT service, or meeting a service request.	執行活動以便滿足需要或需求。例如，提供一個新的 IT 服務，或滿足一個服務請求。
function	功能	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: <ul style="list-style-type: none"> An intended purpose of a configuration item, person, team, process or IT service. For example, one function of an email service may be to store and forward outgoing mails, while the function of a business process may be to despatch goods to customers. To perform the intended purpose correctly, as in 'The computer is functioning.' 	由人員、工具或其它資源所組成的一個團體，可實行一個或多個流程、活動。例如，服務台。功能尚有其它二種意義： <ul style="list-style-type: none"> 組態項目、人員、團隊、流程或 IT 服務的特定目的。例如，一個電子郵件服務的功能可以儲存與送出郵件；一個營運流程的功能可以遞送貨物給客戶。 正確地執行特定目的。例如，電腦正在運作。

英文詞彙	中文詞彙	英文定義	中文定義
functional escalation	功能性升級	<i>(ITIL Service Operation)</i> Transferring an incident, problem or change to a technical team with a higher level of expertise to assist in an escalation.	<i>(ITIL 服務維運)</i> 將事故、問題、或變更轉交技術團隊，以便較高層級之專家協助升級作業之進行。
gap analysis	差異分析	<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. See also benchmarking.	<i>(ITIL 持續服務改善)</i> 比較二組資料並鑑別其差異之活動，差異分析一般用來比較需求與實際交付之項目。參考「標竿 benchmarking」
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.	確保政策與策略能被確實執行，並正確地實施必要流程。治理包括定義人員角色與責任、測量與報告，並針對任何鑑別出的問題，採取活動進行解決。
gradual recovery	逐步復原	<i>(ITIL Service Design)</i> A recovery option that is also known as cold standby. Gradual recovery typically uses a portable or fixed facility that has environmental support and network cabling, but no computer systems. The hardware and software are installed as part of the IT service continuity plan. Gradual recovery typically takes more than three days, and may take significantly longer.	<i>(ITIL 服務設計)</i> 一種復原選項，或稱為冷備援。逐步復原通常使用一個可攜式設施的支援環境以及網路設備，但是沒有電腦系統。硬體和軟體是被設定為 IT 服務持續性計畫的部份。逐步復原通常需要超過三天或更多的時間來復原 IT 服務。
guideline	指引	A document describing best practice, which recommends what should be done. Compliance with a guideline is not normally enforced. See also standard.	描述最佳實務的文件，建議哪些應該被執行。對指導方針的遵循性通常不會強制要求。參考「標準 standard」
hierarchic escalation	階層式升級	<i>(ITIL Service Operation)</i> Informing or involving more senior levels of management to assist in an escalation.	<i>(ITIL 服務維運)</i> 通知或更多高階管理參與以協助升級。

英文詞彙	中文詞彙	英文定義	中文定義
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.	<i>(ITIL 服務設計)</i> 使 IT 服務因組態項目失效而對使用者影響最小的方式或設計。高可用性解決方案被用於達到議定的可用性及其相關技巧，例如容錯、恢復力、及快速復原，以降低事故發生的數量和事故的衝擊。
host standby	熱備援	See fast recovery; immediate recovery.	參考「快速復原 fast recovery」、「立即復原 immediate recovery」
identity	身份識別	<i>(ITIL Service Operation)</i> A unique name that is used to identify a user, person or role. The identity is used to grant rights to that user, person or role. Example identities might be the username SmithJ or the role 'change manager'.	<i>(ITIL 服務維運)</i> 用來鑑別使用者、人員、或角色的一個獨特的名字。身份識別用來賦予使用者、人員、或角色權利。例如，身份識別可能是使用者名稱為 SmithJ 或角色為變更經理。
immediate recovery	立即復原	<i>(ITIL Service Design)</i> A recovery option that is also known as hot standby. Provision is made to recover the IT service with no significant loss of service to the customer. Immediate recovery typically uses mirroring, load balancing and split-site technologies.	<i>(ITIL 服務設計)</i> 一種復原選項，或稱為熱備援。對於客戶無重要損失服務情況下的復原 IT 服務。立即復原經常使用鏡射、負載平衡、和分散場域的技術。
impact	衝擊	<i>(ITIL Service Operation) (ITIL Service Transition)</i> A measure of the effect of an incident, problem or change on business processes. Impact is often based on how service levels will be affected. Impact and urgency are used to assign priority.	<i>(ITIL 服務維運) (ITIL 服務轉換)</i> 衡量事故、問題、或變更在營運流程上的影響。影響經常基於是否有達到服務水準。衝擊和緊急程度用來決定優先順序。
incident	事故	<i>(ITIL Service Operation)</i> An unplanned interruption to an IT service or reduction in the quality of an IT service. Failure of a configuration item that has not yet affected service is also an incident – for example, failure of one disk from a mirror set.	<i>(ITIL 服務維運)</i> 非計畫內的 IT 服務中斷或 IT 服務的品質降低。組態項目的失效雖然還沒有衝擊到服務，但也稱為事故。例如：鏡射組的磁碟失效。

英文詞彙	中文詞彙	英文定義	中文定義
incident management	事故管理	<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.	<i>(ITIL 服務維運)</i> 負責管理全部事故生命週期的流程。事故管理是盡快恢復正常服務維運狀態，並且將對營運的衝擊降到最低。
incident record	事故紀錄	<i>(ITIL Service Operation)</i> A record containing the details of an incident. Each incident record documents the lifecycle of a single incident.	<i>(ITIL 服務維運)</i> 事故的詳細紀錄。每一筆事故紀錄記載著一個事故的生命週期。
indirect cost	間接成本	<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.	<i>(ITIL 服務策略)</i> 不能被完全分配給一個特定客戶的 IT 服務成本。例如，提供分享的伺服器或軟體授權的成本。亦稱為間接費用。參考「直接費用 direct cost」
information security management (ISM)	資訊安全管理(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. See also security management information system.	<i>(ITIL 服務設計)</i> 負責確保組織符合議定的業務需要的資產、資訊、資料和 IT 服務之機密性、完整性、及可用性的流程。與 IT 服務提供者相比較，資訊安全管理的範圍更大，通常是組織安全管理的一部份，包括紙張、人員進入，電話等處理。參考「資訊安全管理系統 information security management system」
information security management system (ISMS)	資訊安全管理系統 (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. See also security management information system.	<i>(ITIL 服務設計)</i> 確保組織能達到資訊安全管理目標的政策、流程、功能、標準、指引、及工具之架構。參考「安全管理資訊系統 security management information system」

英文詞彙	中文詞彙	英文定義	中文定義
information security policy	資訊安全政策	<i>(ITIL Service Design)</i> The policy that governs the organization's approach to information security management.	<i>(ITIL 服務設計)</i> 政策是管理組織資訊安全的方法。
information system	資訊系統	See management information system.	參考「管理資訊系統 management information system」
information technology (IT)	資訊科技(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.	儲存、傳播、或資訊處理所使用之科技。科技通常包括電腦、通訊、應用程式、及其它軟體。資訊可能是營運資料、聲音、圖像、影像等。資訊科技通常藉由 IT 服務以支援營運流程。
infrastructure service	基礎架構服務	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.	提供硬體、網路、或其它資料中心元件的支援服務類型。與「支援服務 supporting service」為同義詞。
insourcing	委內	<i>(ITIL Service Strategy)</i> Using an internal service provider to manage IT services. The term insourcing is also used to describe the act of transferring the provision of an IT service from an external service provider to an internal service provider. See also service sourcing.	<i>(ITIL 服務策略)</i> 使用內部服務提供者來管理 IT 服務。委內被用於描述將 IT 服務從外部服務提供者轉移到內部服務提供者的行為。參考「服務來源 service sourcing」
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.	<i>(ITIL 服務設計)</i> 一項安全性原則，確保資料和組態項目只被有授權的人員和活動修改。完整性需考慮造成修改的全部可能原因，包括軟體和硬體失效、環境事件、及人員干涉。

英文詞彙	中文詞彙	英文定義	中文定義
interactive voice response (IVR)	互動式語音回應 (IVR)	<i>(ITIL Service Operation)</i> A form of automatic call distribution that accepts user input, such as key presses and spoken commands, to identify the correct destination for incoming calls.	<i>(ITIL 服務維運)</i> 一種自動話務分配系統的形式，接受使用者的輸入，包括按鍵或口語命令，因而識別來源電話的正確去處。
intermediate recovery	中級復原	<i>(ITIL Service Design)</i> A recovery option that is also known as warm standby. Intermediate recovery usually uses a shared portable or fixed facility that has computer systems and network components. The hardware and software will need to be configured, and data will need to be restored, as part of the IT service continuity plan. Typical recovery times for intermediate recovery are one to three days.	<i>(ITIL 服務設計)</i> 一種復原選項，或稱為暖備援。中級復原通常使用一個被分享的可攜式或固定的電腦系統和網路元件。硬體和軟體需要被設定，並且資料需要被復原，是 IT 服務持續性計畫的一部份。通常要求在 24 到 72 小時內恢復 IT 服務。
internal customer	內部客戶	A customer who works for the same business as the IT service provider. See also external customer; internal service provider.	與 IT 服務提供者服務於相同企業的客戶。參考「外部客戶 external customer」、「內部服務提供者 internal service provider」
internal metric	內部指標	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 服務提供者用於監視其內部流程之效率、有效性或成本效益的測量指標。通常不會正式向 IT 服務的客戶報告內部測量指標。參考「外部指標 External Metric」
internal rate of return (IRR)	內部報酬率(IRR)	<i>(ITIL Service Strategy)</i> A technique used to help make decisions about capital expenditure. It calculates a figure that allows two or more alternative investments to be compared. A larger internal rate of return indicates a better investment. See also net present value; return on investment.	<i>(ITIL 服務策略)</i> 用來協助關於資本支出決策的一種技巧。內部報酬率計算允許兩種或更多種投資的比較。內部報酬率數值越大表示其為越好的投資。參考「淨現值 net present value」、「投資報酬率 return on investment」

英文詞彙	中文詞彙	英文定義	中文定義
internal service provider	內部服務提供者	<i>(ITIL Service Strategy)</i> An IT service provider that is part of the same organization as its customer. An IT service provider may have both internal and external customers. See also insourcing; Type I service provider; Type II service provider.	<i>(ITIL 服務策略)</i> 與客戶同屬一個組織的 IT 服務提供者。IT 服務提供者可具有內部客戶和外部客戶。參考「委內 insourcing」、「第一類型服務提供者 Type I service provider」、「第二類型服務提供者 Type II service provider」
International Organization for Standardization (ISO)	國際標準組織(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.	國際標準組織(ISO)是世界最大的標準制訂者。ISO 是由 156 個國家的國家標準機構組成的一個非政府組織。有關 ISO 更多的資訊可參考 www.iso.org 。
International Standards Organization	國際標準組織	See International Organization for Standardization.	參考「國際標準組織 International Standards Organization」
internet service provider (ISP)	網際網路服務提供者(ISP)	An external service provider that provides access to the internet. Most ISPs also provide other IT services such as web hosting.	提供存取網際網路途徑的外部服務提供者。大多數 ISP 亦提供如網站託管等其它 IT 服務。
invocation	發動	<i>(ITIL Service Design)</i> Initiation of the steps defined in a plan – for example, initiating the IT service continuity plan for one or more IT services.	<i>(ITIL 服務設計)</i> 啟動定義於計畫中的步驟。例如：針對單一或多個的 IT 服務啟動 IT 服務持續性計畫。
Ishikawa Diagram	石川圖	<i>(ITIL Continual Service Improvement) (ITIL Service Operation)</i> A technique that helps a team to identify all the possible causes of a problem. Originally devised by Kaoru Ishikawa, the output of this technique is a diagram that looks like a fishbone.	<i>(ITIL 持續服務改善) (ITIL 服務維運)</i> 幫助團隊鑑別問題所有可能原因的技巧。最初由 Kaoru Ishikawa 提出，這種方法會產出看似魚骨的圖。
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.	關於一系列品質管理系統的國際標準和指導方針的通稱。更多資訊參考 www.iso.org 。參考「國際標準組織 ISO」

英文詞彙	中文詞彙	英文定義	中文定義
ISO 9001	ISO 9001	An international standard for quality management systems. See also ISO 9000; standard.	品質管理系統的國際標準。參考「ISO 9000」、「標準 standard」
ISO/IEC 20000	ISO/IEC 20000	An international standard for IT service management.	IT 服務管理的國際標準。
ISO/IEC 27001	ISO/IEC 27001	(<i>ITIL Continual Service Improvement</i>) (<i>ITIL Service Design</i>) An international specification for information security management. The corresponding code of practice is ISO/IEC 27002. See also standard.	(<i>ITIL 持續服務改善</i>) (<i>ITIL 服務設計</i>) 資訊安全管理系統的國際規格書。其相應的實務準則是 ISO/IEC 27002。參考「標準 standard」
ISO/IEC 27002	ISO/IEC 27002	(<i>ITIL Continual Service Improvement</i>) An international code of practice for information security management. The corresponding specification is ISO/IEC 27001. See also standard.	(<i>ITIL 持續服務改善</i>) 資訊安全管理的國際實務準則。相應的規格書是 ISO/IEC 27001。參考「標準 standard」
IT accounting	IT 會計	See accounting.	參考「會計 accounting」
IT infrastructure	IT 基礎架構	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.	需要被開發、測試、交付、監視、控制、或支援應用程式和 IT 服務的所有硬體、軟體、網路、設備等。IT 基礎架構包括所有的資訊科技，但與人員、流程、及文件無關。
IT operations	IT 維運	(<i>ITIL Service Operation</i>) Activities carried out by IT operations control, including console management, job scheduling, backup and restore, and print and output management. IT operations is also used as a synonym for service operation.	(<i>ITIL 服務維運</i>) IT 維運控制所執行的活動，包括終端機管理/維運監控、工作排程、備份與回復、以及列印和輸出管理。IT 維運也是服務維運的同義詞。
IT operations control	IT 維運控制	(<i>ITIL Service Operation</i>) The function responsible for monitoring and control of the IT services and IT infrastructure. See also operations bridge.	(<i>ITIL 服務維運</i>) 負責對 IT 服務和 IT 基礎架構的監視和控制的功能。參考「維運控制中心 operations bridge」

英文詞彙	中文詞彙	英文定義	中文定義
IT operations management	IT 維運管理	<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.	<i>(ITIL 服務維運)</i> IT 服務提供者自有的功能，負責執行管理 IT 服務和所支援的 IT 基礎架構所需的日常活動。IT 維運管理包括 IT 維運控制和設施管理。
IT service	IT 服務	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 服務提供者所提供的服務。IT 服務是由資訊科技、人員、及流程所組成。面對客戶的 IT 服務直接支援一或多個客戶的營運流程，而其服務水準目標應於服務水準協議中被定義。其它的 IT 服務，稱為支援服務，並非直接被營運所使用，而是被服務提供者要求提供面對客戶的服務。參考「核心服務 core service」、「必要支援服務 enabling service」、「增強服務 enhancing service」、「服務 service」、「服務套裝 service package」
IT service continuity management (ITSCM)	IT 服務持續性管理 (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.	<i>(ITIL 服務設計)</i> 負責管理可能嚴重地影響 IT 服務的流程。IT 服務持續性管理確保 IT 服務提供者能藉由降低風險到可接受的水準與有計畫地復原 IT 服務，提供約定之最基本服務水準。IT 服務持續性管理應支援企業持續性管理。
IT service continuity plan	IT 服務持續性計畫	<i>(ITIL Service Design)</i> A plan defining the steps required to recover one or more IT services. The plan also identifies the triggers for invocation, people to be involved, communications etc. The IT service continuity plan should be part of a business continuity plan.	<i>(ITIL 服務設計)</i> 定義需要復原的一項或更多項 IT 服務步驟的計畫。該計畫亦將識別發動的時機、需要參與的人員及溝通等。IT 服務持續性計畫應為企業持續性計畫的一部份。

英文詞彙	中文詞彙	英文定義	中文定義
IT service management (ITSM)	IT 服務管理(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. <i>See also</i> service management.	建置和管理符合企業需要之優質 IT 服務。IT 服務提供者透過人員、流程、及資訊科技的組合執行 IT 服務管理。參考「服務管理 service management」
IT Service Management Forum (itSMF)	IT 服務管理論壇 (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. <i>See</i> www.itsmf.com for more information.	IT 服務管理論壇是一個致力於推廣 IT 服務管理的專業獨立組織。IT 服務管理論壇是在全世界的許多國家都設有非營利的會員組織代表(itSMF 分會)。IT 服務管理論壇和其會員致力於發展 ITIL 和相關 IT 服務管理標準。更多的資訊參考 www.itsmf.com 。
IT service provider	IT 服務提供者	<i>(ITIL Service Strategy)</i> A service provider that provides IT services to internal or external customers.	<i>(ITIL 服務策略)</i> 對內部或外部客戶提供 IT 服務的服務提供者。
IT steering group (ISG)	IT 指導小組(ISG)	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A formal group that is responsible for ensuring that business and IT service provider strategies and plans are closely aligned. An IT steering group includes senior representatives from the business and the IT service provider. Also known as IT strategy group or IT steering committee.	<i>(ITIL 服務設計) (ITIL 服務策略)</i> 負責確保企業和 IT 服務提供者的策略和計畫是密切相關的正式團隊。IT 指導小組包括來自企業和 IT 服務提供者的高階代表。亦被稱為 IT 策略團隊或 IT 指導委員會。

英文詞彙	中文詞彙	英文定義	中文定義
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.	用於 IT 服務管理的一套最佳實務出版品。ITIL 係由英國政府內閣辦公室(英國政府的一部份)所擁有，在 IT 服務的品質上與其支援的流程、功能、及所需能力，提供一系列的指引。ITIL 的架構是基於服務生命週期，包括五個生命週期階段(服務策略、服務設計、服務轉換、服務維運、持續服務改善)，每個階段皆有其支援性的出版品。還有一系列的 ITIL 補充出版品，針對不同的產業別、組織型態、維運模型、及技術架構提供指引。更多的資訊參考 www.itil-officialsite.com 。
job description	職務說明	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.	定義特定人員的角色、職責、技能、及知識的文件。一份職務說明可能包括多個角色，例如：組態經理和變更經理的角色可能是由同一個人擔任。
job scheduling	工作排程	(<i>ITIL Service Operation</i>) Planning and managing the execution of software tasks that are required as part of an IT service. Job scheduling is carried out by IT operations management, and is often automated using software tools that run batch or online tasks at specific times of the day, week, month or year.	(<i>ITIL 服務維運</i>) 計畫和管理做為 IT 服務部份的軟體作業執行。工作排程由 IT 服務維運管理所執行，並且經常被利用自動化軟體工具在特定的日期、周、月、或年，執行批次或線上作業。
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.	(<i>ITIL 服務策略</i>) 由 Noriaki Kano 所開發的模型，用來幫助了解客戶的偏好。Kano 模型將 IT 服務歸納為幾個屬性，包括：基本要件、刺激要素、執行要素等。

英文詞彙	中文詞彙	英文定義	中文定義
Kepner and Tregoe analysis	Kepner and 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.	<i>(ITIL 服務維運)</i> 解決問題的結構化方法。分析問題是什麼、在哪裡發生，何時發生和程度。識別可能的原因。測試最可能的原因與驗證真正的原因。
key performance indicator (KPI)	關鍵績效指標(KPI)	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A metric that is used to help manage an IT service, process, plan, project or other activity. Key performance indicators are used to measure the achievement of critical success factors. Many metrics may be measured, but only the most important of these are defined as key performance indicators and used to actively manage and report on the process, IT service or activity. They should be selected to ensure that efficiency, effectiveness and cost effectiveness are all managed.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 用於幫助管理 IT 服務、計畫、或其它活動的指標。關鍵績效指標被用於測量關鍵成功要素。許多指標都可以被測量，但是只有被定義為最重要的關鍵績效指標，需要經常主動地管理並且報告有關的流程，IT 服務或活動的情況。關鍵績效指標應該可以確保效率、效益、及成本效益都得到管理。
knowledge base	知識庫	<i>(ITIL Service Transition)</i> A logical database containing data and information used by the service knowledge management system.	<i>(ITIL 服務轉換)</i> 包含用於服務知識管理系統的資料和資訊的實體資料庫。
knowledge management	知識管理	<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.	<i>(ITIL 服務轉換)</i> 負責分享觀點、想法、經驗、及資訊，同時確保其能夠在適當的時間和地點是可用的流程。知識管理流程藉由減少重新發現知識的需要，能夠協助已知決策並且提供效率。參考「資料-資訊-知識-智慧轉化機制 Data-to-Information-to-Knowledge-to-Wisdom」、「服務知識管理系統 service knowledge management system」

英文詞彙	中文詞彙	英文定義	中文定義
known error	已知錯誤	<i>(ITIL Service Operation)</i> A problem that has a documented root cause and a workaround. Known errors are created and managed throughout their lifecycle by problem management. Known errors may also be identified by development or suppliers.	<i>(ITIL 服務維運)</i> 記載的根本原因和暫時性解決方案的問題。已知錯誤藉由問題管理生命週期被建立並加以管理。已知錯誤亦可能由開發或供應者鑑別出。
known error database (KEDB)	已知錯誤資料庫 (KEDB)	<i>(ITIL Service Operation)</i> A database containing all known error records. This database is created by problem management and used by incident and problem management. The known error database may be part of the configuration management system, or may be stored elsewhere in the service knowledge management system.	<i>(ITIL 服務維運)</i> 包括全部已知錯誤紀錄的資料庫。資料庫由問題管理被建立並且由事故和問題管理使用。已知錯誤資料庫是組態管理系統的一部份、或儲存在服務知識管理系統的其他地方。
known error record	已知錯誤紀錄	<i>(ITIL Service Operation)</i> A record containing the details of a known error. Each known error record documents the lifecycle of a known error, including the status, root cause and workaround. In some implementations, a known error is documented using additional fields in a problem record.	<i>(ITIL 服務維運)</i> 包含已知錯誤的細節的紀錄。每一個已知錯誤紀錄記載已知錯誤的生命週期，包括狀態、根本原因、及暫時性解決方案。在有些建置過程中，已知錯誤會在問題紀錄裡使用其它欄位的方式記載。

英文詞彙	中文詞彙	英文定義	中文定義
lifecycle	生命週期	<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> <ul style="list-style-type: none"> The lifecycle of an application includes requirements, design, build, deploy, operate, optimize The expanded incident lifecycle includes detection, diagnosis, repair, recovery and restoration The lifecycle of a server may include: ordered, received, in test, live, disposed etc. 	<p>在 IT 服務、組態項目、事故、問題、變更等生命的各種階段。生命週期定義狀態分類和核准後的狀態異動，例如：</p> <ul style="list-style-type: none"> 應用程式的生命週期包括需求、設計、建置、發行、維運、最佳化。 擴展的事故生命週期包括偵測、診斷，修復、復原、回復。 伺服器的生命週期可以包括訂購、接收、測試、線上、發行等。
line of service(LOS)	系列服務(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><i>(ITIL 服務策略)</i> 具有多重服務選擇的核心服務或服務套裝。系列服務是由服務負責人管理，每個服務選擇被用於支援特定的市場區隔。</p>
live	線上	<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><i>(ITIL 服務轉換)</i> 指正在被用於交付服務予客戶之 IT 服務或其它組態項目。</p>
live environment	線上環境	<p><i>(ITIL Service Transition)</i> A controlled environment containing live configuration items used to deliver IT services to customers.</p>	<p><i>(ITIL 服務轉換)</i> 受控制的環境，包括用來交付 IT 服務予客戶的線上組態項目。</p>

英文詞彙	中文詞彙	英文定義	中文定義
maintainability	可維護性	<i>(ITIL Service Design)</i> A measure of how quickly and effectively an IT service or other configuration item can be restored to normal working after a failure. Maintainability is often measured and reported as MTRS. Maintainability is also used in the context of software or IT service development to mean ability to be changed or repaired easily.	<i>(ITIL 服務設計)</i> 組態項目或 IT 服務在失效後，如何快速且有效地回復正常作業之測量。可維護性通常以 MTRS 進行測量和報告。可維護性也被定義為在軟體或 IT 服務開發環境中，易於變更或修復的能力。
major incident	重大事故	<i>(ITIL Service Operation)</i> The highest category of impact for an incident. A major incident results in significant disruption to the business.	<i>(ITIL 服務維運)</i> 衝擊最大的事故分類。重大事故對營運導致嚴重的停滯。
manageability	可管理性	An informal measure of how easily and effectively an IT service or other component can be managed.	IT 服務或其它元件被管理的容易程度和有效性的非正式測量方法。
management information	管理資訊	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'.	用來支援管理者決策的資訊。管理資訊通常由支援各種不同 IT 服務管理流程的工具自動產生。管理資訊通常包括關鍵性績效指標的值，例如：因變更導致事故變更的百分比、或第一時間修復的比率。
management information system (MIS)	管理資訊系統(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.	<i>(ITIL 服務設計)</i> 用於支援流程或功能的一套工具、資料、及資訊。例如：可用性管理資訊系統、和供應商與合約管理資訊系統。參考「服務知識管理系統 service knowledge management system」

英文詞彙	中文詞彙	英文定義	中文定義
Management of Risk(M_o_R®)	風險管理	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 包括識別和控制風險暴露(可能影響組織營運目標)所需的所活動。更多詳細資訊參考 www.mor-officialsite.com 。
management system	管理系統	The framework of policy, processes, functions, standards, guidelines and tools that ensures an organization or part of an organization can achieve its objectives. This term is also used with a smaller scope to support a specific process or activity – for example, an event management system or risk management system. See also system.	確保組織或部份組織可以達成目標的政策、流程、功能、標準、指引、及工具的架構。這個詞彙也用於較小範圍的支援一個特定的流程或活動。例如，事件管理系統或風險管理系統。參考「系統 system」
manual workaround	人工暫時性解決方案	<i>(ITIL Continual Service Improvement)</i> A workaround that requires manual intervention. Manual workaround is also used as the name of a recovery option in which the business process operates without the use of IT services. This is a temporary measure and is usually combined with another recovery option.	<i>(ITIL 持續服務改善)</i> 需要人工涉入的一種暫時性解決方案。人工暫時性解決方案也是一種復原選項，當 IT 服務無法於企業營運流程中使用時的一種方式。是一種暫時性的措施，且通常與其它復原選項結合使用。
marginal cost	邊際成本	<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.	<i>(ITIL 服務策略)</i> 繼續提供 IT 服務的成本。邊際成本不包括已經進行的投資，例如：開發新軟體並提供訓練的成本。
market space	市場空間	<i>(ITIL Service Strategy)</i> Opportunities that an IT service provider could exploit to meet the business needs of customers. Market spaces identify the possible IT services that an IT service provider may wish to consider delivering.	<i>(ITIL 服務策略)</i> IT 服務提供者能夠滿足客戶的營運需要的機會。市場空間識別了 IT 服務提供者希望考慮提供 IT 服務的可能性。

英文詞彙	中文詞彙	英文定義	中文定義
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.	<i>(ITIL 持續服務改善)</i> 測量流程、功能、組織之可靠性、效率及效益。最成熟的流程與功能是需要正式地與企業目標和策略相結合，並且能提供持續改善的架構。
maturity level	成熟度水準	A named level in a maturity model, such as the Carnegie Mellon Capability Maturity Model Integration.	在成熟度模型中定義的水準。例如，卡內基美隆大學的能力成熟度模型(CMMI)。
mean time between failures (MTBF)	平均失效間隔時間 (MTBF)	<i>(ITIL Service Design)</i> A metric for measuring and reporting reliability. MTBF is the average time that an IT service or other configuration item can perform its agreed function without interruption. This is measured from when the configuration item starts working, until it next fails.	<i>(ITIL 服務設計)</i> 測量和報告可靠性的指標。MTBF 是指 IT 服務或組態項目，能夠執行議定的功能而沒有中斷的平均時間。時間測量從 IT 服務或組態項目開始計算，直到下一次失敗發生的時候。
mean time between service incidents (MTBSI)	平均事故間隔時間 (MTBSI)	<i>(ITIL Service Design)</i> A metric used for measuring and reporting reliability. It is the mean time from when a system or IT service fails, until it next fails. MTBSI is equal to MTBF plus MTRS.	<i>(ITIL 服務設計)</i> 測量和報告可靠性的指標。MTBSI 是指系統或 IT 服務發生失敗到下一次失敗的平均時間。MTBSI = MTBF + MTRS。
mean time to repair (MTTR)	平均修復時間 (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.	在失效後修復 IT 服務或組態項目所花費的平均時間。MTTR 的測量是從組態項目或 IT 服務失效到被完成修復為止。MTTR 不包括復原或回復需要的時間。MTTR 有時被誤用為表示平均回復服務時間。
mean time to restore service (MTRS)	平均回復服務時間 (MTRS)	The average time taken to restore an IT service or other configuration item after a failure. MTRS is measured from when the configuration item fails until it is fully restored and delivering its normal functionality. See also maintainability; mean time to repair.	在失效後回復 IT 服務或組態項目所花費的平均時間。MTRS 測量從組態項目或 IT 服務失效時的開始，直到完全回復並提供正常功能為止。參考「可維護性 maintainability」、「平均修復時間 mean time to repair」

英文詞彙	中文詞彙	英文定義	中文定義
metric	指標	<i>(ITIL Continual Service Improvement)</i> Something that is measured and reported to help manage a process, IT service or activity. See also key performance indicator.	<i>(ITIL 持續服務改善)</i> 用於測量和報告以協助管理流程、IT 服務、或活動的事物。參考「關鍵績效指標 KPI」
middleware	中介軟體	<i>(ITIL Service Design)</i> Software that connects two or more software components or applications. Middleware is usually purchased from a supplier, rather than developed within the IT service provider. See also commercial off the shelf.	<i>(ITIL 服務設計)</i> 連結兩個或更多軟體元件或應用程式的軟體。中介軟體通常向提供者購買，而非由 IT 服務提供者開發。參考「商用現有軟體 commercial off the shelf」
mission	任務	A short but complete description of the overall purpose and intentions of an organization. It states what is to be achieved, but not how this should be done. See also vision.	對組織整體目標和目的簡短且完整的說明，其說明了要達成的目標，而非達成的方式。參考「願景 vision」
model	模型	A representation of a system, process, IT service, configuration item etc. that is used to help understand or predict future behaviour.	用於協助了解或預測未來行為的系統、流程、IT 服務、組態項目等的表示方式。
modelling	塑模	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.	用來預測系統、流程、IT 服務、組態項目等未來行為的技巧。塑模經常使用於財務管理、容量管理、及可用性管理。
monitor control loop	監控循環	<i>(ITIL Service Operation)</i> Monitoring the output of a task, process, IT service or other configuration item; comparing this output to a predefined norm; and taking appropriate action based on this comparison.	<i>(ITIL 服務維運)</i> 監視任務、流程、IT 服務、或組態項目的產出；將產出的結果與之前預先定義的準則進行比較；並且根據這種比較結果採取適當行動。
monitoring	監視	<i>(ITIL Service Operation)</i> Repeated observation of a configuration item, IT service or process to detect events and to ensure that the current status is known.	<i>(ITIL 服務維運)</i> 不斷地觀察組態項目、IT 服務或流程，以發現事件並確實掌握目前的狀態。

英文詞彙	中文詞彙	英文定義	中文定義
near-shore	鄰境	<i>(ITIL Service Strategy)</i> Provision of services from a country near the country where the customer is based. This can be the provision of an IT service, or of supporting functions such as a service desk. See also offshore; onshore.	<i>(ITIL 服務策略)</i> 基於客戶所在地附近的國家提供服務。這服務可能是 IT 服務、或支援功能，例如：服務台。參考「境外 offshore」、「境內 onshore」
net present value (NPV)	淨現值(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. See also internal rate of return; return on investment.	<i>(ITIL 服務策略)</i> 用來協助關於資本支出的決策的技巧。淨現值是現金流入與現金流出的比較，正的淨現值表示投資是值得的。參考「內部報酬率 internal rate of return」、「投資報酬率 return on investment」
normal change	一般變更	<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.	<i>(ITIL 服務轉換)</i> 非緊急變更或標準變更的變更。一般變更遵循變更管理流程所定義的步驟。
normal service operation	正常服務維運狀態	<i>(ITIL Service Operation)</i> An operational state where services and configuration items are performing within their agreed service and operational levels.	<i>(ITIL 服務維運)</i> 服務和組態項目在其約定的服務和維運水準內所進行的一種維運狀態。
notional charging	形式上收費	<i>(ITIL Service Strategy)</i> An approach to charging for IT services. Charges to customers are calculated and customers are informed of the charge, but no money is actually transferred. Notional charging is sometimes introduced to ensure that customers are aware of the costs they incur, or as a stage during the introduction of real charging.	<i>(ITIL 服務策略)</i> IT 服務收費的方法。計算並通知客戶的費用，但是沒有實際金錢被轉移。形式上收費有時在確認客戶知道費用的發生，或做為進行實際收費前的階段。
objective	目標	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.	從流程、活動或組織要求的結果來確保目的的達成。目標通常以可測量的目的來表示。目標一詞也非正式地被用來表示需求。

英文詞彙	中文詞彙	英文定義	中文定義
off the shelf	現有產品	See commercial off the shelf.	參考「商用現有軟體 commercial off the shelf」
Office of Government Commerce (OGC)	英國政府商務辦公室(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	英國政府商務辦公室(最佳管理實務的前任擁有者)和其功能已經轉移至內閣辦公室(英國政府的一部份)。參考 www.cabinetoffice.gov.uk 。
offshore	境外	(<i>ITIL Service Strategy</i>) Provision of services from a location outside the country where the customer is based, often in a different continent. This can be the provision of an IT service, or of supporting functions such as a service desk. See also near-shore; onshore.	(<i>ITIL 服務策略</i>) 服務提供的所在地，並不是在客戶所在的國家，經常在不同的洲。這可能是 IT 服務、支援功能，例如：服務台。參考「鄰境 near-shore」、「境內 onshore」
onshore	境內	(<i>ITIL Service Strategy</i>) Provision of services from a location within the country where the customer is based. See also near-shore; offshore.	(<i>ITIL 服務策略</i>) 與客戶所在的同一個國家內提供服務。參考「境外 offshore」、「鄰境 near-shore」
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.	依照要求執行。流程或組態項目交付被要求的產出，也可視為操作。操作也表示執行一種或更多種的維運。例如，操作一台電腦執行每日預期的維運。
operation	維運	(<i>ITIL Service Operation</i>) Day-to-day management of an IT service, system or other configuration item. Operation is also used to mean any predefined activity or transaction – for example, loading a magnetic tape, accepting money at a point of sale, or reading data from a disk drive.	(<i>ITIL 服務維運</i>) IT 服務、系統、或其它組態項目的日常管理。維運也用來表示任何預先定義的活動或交易。例如：載入一捲卡帶、在銷售點收錢，或從磁帶讀取資料。

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operational	維運性	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.	在計畫與交付的三個層級中(策略性、戰術性、維運性)最低的層級。維運性活動包括日常或短期計劃、執行企業流程、或 IT 服務管理流程。維運性亦是線上的同義詞。
operational cost	維運成本	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.	執行 IT 服務所產生的成本。此為經常性地持續付款，例如：人事費、硬體維護、及電力費用(亦稱為現金支出、或營業支出)。參考「資本支出 capital expenditure」
operational expenditure (OPEX)	維運支出(OPEX)	See operational cost.	參考「維運成本 operational cost」
operational level agreement (OLA)	維運水準協議(OLA)	<p><i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An agreement between an IT service provider and another part of the same organization. It supports the IT service provider's delivery of IT services to customers and defines the goods or services to be provided and the responsibilities of both parties. For example, there could be an operational level agreement:</p> <ul style="list-style-type: none"> • Between the IT service provider and a procurement department to obtain hardware in agreed times • Between the service desk and a support group to provide incident resolution in agreed times. <p>See also service level agreement.</p>	<p><i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 在同一個組織內，IT 服務提供者與另一個部門之間的一項協議。營運水準協議協助 IT 服務提供者把 IT 服務交付給客戶。營運水準協議定義了要交付的貨品或服務、及雙方的責任。營運水準協議範例如下：</p> <ul style="list-style-type: none"> • IT 服務提供者與採購部門之間，在約定的時間內取得硬體。 • 服務台與支援團隊之間，在約定的時間內交付事故解決方案。 <p>參考「服務水準協議 service level agreement」</p>

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operations bridge	維運控制中心	<i>(ITIL Service Operation)</i> A physical location where IT services and IT infrastructure are monitored and managed.	<i>(ITIL 服務維運)</i> 監視且管理 IT 服務和 IT 基礎架構的實體位置。
operations control	維運控制	See IT operations control.	參考「IT 維運控制 IT operations control」
operations management	維運管理	See IT operations management.	參考「IT 維運管理 IT operations management」
opportunity cost	機會成本	<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.	<i>(ITIL 服務策略)</i> 用來決定投資選擇的成本。機會成本代表透過不同方式使用資源所產生的收入。例如，購買一台新伺服器的機會成本，可能包括不進行一項服務改善活動所需要的花費。機會成本分析被用於決策流程的一部份，但是於任何財務報表裡，機會成本不會被視為實際成本。
optimize	最佳化	Review, plan and request changes, in order to obtain the maximum efficiency and effectiveness from a process, configuration item, application etc.	審查、計畫、及請求變更，以便從流程、組態項目、及應用程式等得到最大的效率和效益。
organization	組織	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、法人或者其他機構。組織有時用於代表一個包含人員、資源、及預算的實體，例如：一個專案或營運單位。
outcome	結果	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. See also objective.	執行活動、遵循流程、或提供 IT 服務等所獲得的成果。結果可被用於表示預期的成果、或實際達成的成果。 參考「目標 objective」

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outsourcing	委外	<i>(ITIL Service Strategy)</i> Using an external service provider to manage IT services. See also service sourcing.	<i>(ITIL 服務策略)</i> 僱用外部服務提供者來管理 IT 服務。參考「服務來源 service sourcing」
overhead	間接費用	See indirect cost.	參考「間接成本 indirect cost」
pain value analysis	痛苦指數分析	<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).	<i>(ITIL 服務維運)</i> 用於協助鑑別由一個或多個問題而引發的營運衝擊的技巧。計算痛苦指數的公式包括受影響的使用者人數、中斷時間的期間、每位使用者受到的衝擊、及營運的成本（若已知）。
Pareto principle	柏拉圖原理 80/20 法則	<i>(ITIL Service Operation)</i> A technique used to prioritize activities. The Pareto principle says that 80% of the value of any activity is created with 20% of the effort. Pareto analysis is also used in problem management to prioritize possible problem causes for investigation.	<i>(ITIL 服務維運)</i> 用以排列活動優先順序的技巧。柏拉圖原理指出一個活動創造出的價值中，其 80% 的價值是由 20% 的努力所創造。柏拉圖原理亦可應用於問題管理，排列潛在問題的優先順序以利後續調查。
partnership	夥伴關係	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.	存在兩個組織之間的關係，為共同目標或互惠利益而密切合作。IT 服務提供者應與企業及提供 IT 服務的關鍵第三方建立夥伴關係。參考「價值網路 value network」
passive monitoring	被動式監視	<i>(ITIL Service Operation)</i> Monitoring of a configuration item, an IT service or a process that relies on an alert or notification to discover the current status. See also active monitoring.	<i>(ITIL 服務維運)</i> 監視組態項目、IT 服務、或流程時，需依賴警訊或通知以得知目前狀態。參考「主動式監視 active monitoring」

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pattern of business activity (PBA)	營運活動樣態(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.	<i>(ITIL 服務策略)</i> 一個或多個維運活動的工作量特性。營運活動樣態可用於協助 IT 服務提供者了解與規劃不同等級的企業營運活動。參考「使用者特性 user profile」
percentage utilization	使用百分比	<i>(ITIL Service Design)</i> The amount of time that a component is busy over a given period of time. For example, if a CPU is busy for 1,800 seconds in a one-hour period, its utilization is 50%.	<i>(ITIL 服務設計)</i> 一個元件於預定時間內被使用的比例。例如：中央處理器在一小時內被使用 1800 秒，其使用百分比為 50%。
performance	績效	A measure of what is achieved or delivered by a system, person, team, process or IT service.	由系統、人員、團隊、流程或 IT 服務所達成或交付的結果量測。
performance management	績效管理	Activities to ensure that something achieves its expected outcomes in an efficient and consistent manner.	確保某事以有效和一致的方式達到所期望結果的活動。
pilot	試驗運作	<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.	<i>(ITIL 服務轉換)</i> 在線上環境中，IT 服務、發行、流程的有限部署。試驗運作是以降低風險、獲得使用者意見回饋與驗收為目的。參考「變更評估 change evaluation」、「測試 test」
plan	計畫 規畫	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.	達成目標所需活動與資源的詳細建議書。例如：實行新 IT 服務或流程的計畫。ISO/IEC 20000 需要計畫以管理各個 IT 服務管理流程。

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Plan-Do-Check-Act (PDCA)	規劃-執行-檢查-行動	<i>(ITIL Continual Service Improvement)</i> A four-stage cycle for process management, attributed to Edward Deming. Plan-Do-Check-Act is also called the Deming Cycle. Plan – design or revise processes that support the IT services; Do – implement the plan and manage the processes; Check – measure the processes and IT services, compare with objectives and produce reports; Act – plan and implement changes to improve the processes.	<i>(ITIL 持續服務改善)</i> 由愛德華戴明博士發明的流程管理四階段週期。規劃-執行-檢查-行動也稱為戴明週期。規劃：設計或修正流程以支援 IT 服務。執行：實作計劃和管理流程。檢查：測量流程和 IT 服務，與預定目標比較並產生報告。行動：規劃和實施變更以改善流程。
planned downtime	計劃中斷時間	<i>(ITIL Service Design)</i> Agreed time when an IT service will not be available. Planned downtime is often used for maintenance, upgrades and testing. See also change window; downtime.	<i>(ITIL 服務設計)</i> 不提供 IT 服務的約定時間。計劃中斷時間常用於維護、升級、及測試。參考「變更最佳時段 change window」、「中斷時間 downtime」
planning	計劃 規劃	An activity responsible for creating one or more plans – for example, capacity planning.	負責設計一或多個計畫的活動，例如：容量規劃。
policy	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.	正式文件定義的管理期望與意圖。政策可用於引導決策、確保流程、標準、角色、活動、IT 基礎架構等的一致性、適切發展、及建置。
portable facility	可攜式設施	<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.	<i>(ITIL 服務設計)</i> 由第三方提供的預造建築、或大型車輛。當 IT 服務持續性計畫有需求時，可將設施移至計畫地點。參考「固定設施 fixed facility」、「恢復選項 recovery option」
post-implementation review (PIR)	實施後審查(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.	變更或專案執行後的審查。實施後審查可決定變更或專案是否成功，並識別改善的機會。

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practice	實務	A way of working, or a way in which work must be done. Practices can include activities, processes, functions, standards and guidelines. See <i>also</i> best practice.	工作的一種方式，或完成工作所必須遵循的方式。實務包含活動、流程、功能、標準、及指引。參考「最佳實務 best practice」
prerequisite for success (PFS)	成功先決條件(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.	為確保執行計畫或流程能成功，必須先完成的活動或必須符合的條件。成功先決條件通常是一個流程的輸出，且是進入下個流程的必要輸入。
pricing	定價	(<i>ITIL Service Strategy</i>) Pricing is the activity for establishing how much customers will be charged.	(<i>ITIL 服務策略</i>) 建立客戶計價準則的活動。
PRINCE2®	PRINCE2®	See P <i>R</i> ojects IN Controlled Environments.	參考「受控制環境中的專案 P <i>R</i> ojects IN Controlled Environments (PRINCE2)」
priority	優先順序	(<i>ITIL Service Operation</i>) (<i>ITIL Service Transition</i>) A category used to identify the relative importance of an incident, problem or change. Priority is based on impact and urgency, and is used to identify required times for actions to be taken. For example, the service level agreement may state that Priority 2 incidents must be resolved within 12 hours.	(<i>ITIL 服務維運</i>) (<i>ITIL 服務轉換</i>) 用於鑑別事故、問題、及變更相對重要性的類別。優先順序是依據事故的衝擊和緊急程度所決定，用來決定採取行動所需時間。例如：服務水準協議可能記載優先順序 2 的事故必須在 12 小時內解決。
proactive monitoring	主動式監視	(<i>ITIL Service Operation</i>) Monitoring that looks for patterns of events to predict possible future failures. See <i>also</i> reactive monitoring.	(<i>ITIL 服務維運</i>) 主動尋找事件的樣態，以預測未來可能失效的監視行為。參考「被動式監視 reactive monitoring」
proactive problem management	主動問題管理	(<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.	(<i>ITIL 服務維運</i>) 為問題管理流程的一部份。主動問題管理的目標為識別可能被遺漏的問題。主動問題管理分析事故紀錄及其它 IT 服務管理流程所收集之資料，以識別趨勢或重要的問題。

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problem	問題	<i>(ITIL Service Operation)</i> A cause of one or more incidents. The cause is not usually known at the time a problem record is created, and the problem management process is responsible for further investigation.	<i>(ITIL 服務維運)</i> 一個或多個事故的發生原因。通常在建立問題紀錄時，尚未得知問題的真正原因，因此問題管理流程負責更進一步地調查。
problem management	問題管理	<i>(ITIL Service Operation)</i> The process responsible for managing the lifecycle of all problems. Problem management proactively prevents incidents from happening and minimizes the impact of incidents that cannot be prevented.	<i>(ITIL 服務維運)</i> 負責管理問題生命週期的流程。問題管理主動預防事故的發生，並將不可避免的事故衝擊降到最低。
problem record	問題紀錄	<i>(ITIL Service Operation)</i> A record containing the details of a problem. Each problem record documents the lifecycle of a single problem.	<i>(ITIL 服務維運)</i> 問題紀錄包含一個問題的詳細內容。每個問題紀錄只記載單一問題的生命週期。
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.	用來描述如何達成活動所需步驟的文件。程序被定義為流程的一部份。參考「工作指導書 work instruction」
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.	一組結構化的活動，被設計來完成特定的目標。流程將一個或多個定義的輸入轉變成定義的輸出。流程可能包含任何需要用來交付輸出的角色、職責、工具、及管理控制。流程可定義所需的政策、標準、指引、活動、及工作指導書。
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.	計畫及制訂流程的活動，其目標是以有效性、效率、及一致性的方式執行流程。

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process manager	流程經理	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.	負責流程維運管理的角色。流程經理的職責包括計畫、協調必須執行的活動、流程監視與報告。一個流程可能有數個流程經理，例如：各資料中心內有區域性的變更經理與IT服務持續經理。流程經理的角色經常由流程負責人的角色擔任，但在較大型的組織內，兩者角色可能由不同人來擔任。
process owner	流程負責人	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.	負責確保流程能夠符合目的之角色。流程負責人的職責包含主辦、設計、變更管理、以及對流程與其指標的持續改善。流程負責人的角色通常由擔任流程經理角色的人擔任，但在較大型的組織內，兩者角色可能由不同人擔任。
production environment	生產環境	See live environment.	參考「線上環境 live environment」
profit centre	利潤中心	<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.	<i>(ITIL 服務策略)</i> 營運單位對所提供的服務收費。利潤中心的建立目標可以是創造利潤、彌補成本、或虧本運行。IT服務提供者可以成本中心或利潤中心的方式運作。
pro-forma	預編報表	A template or example document containing sample data that will be replaced with real values when these are available.	樣板、或有範例資料的樣本文件，可供填入真實數據。
programme	計畫	A number of projects and activities that are planned and managed together to achieve an overall set of related objectives and other outcomes.	為達成所有相關的目標與其它結果，所設計和管理的一系列專案與活動。

英文詞彙	中文詞彙	英文定義	中文定義
project	專案	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.	包含需要的人員和其它資產以達成目標或其它結果的暫時性組織。每個專案的典型生命週期包括：啟動、規劃、執行、結束等。通常會以用正式的方法論來管理專案，例如：PRINCE2、PMBOK。參考「章程 charter」、「專案管理辦公室 project management office」、「專案組合 project portfolio」
project charter	專案章程	See charter.	參考「章程 charter」
Project Management Body of Knowledge (PMBOK)	專案管理知識體系 (PMBOK)	A project management standard maintained and published by the Project Management Institute. See www.pmi.org for more information. See also PProjects IN Controlled Environments (PRINCE2).	由專案管理協會維護和出版的專案管理標準。更多資訊參考 www.pmi.org 。參考「受控制環境中的專案 PProjects IN Controlled Environments (PRINCE2)」
Project Management Institute (PMI)	專案管理協會(PMI)	A membership association that advances the project management profession through globally recognized standards and certifications, collaborative communities, an extensive research programme, and professional development opportunities. PMI is a not-for-profit membership organization with representation in many countries around the world. PMI maintains and publishes the Project Management Body of Knowledge (PMBOK). See www.pmi.org for more information. See also PProjects IN Controlled Environments (PRINCE2).	由全球認可的標準和驗證、合作團隊、廣泛的研究計畫、以及專業發展機會來強化專案管理專業的會員協會。PMI 是在全球許多國家中具有代表性的非營利組織。PMI 維護和出版專案管理知識體系。更多資訊參考 www.pmi.org 。參考「受控制環境中的專案 PProjects IN Controlled Environments (PRINCE2)」
project management office (PMO)	專案管理辦公室 (PMO)	(<i>ITIL Service Design</i>) (<i>ITIL Service Strategy</i>) A function or group responsible for managing the lifecycle of projects. See <i>also</i> charter; project portfolio.	(<i>ITIL 服務設計</i>) (<i>ITIL 服務策略</i>) 負責管理專案生命週期的功能或團隊。參考「章程 charter」、「專案組合 project portfolio」

英文詞彙	中文詞彙	英文定義	中文定義
project portfolio	專案組合	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A database or structured document used to manage projects throughout their lifecycle. The project portfolio is used to coordinate projects and ensure that they meet their objectives in a cost-effective and timely manner. In larger organizations, the project portfolio is typically defined and maintained by a project management office. The project portfolio is important to service portfolio management as new services and significant changes are normally managed as projects. See also charter.	<i>(ITIL 服務設計) (ITIL 服務策略)</i> 用於管理專案整個生命週期的資料庫或結構化文件。專案組合用於協調專案，並在成本效益和及時性方面符合其目標。在較大的組織，專案組合通常由專案管理辦公室定義和維護。專案組合對於服務組合而言是重要的，因為新服務或重要變更一般都由專案所管理。參考「章程 charter」
projected service outage (PSO)	計劃性服務中斷 (PSO)	<i>(ITIL Service Transition)</i> A document that identifies the effect of planned changes, maintenance activities and test plans on agreed service levels.	<i>(ITIL 服務轉換)</i> 識別預定變更的有效性、維護活動、及約定服務水準的測試計畫的文件。
PRojects IN Controlled Environments (PRINCE2)	受控制環境中的專案(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).	英國政府用於專案管理的標準方法論。更多資訊參考 www.prince-officialsite.com 。亦可參考「專案管理知識體系 Project Management Body of Knowledge (PMBOK)」
qualification	資格	<i>(ITIL Service Transition)</i> An activity that ensures that the IT infrastructure is appropriate and correctly configured to support an application or IT service. See also validation.	<i>(ITIL 服務轉換)</i> 係指一個活動，用於確保 IT 基礎架構是否適當和正確地配置以支援應用程式或 IT 服務。參考「確認 validation」
quality	品質	The ability of a product, service or process to provide the intended value. For example, a hardware component can be considered to be of high quality if it performs as expected and delivers the required reliability. Process quality also requires an ability to monitor effectiveness and efficiency, and to improve them if necessary. See also quality management system.	能夠提供預期價值的能力的產品、服務、或流程。例如：硬體元件若效能達到並符合預期的可靠度，可被視為高品質。流程品質亦需監視其有效性和效率的能力，並在需要時加以改善。參考「品質管理系統 quality management system」

英文詞彙	中文詞彙	英文定義	中文定義
quality assurance (QA)	品質保證(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. See also service validation and testing.	<i>(ITIL 服務轉換)</i> 負責確保服務、流程、或其它服務資產的品質能夠提供預期價值的流程。品質保證亦用於表示一個執行品質保證的功能或團隊。這個流程在主要 ITIL 出版物中沒有詳細地描述。參考「服務確認與測試 service validation and testing」
quality management system (QMS)	品質管理系統(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. See also ISO 9000.	<i>(ITIL 持續服務改善)</i> 政策、流程、功能、標準、指引、及工具的架構，用於確保組織具有適當的品質，能夠可靠地符合營運目標或服務水準。參考「ISO 9000」
quick win	快速致勝	<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. See also Pareto principle.	<i>(ITIL 持續服務改善)</i> 期望能在短時間內，用相對低成本和工作量，提供投資報酬的改善活動。參考「柏拉圖原理 Pareto principle」
RACI	RACI	<i>(ITIL Service Design)</i> A model used to help define roles and responsibilities. RACI stands for responsible, accountable, consulted and informed.	<i>(ITIL 服務設計)</i> 可定義角色與責任的模型。RACI 代表負責的(Responsible)、當責的(Accountable)、可諮詢的(Consulted)、被告知的(Informed)。
reactive monitoring	被動性監視	<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.	<i>(ITIL 服務維運)</i> 在事件發生後採取回應行動的監視。例如：前個批次作業完成後才提出下個批次作業，或當錯誤發生後才記錄為事故。參考「主動性監視 proactive monitoring」
real charging	實際收費	<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.	<i>(ITIL 服務策略)</i> 客戶對 IT 服務提供者交付的 IT 服務所支付實際費用的收費政策。參考「形式上收費 notional charging」

英文詞彙	中文詞彙	英文定義	中文定義
reciprocal arrangement	互惠安排	<i>(ITIL Service Design)</i> A recovery option. An agreement between two organizations to share resources in an emergency – for example, high-speed printing facilities or computer room space.	<i>(ITIL 服務設計)</i> 復原選項。兩個組織同意在緊急狀況下分享資源。例如：高速印刷設施或電腦機房空間。
record	紀錄	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.	記載流程或活動的結果或其它輸出的文件。紀錄是活動發生的證明，可以是紙本或電子形態。例如：稽核報告、事故紀錄、或會議紀錄。
recovery	復原	<i>(ITIL Service Design) (ITIL Service Operation)</i> Returning a configuration item or an IT service to a working state. Recovery of an IT service often includes recovering data to a known consistent state. After recovery, further steps may be needed before the IT service can be made available to the users (restoration).	<i>(ITIL 服務設計) (ITIL 服務維運)</i> 將組態項目或 IT 服務回復到可工作狀況。IT 服務的復原通常包含復原資料到已知的一致狀況。復原後，在使用者能夠使用 IT 服務之前，可能需要更進一步的步驟(重整 Restoration)。
recovery option	復原選項	<i>(ITIL Service Design)</i> A strategy for responding to an interruption to service. Commonly used strategies are manual workaround, reciprocal arrangement, gradual recovery, intermediate recovery, fast recovery, and immediate recovery. Recovery options may make use of dedicated facilities or third-party facilities shared by multiple businesses.	<i>(ITIL 服務設計)</i> 服務中斷的對應策略。常用策略有：人工暫時性解決方案、互惠安排、逐步復原、中級復原、快速復原、及立即復原。復原選項可使用專用設施、或多個企業共享的第三方設施。

英文詞彙	中文詞彙	英文定義	中文定義
recovery point objective(RPO)	復原點目標(RPO)	<i>(ITIL Service Design) (ITIL Service Operation)</i> The maximum amount of data that may be lost when service is restored after an interruption. The recovery point objective is expressed as a length of time before the failure. For example, a recovery point objective of one day may be supported by daily backups, and up to 24 hours of data may be lost. Recovery point objectives for each IT service should be negotiated, agreed and documented, and used as requirements for service design and IT service continuity plans.	<i>(ITIL 服務設計) (ITIL 服務維運)</i> 當服務從中斷到復原，所允許可能遺失的最大資料量。復原點目標的表達方式是在完全失效前還擁有的時間長度。例如：當復原點目標為一日時，需要有每日備份支援，則最長可能遺失的資料時間為 24 小時。各個 IT 服務的復原點目標需要協商、同意、並記載於文件，並做為服務設計與 IT 服務持續性計畫的要求。
recovery time objective(RTO)	復原時間目標(RTO)	<i>(ITIL Service Design) (ITIL Service Operation)</i> The maximum time allowed for the recovery of an IT service following an interruption. The service level to be provided may be less than normal service level targets. Recovery time objectives for each IT service should be negotiated, agreed and documented. See also business impact analysis.	<i>(ITIL 服務設計) (ITIL 服務維運)</i> 當 IT 服務從受到干擾時到復原，所允許的最長復原時間。所供應的服務水準可能低於正常服務水準目標。各個 IT 服務的復原時間目標需要協商、同意、及記載於文件。參考「營運衝擊分析 business impact analysis」
redundancy	冗餘	<i>(ITIL Service Design)</i> Use of one or more additional configuration items to provide fault tolerance. The term also has a generic meaning of obsolescence, or no longer needed.	<i>(ITIL 服務設計)</i> 使用一個或多個附加的組態項目提供容錯。冗餘一般解釋為廢棄的、或不再需要。
relationship	關係	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.	兩個人物或事情之間的連結或互動。用於營運關係管理，代表 IT 服務提供者與營運之間的互動。用於服務資產和組態管理，等於兩個組態項目之間的相依性或連接性。例如：應用程式和所運轉的伺服器有連結、IT 服務和其組成的全部組態項目有多重連結。

英文詞彙	中文詞彙	英文定義	中文定義
relationship process	關係流程	The ISO/IEC 20000 process group that includes business relationship management and supplier management.	包括營運關係管理和供應商管理的 ISO/IEC 20000 流程群組。
release	發行	<i>(ITIL Service Transition)</i> One or more changes to an IT service that are built, tested and deployed together. A single release may include changes to hardware, software, documentation, processes and other components.	<i>(ITIL 服務轉換)</i> 一個或多個已建立、測試、及部署的 IT 服務的變更。一個單一的發行可能包括硬體、軟體、文件、流程或其它元件的變更。
release and deployment management	發行與部署管理	<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.	<i>(ITIL 服務轉換)</i> 負責規劃、排程、及控制發行的建立、測試、和部署、以及保護現有服務完整性並同時提供營運所需新功能的流程。
release identification	發行識別	<i>(ITIL Service Transition)</i> A naming convention used to uniquely identify a release. The release identification typically includes a reference to the configuration item and a version number – for example, Microsoft Office 2010 SR2.	<i>(ITIL 服務轉換)</i> 用於唯一識別發行的命名慣例。發行識別通常包括引用組態項目與版本編號。例如：Microsoft Office 2010 SR2。
release management	發行管理	See release and deployment management.	參考「發行與部署管理 release and deployment management」
release package	發行套裝	<i>(ITIL Service Transition)</i> A set of configuration items that will be built, tested and deployed together as a single release. Each release package will usually include one or more release units.	<i>(ITIL 服務轉換)</i> 將一套建立、測試、及部署的組態項目集合成一個單獨的發行。每一發行套裝通常包括一個或多個發行單元。

英文詞彙	中文詞彙	英文定義	中文定義
release record	發行紀錄	<i>(ITIL Service Transition)</i> A record that defines the content of a release. A release record has relationships with all configuration items that are affected by the release. Release records may be in the configuration management system or elsewhere in the service knowledge management system.	<i>(ITIL 服務轉換)</i> 定義發行內容的紀錄。發行紀錄與受到發行影響的所以組態項目都有關係。發行紀錄可能在組態管理系統或服務知識管理系統中的其它位置。
release unit	發行單元	<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.	<i>(ITIL 服務轉換)</i> 通常會一起發行的 IT 服務元件。發行單元通常包含執行有用功能的足夠元件。例如：一個發行單元可以是桌上型電腦，包括硬體、軟體、授權、文件等。不同的發行單元可能是完整的薪資應用程式，其包含 IT 維運程序和使用者的訓練。
release window	發行最佳時段	See change window.	參考「變更最佳時段 change window」
reliability	可靠度	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A measure of how long an IT service or other configuration item can perform its agreed function without interruption. Usually measured as MTBF or MTBSI. The term can also be used to state how likely it is that a process, function etc. will deliver its required outputs. See also availability.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> IT 服務或組態項目在不中斷情況下能夠履行其所議定功能的時間長短的測量。通常以 MTBF 或 MTBSI 來測量。可靠度一詞亦能用以說明流程、功能等，會如何遞交其需求產出。參考「可用性 availability」
remediation	矯正	<i>(ITIL Service Transition)</i> Actions taken to recover after a failed change or release. Remediation may include back-out, invocation of service continuity plans, or other actions designed to enable the business process to continue.	<i>(ITIL 服務轉換)</i> 在變更或發行發生後，所採取復原的行動。矯正可能包括退場、服務持續計畫的啟動、或能讓營運流程能夠持續的活動。
repair	修復	<i>(ITIL Service Operation)</i> The replacement or correction of a failed configuration item.	<i>(ITIL 服務維運)</i> 對一個已失效的組態項目進行替換或修正。

英文詞彙	中文詞彙	英文定義	中文定義
request for change (RFC)	變更請求(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.	<i>(ITIL 服務轉換)</i> 變更的正式建議書。包括詳細的變更提議細節，可以是紙本或電子形式。變更請求一詞通常被誤用為「變更紀錄 change record」或是「變更 change」。
request fulfilment	請求實現	<i>(ITIL Service Operation)</i> The process responsible for managing the lifecycle of all service requests.	<i>(ITIL 服務維運)</i> 負責管理所有服務請求生命週期的流程。
request model	請求模型	<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.	<i>(ITIL 服務維運)</i> 處理服務請求特定分類的反覆方法。請求模型可以為特定分類的服務請求定義明確的議定步驟。請求模型可以很簡單，不需要授權的需求(例如，密碼重設)；也可以很複雜，需要很多步驟的授權(例如，現有 IT 服務的提供)。參考「請求實現 request fulfilment」
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.	<i>(ITIL 服務設計)</i> 對於所需求事物的正式說明。例如：IT 服務水準需求、專案需求、或流程所需的交付項目。參考「需求說明 statement of requirements」
resilience	恢復力	<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.	<i>(ITIL 服務設計)</i> IT 服務或組態項目能夠抗拒失效的能力，或失效後能快速復原的能力。例如：有包覆防護的纜線能在受到擠壓時抗拒失效。參考「容錯 fault tolerance」

英文詞彙	中文詞彙	英文定義	中文定義
resolution	解決	<i>(ITIL Service Operation)</i> Action taken to repair the root cause of an incident or problem, or to implement a workaround. In ISO/IEC 20000, resolution processes is the process group that includes incident and problem management.	<i>(ITIL 服務維運)</i> 修復事故或問題的根本原因所採取的行動，或執行暫時性解決方案的行動。在 ISO/IEC 20000 中，解決流程包括事故與問題管理的流程群組。
resolution processes	解決流程	The ISO/IEC 20000 process group that includes incident and problem management.	包括事故管理和問題管理的 ISO/IEC 20000 流程群組。
resource	資源	<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.	<i>(ITIL 服務策略)</i> 包括 IT 基礎架構、人員、金錢、或任何能協助交付 IT 服務事物的通稱。資源被視為組織的資產。參考「能力 capability」、「服務資產 service asset」
response time	回應時間	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.	完成一個維運或交易所需時間的測量。用在容量管理時，是 IT 基礎架構績效的測量；用在事故管理時，是回覆電話或開始診斷時間的測量。
responsiveness	回應時效	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.	回應某個事物所需時間的測量。可以是交易的回應時間，或 IT 服務提供者回應事故或變更請求的速度等。
restoration of service	服務回復	See restore.	參考「回復 restore」
restore	回復	<i>(ITIL Service Operation)</i> Taking action to return an IT service to the users after repair and recovery from an incident. This is the primary objective of incident management.	<i>(ITIL 服務維運)</i> 在事故修復與復原後，將 IT 服務交付給使用者的行動。此為事故管理的主要目標。

英文詞彙	中文詞彙	英文定義	中文定義
retire	除役	<i>(ITIL Service Transition)</i> Permanent removal of an IT service, or other configuration item, from the live environment. Being retired is a stage in the lifecycle of many configuration items.	<i>(ITIL 服務轉換)</i> 把 IT 服務或其它組態項目從線上環境永久地移除。除役是許多組態項目生命週期中的一個階段。
return on assets (ROA)	資產收益率(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.	<i>(ITIL 服務策略)</i> 對營運單位或組織的營利能力的測量。資產收益率是由年淨收入除以總資產值。參考「投資報酬率 return on investment」
return on investment (ROI)	投資報酬率(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.	<i>(ITIL 持續服務改善) (ITIL 服務策略)</i> 對投資的預期效益之衡量。簡言之，是由資產投資淨值所區分的投資淨利。參考「淨現值 net present value」、「投資價值 value on investment」
return to normal	回復正常	<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.	<i>(ITIL 服務設計)</i> IT 服務持續性計畫中的階段，在此階段恢復至完全正常維運。例如，當已使用備援資料中心，回復正常即代表讓主要資料中心回復正常維運，並使 IT 服務持續計畫再度有效。
review	審查	An evaluation of a change, problem, process, project etc. Reviews are typically carried out at predefined points in the lifecycle, and especially after closure. The purpose of a review is to ensure that all deliverables have been provided, and to identify opportunities for improvement. See also change evaluation; post-implementation review.	對變更、問題、流程、專案等的評估。審查實施於生命週期中的預設查核點，特別是在結案之後。審查之目的在於確保均提供所有可交付項目，及識別改善的機會。參考「變更評估 change evaluation」、「實作後審查 post-implementation review」

英文詞彙	中文詞彙	英文定義	中文定義
rights	權利	<i>(ITIL Service Operation)</i> Entitlements, or permissions, granted to a user or role – for example, the right to modify particular data, or to authorize a change.	<i>(ITIL 服務維運)</i> 授予使用者或角色應得的權利或許可。例如，修改特定資料的權利，或授權變更的權利。
risk	風險	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.	可能導致傷害、損失或影響達成目標的事件。風險是以威脅發生的可能性、資產對此威脅的弱點、以及發生時所產生的衝擊來衡量。風險也可以定義為不確定的結果，被用來做為測量積極和消極結果可能性的內容。
risk assessment	風險評鑑	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.	風險管理的初始階段。主要在分析資產對維運的價值、識別對資產的威脅、以及評估每個資產對這些威脅的弱點。風險評鑑可以是量化(基於數值資料)或定性化。
risk management	風險管理	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.	負責定義、評鑑以及控制風險的流程。風險管理有時亦被用於指風險被識別和評估後的整體流程的第二部份，即「風險評估與管理」。這個流程在主要 ITIL 出版物中沒有詳細地描述。參考「風險評鑑 <i>risk assessment</i> 」
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.	指派給個人或團隊的一組職責、活動、及權力。角色在流程或功能中定義，而一個人或團隊可以有多个角色。例如，組態經理和變更經理的角色可以由一個人擔任。角色亦被用於描述某事的目的或用途。

英文詞彙	中文詞彙	英文定義	中文定義
root cause	根本原因	<i>(ITIL Service Operation)</i> The underlying or original cause of an incident or problem.	<i>(ITIL 服務維運)</i> 事故或問題的基本或原始原因。
root cause analysis (RCA)	根本原因分析	<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.	<i>(ITIL 服務維運)</i> 識別事故或問題根本原因的活動。根本原因分析通常針對於 IT 基礎架構的失效。參考「服務失效分析 service failure analysis」
running costs	執行成本	See operational costs.	參考「維運成本 operational costs」
Sarbanes-Oxley (SOX)	沙賓法案(SOX)	US law that regulates financial practice and corporate governance.	規範金融實務和公司治理的美國法律。
scalability	可擴充性	The ability of an IT service, process, configuration item etc. to perform its agreed function when the workload or scope changes.	當工作量或範疇改變時，IT 服務、流程、組態項目等能夠執行所議定功能的能力。
scope	範疇	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、驗證、合約等施行的範圍或程度。例如，變更管理的範疇可能包括所有線上 IT 服務與相關組態項目；而 ISO/IEC 20000 認證的範疇可能包括所指定資料中心所交付的所有 IT 服務。
second-line support	二線支援	<i>(ITIL Service Operation)</i> The second level in a hierarchy of support groups involved in the resolution of incidents and investigation of problems. Each level contains more specialist skills, or has more time or other resources.	<i>(ITIL 服務維運)</i> 支援群組的第二階層，其會涉及事故解決或問題調查。每個階層包括更多專家技能，或擁有更多時間或其它資源。
security	安全	See information security management.	參考「資訊安全管理 information security management」
security management	安全管理	See information security management.	參考「資訊安全管理 information security management」

英文詞彙	中文詞彙	英文定義	中文定義
security management information system (SMIS)	安全管理資訊系統 (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.	(<i>ITIL 服務設計</i>) 用於支援資訊安全管理的一套工具、資料、及資訊。安全管理資訊系統是資訊安全管理系統的一部份。參考「服務知識管理系統 service knowledge management system」
security policy	安全政策	See information security policy.	參考「資訊安全政策 information security policy」
separation of concerns (SoC)	問題切割(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.	設計解決方案或 IT 服務的方法，通常把問題切割成許多部份，然後分別解決。此方法將「需要執行 What」與「如何執行 How」分開討論。
server	伺服器	(<i>ITIL Service Operation</i>) A computer that is connected to a network and provides software functions that are used by other computers.	(<i>ITIL 服務維運</i>) 連結至網路且提供軟體功能給其它電腦使用的電腦。
service	服務	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.	為客戶提供價值的方法，使客戶不用承擔特定的成本和風險就可以方便地得到希望的結果。服務有時被視為核心服務、IT 服務、或服務套裝的同義詞。參考「功效 utility」、「保證 warranty」
service acceptance criteria (SAC)	服務驗收準則(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.	(<i>ITIL 服務轉換</i>) 一套準則，可用於確保 IT 服務符合其功能與品質需求，以及 IT 服務提供者能在部署後維運新的 IT 服務。參考「驗收 acceptance」

英文詞彙	中文詞彙	英文定義	中文定義
service analytics	服務分析	<i>(ITIL Service Strategy)</i> A technique used in the assessment of the business impact of incidents. Service analytics models the dependencies between configuration items, and the dependencies of IT services on configuration items.	<i>(ITIL 服務策略)</i> 用於事故的營運衝擊之評鑑技巧。服務分析塑造組態項目之間的相依性,和 IT 服務對組態管理的相依性。
service asset	服務資產	Any resource or capability of a service provider. See also asset.	服務提供者的任何資源或能力。 參考「資產 asset」
service asset and configuration management (SACM)	服務資產與組態管理(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.	<i>(ITIL 服務轉換)</i> 負責確保交付服務的資產能夠被適當地控制,當需要時,可以獲得準確和可靠資訊的流程。這些資訊包括資產如何配置和其之間關係的細節。 參考「組態管理系統 configuration management system」
service capacity management (SCM)	服務容量管理(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.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 容量管理的子流程,負責了解 IT 服務的績效和容量。每一個 IT 服務所使用資源的資訊和一段時間內的使用樣態會被收集、記錄、及分析,以供容量計畫使用。 參考「營運容量管理 business capacity management」、「元件容量管理 component capacity management」

英文詞彙	中文詞彙	英文定義	中文定義
service catalogue	服務目錄	<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. See also customer agreement portfolio; service catalogue management.	<i>(ITIL 服務設計) (ITIL 服務策略)</i> 包括所有線上 IT 服務和可用於部署資訊的資料庫或結構化文件。服務目錄是服務組合中的一部份，包括 IT 服務的兩種類型資訊：在營運中可見的面對客戶的服務；服務提供者交付面對客戶的服務所需的支援服務。參考「客戶協議組合 customer agreement portfolio」、「服務目錄管理 service catalogue management」
service catalogue management	服務目錄管理	<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.	<i>(ITIL 服務設計)</i> 負責提供和維護服務目錄，並確保對經授權存取服務目錄的人是可用的流程。
service change	服務變更	See change.	參考「變更 change」
service charter	服務章程	<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. See also change proposal; service portfolio; service catalogue.	<i>(ITIL 服務設計) (ITIL 服務策略)</i> 包括對新或變更服務詳細描述的文件。新服務介紹或重大服務變更被記載在章程中，並由服務組合管理所授權。服務章程被遞送到服務設計生命週期階段，在該階段將建立新或修改過的服務設計套裝。章程一詞亦被用於描述在每個服務生命週期階段關於新或變更服務所需的授權行為。參考「變更建議書 change proposal」、「服務組合 service portfolio」、「服務分類 service catalogue」
service continuity management	服務持續管理	See IT service continuity management.	參考「IT 服務持續管理 IT service continuity management」

英文詞彙	中文詞彙	英文定義	中文定義
service contract	服務合約	<i>(ITIL Service Strategy)</i> A contract to deliver one or more IT services. The term is also used to mean any agreement to deliver IT services, whether this is a legal contract or a service level agreement. See also customer agreement portfolio.	<i>(ITIL 服務策略)</i> 遞交一或多個 IT 服務的合約。服務合約亦被用於表示遞交 IT 服務的任何協議，無論是否為法律上的合約或服務水準協議。參考「客戶協議組合 customer agreement portfolio」
service culture	服務文化	A customer-oriented culture. The major objectives of a service culture are customer satisfaction and helping customers to achieve their business objectives.	客戶導向的文化。服務文化的主要目標是客戶滿意與幫助客戶達到其營運目標。
service design	服務設計	<i>(ITIL Service Design)</i> A stage in the lifecycle of a service. Service design includes the design of the services, governing practices, processes and policies required to realize the service provider's strategy and to facilitate the introduction of services into supported environments. Service design includes the following processes: design coordination, service catalogue management, service level management, availability management, capacity management, IT service continuity management, information security management, and supplier management. Although these processes are associated with service design, most processes have activities that take place across multiple stages of the service lifecycle. See also design.	<i>(ITIL 服務設計)</i> 服務生命週期中的一個階段。服務設計包括服務的設計、治理實務、流程、實現服務提供者策略所需的政策、及方便服務進入支援環境的引介。服務設計包括以下流程：設計協調、服務目錄管理、服務水準管理、可用性管理、容量管理、IT 服務持續管理、資訊安全管理、及供應商管理。雖然這些流程與服務設計有關，但是大多數的流程都是跨越服務生命週期多個階段的活動。參考「設計 design」
service design package (SDP)	服務設計套裝(SDP)	<i>(ITIL Service Design)</i> Document(s) defining all aspects of an IT service and its requirements through each stage of its lifecycle. A service design package is produced for each new IT service, major change or IT service retirement.	<i>(ITIL 服務設計)</i> 定義 IT 服務的所有面向與其生命週期中每個階段需求的一份或多份文件。服務設計套裝於每個新 IT 服務、主要變更、或 IT 服務除役時產生。

英文詞彙	中文詞彙	英文定義	中文定義
service desk	服務台	<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.	<i>(ITIL 服務維運)</i> 服務提供者與使用者之間的單一連絡窗口。一般服務台管理事故與服務請求，並與使用者溝通。
service failure analysis (SFA)	服務失效分析(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.	<i>(ITIL 服務設計)</i> 識別一個或多個 IT 服務中斷的根本原因的技巧。服務失效分析識別 IT 服務提供者流程與工具的改善機會，不僅是 IT 基礎架構。服務失效分析是受到時間限制，類似專案的活動，而非持續進行的分析流程。
service hours	服務時間	<i>(ITIL Service Design)</i> An agreed time period when a particular IT service should be available. For example, 'Monday–Friday 08:00 to 17:00 except public holidays'. Service hours should be defined in a service level agreement.	<i>(ITIL 服務設計)</i> 應該提供特定 IT 服務的約定時間。例如，「週一至週五的 08:00 到 17:00(例假日除外)」。服務時間應該定義於服務水準協議中。
service improvement plan (SIP)	服務改善計畫(SIP)	<i>(ITIL Continual Service Improvement)</i> A formal plan to implement improvements to a process or IT service.	<i>(ITIL 持續服務改善)</i> 用以對流程或 IT 服務實施改善的正式計畫。
service knowledge management system (SKMS)	服務知識管理系統 (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.	<i>(ITIL 服務轉換)</i> 用於管理知識、資訊、及資訊的一套工具和資料庫。服務知識管理系統包括組態管理系統、及其它資料庫與資訊系統。服務知識管理系統包括收集、儲存、管理、更新、分析、及呈現 IT 服務提供者所需的知識、資訊、及資料，以便其管理 IT 服務的整個生命週期。參考「知識管理 knowledge management」

英文詞彙	中文詞彙	英文定義	中文定義
service level	服務水準	Measured and reported achievement against one or more service level targets. The term is sometimes used informally to mean service level target.	對一個或多個服務水準目標測量 and 報告其達成的狀況。服務水準有時候非正式地被用來表示服務水準目標。
service level agreement (SLA)	服務水準協議(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.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> IT 服務提供者與客戶之間的協議。服務水準協議描述 IT 服務，記載服務水準目標，並具體說明 IT 服務提供者與客戶的責任。一份服務水準協議可包括多個 IT 服務或多個客戶。參考「維運水準協議 operational level agreement」
service level management (SLM)	服務水準管理(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.	<i>(ITIL 服務設計)</i> 負責協商服務水準協議和確保這些協議能達成的流程。服務水準管理負責確保所有 IT 服務管理流程、維運水準協議、及外部供應商合約適合於約定的服務水準目標。服務水準管理監視與報告服務水準，定期和客戶舉行審查，鑑別需要的改善。
service level package (SLP)	服務水準套裝(SLP)	See service option.	參考「服務選項 service option」
service level requirement (SLR)	服務水準需求(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.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 客戶對於 IT 服務某方面的需求。服務水準需求是基於營運目標，並且被用於協商約定的服務水準目標。

英文詞彙	中文詞彙	英文定義	中文定義
service level target	服務水準目標	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> A commitment that is documented in a service level agreement. Service level targets are based on service level requirements, and are needed to ensure that the IT service is able to meet business objectives. They should be SMART, and are usually based on key performance indicators.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 記載於服務水準協議中的承諾。服務水準目標是基於服務水準需求，目的是確認 IT 服務能夠符合營運目標。服務水準目標 應符合 SMART 原則，通常基於關鍵性績效指標。
service lifecycle	服務生命週期	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.	IT 服務管理的方法，強調管理 IT 服務整個生命週期所需的各種功能、流程、及系統之間協調和控制的重要性。服務生命週期方法考量 IT 服務的策略、設計、轉換、維運、及持續改善。亦稱為服務管理生命週期。
service maintenance objective (SMO)	服務維護時間目標 (SMO)	<i>(ITIL Service Operation)</i> The expected time that a configuration item will be unavailable due to planned maintenance activity.	<i>(ITIL 服務維運)</i> 組態項目因計劃性的維護活動而無法使用的預期時間。
service management	服務管理	A set of specialized organizational capabilities for providing value to customers in the form of services.	一套專業的組織能力，可以服務的形式來提供價值給客戶。
service management lifecycle	服務管理生命週期	See service lifecycle.	參考「服務生命週期 service lifecycle」
service manager	服務經理	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 服務提供者內部的任何經理的通稱。通常被用於指對於負責整體 IT 服務的營運關係經理、流程經理、客戶經理或資深經理。

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service model	服務模型	<i>(ITIL Service Strategy)</i> A model that shows how service assets interact with customer assets to create value. Service models describe the structure of a service (how the configuration items fit together) and the dynamics of the service (activities, flow of resources and interactions). A service model can be used as a template or blueprint for multiple services.	<i>(ITIL 服務策略)</i> 展現服務資產如何與客戶資產相互作用以創造價值的模型。服務模型描述服務的結構(組態項目如何配置在一起)和服務的動態(活動、資源流和相互作用)。服務模型可以被用於多個服務的模板或藍圖。
service operation	服務維運	<i>(ITIL Service Operation)</i> A stage in the lifecycle of a service. Service operation coordinates and carries out the activities and processes required to deliver and manage services at agreed levels to business users and customers. Service operation also manages the technology that is used to deliver and support services. Service operation includes the following processes: event management, incident management, request fulfilment, problem management, and access management. Service operation also includes the following functions: service desk, technical management, IT operations management, and application management. Although these processes and functions are associated with service operation, most processes and functions have activities that take place across multiple stages of the service lifecycle. <i>See also</i> operation.	<i>(ITIL 服務維運)</i> 服務的生命週期中的一個階段。服務維運協調和執行以議定水準交付和管理服務給營運使用者和客戶所需的活動和流程。服務維運亦管理用於交付和支援服務的科技。服務維運包括以下流程：事件管理、事故管理、請求實現、問題管理、及存取管理。服務維運亦包括以下功能：服務台、技術管理、IT 營運管理、及應用程式管理。雖然這些流程與服務維運有關，但是大多數的流程都是跨越服務生命週期多個階段的活動。參考「營運 operation」
service option	服務選項	<i>(ITIL Service Design) (ITIL Service Strategy)</i> A choice of utility and warranty offered to customers by a core service or service package. Service options are sometimes referred to as service level packages.	<i>(ITIL 服務設計) (ITIL 服務策略)</i> 透過核心服務或服務套裝提供給客戶效用和保證的選擇。服務選項有時也表示服務水準套裝。

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service owner	服務負責人	<i>(ITIL Service Strategy)</i> A role responsible for managing one or more services throughout their entire lifecycle. Service owners are instrumental in the development of service strategy and are responsible for the content of the service portfolio. See also business relationship management.	<i>(ITIL 服務策略)</i> 負責管理一個或多個服務的整個生命週期的角色。服務負責人協助服務策略的開發，負責服務組合的內容。參考「營運關係管理」
service package	服務套裝	<i>(ITIL Service Strategy)</i> Two or more services that have been combined to offer a solution to a specific type of customer need or to underpin specific business outcomes. A service package can consist of a combination of core services, enabling services and enhancing services. A service package provides a specific level of utility and warranty. Customers may be offered a choice of utility and warranty through one or more service options. See also IT service.	<i>(ITIL 服務策略)</i> 兩個或兩個以上的服務，可以結合起來對特定類型的客戶需求提供解決方案或支持特定的營運結果。服務套裝可以包括核心服務、必要支援服務、及增強服務的組合。服務套裝提供具體的效用和保證水準。客戶可以透過一個或多個服務選項對效用和保證進行選擇。參考「IT 服務 IT service」
service pipeline	服務發展清單	<i>(ITIL Service Strategy)</i> A database or structured document listing all IT services that are under consideration or development, but are not yet available to customers. The service pipeline provides a business view of possible future IT services and is part of the service portfolio that is not normally published to customers.	<i>(ITIL 服務策略)</i> 列出所有考慮中或開發中的資料庫或結構化文件，但尚不能讓客戶使用的 IT 服務。服務發展清單提供未來 IT 服務可能的營運觀點，是服務組合中一般不會公佈給客戶的那個部份。
service portfolio	服務組合	<i>(ITIL Service Strategy)</i> The complete set of services that is managed by a service provider. The service portfolio is used to manage the entire lifecycle of all services, and includes three categories: service pipeline (proposed or in development), service catalogue (live or available for deployment), and retired services. See also customer agreement portfolio; service portfolio management.	<i>(ITIL 服務策略)</i> 服務提供者所管理服務的完整組合。服務組合被用於管理所有服務的生命週期，並包括三個種類：服務發展清單(已提案或在開發中)、服務目錄(正在使用或可部署的)、及除役的服務。參考「客戶協議組合 customer agreement portfolio」、「服務組合管理 service portfolio management」

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service portfolio management (SPM)	服務組合管理(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.	<i>(ITIL 服務策略)</i> 負責管理服務組合的流程。服務組合管理確保服務提供者有正確的服務組合，以適當的投資水準符合所需的營運結果。服務組合管理考量服務是基於服務所能提供的營運價值。
service potential	服務潛能	<i>(ITIL Service Strategy)</i> The total possible value of the overall capabilities and resources of the IT service provider.	<i>(ITIL 服務策略)</i> IT 服務提供者擁有的所有能力和資源的總潛在價值。
service provider	服務提供者	<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.	<i>(ITIL 服務策略)</i> 提供服務給一個或更多個內部客戶或外部客戶的組織。服務提供者經常被用作 IT 服務提供者的縮寫。參考「第一類型服務提供者 Type I service provider」、「第二類型服務提供者 Type II service provider」、「第三類型服務提供者 Type III service provider」
service provider interface (SPI)	服務提供者介面 (SPI)	<i>(ITIL Service Strategy)</i> An interface between the IT service provider and a user, customer, business process or supplier. Analysis of service provider interfaces helps to coordinate end-to-end management of IT services.	<i>(ITIL 服務策略)</i> 在 IT 服務提供者和使用、客戶、營運流程或供應商之間的介面。服務提供者介面的分析有助於協調 IT 服務的端至端的管理。
service reporting	服務報告	<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.	<i>(ITIL 持續服務改善)</i> 根據服務水準生產和遞交對服務水準成果和趨勢報告的活動。服務報告的格式、內容和遞交頻率應該與客戶之間達成協議。

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service request	服務請求	<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.	<i>(ITIL 服務維運)</i> 使用者爲了某事需要所提出的正式請求。例如，資訊或建議的請求、重設密碼、或爲新使用者安裝工作站。服務請求透過請求實現流程進行管理，通常與服務台協同合作。服務請求爲請求實現的一部份，可能與變更請求有關。
service sourcing	服務來源	<i>(ITIL Service Strategy)</i> The strategy and approach for deciding whether to provide a service internally, to outsource it to an external service provider, or to combine the two approaches. Service sourcing also means the execution of this strategy. See also insourcing; internal service provider; outsourcing.	<i>(ITIL 服務策略)</i> 決定是否由內部提供服務、委外給外部服務提供者、或結合兩種方法的策略和方法。服務來源亦表示策略的執行。參考「委內 insourcing」、「內部服務提供者 internal service provider」、「委外 outsourcing」
service strategy	服務策略	<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.	<i>(ITIL 服務策略)</i> 服務的生命週期中的一個階段。服務策略定義服務提供者執行所需的觀點、定位、計畫、及樣態，以符合組織的營運成果。服務策略包括以下流程：IT 服務策略管理、服務組合管理、IT 服務財務管理、需求管理、營運關係管理。雖然這些流程與服務策略有關，但是大多數的流程都是跨越服務生命週期多個階段的活動。

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service transition	服務轉換	<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. See also transition.	<i>(ITIL 服務轉換)</i> 服務的生命週期中的一個階段。服務轉換確保在生命週期中的服務策略和服務設計階段所記載的新的、修改的、或除役的服務能夠符合營運的期望。服務轉換包括以下流程：轉換計劃與支援、變更管理、服務資產與組態管理、發行與部屬管理、服務確認與測試、變更評估、及知識管理。雖然這些流程與服務轉換有關，但是大多數的流程都是跨越服務生命週期多個階段的活動。參考「轉換 transition」
service validation and testing	服務確認與測試	<i>(ITIL Service Transition)</i> The process responsible for validation and testing of a new or changed IT service. Service validation and testing ensures that the IT service matches its design specification and will meet the needs of the business.	<i>(ITIL 服務轉換)</i> 負責確認與測試一個新的或被變更的 IT 服務的流程。服務確認與測試確保 IT 服務符合其設計規格，並且將符合營運的需要。
service valuation	服務估價	<i>(ITIL Service Strategy)</i> A measurement of the total cost of delivering an IT service, and the total value to the business of that IT service. Service valuation is used to help the business and the IT service provider agree on the value of the IT service.	<i>(ITIL 服務策略)</i> 遞交一個 IT 服務的總成本的測量，及該 IT 服務對營運的總價值。服務估價用來幫助企業和 IT 服務提供者認同 IT 服務的價值。
serviceability	服務能力	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> The ability of a third-party supplier to meet the terms of its contract. This contract will include agreed levels of reliability, maintainability and availability for a configuration item.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 第三方供應商履行合約條款的能力，這份合約包括議定的可靠度水準、可維護性、或組態項目的可用性。

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seven-step improvement process	七步驟改善流程	<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.	<i>(ITIL 持續服務改善)</i> 負責定義和管理需要鑑別、定義、收集、處理、分析、呈現、及實施改善步驟的流程。為了提高效率、有效性、及成本效益，IT 服務提供者的績效是由流程本身和流程、IT 服務、及 IT 基礎架構的改善來持續測量。改善機會被記錄和管理於持續服務改善清冊中。
shared service unit	共享服務單位	See Type II service provider.	參考「第二類型服務提供者 Type II service provider」
shift	輪班	<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.	<i>(ITIL 服務維運)</i> 在固定期間執行特定角色的群組或團隊。例如：IT 維運控制人員輪四班以支援每天 24 小時使用的 IT 服務。
simulation modelling	模擬塑模	<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.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 建立一個詳細模型以預測 IT 服務或組態項目行為的技巧。模擬塑模的建立通常使用實際的組態項目，伴隨著人造的工作量或交易。當精確結果很重要時，其被用於容量管理。模擬模型有時被稱為績效標竿。參考「分析塑模 analytical modelling」、「塑模 modelling」
single point of contact	單一聯絡窗口	<i>(ITIL Service Operation)</i> Providing a single consistent way to communicate with an organization or business unit. For example, a single point of contact for an IT service provider is usually called a service desk.	<i>(ITIL 服務維運)</i> 提供單一且一致的方式與組織或企業單位聯繫。例如，IT 服務提供者的單一聯絡窗口通常被稱為服務台。

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single point of failure (SPOF)	單點失效(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. <i>See also</i> failure.	<i>(ITIL 服務設計)</i> 當失效或相應對策沒實施時，會產生事故的組態項目。單點故障可能是人員、流程、或活動中的一個步驟，或者 IT 基礎架構的元件。參考「失效 failure」
SLAM chart	服務水準協議監視統計圖	<i>(ITIL Continual Service Improvement)</i> A service level agreement monitoring chart is used to help monitor and report achievements against service level targets. A SLAM chart is typically colour-coded to show whether each agreed service level target has been met, missed or nearly missed during each of the previous 12 months.	<i>(ITIL 持續服務改善)</i> 用以幫助監視和報告服務水準目標達成狀況的服務水準協議監視圖。服務水準協議監視統計圖通常以彩色編碼來呈現在先前 12 個月中，每個約定的服務水準目標是否已達成、沒達成、或接近達成。
SMART	SMART	<i>(ITIL Continual Service Improvement) (ITIL Service Design)</i> An acronym for helping to remember that targets in service level agreements and project plans should be specific, measurable, achievable, relevant and time-bound.	<i>(ITIL 持續服務改善) (ITIL 服務設計)</i> 一個縮寫，幫助記得服務水準協議和專案計畫的目標應該是具體的、可測量的、可達到的、有相關的、及有時限的。
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. <i>See also</i> baseline; benchmark.	<i>(ITIL 持續服務改善) (ITIL 服務轉換)</i> 在特定時間點記錄組態項目、流程、或其它資料集的現有狀態。快照可以由探索工具或由像是評估的人工技巧所獲取。參考「基準 baseline」、「標竿 benchmark」
software asset management (SAM)	軟體資產管理(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.	<i>(ITIL 服務轉換)</i> 負責透過生命週期追蹤和報告軟體資產的使用和所有權。軟體資產管理是服務資產和組態管理流程的一部份。這個流程在主要 ITIL 出版物中沒有詳細地描述。

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source	來源	See service sourcing.	參考「服務來源 service sourcing」
specification	規格書	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.	需求的正式定義。規格書可用於定義技術或維運的需求，且可能是內部或外部的。許多公共標準是由實務準則和規格書組成。規格書根據可以被稽核的組織定義標準。
stakeholder	利害關係人	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.	與組織、專案、IT 服務等具有利益關係的個人。利害關係人可能對活動、目標、資源、或交付項目感興趣。利害關係人可包括客戶、合作伙伴、員工、股東、擁有者等。參考「角色與責任模式 RACI」
standard	標準	A mandatory requirement. Examples include ISO/IEC 20000 (an international standard), an internal security standard for Unix configuration, or a government standard for how financial records should be maintained. The term is also used to refer to a code of practice or specification published by a standards organization such as ISO or BSI. See also guideline.	強制的需求。例如：ISO/IEC 20000 (國際標準)、Unix 組態的內部安全標準、或財務紀錄如何維護的政府標準。標準這個名詞亦被用於表示標準化組織如 ISO 或者 BSI, 所發佈的實務準則或規格書。參考「指引 guideline」
standard change	標準變更	(<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 also change model.	(<i>ITIL 服務轉換</i>) 預先授權的變更，它是低風險，相對一般性，可以依循一個程序或工作指導書。例如，密碼重設、或供應標準設備給新員工。標準變更並不需要實施變更請求，而是其被不同的機制所記錄和追蹤，例如，服務請求。參考「變更模型 change model」
standard operating procedures (SOP)	標準作業程序(SOP)	(<i>ITIL Service Operation</i>) Procedures used by IT operations management.	(<i>ITIL 服務維運</i>) 用於 IT 維運管理的程序。

英文詞彙	中文詞彙	英文定義	中文定義
standby	備援	<i>(ITIL Service Design)</i> Used to refer to resources that are not required to deliver the live IT services, but are available to support IT service continuity plans. For example, a standby data centre may be maintained to support hot standby, warm standby or cold standby arrangements.	<i>(ITIL 服務設計)</i> 通常指不需要被用來遞交正式上線的 IT 服務，但是可用於支援 IT 服務持續性計畫的資源。例如：可以維護備援的資料中心以支援熱備援、暖備援、或冷備援的安排。
statement of requirements (SOR)	需求說明(SOR)	<i>(ITIL Service Design)</i> A document containing all requirements for a product purchase, or a new or changed IT service. See also terms of reference.	<i>(ITIL 服務設計)</i> 記載產品購買、新增、或變更的 IT 服務需求的文件。參考「服務範疇說明條款 terms of reference」
status	狀態	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.	在許多紀錄型態中必要欄位的名稱。狀態表示相關組態項目、事故、問題的生命週期的現有階段。
status accounting	狀態彙報	<i>(ITIL Service Transition)</i> The activity responsible for recording and reporting the lifecycle of each configuration item.	<i>(ITIL 服務轉換)</i> 負責記錄和報告每個組態項目的生命週期的活動。
storage management	儲存管理	<i>(ITIL Service Operation)</i> The process responsible for managing the storage and maintenance of data throughout its lifecycle.	<i>(ITIL 服務維運)</i> 負責管理資料在整個生命週期中的儲存和維護的流程。
strategic	策略性	<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.	<i>(ITIL 服務策略)</i> 在計畫與交付的三個層級中(策略性、戰術性、維運性)的最高層級。策略性活動包括目標設定、和長期規劃，以達到整體的願景。

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strategic asset	策略性資產	<i>(ITIL Service Strategy)</i> Any asset that provides the basis for core competence, distinctive performance or sustainable competitive advantage, or which allows a business unit to participate in business opportunities. Part of service strategy is to identify how IT can be viewed as a strategic asset rather than an internal administrative function.	<i>(ITIL 服務策略)</i> 提供核心能力、特殊績效、永續競爭優勢的基礎、或允許營運單位參與營運機會的資產。服務策略的一部份是鑑別 IT 如何能被視為策略性資產，而非僅是內部行政的功能。
strategy	策略	<i>(ITIL Service Strategy)</i> A strategic plan designed to achieve defined objectives.	<i>(ITIL 服務策略)</i> 用於達到預定目標的策略性計畫。
strategy management for IT services	IT 服務策略管理	<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.	<i>(ITIL 服務策略)</i> 負責定義和維護與組織關於其服務和服務管理的觀點、定位、計畫、及樣態的流程。當策略被定義時，IT 服務策略管理亦負責確保達成其營運結果。
super user	超級使用者	<i>(ITIL Service Operation)</i> A user who helps other users, and assists in communication with the service desk or other parts of the IT service provider. Super users are often experts in the business processes supported by an IT service and will provide support for minor incidents and training.	<i>(ITIL 服務維運)</i> 幫助其它使用者和服務台或其它 IT 服務提供者溝通的使用者。超級使用者通常專精於對 IT 服務所支援的營運流程，且對較小事故和訓練提供支援。
supplier	供應商	<i>(ITIL Service Design)</i> <i>(ITIL Service Strategy)</i> A third party responsible for supplying goods or services that are required to deliver IT services. Examples of suppliers include commodity hardware and software vendors, network and telecom providers, and outsourcing organizations. See also supply chain; underpinning contract.	<i>(ITIL 服務設計)</i> <i>(ITIL 服務策略)</i> 負責供應遞交 IT 服務所需的貨品或服務的第三方。供應商的例子包括商用軟硬體廠商、網路和電信供應商、及委外組織。參考「供應鏈 supply chain」、「外部供應商合約 underpinning contract」

英文詞彙	中文詞彙	英文定義	中文定義
supplier and contract management information system (SCMIS)	供應商與合約管理資訊系統(SCMIS)	<i>(ITIL Service Design)</i> A set of tools, data and information that is used to support supplier management. See also service knowledge management system.	<i>(ITIL 服務設計)</i> 用於支援供應商管理的一套工具、資料、和資訊。參考「服務知識管理系統 service knowledge management system」
supplier management	供應商管理	<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.	<i>(ITIL 服務設計)</i> 負責從供應商取得金錢價值、確保與供應商簽訂的所有合約和協議能支援業務的需要、且所有的供應商符合其合約承諾的流程。參考「供應商與合約管理資訊系統 supplier and contract management information system」
supply chain	供應鏈	<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.	<i>(ITIL 服務策略)</i> 供應商在價值鏈中執行的活動，供應鏈通常包括多個供應商，每個供應者均會增加產品或服務的價值。參考「價值網路 value network」
support group	支援小組	<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.	<i>(ITIL 服務維護)</i> 一群有技術技能的人員，支援小組提供所有 IT 服務管理流程所需的技術支援。參考「技術管理 technical management」
support hours	支援時間	<i>(ITIL Service Design) (ITIL Service Operation)</i> The times or hours when support is available to the users. Typically these are the hours when the service desk is available. Support hours should be defined in a service level agreement, and may be different from service hours. For example, service hours may be 24 hours a day, but the support hours may be 07:00 to 19:00.	<i>(ITIL 服務設計) (ITIL 服務維護)</i> 可提供支援給使用者的時間或時數。通常指的是服務台提供服務的時間，支援時間應被定義在服務水準協議中，並可能與服務時間不同。例如：服務時間可能是每天 24 個小時，但是支援時間可能是 07:00 到 19:00。

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supporting service	支援服務	<i>(ITIL Service Design)</i> An IT service that is not directly used by the business, but is required by the IT service provider to deliver customer-facing services (for example, a directory service or a backup service). Supporting services may also include IT services only used by the IT service provider. All live supporting services, including those available for deployment, are recorded in the service catalogue along with information about their relationships to customer-facing services and other CIs.	<i>(ITIL 服務設計)</i> 不直接被營運使用的 IT 服務，而是被 IT 服務提供者所需要遞交給面對客戶服務的 IT 服務(例如：目錄服務或備份服務)。支援服務亦可僅包括由 IT 服務提供者所使用的 IT 服務。所有的線上支援服務，包括可用於部署的支援服務，被記載於目錄服務中，並且包含其與面對客戶服務和其它組態項目的關係。
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.	<i>(ITIL 持續服務改善)</i> 審查與分析組織內部的優勢與劣勢、及面對外部機會與威脅的技巧。SWOT 代表優勢、劣勢、機會、威脅。
system	系統	A number of related things that work together to achieve an overall objective. For example: <ul style="list-style-type: none"> • A computer system including hardware, software and applications • A management system, including the framework of policy, processes, functions, standards, guidelines and tools that are planned and managed together – for example, a quality management system • A database management system or operating system that includes many software modules which are designed to perform a set of related functions. 	許多相關的事物，協同工作以達到整體的目標。例如： <ul style="list-style-type: none"> • 電腦系統，包括硬體、軟體、及應用程式。 • 管理體系，包括共同計劃與管理的政策、流程、功能、指引、及工具的架構，例如，品質管理系統。 • 資料庫管理系統或作業系統，包括許多被設計用於執行相關功能的軟體模組。

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system management	系統管理	The part of IT service management that focuses on the management of IT infrastructure rather than process.	IT 服務管理的一部份，著重於 IT 基礎架構管理而非流程管理。
tactical	戰術性	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.	在計畫與交付的三個層級中(策略性、戰術性、維運性)的中間層級。戰術性活動包括達到特定目標所需的中期計畫，通常涵蓋數周到數月。
technical management	技術管理	(<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.	(<i>ITIL 服務維運</i>) 負責提供技術性技能以支援 IT 服務和 IT 基礎架構管理。技術管理定義支援群組的角色以及所需的工具、流程和程序。
technical observation (TO)	技術觀測(TO)	(<i>ITIL Continual Service Improvement</i>) (<i>ITIL Service Operation</i>) A technique used in service improvement, problem investigation and availability management. Technical support staff meet to monitor the behaviour and performance of an IT service and make recommendations for improvement.	(<i>ITIL 持續服務改善</i>) (<i>ITIL 服務維運</i>) 用於服務改善、問題調查、及可用性管理的技巧。技術支援人員監視 IT 服務的行為與績效，並提出改進建議。
technical support	技術支援	See technical management.	參考「技術管理 technical management」
tension metrics	張力指標	(<i>ITIL Continual Service Improvement</i>) A set of related metrics, in which improvements to one metric have a negative effect on another. Tension metrics are designed to ensure that an appropriate balance is achieved.	(<i>ITIL 持續服務改善</i>) 改善其中一個指標會對其它指標有負面影響的相關指標。張力指標被設計來確保能達成適當的均衡。
terms of reference (TOR)	服務範疇說明條款 (TOR)	(<i>ITIL Service Design</i>) A document specifying the requirements, scope, deliverables, resources and schedule for a project or activity.	(<i>ITIL 服務設計</i>) 規範專案或活動之需求、範圍、交付項目、資源、及時程等的文件。

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test	測試	<i>(ITIL Service Transition)</i> An activity that verifies that a configuration item, IT service, process etc. meets its specification or agreed requirements. See also acceptance; service validation and testing.	<i>(ITIL 服務轉換)</i> 驗證組態項目、IT 服務、流程等能符合規格或議定需求的活動。參考「驗收 acceptance」、「服務確認與測試 service validation and testing」
test environment	測試環境	<i>(ITIL Service Transition)</i> A controlled environment used to test configuration items, releases, IT services, processes etc.	<i>(ITIL 服務轉換)</i> 用於測試組態項目、發行、IT 服務、及流程的受控制環境。
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.	不屬於服務提供者的組織和客戶的個人、組織、或其它實體。例如，軟體供應商或硬體維護公司。對第三方的要求一般會於服務水準協議的合約中說明。參考「外部供應商合約 underpinning contract」
third-line support	三線支援	<i>(ITIL Service Operation)</i> The third level in a hierarchy of support groups involved in the resolution of incidents and investigation of problems. Each level contains more specialist skills, or has more time or other resources.	<i>(ITIL 服務維運)</i> 事故解決與問題調查之支援群組架構中的第三階層。每一層包括更專業的技能、擁有更多時間、或其它資源。
threat	威脅	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.	任何能揭露弱點的都是威脅。事故的任何潛在原因亦可被視為威脅。例如，火是威脅，因為它能揭露易燃地板隔層的弱點。這個詞彙通常用於資訊安全管理和 IT 服務持續管理，而有時也應用到諸如問題和可用性管理等其它領域。

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threshold	臨界值	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'.	會產生告警或採取管理行動的指標的數值。例如：「優先等級為 1 的事故未能在四小時內被解決」、「一個小時內軟式磁碟發生超過 5 次錯誤」、或「一個月內超過 10 次變更失敗」。
throughput	處理能量	(<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.	(<i>ITIL 服務設計</i>) 在固定時間內，交易或其它營運績效的數量測量。例如，每小時發送 5,000 封電子郵件、或每秒 200 個磁碟的輸入/輸出。
total cost of ownership (TCO)	擁有總成本(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.	(<i>ITIL 服務策略</i>) 用於協助制訂投資決策的方法論。擁有總成本評鑑擁有一個組態項目生命週期的成本。而不只是初始成本或採購價格。參考「使用總成本 total cost of utilization」
total cost of utilization (TCU)	使用總成本(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.	(<i>ITIL 服務策略</i>) 用於輔助制訂投資與服務來源決策的方法論。使用總成本評鑑顧客使用 IT 服務生命週期的成本。參考「擁有總成本 total cost of ownership」
total quality management (TQM)	全面品質管理(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.	(<i>ITIL 持續服務改善</i>) 利用品質管理系統來管理持續改善的方法論。全面品質管理建立一種文化，可讓組織中所有人員都參與於持續監視與改善的流程。

英文詞彙	中文詞彙	英文定義	中文定義
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.	由 IT 服務執行的個別功能。例如：從一個銀行帳戶轉帳至另一個帳戶。單筆交易可以包括許多資料的增加、刪除、及修改。交易若非完整地執行成功，則是沒有被執行。
transfer cost	轉移成本	<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.	<i>(ITIL 服務策略)</i> 記錄代表其它組織費用支出的成本類型。例如，IT 服務提供者支付財務部門的外部顧問報酬，並且把成本轉移到該部門，而 IT 服務提供者會記錄其為轉移成本。
transition	轉換	<i>(ITIL Service Transition)</i> A change in state, corresponding to a movement of an IT service or other configuration item from one lifecycle status to the next.	<i>(ITIL 服務轉換)</i> 狀態的改變，相當於 IT 服務或其它組態項目從一個生命週期狀態轉移到下一個狀態。
transition planning and support	轉換規劃與支援	<i>(ITIL Service Transition)</i> The process responsible for planning all service transition processes and coordinating the resources that they require.	<i>(ITIL 服務轉換)</i> 負責規劃所有服務轉換流程，和協調這些流程所需的資源。
trend analysis	趨勢分析	<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.	<i>(ITIL 持續服務改善)</i> 分析數據以識別與時間相關的樣態。趨勢分析用於問題管理以識別一般的故障或脆弱的組態項目，在容量管理中做為預測未來行為的塑模工具。其也用於識別 IT 服務管理流程缺陷的管理工具。

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tuning	調校	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.	負責規劃變更，以達到最有效地利用資源的活動。調校一般最常用於 IT 服務和元件的環境。調校是容量管理的一部份，還包括績效監視和所需變更的實施。調效亦稱為最佳化，特別是指流程和其它非技術資源環境中。
Type I service provider	第一類型服務提供者	<i>(ITIL Service Strategy)</i> An internal service provider that is embedded within a business unit. There may be several Type I service providers within an organization.	<i>(ITIL 服務策略)</i> 置於營運單位內的內部服務提供者。在一個組織內可以有多个第一類型服務提供者。
Type II service provider	第二類型服務提供者	<i>(ITIL Service Strategy)</i> An internal service provider that provides shared IT services to more than one business unit. Type II service providers are also known as shared service units.	<i>(ITIL 服務策略)</i> 提供共享 IT 服務給多個營運單位的內部服務提供者。第二類型服務提供者亦稱為共享服務單位。
Type III service provider	第三類型服務提供者	<i>(ITIL Service Strategy)</i> A service provider that provides IT services to external customers.	<i>(ITIL 服務策略)</i> 提供 IT 服務給外部客戶的服務提供者。
underpinning contract (UC)	外部供應商合約 (UC)	<i>(ITIL Service Design)</i> A contract between an IT service provider and a third party. The third party provides goods or services that support delivery of an IT service to a customer. The underpinning contract defines targets and responsibilities that are required to meet agreed service level targets in one or more service level agreements.	<i>(ITIL 服務設計)</i> IT 服務提供者和第三方團體之間的合約。第三方團體提供貨品或服務以支援交付給客戶的 IT 服務。外部供應商合約定義了達到符合一個或多個服務水準協議中約定的服務水準目標所需的目標與責任。
unit cost	單位成本	<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.	<i>(ITIL 服務策略)</i> IT 服務提供者所提供之單一 IT 服務元件的成本。例如：一部桌上型個人電腦的成本、或單筆交易的成本。

英文詞彙	中文詞彙	英文定義	中文定義
urgency	緊急程度	<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.	<i>(ITIL 服務設計) (ITIL 服務轉換)</i> 測量事故、問題、或變更多久會對營運產生重大的影響。例如，若衝擊在財務年度結束前不會影響到營運，則此為低緊急程度的高衝擊事故。衝擊和緊急程度被用於指定優先順序。
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.	<i>(ITIL 服務設計)</i> 應用程式、產品、或 IT 服務能夠被使用的容易程度。易用性需求通常被包含在需求說明中。
use case	使用案例	<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.	<i>(ITIL 服務設計)</i> 用於定義所需功能和目標、及設計測試的技巧。使用案例定義真實的情境，以描述使用者和 IT 服務或其它系統之間的互動。
user	使用者	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 服務的人。使用者與客戶之間的區別在於某些客戶並不直接使用 IT 服務。
user profile (UP)	使用者特性(UP)	<i>(ITIL Service Strategy)</i> A pattern of user demand for IT services. Each user profile includes one or more patterns of business activity.	<i>(ITIL 服務策略)</i> 使用者需求對於 IT 服務的樣態。每個使用者特性包括一個或多個營運活動的樣態。

英文詞彙	中文詞彙	英文定義	中文定義
utility	效用	<i>(ITIL Service Strategy)</i> The functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does', and can be used to determine whether a service is able to meet its required outcomes, or is 'fit for purpose'. The business value of an IT service is created by the combination of utility and warranty. See also service validation and testing.	<i>(ITIL 服務策略)</i> 由產品或服務所提供以滿足特殊需要的功能。效用可以被概括為「服務能做什麼」，並且可以用於確定服務是否能滿足所需要的結果、或「符合其目的」。IT 服務的營運價值是由效用和保證所組成的。參考「服務確認與測試 service validation and testing」
validation	確認 確效	<i>(ITIL Service Transition)</i> An activity that ensures a new or changed IT service, process, plan or other deliverable meets the needs of the business. Validation ensures that business requirements are met even though these may have changed since the original design. See also acceptance; qualification; service validation and testing; verification.	<i>(ITIL 服務轉換)</i> 確保新的或變更的 IT 服務、流程、計畫或其它交付項目符合營運需要的活動。確認可確保營運需求被滿足，即使這些需求相較於原來的設計已有改變。參考「驗收 acceptance」、「資格 qualification」、「服務確認與測試 service validation and testing」、「驗證 verification」
value chain	價值鏈	<i>(ITIL Service Strategy)</i> A sequence of processes that creates a product or service that is of value to a customer. Each step of the sequence builds on the previous steps and contributes to the overall product or service. See also value network.	<i>(ITIL 服務策略)</i> 創造對客戶有價值的產品或服務的一序列的流程。序列中的每個步驟建立在前一步驟的基礎上，並對整個產品或服務有所貢獻。參考「價值網路 value network」
value for money	現金價值	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.	一種對成本效益的非正式的測量。現金價值通常是基於與其它可選擇方案的成本比較。參考「成本效益分析 cost benefit analysis」
value network	價值網路	<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.	<i>(ITIL 服務策略)</i> 兩個或多個團隊或組織之間關係的複雜組合。價值是透過知識、資訊、貨品、或服務的交換而產生。參考「夥伴關係 partnership」、「價值鏈 value chain」

英文詞彙	中文詞彙	英文定義	中文定義
value on investment (VOI)	投資價值(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.	<i>(ITIL 持續服務改善)</i> 對投資的預期效益的測量。投資價值須同時考量財務與非具體效益。參考「投資報酬率 return on investment」
variable cost	變動成本	<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.	<i>(ITIL 服務策略)</i> 依據多少數量的 IT 服務被使用、多少產品被產出、使用者數量與類型、或其它無法預先確定因素的成本。
variance	變異	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.	計劃值與實際測量值之間的差異。通常用於財務管理、容量管理、及服務水準管理，但可應用於有計畫的任何領域。
verification	驗證 查證	<i>(ITIL Service Transition)</i> An activity that ensures that a new or changed IT service, process, plan or other deliverable is complete, accurate, reliable and matches its design specification. See also acceptance; validation; service validation and testing.	<i>(ITIL 服務轉換)</i> 確保新的或變更的 IT 服務、流程、計畫、或其它交付項目是完整、正確、可靠，並且符合設計規格的活動。參考「驗收 acceptance」、「確認 validation」、「服務確認與測試 service validation and testing」
verification and audit	驗證與稽核	<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.	<i>(ITIL 服務轉換)</i> 負責確保組態管理系統中資訊的正確性，且所有組態項目都已被識別並記錄的活動。驗證包括例行性檢查，通常是其它流程的一部份。例如：當使用者登記一個事故時，必須核對桌上型電腦序號。稽核是週期性且正式的檢查。

英文詞彙	中文詞彙	英文定義	中文定義
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.	<i>(ITIL 服務轉換)</i> 一個版本，用來識別組態項目的特定基準。版本使用命名規則以使順序性或每個基準的日期可以被識別。例如，工資應用程式版本 3 為一個包含了版本 2 的功能修訂。
vision	願景	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. <i>See also</i> mission.	對組織未來預期的描述。願景是由高階管理階層所創建，用於協助影響文化和策略規劃。參考「任務 mission」
vital business function (VBF)	重要營運功能(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.	<i>(ITIL 服務設計)</i> 營運流程的一部份，對於營運成功具關鍵性。重要營運功能是營運持續管理、IT 服務持續管理和可用性管理的重要考量因素。
vulnerability	弱點	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.	一個可能被威脅揭露的弱點。例如：開放的防火牆埠、從未變更的密碼、或者易燃的地毯。若該有的控制被遺漏也被視為弱點。
warm standby	暖備援	See intermediate recovery.	參考「中級復原 intermediate recovery」

英文詞彙	中文詞彙	英文定義	中文定義
warranty	保證	<i>(ITIL Service Strategy)</i> Assurance that a product or service will meet agreed requirements. This may be a formal agreement such as a service level agreement or contract, or it may be a marketing message or brand image. Warranty refers to the ability of a service to be available when needed, to provide the required capacity, and to provide the required reliability in terms of continuity and security. Warranty can be summarized as 'how the service is delivered', and can be used to determine whether a service is 'fit for use'. The business value of an IT service is created by the combination of utility and warranty. See also service validation and testing.	<i>(ITIL 服務策略)</i> 保證產品或服務能符合議定的需求。可以是一份正式的協議或合約，例如：服務水準協議。也可以是一個市場訊息或品牌形象。保證指服務在被需要時可用的能力，提供所要求的容量、以及就持續性與安全性提供所需的可靠性。保證可以被概括為「服務如何被交付」，且被用於確定服務是否「適合使用」。IT 服務的營運價值是由效用和保證所共同組成。參考「服務確認與測試 service validation and testing」
work in progress (WIP)	工作進行中(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.	表示活動已開始但尚未完成的狀態。它一般被用於事故、問題、變更等的狀態。
work instruction	工作指導書	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.	包含詳細指示的文件，這些指示準確地定義執行活動所需遵循的步驟。工作指導書比程序更為詳細，且僅有在需要很詳細指示時才會被建立。
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.	執行已定義活動的正式請求。工作指令通常由變更、發佈、與部署管理所使用，用於遞送請求給技術管理和應用程式管理功能。

英文詞彙	中文詞彙	英文定義	中文定義
workaround	暫時性解決方案	<i>(ITIL Service Operation)</i> Reducing or eliminating the impact of an incident or problem for which a full resolution is not yet available – for example, by restarting a failed configuration item. Workarounds for problems are documented in known error records. Workarounds for incidents that do not have associated problem records are documented in the incident record.	<i>(ITIL 服務維運)</i> 當無永久解決方法時，用以降低或消除事故或問題衝擊的方法。例如：重新啓動一個失效組態項目。問題的暫時性解決方案被記錄於已知錯誤紀錄內。對於事故的暫時性解決方案，它沒有相對應的問題紀錄，則記錄於事故紀錄中。
workload	工作量	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.	為交付可確認的 IT 服務所需的資源。工作量可以根據 IT 服務的使用者、使用者群組、功能來分類。用於協助分析、管理組態項目與 IT 服務的容量績效、利用程度。工作量一詞有時也被當作處理能量的同義詞。

縮略語表

英文縮寫	中文縮寫	英文全稱	中文全稱
ACD	ACD	automatic call distribution	自動話務分配
AM	AM	availability management	可用性管理
AMIS	AMIS	availability management information system	可用性管理資訊系統
ASP	ASP	application service provider	應用程式服務提供者
AST	AST	agreed service time	約定的服務時間
BCM	BCM	business continuity management	營運持續管理
BCP	BCP	business continuity plan	營運持續計畫
BIA	BIA	business impact analysis	營運衝擊分析
BMP	BMP	Best Management Practice	最佳管理實務
BRM	BRM	business relationship manager	營運關係經理
BSI	BSI	British Standards Institution	英國標準協會
CAB	CAB	change advisory board	變更諮詢委員會
CAPEX	CAPEX	capital expenditure	資本支出
CCM	CCM	component capacity management	元件容量管理
CFIA	CFIA	component failure impact analysis	元件失效衝擊分析
CI	CI	configuration item	組態項目

英文縮寫	中文縮寫	英文全稱	中文全稱
CMDB	CMDB	configuration management database	組態管理資料庫
CMIS	CMIS	capacity management information system	容量管理資訊系統
CMM	CMM	capability maturity model	能力成熟度模型
CMMI	CMMI	Capability Maturity Model Integration	能力成熟度模型整合
CMS	CMS	configuration management system	組態管理系統
COBIT	COBIT	Control Objectives for Information and related Technology	資訊及相關技術的控制目標
COTS	COTS	commercial off the shelf	商用現有軟體
CSF	CSF	critical success factor	關鍵成功因素
CSI	CSI	continual service improvement	持續服務改善
CTI	CTI	computer telephony integration	電腦電話整合系統
DIKW	DIKW	Data-to-Information-to-Knowledge-to-Wisdom	資料-資訊-知識-智慧轉化機制
DML	DML	definitive media library	最終媒體庫
ECAB	ECAB	emergency change advisory board	緊急變更諮詢委員會
ELS	ELS	early life support	上線初期支援
eSCM-CL	eSCM-CL	eSourcing Capability Model for Client Organizations	客戶組織的電子化服務成熟度模型
eSCM-SP	eSCM-SP	eSourcing Capability Model for Service Providers	服務提供者的電子化服務成熟度模型
FTA	FTA	fault tree analysis	故障樹分析
IRR	IRR	internal rate of return	內部報酬率

英文縮寫	中文縮寫	英文全稱	中文全稱
ISG	ISG	IT steering group	IT 指導小組
ISM	ISM	information security management	資訊安全管理
ISMS	ISMS	information security management system	資訊安全管理系統
ISO	ISO	International Organization for Standardization	國際標準組織
ISP	ISP	internet service provider	網際網路服務提供者
IT	IT	information technology	資訊科技
ITSCM	ITSCM	IT service continuity management	IT 服務持續性管理
ITSM	ITSM	IT service management	IT 服務管理
itSMF	itSMF	IT Service Management Forum	IT 服務管理論壇
IVR	IVR	interactive voice response	互動式語音回應
KEDB	KEDB	known error database	已知錯誤資料庫
KPI	KPI	key performance indicator	關鍵績效指標
LOS	LOS	line of service	系列服務
MIS	MIS	management information system	管理資訊系統
M_o_R	M_o_R	Management of Risk	風險管理
MTBF	MTBF	mean time between failures	平均失效間隔時間
MTBSI	MTBSI	mean time between service incidents	平均事故間隔時間
MTRS	MTRS	mean time to restore service	平均修復時間

英文縮寫	中文縮寫	英文全稱	中文全稱
MTTR	MTTR	mean time to repair	平均回復服務時間
NPV	NPV	net present value	淨現值
OLA	OLA	operational level agreement	維運水準協議
OPEX	OPEX	operational expenditure	維運支出
PBA	PBA	pattern of business activity	營運活動樣態
PDCA	PDCA	Plan-Do-Check-Act	規劃-執行-檢查-行動
PFS	PFS	prerequisite for success	成功先決條件
PIR	PIR	post-implementation review	實施後審查
PMBOK	PMBOK	Project Management Body of Knowledge	專案管理知識體系
PMI	PMI	Project Management Institute	專案管理協會
PMO	PMO	project management office	專案管理辦公室
PRINCE2	PRINCE2	PRojects IN Controlled Environments	受控制環境中的專案
PSO	PSO	projected service outage	計劃性服務中斷
QA	QA	quality assurance	品質保證
QMS	QMS	quality management system	品質管理系統
RACI	RACI	responsible, accountable, consulted and informed	負責的、當責的、可諮詢的、被告知的
RCA	RCA	root cause analysis	根本原因分析
RFC	RFC	request for change	變更請求

英文縮寫	中文縮寫	英文全稱	中文全稱
ROA	ROA	return on assets	資產收益率
ROI	ROI	return on investment	投資報酬率
RPO	RPO	recovery point objective	復原點目標
RTO	RTO	recovery time objective	復原時間目標
SAC	SAC	service acceptance criteria	服務驗收準則
SACM	SACM	service asset and configuration management	服務資產與組態管理
SAM	SAM	software asset management	軟體資產管理
SCM	SCM	service capacity management	服務容量管理
SCMIS	SCMIS	supplier and contract management information system	供應商與合約管理資訊系統
SDP	SDP	service design package	服務設計套裝
SFA	SFA	service failure analysis	服務失效分析
SIP	SIP	service improvement plan	服務改善計畫
SKMS	SKMS	service knowledge management system	服務知識管理系統
SLA	SLA	service level agreement	服務水準協議
SLM	SLM	service level management	服務水準管理
SLP	SLP	service level package	服務水準套裝
SLR	SLR	service level requirement	服務水準需求
SMART	SMART	specific, measurable, achievable, relevant, time-bound	具體的、可測量的、可達到的、有相關的、有時限的

英文縮寫	中文縮寫	英文全稱	中文全稱
SMIS	SMIS	security management information system	安全管理資訊系統
SMO	SMO	service maintenance objective	服務維護時間目標
SoC	SoC	separation of concerns	問題切割
SOP	SOP	standard operating procedure	標準作業程序
SOR	SOR	statement of requirements	需求說明
SOX	SOX	Sarbanes-Oxley (US law)	沙賓法案
SPI	SPI	service provider interface	服務提供者介面
SPM	SPM	service portfolio management	服務組合管理
SPOF	SPOF	single point of failure	單點失效
TCO	TCO	total cost of ownership	擁有總成本
TCU	TCU	total cost of utilization	使用總成本
TO	TO	technical observation	技術觀測
TOR	TOR	terms of reference	服務範疇說明條款
TQM	TQM	total quality management	全面品質管理
UC	UC	underpinning contract	外部供應商合約
UP	UP	user profile	使用者特性
VBF	VBF	vital business function	重要營運功能
VOI	VOI	value on investment	投資價值

英文縮寫	中文縮寫	英文全稱	中文全稱
WIP	WIP	work in progress	工作進行中

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