IBM

PRM - IT
IBM Process Reference Model for IT

Sequencing the DNA of IT Management

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Preface

The IBM Process Reference Model for Information Technology (PRM-IT) is a generic representation of the processes involved across the complete IT management domain. It contains a foundational examination of the IT process topic. It is for this reason the graphical image of the DNA double helix over the basic building block of a cell is used.

About this book

This is the final book, the *Glossary.* It contains the definition of every process interface object for the model and provides references to where the objects are used..

The PRM-IT Reference Library books

The PRM-IT Reference Library consists of thirteen books. The first book is the *General Information Manual*, it is a brief examination of the subject of IT processes, and provides a tour of the model.

The nine reference manuals are A0 through A8. The *A0 Manage IT* book examines the context of the processes for IT, exploring the key external agents — stakeholders and their interactions with IT. The reference manuals A1 through A8 provide the complete description of all aspects of the process categories.

The reference manual *IDEFØ Diagrams* presents the full model in IDEFØ notation, and *IDEFØ Node Tree* shows the ordered list of process categories, processes, and activities.

The final book, the *Glossary*, contains the definition of every process interface object for the model and provides references to where the objects are used.

PRM-IT Reference Library	
■ General Information	■ A6 Operations
■ A0 Manage IT	■ A7 Resilience
■ A1 Governance and Management System	■ A8 Administration
■ A2 Customer Relationships	■ IDEFØ Node Tree
■ A3 Direction	■ IDEFØ Diagrams
■ A4 Realization	■ PRM-IT Glossary
■ A5 Transition	

Intended audience

An understanding of the full range of the processes relevant to IT in any business is of value to those within the IT function responsible for the specification, creation, and delivery of IT services (whether at the CIO or IT executive level), and who consider the direction and overall management of IT. Or, individuals who work within any of its competencies, needing to interface with other parts of the IT value chain or value net.

Equally, the stakeholders in the business of this IT capability will benefit from greater insight into how IT serves them. This insight will enable them to better influence IT decisions and activities, to their ultimate benefit.

Next steps

PRM-IT is a powerful management tool for purposes of investigating and identifying areas for improvement. PRM-IT also provides a proven starting-point for the design and implementation of new and upgraded IT management capabilities.

IBM IT consultants, architects, and specialists in global services who, working from this common base, are equipped with a full range of methods, techniques, and tools to assist its customers achieve their purposes.

Glossary

A

Accepted Conditions of Satisfaction
 (From: A414, To: A415)
Established earlier Conditions of Satisfaction formally accepted and signed off by the key stakeholders (especially the customer).

Access Request
 (From: A672 A673, To: A674)
An access request that has been evaluated and verified. Each access request is associated with a verified user identity.

Advanced Practices
 (From: A84 A844, To: A85 A853)
The knowledge and behaviors of leading practitioners that sets a benchmark for others to reach and emulate. The practices will contain subject-matter content, but will also cover techniques for content application and for mentoring.

Allocated Asset Items
 (From: A552, To: A433 A434 A435 A436)
The assignment and delivery (if appropriate) of identified IT assets to fulfill asset requisitions.

Architecture Baselines and Roadmaps
 (From: A3 A33 A334, To: A1 A11 A114 A12 A121 A122 A123 A124 A125 A2 A22 A221 A31 A313 A314 A332 A333 A335 A336 A36 A361 A4 A41 A411 A412 A413 A42 A43 A431 A44 A441 A443 A45 A451 A5 A51 A513 A514 A52 A522 A523 A524 A54 A541 A542 A55 A551 A6 A62 A621 A63 A631 A64 A641 A66 A661 A663 A664 A665 A7 A72 A723 A73 A732 A734 A736 A74 A742 A743 A75 A752 A76 A763 A764 A8 A84 A842 A844 A85 A852)
Provides an agreed, published statement of the required architecture at a moment in time. Includes statements to assist in selection and evaluation of appropriate implementations of specified architecture building blocks.

Architecture Compliance Decision
 (From: A336)
A statement or report recording the architectural compliance (including permitted exceptions) of a solution design.

Architecture Management Activity Data
 (From: A332 A333 A334 A335 A336, To: A337)
Metrics on the performance of the architecture management processes, such as the frequency or magnitude of allowed exceptions, enabling the effectiveness of the process to be determined.

Architecture Management Evaluation
 (From: A337, To: A331)
Assessment of the effectiveness and efficiency of the architecture management process. Includes identification of areas for process improvement.

Architecture Management Framework
 (From: A331, To: A332 A333 A334 A335 A336 A337)
The organizational structure and processes deployed to ensure the architecture is effectively and efficiently established, maintained and used.

Architecture Need
 (From: A332, To: A333)
An identified shortfall in the existing (or envisioned) IT environment that can be addressed by some architectural instrument.

Architecture Transition Initiatives
 (From: A335)
A brief proposal, recommending the implementation of one (or more) aspects of the envisioned architecture. Typically defined in outline, with broad statements on scope, benefits and business case, costs, dependencies, and project time line.

Architecture_ Current State
 (From: A332, To: A335 A336)
A description of the business' overall approach to the structuring and implementation of its IT systems and solutions.

Architecture_ Exception
 (From: A336, To: A332)
An allowed deviation within a solution design from the architecture, providing input to the collection of architecture processes which ensure vitality.

Architecture_ Future
 (From: A333, To: A334 A335 A336)
A structured description of the preferred business approaches to the design and implementation of its IT systems and solutions. Generally published as a specification of architecture building blocks, together with recommended standard constructions of those building blocks.

Asset
 (From: A82 A824, To: A552)
Each asset that has completed the procurement process (business now holds the title) and is available for

Asset Audit Action Request
  (From: A554, To: A552 A553 A555)
A request to perform some action based on the findings of an asset audit. This can include instructions such as to locate a known asset or to reassign it.

Asset Availability Information
  (From: A552, To: A514)
Details of the ability of the subject IT asset or assets to be made available for deployment or development use. The details will include:
  – Quantities
  – Specifications
  – Dates
  – Locations.

Asset Availability Inquiry
  (To: A552)
A planning inquiry to establish the outlook for the availability of specified IT assets for productive use.

Asset Contracts and Financial Data
  (From: A555, To: A552 A553 A554 A557 A814 A825)
Business records about an asset and related financial information. This includes data such as asset records, vendor information, asset costs and current value, tax data.

Asset Data Update Package
  (From: A516 A534 A535 A652 A753 A754, To: A553)
All status and detail changes to an asset after the initial creation. Includes lease, license, maintenance changes and, at end of life, disposal notification. An additional example is a change in standard currency exchange rates from the IT Financial Management process.

Asset Deployment Inquiries and Requisitions
  (From: A433 A434 A51 A514 A515 A516 A52 A522 A523 A524 A53 A534, To: A55)
Requests for information about assets needed as part of deploying solutions, requisitions for allocation of assets, and notifications to trigger the delivery or distribution of these resources.

Asset Deployment Items and Data
  (From: A5 A55, To: A4 A43 A51 A52 A522 A523 A524 A53 A534)
Information about specific asset availability and requisition status, and also the actual asset items being offered up for deployment.

Asset Distribution Instruction
  (To: A552)
The formal trigger for IT assets, probably already reserved for this purpose, to be distributed. The instruction would include details such as:
  – Date
  – Location
  – Quantity
  – Specification
  – Personnel involved and contact details.

Asset Information
  (From: A5 A55 A553, To: A54 A543 A7 A71 A713 A72 A724 A8 A81 A812 A814 A815)
Could be reports, covering multiple asset items, or just the specific information on an individual asset.

Asset Information or Report Request
  (To: A553 A554 A557)
A request to obtain information about a deployed asset. This request specifies whether the information should be in a formal report or simply provided asset data. It covers a range of request types, such as:
  – Need for information on an individual asset
  – A scheduled report
  – A request for an asset analysis report.

Asset Licenses
  (To: A554 A555)
A documented permission to use an asset or set of assets. The license may contain specific terms and conditions, including details such as the number of users, any rights to copy and distribute, and the license period.

Asset Management Activity Data
  (From: A552 A553 A554 A555 A556 A557, To: A558)
Data resulting from all work carried out by each process activity, used to support the evaluation of the overall Asset Management process.

Asset Management Evaluation
  (From: A558, To: A551)
Assessment results for the Asset Management process and its activities, including process performance metrics and the identification of potential process improvement items.

Asset Management Framework
  (From: A551, To: A541 A552 A553 A554 A555 A556 A557 A558 A751)
The policies, procedures, organizational roles and responsibilities and other information under which the Asset Management process will operate to meet its mission and goals.

Asset Operational Data
  (From: A552, To: A553)
Relevant individual data values describing the specifics of the current state of an asset.   Examples include:
  – Location
  – Owner
  – Maintenance contract end date
  – Original purchase price.

Asset Reconciliation Data
  (From: A554, To: A545)
Data collected during auditing and inspection of assets. Typically includes location, condition and verification results.

Asset Register
  (From: A553, To: A552 A554 A555 A556 A557)
The complete set of records in asset information repositories.

Asset Replenishment Request
  (From: A552 A554, To: A824)
A trigger to indicate that additional quantities of an asset are required in order to meet existing or anticipated requisitions.

Asset Reports
  (From: A557)
Ad hoc or standard reports describing assets. These reports may describe one or more selected assets or may summarize data about a set of assets, or possibly all assets.

Asset Requisition
  (To: A552)
The placement of an 'order' for one or more specified assets (or asset types) to be 'delivered' or otherwise made available for productive use.

Asset Requisition Status
  (From: A552, To: A515)
The acknowledgement, including status information such as expected dates, that a requisition for one or more assets has been received and processed.

Asset Retirement and Disposal Data
  (From: A556, To: A552 A553 A555)
Data that describes the disposition and status of assets slated for retirement and disposal.

Asset Retirement and Disposal Instructions
  (From: A552 A554 A555, To: A556)
Directives concerning assets slated for retirement and disposal.

Asset_ Disposed
  (From: A556)
Assets that have reached the end of their useful life cycle and have been removed from service and inventory. Disposal can involve selling, scrapping or recycling.

Asset_ Reactivated
  (From: A556, To: A552)
An asset that was previously retired, but has been brought back into active service.

Asset_ Retired
  (From: A552, To: A556)
An asset that is to be removed from service. Such an asset will be in a storage location (such as the Definitive Hardware Store or DHS) until it is either restored (recovered) for active use or disposed.

Availability and Recovery Design Criteria
  (From: A733, To: A243 A422 A734 A764)
General solution design principles that enhance service availability and recovery. This information is used to create or update solutions so that they are more resilient.

Availability Management Activity Data
  (From: A732 A733 A734 A735 A736 A737, To: A738)
Results and metrics that describe the results of performing the Availability Management process.

Availability Management Evaluation
  (From: A738, To: A731)
An analysis of how well the Availability Management process was performed. This can also include proposed modifications to the Availability Management Framework.

Availability Management Framework
  (From: A731, To: A732 A733 A734 A735 A736 A737 A738)
The set of policies, procedures and mechanisms for performing the Availability Management process.

Availability Metrics Model
  (From: A734, To: A735 A737)
The range of availability metrics and areas of reporting that are used to describe service availability.

Availability Plan
  (From: A73 A737, To: A75 A752)
A forward-looking plan aimed at improving the overall availability of the IT infrastructure within cost constraints.

Availability Reports
  (From: A73 A735, To: A736 A737)
Statistics expressed on how well the IT Infrastructure has met the needs of the business in availability terms. Might be included in Service achievement reports.

Availability Requirements
  (From: A732, To: A733 A734)
An examination of the requirements for availability as expressed by the various stakeholders. As there might be some contention between these, this process must establish the definitive set of availability requirements which will influence solution and service development and operation.

Availability Targets
  (From: A734, To: A735 A737)
Objectives for service availability, typically focusing on service unavailability and business impact.

B

Backed Up Data and Manifest
  (From: A635, To: A765 A766)
The data which is the result of taking a backup, in whatever format (for example, compressed, incremental) which has been selected as the basis for any subsequent restore action, plus the indexes and inventories (the manifest) of the content with regard to specific file placement on backup media.

Backup Request
  (To: A635)
Service Requests from any user or other process that a backup be taken.

Billing Options
  (From: A833, To: A834)
Describes different Service Price Models and how to choose between them.

Budget Variance
  (From: A814, To: A813)
Budget Variance defines the delta between the planned budget and planned results, and the actual spent effort and achieved results.

Business Accounting Framework
  (To: A81 A811)
Details of the business-wide financial framework, including the required interfaces with the IT Financial Framework.

Business Activity Patterns and User Profiles
  (To: A25 A253 A255)
Business activity patterns reflect the typical workload profile from one or more business activities. User profiles are collations of business activity patterns to reflect that most users are actors within several business processes, and these combinations vary depending on organization design. Refer to the ITIL *Glossary* and to the *Service Strategy* book for further reading.

Business Aligned IT Goals
  (From: A313, To: A314 A315)
Statement of IT goals and objectives. Includes coverage of guiding principles, policies, strategic assumptions, and technology principles.

Business and IT Models
  (From: A3 A33 A333, To: A2 A25 A253 A254 A32 A322 A323 A334 A34 A342 A344 A35 A352 A4 A41 A412 A413 A42 A422 A7 A71 A712 A714 A8 A82 A821 A822)
Representations of relevant aspects of the business' activities, in model formats, and with or without the inclusion of related IT factors.

Business and IT Models Update Package
  (From: A412, To: A334)
Additional information about business and IT models obtained as a by-product of detailed investigation under the Solutions Requirements process.

Business Compliance Plan
  (To: A711 A712 A714)
The compliance requirements determined by the business, derived by examination across the span of its activities and details of the specifications and implementations of corresponding compliance plans.

Business Continuity Policies
  (To: A76 A761 A762)
Rules and guidelines used to assist in the determination of critical business services, and in the determination of potential risks, threats, and vulnerabilities.

Business Demand Baselines
  (From: A253, To: A254 A256)
An agreed statement of the expected business demand for the normal (typical) pattern of business. A baseline is "A Benchmark used as a reference point."[1]

Business Demand Characteristics
  (To: A25 A252)
Data from business units and customers describing the characteristics of business demand. The characteristics focus on information about the demand in the context of business strategy (to support evaluation and classification).

Business Demand Forecasts
  (From: A253, To: A254 A256)
Agreed predictions of business demand for IT service, usually arranged by periods against a standard calendar.

Business Demand Optimization Recommendations
  (From: A25 A255, To: A256)
Data from business units and customers describing the characteristics of business demand. The characteristics focus on information about the demand in the context of business strategy (to support evaluation and classification).

Business Demand Value Classification
  (From: A25 A252, To: A253)
A scheme for classifying each business demand stream as a basis for making decisions in the event of demand exceeding supply and the results of performing the classification, particularly to include the business value characteristic.

Business Evaluation Feedback
  (To: A14 A142 A143)
Any feedback, formal or informal, from non-IT parts of the overall business which is relevant to evaluating the performance of the IT management system.

Business Facilities Plan
  (To: A752)
The plan, established by the Business, describing the quantity, locations, and other Facility items that enable it to operate.

Business Funding
  (From: Outside-the-Model, To: A8 A81 A813)
Defines the overall planned budget effort (people, money) for all planned services and activities in IT.

Business Goals
  (To: A112)
Goals of the Business.

Business Governance
  (From: Outside-the-Model)
Includes Business Drivers

Business Governance Capabilities
  (To: A111)
The charters, structures, roles and responsibilities, decision making mechanisms and measurement capabilities, which are used for governance across the overall business within IT.

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1. ITIL V3 Glossary

Business Identity Rules
  (To: A671)
Set of rules that will be used to determine if identity requests and access requests will be approved. Part of 'Business Security Policies and Plans'.

Business Impact Assessment
  (To: A732)
An appraisal of the impact of service unavailability on the business.

Business Input
  (From: Outside-the-Model, To: A1 A2 A3 A33 A332 A7 A71 A8)
The various input items from the business to the IT provider that shape or direct the IT service. Examples of such inputs include:
  – Guidance
  – Instructions
  – General commentary and information about business operating conditions

Business Management Policies
  (To: A112 A113)
Policies of the Business that have a bearing on the IT function. They include fundamentals such as statements of the core values of the business through explicit policies, which must be followed (for example, in external relations).

Business Management Practices
  (To: A114)
Practices dictated by the Business that have a bearing on the equivalent items framed for the IT function.

Business Management System
  (To: A1 A11 A14 A143 A144)
The management system in place to govern the workings of the overall business.

Business Metrics
  (To: A25 A253 A26 A266 A367)
Metrics (measurements, key performance indicators) on business performance. They are provided by the business whether or not the underlying data is managed by IT solutions.

Business Output
  (From: A2 A7, To: Outside-the-Model)
The interactions from the collective IT endeavor to the businesses which relate to the any aspect of the life cycle related to the establishment and performance of the IT product; that is, the services and solutions. The interactions include:
  – Assessment of actual and potential value from IT
  – Business demand classifications, forecast consolidations and proposed demand interventions
  – Compliance certifications

Business Project Management Framework
  (To: A37 A371)
The implementation within the parent business of a project management framework. This will usually provide most, if not all, of the framework for managing IT projects.

Business Risk Posture
  (To: A34 A343 A344)
The capability of the business to tolerate varying levels of risk. It includes business guidance on how to choose which risks to accept and which need mitigation.

Business Security Policies and Plans
  (To: A72 A721 A722 A723 A725 A75 A752)
This is the overall set of security directives from the business, establishing the context for protection of business assets and information. It is often known as an *Enterprise Security Program.*

Business Service Continuity Requirements
  (From: A762, To: A763)
The results of a business impact analysis, with identified risks, threats, and vulnerabilities.

Business Strategic Wants and Needs
  (From: A312, To: A313)
Statement of strategic ambition, objectives, priorities and intent of the business.

Business Strategy
  (To: A1 A11 A111 A112 A2 A24 A242 A243 A25 A252 A26 A262 A3 A31 A312 A32 A321 A323 A33 A332 A333 A34 A341 A36 A361 A366 A4 A41 A412 A7 A71 A711 A8 A81 A811 A82 A821 A84 A85 A851)
The business strategy stated in terms of strategic intent, roadmap, drivers, objectives and policies.

Business Workforce Policies and Practices
  (To: A841)
The workforce management policies and practices of the parent business.

C

Capacity Baselines and Profiles
  (From: A743, To: A254 A255 A744 A745)
Collective representations of current (and projected) capacity for selected groups of assets and resources, as well as patterns of consumption by various consumers.

Capacity Delivery Resource Reallocation Directives
  (From: A744)
Desired changes and adjustments to resource allocations for the purpose of optimizing available capacity against demand. Sometimes a part of a general Service Resilience Directive.

Capacity Management Activity Data
  (From: A742 A743 A744 A745, To: A746)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Capacity Management Evaluation
  (From: A746, To: A741)

An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Capacity Management Framework
(From: A741, To: A742 A743 A744 A745 A746)
The conceptional structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), information (entities, attributes, relationships) and technology (software, hardware) practices for managing capacity.

Capacity Models and Results
(From: A742, To: A743 A744)
Qualitative and quantitative algorithms and projections used to track and predict IT resource capacity and usage patterns.

Capacity Plan
(From: A74 A745, To: A742 A743 A744 A75 A752)
The approach that will be taken to satisfy resource requirements. The plan is configurable, meets performance expectations and has the required commitment to implement. It includes:
– SLA recommendations
– Threshold and alarm definitions.

Capacity Reports
(From: A74 A743, To: A256 A744)
Information about the results and outcomes observed and achieved relating to all aspects of capacity. Reports include:
– Performance and capacity results
– Workload analysis
– Forecasts and predictions

Capacity Requirements
(From: A742, To: A744 A745)
Detailed forecasts of the IT resource capacity needed to satisfy projected workloads and service level commitments while maintaining acceptable utilization and load factors.
For example, they can include: CPU processing power, storage space, and network bandwidth.

Catalog Presentation Requirements
(To: A232)
Requirements for the style, content and usability of the service catalog. They include expectations, service level commitments, efficient searching, and ordering organized for each user community.

Change
(From: A51 A515, To: A412 A516 A517 A518 A52 A522 A53 A532 A54 A543 A753)
A change, triggered by a change request, which has successfully completed assessment and has subsequently been authorized for implementation. The authorization includes details of schedule options and any implementation conditions, such as the decision to include the change within the scope of a planned release.

Change Assessment Information
(To: A514)
Any information about the potential impact or risks relating to a change, including input from the business and from any other relevant process within IT.

Change Assessment Information Request
(From: A514)
A request to any relevant party to provide information that will contribute to the assessment of a change.

Change Implementation Communication
(From: A51 A516, To: A375 A52 A522 A523 A524 A53 A535 A536 A54 A542 A543 A635 A655 A665)
Information used to coordinate and implement a change. It can reflect either or both the:
– Status of the overall change as a result of carrying out previous instructions
– Instructions for the next stages of implementation
This dual nature is required to reflect incremental progress towards completion of a multi-stage implementation, especially when the outcome of one or more steps did not meet expectations in all respects.

Change Information
(From: A5 A51 A518, To: A2 A23 A233 A235 A3 A35 A355 A513 A514 A515 A516 A517 A54 A542 A543 A6 A61 A613 A615 A62 A621 A63 A632 A64 A641 A65 A654 A66 A662 A666 A7 A72 A721 A725 A73 A731 A735 A736 A74 A741 A742 A743 A75 A751 A76 A761 A764)
The full scope of information is covered. This could be about an individual detail within a particular change through ad hoc or pre-determined reporting on a set of changes.

Change Management Activity Data
(From: A512 A513 A514 A515 A516 A517 A518, To: A519)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Change Management Evaluation
(From: A519, To: A511)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Change Management Framework
(From: A511, To: A233 A234 A512 A513 A514 A515 A516 A517 A518 A519 A611 A641)
The policies, procedures, organizational roles and responsibilities, and other information under which the Change Management process will operate to meet its mission and goals.

Change Request
(From: A2 A23 A232 A3 A35 A355 A4 A42 A422 A43 A432 A44 A442 A54 A542 A6 A61 A613 A62 A621 A64 A644 A65 A655 A66 A665 A7 A72 A725 A73 A737 A74 A744 A745 A75 A752 A754 A76 A765 A766, To: A5 A51 A512)

Change requests (also known as RFCs) are the means for submitting proposed change and actual change activity in the environment. Change requests can be triggered for a wide variety of reasons, from a broad spectrum of sources. They can be concerned with any part of the environment or with any service or activity.

Change Request_ Recorded
(From: A512, To: A513 A518)

The details of a change request, captured in a document or other format defined by the Change Management Framework.

Change Request_ Rejected
(From: A513 A515)

Any change request which has been rejected, and sent back to the requestor. Reasons for rejection include:
 – Lack of authorization or funding
 – The change requested is beyond the scope of Change Management (for example, it is a new requirement)
 – The change request is incomplete or in error
 – The change request has been assessed as having too high a risk and needs rework

Change Schedule
(From: A5 A51 A515 A516, To: A514 A516 A517 A52 A522 A525 A54 A543 A545 A6 A63 A632 A66 A665 A7 A74 A744 A745 A75 A752 A753)

As defined in ITIL: "A Document that lists all approved Changes and their planned implementation dates. A Change Schedule is sometimes called a Forward Schedule of Change, even though it also contains information about Changes that have already been implemented." [2]

Change Status and Information Request
(To: A518)

A request for the current status of a change within the control of Change Management.

Change_ Assessed
(From: A514, To: A515 A518)

The change, including the collection of assessment recommendations.

Change_ Categorized
(From: A513, To: A514 A518)

The change request, which has completed acceptance, is now recognized as a change. The categorization indicates the types and levels of assessment needed.

Change_ Closed
(From: A517, To: A518)

The change having completed all parts of the change life cycle, and reached closed status.

Change_ Implemented
(From: A516, To: A517 A518)

The history and record of the change implementation activity which has culminated in the completion of the change related to the change request. It also includes the case of a failed implementation, with any back out results.

CI Data Update Package
(From: A4 A42 A424 A43 A433 A434 A435 A436 A437 A44 A444 A45 A456 A51 A516 A52 A523 A526 A53 A535 A536 A6 A63 A634 A64 A645 A65 A652 A7 A75 A753 A754, To: A5 A54 A542 A543)

The details of modifications to any existing CIs that must be validated and captured in the CI master data. The modifications can include:
 – Attributes
 – Relationships.

CI Information
(From: A543, To: A542 A544 A545)

The definitive configuration information about each and every managed configuration item. The collection of this information is represented by the concept of a CMDB.

CI Requisition
(From: A4 A42 A423 A424 A43 A433 A434 A44 A444, To: A5 A54 A543)

A request for one or more CIs to be made available so that they can be worked upon. In a development environment, this might be a request to check-out solution components from a version-controlled configuration library.

CIs
(From: A5 A54 A543, To: A4 A43 A434 A44 A444)

CIs are the technical (in its broadest sense) components, including assemblies of more granular components, upon which IT service is based. The relevant extract from the ITIL definition of Configuration Item is: "Any Component that needs to be managed in order to deliver an IT Service. ... CIs typically include IT Services, hardware, software, buildings, people, and formal documentation such as Process documentation and SLAs." [3]

Collated IT Management System Outcomes
(From: A141, To: A142 A143)

Collection of all the Management System Assessments into an easy to use format for further analysis.

Compliance Audit Invocation
(From: A716)

A directive to all processes that are required to operate under the risk and compliance controls for evidence which will be examined to identify whether and how well those controls are being operated.

Compliance Audit Reports
(From: A716, To: A143 A713)

Documents communicating the results of individual process compliance and mitigation audits.

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3. ITIL V3 Glossary

Compliance Certification
  (From: A71 A716)
Formal declaration by the accountable executive of adherence to regulatory requirements.

Compliance Management Activity Data
  (From: A712 A713 A714 A715 A716, To: A717)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Compliance Management Evaluation
  (From: A717, To: A711)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Compliance Management Framework
  (From: A711, To: A712 A713 A714 A715 A716 A717)
The policies, procedures, organizational roles and responsibilities and other information under which the Compliance Management process will operate to meet its mission and goals.

Compliance Operational Capabilities
  (From: A715, To: A716)
The set of capabilities which implement the various controls required to adhere to specific regulatory or more informally generated requirements.

Compliance Plans and Controls
  (From: A7 A71 A714, To: A1 A11 A111 A113 A114 A3 A36 A361 A37 A371 A4 A41 A412 A413 A5 A51 A511 A52 A521 A53 A531 A54 A545 A55 A554 A555 A6 A63 A632 A67 A671 A715 A716 A72 A725 A76 A763 A8 A81 A811)
The authoritative and comprehensive statement of:
  – The items for which compliance is required
  – The means (policies, data specifications, procedures, techniques, tools) to achieve compliance
  – The definition of required compliance metrics and reports by which conformance will be able to be demonstrated for required scrutiny
It will be the major vehicle for communications and guidance on compliance efforts.

Compliance Requirements
  (From: A712, To: A713)
The necessary conditions and actions needed to adhere to external regulations or standard practices and also to requirements established by the business through activities such as audit and oversight.

Compliance Requirements_ Assessed
  (From: A713, To: A714 A716)
Sets of categorized, quantified, and prioritized compliance items that the IT endeavor must address. Also includes any compliance requirements for which noncompliance has been assessed, with decision reasons and analysis of likely consequences.

Configuration Audit Action Request
  (From: A545, To: A542 A543 A544)
A request for some corrective action to be taken to reflect the outcomes of configuration audit.

Configuration Audit Report
  (From: A545, To: A455 A554 A716)
The outcomes of a configuration audit. The outcomes cover both status of configuration items and audit trails of changes to configuration items, such as logs of identities of the person(s) making such changes.

Configuration Audit Request
  (From: A554 A716, To: A545)
A request for any aspect of the collected configuration information to be audited against the actual, real managed object.

Configuration Baseline Report
  (From: A54 A542 A543, To: A423 A51 A514 A516 A52 A522 A523 A524)
A point-in-time snapshot of a portion of a CMDB that is relevant to one or more purposes from other IT management processes. This can include past, current, and future projected instances.

Configuration Information
  (From: A5 A54 A544, To: A3 A33 A336 A4 A42 A422 A423 A424 A44 A442 A443 A51 A513 A514 A516 A52 A523 A524 A53 A533 A534 A535 A545 A55 A553 A6 A61 A612 A62 A623 A63 A634 A635 A64 A642 A65 A652 A653 A654 A66 A662 A67 A674 A7 A72 A724 A726 A727 A73 A735 A736 A74 A742 A743 A744 A75 A752 A76 A764 A765 A766)
The information on any individual configuration item (CI) or collection of CIs, which is made available using standard reports or to meet individual requests.

Configuration Information Request
  (From: A336 A422 A423 A424 A442 A443 A664, To: A54 A544)
Any request for information about one or more configuration items. Many IT processes will make such requests.

Configuration Management Activity Data
  (From: A542 A543 A544 A545, To: A546)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Configuration Management Evaluation
  (From: A546, To: A541)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Configuration Management Framework
  (From: A541, To: A542 A543 A544 A545 A546 A551)
The information and artifacts which represent the purposes of the process and the means by which the process will operate to satisfy them.

Consolidated Business Demand Baselines and Forecasts
  (From: A25)
Agreed statement of the combination of the expected business demand for the normal (typical) pattern of business, and of the future predictions of business demand for IT service, usually arranged by periods against a standard calendar.

Consumables Order
  (From: A623)
An order for materials used up in the process of providing agreed-to services. Materials like paper, magnetic tape, printer toner or ribbons, and others are included.

Consumption Data
  (From: A625)
Usage statistics for consumable supplies reported with each use and intended to be the basic information that would lead the IT organization to know when consumables are nearing depletion so the material can be re-supplied without disruption to processing.

Continuity Notification
  (To: A766)
An urgent, formal command to invoke the IT Service Continuity Plan.

Contract Exceptions
  (From: A823, To: A822)
Exceptions or non-compliance of contracts that are recognized during Manage Supplier Contracts, and that are needed as input for Manage Portfolio of Suppliers, so that the supplier portfolio can be adapted if necessary.

Contract Requirements
  (From: A82 A823)
Contract requirements for communication to, and negotiation with, suppliers. The requirements cover items such as specifications, quantities, delivery dates, desired terms and conditions, maximum price.

Cost Data
  (From: A81 A815, To: A816 A83 A832)
Describes the cost aligned with defined criteria. Typical criteria: by service, by customer, and by cost unit.

Costing and Charging Request
  (From: A744, To: A833)
An inquiry about (or an estimate of) the cost or charge related to a particular IT service or cluster of services.

Current Business Climate
  (To: A26 A262 A263)
Information about the state of the customer's business. Includes business metrics and projections directly relating to the customer as well as directional statements such as press releases, annual reports, and other articles.

Customer Charges or Invoices
  (From: A81 A815, To: A814 A816)

Customer charges or invoices describe how much a customer is being charged or billed for the usage of IT in a certain period of time.

Customer Directions and Intentions
  (To: A22 A225 A26 A263)
Information from customers, whether expressly or implicitly stated within other communications, which indicates the customers' strategies, plans, wish lists, or other intentions on the subject of IT service.

Customer Input
  (From: Outside-the-Model, To: A2 A8)
Interactions from any customer of IT to any IT process related to any aspect of the life cycle related to the establishment and performance of the IT product; that is, the services and solutions. The interactions include:
  – Needs and requirements
  – Contracting for IT services
  – Establishing service level targets, and reviewing achievement against those targets
  – Participation in testing and other acceptance activities
  – Payments
  – Satisfaction input

Customer Inputs to Sales Transactions
  (To: A22 A226 A227)
Customer wants, needs, or general requests around a specific sales opportunity.

Customer Issue Feedback
  (To: A27 A274)
The responses and other feedback from the customer providing more information into the issue they have expressed and into their perception on the success or otherwise of attempts to address open issues.

Customer Needs
  (To: A21 A212)
An expression in the customer's terms of their wants, needs, and aspirations for IT service, in both functional and non-functional ways.

Customer Organization
  (To: A22 A223 A225 A23 A232 A24 A242 A27 A271)
Information about the organization of each customer. This will include organizational structure details and, in particular, identify the positions and individuals who are stakeholders in each service.

Customer Output
  (From: A2 A8, To: Outside-the-Model)
The interactions from the collective IT undertaking to any IT customer, in connection with any aspect of the life cycle related to the establishment and performance of the IT product; that is, the services and solutions. The interactions include:
  – Validation of requirements
  – Marketing and sales materials, such as proposals
  – Service level agreement life cycle
  – Invoices for services rendered
  – Any aspect of customer satisfaction

Customer Payment
  (To: A81 A814)
Customer payment describes the incoming cash flow (real or virtual) from a customer. It is either the information about a customer payment (from the business' accounts receivable process) or could be the actual payment.

Customer Profiles
  (From: A22 A228, To: A225 A26 A262 A27 A271)
The body of knowledge about each customer as a result from marketing and sales activities.

Customer Review Input
  (To: A24 A245 A246)
Any feedback from the customer with regard to service levels and their attainment, including their prioritization of improvement suggestions.

Customer Satisfaction Analysis
  (From: A273, To: A274 A275 A276)
The results of analyzing customer satisfaction data, and including trends and implicit issues.

Customer Satisfaction Data_ Solicited
  (From: A272, To: A273 A275)
Data obtained from service provider initiated collection of satisfaction data. Examples would include forms put in front of users after system interactions, regular review meetings between customer and provider.

Customer Satisfaction Data_ Unsolicited
  (From: A272, To: A273 A275)
Any feedback, typically ad hoc and unprompted, from a customer that expresses their level of satisfaction with any aspect of the IT service provision.

Customer Satisfaction Framework
  (From: A271, To: A272 A273 A274 A275 A276 A277)
The conceptual structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices for managing customer satisfaction.

Customer Satisfaction Input
  (To: A27 A272)
Feedback (solicited or unsolicited) from customers regarding IT performance. This is used to measure and manage customer satisfaction issues and trends.

Customer Satisfaction Issue
  (From: A24 A245 A53 A537 A61 A613 A615, To: A27 A274)
Any determination of a customer satisfaction issue. Can be either direct form a customer, or prompted by any IT staff member in carrying out other processes.

Customer Satisfaction Issue Communications
  (From: A27 A274, To: A276 A614 A615)
Information provided to customers about any aspect of a satisfaction issue, covering analysis of causes, committed plans to address, and progress to issue resolution.

Customer Satisfaction Issue Resolution Directives
  (From: A274, To: A276)
Instructions or requests to any IT process for the resolution of a customer satisfaction issue, under the coordination of an overall issue resolution plan.

Customer Satisfaction Issue Resolution Response
  (To: A274)
Responses from any IT process to directives for the resolution of a customer satisfaction issue. Examples of responses would be action plans, and action outcomes.

Customer Satisfaction Management Activity Data
  (From: A272 A273 A274 A275 A276, To: A277)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Customer Satisfaction Management Evaluation
  (From: A277, To: A271)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Customer Satisfaction Patterns
  (From: A275, To: A276)
Identification of patterns of satisfaction which might require attention from the IT service provider before the dissatisfaction occurs.

Customer Satisfaction Results and Trends
  (From: A27 A276, To: A13 A131 A14 A141 A22 A222
  A23 A236 A24 A244 A25 A253 A356 A365 A525
  A526)
A report summarizing current customer satisfaction results and historical data. Can be used to identify trends.

Customer Satisfaction Targets
  (From: A271, To: A273 A276 A277)
The targets (goals) for customer satisfaction against which the actual customer results will be measured.

Customer Selling Information
  (From: A225, To: A222 A226 A227)
General data on the customer such as contact name, address, position title, organization name, customer number, and more.

D

Data
  (From: A63 A634, To: A62 A623 A635 A636)
All the data items which are being managed within the IT endeavor, and which are made available for processing or other purposes in line with service commitments.

Data Lifecycle Management Plan
  (From: A632, To: A633 A634 A635 A636 A637)
The specification of the life cycle management plan for each class or type of data, allowing for the possibility that an individual collection of data could have unique life

cycle management requirements. The life cycle plan will cover aspects such as:
– Media types to be used, for each activity level of data (such as currency)
– Archive parameters
– Backup plan
– Selection of data sensitivity classification

Data Lifecycle Request
(From: A62 A622, To: A63 A632 A634 A636)
The identification of any need for a life cycle management action of any data item as part of productive usage of that data.

Data Management Activity Data
(From: A632 A633 A634 A635 A636 A637, To: A638)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Data Management Evaluation
(From: A638, To: A631)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Data Management Framework
(From: A631, To: A633 A634 A635 A636 A637 A638)
The Data Management Framework guides the operation of the process, and includes the following information:
– Classes of data (relevant for data management, to indicate factors such as backup scope and frequency)
– Data life cycle models
– General approach to what storage media types will be used for which classes of data
– Instructions for data retention that implement Corporate policies and controls (which themselves include the impact of regulatory requirements)
– Capacity Management plans that affect Data Management
– Data Management requirements based on existing SLAs
– High-level plans for improvement

Data Management Metric Data and Reports
(From: A63 A637, To: A632 A634)
Significant event logs, volume and other measurement data relating to how effectively and efficiently data and storage work has been performed. This data, which is available as requested both in raw format and as structured reports, is a component of all Operations Information and is a basis for service level reporting.

Data Resource Catalog
(From: A634, To: A635 A636)
The master record of the location and disposition of every data collection under data management. Depending on the policy choices as specified within the framework, it can include usage records such as space employed and lists of users (people, programs) by time and date.

Data_ Derived
(From: A62 A624, To: A63 A634)
Any informational item created or modified as part of the workings of any business process and which is to be managed within an IT service. Data could be specific information like order numbers, invoice numbers, receipts, inventory change data, and could be received in batches or in individual transactions. It can relate to business processes, or be relevant to the management of the IT endeavor.

Data_ Disposed
(From: A636)
The data that has been taken out of active management. Depending on how it has been stored, it can include the associated media; for example, paper or microfiche records.

Data_ External
(To: A633)
Data sourced and obtained from outside the current service coverage. Examples of this would include:
– Reference data, from external providers, such as postal coding schemes
– Transaction data from external partners, such as banks.

Data_ Prepared
(From: A633, To: A634)
Data that has been collected (acquired) and prepared (filtered, grouped, reordered, rearranged) to match the planned usage. Prepared data is ready to be placed (deployed) onto its target media and managed throughout its life cycle.

Data_ Restored
(From: A635, To: A634)
Availability of data for productive or other use as a result of restoring it.

Deallocated Assets
(From: A535, To: A552)
Assets that are no longer deployed to specific owners. These assets are free to be allocated to new owners.

Delivery Resources
(To: A623)
Technological and people resources which can be utilized in the process of delivering IT services to the organization.

Delivery Resources_ Assigned
(From: A623, To: A624)
All IT resources required and available to perform the required service.

Delivery Resources_ Recovered
(To: A623)
Any IT delivery resources which have been restored to normal (or acceptable) operational capability as a result of incident resolution.

Delivery Resources_ Released
(From: A624, To: A623)

Resources (tapes, storage devices, networks, LANS, programs, data stores, processors, memory) that have been used in the process of performing operational services but are now available for re-assignment to other work.

Demand Management Activity Data
  (From: A252 A253 A254 A255 A256, To: A257)

Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Demand Management Evaluation
  (From: A257, To: A251)

An analysis of activity data for Demand Management, providing an understanding of the current success or failure of the process, and an identification of potential process improvements.

Demand Management Framework
  (From: A251, To: A252 A253 A255 A256 A257)

The set of structures describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices for managing demand.

Demand Management Outcomes Report
  (From: A256, To: A252 A253 A255)

Information about the success (or otherwise) of the Demand Management activities across several aspects:
  – Representing business demand in IT service consumption units
  – Identifying supply and demand gaps
  – Recommending interventions to realign demand to match supply

Deployed Workforce
  (From: A843)

Current IT human resource allocations.

Deployment Capabilities
  (From: A533, To: A534 A535 A536)

Combination of knowledge, skills, experience, processes, systems and technologies required to deploy new or changed deployment objects into the target environment.

Deployment Items
  (From: A534, To: A535)

The collection of items that are ready for deployment and for which all title and ownership information reflects the imminent deployment into the target environment. These items are instances of what ITIL calls Service Assets, defined as "Any Capability or Resource of a Service Provider." [4]

Deployment Management Activity Data
  (From: A532 A533 A534 A535 A536 A537 A538, To: A539)

Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Deployment Management Evaluation
  (From: A539, To: A531)

An analysis of deployment management activity data providing an understanding of the current success or failure of the deployment management process, and an identification of potential process improvements.

Deployment Management Framework
  (From: A531, To: A532 A533 A534 A535 A536 A537 A538 A539)

This framework describes the policies, procedures, organizational roles and responsibilities, and other information under which the Deployment Management process will operate to meet its mission and goals.

This framework provides governance information for the other activities in Deployment Management.

This framework provides governance information for the other activities in Deployment Management.

Deployment Program Plan
  (From: A532, To: A533 A534 A535 A536 A537 A538)

The set of plans for achieving the deployment of an identified set of information technology capabilities. Items covered include:
  – Specification of coordinated deployment tasks and procedures to move new or changed hardware, software, documentation, process, etc. to the target environment
  – Rollout timetables for deployments that are repeated, and associated logistical plans
  – Identifying personnel resources necessary to achieve each deployment event, and obtaining commitments for their availability

The deployment program will cover aspects such as locations, target systems, dates, persons affected (both users and IT service provider staff), required communications, and training plan.

Deployment Records
  (From: A532 A533 A534 A535 A536 A537, To: A538)

A set of records containing the details of each deployment program and each deployment instance within that program.

Deployment Reports
  (From: A538, To: A518 A525 A526 A532)

Report about how well deployments are progressing or have been completed.

Deployment Rework Need
  (From: A536, To: A534 A535)

The identification that any parts of the deployment plan need to be reworked prior to the capability reaching full service status. Everyday changes in business operations within the organization that is the target of deployment can be the cause of such a need. For example, changes in staff since plan creation.

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4. ITIL V3 Glossary

Disposal Notification
  (From: A636, To: A634)
Notification that one or more collections of data have been disposed of and are no longer accessible.

E

Environment Information
  (From: Outside-the-Model, To: A1 A2 A3 A5 A7 A8)
General knowledge that exists relative to the business' primary overall industry segments and the IT industry, such as:
  – Business information
  – Technical information
  – Government information

Event
  (From: A64 A642, To: A643 A65 A654 A66 A662)
Details of individual and collective events. They are available to any Service Management process for investigation, diagnosis and other analytical purposes on a real-time or historical basis.
ITIL defines Alert as: "A change of state which has significance for the management of a Configuration Item or IT Service. The term Event 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." [5]

Event Analysis Updates
  (To: A642 A646)
Any additional data added to (but not modifying) the primary data of a logged event as a result of other IT processes carrying out their investigations. Examples of such processes would be Incident, Capacity and Availability Management.

Event Management Activity Data
  (From: A642 A643 A644 A645 A646, To: A647)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer (of this process) feedback, priorities.

Event Management Evaluation
  (From: A647, To: A641)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Event Management Framework
  (From: A641, To: A642 A643 A644 A645 A646 A647)
Includes the following:
  – Specification of what makes an event
  – Specification of what makes a significant event
  – Identification of significant events that can be processed (responded to), and what those procedures are

  – Practices for logging and filtering events
  – Definition of the event life cycle

Event Resolution Directive
  (From: A64 A645, To: A62 A622 A623 A624 A63 A634 A635)
The set of commands or instructions to resource controlling activities which have been selected so that the event causing conditions will be resolved.

Event_ Closed
  (From: A646)
The event audit trail and life cycle with the addition of any information from the event closure activity.

Event_ Derived
  (From: A644, To: A642)
A new event created as a result of correlation across multiple events, usually signifying some new out-of-tolerance conditions requiring action.

Event_ Escalated
  (From: A644, To: A643)
An event, or set of events, that requires re-examination and filtering as a result of event processing or correlation. This is typically indicated by increasing the priority classification.

Event_ Processed
  (From: A644, To: A645)
An event which has been analyzed for cause of out-of-tolerance conditions and led to its creation for which a plan, within the scope of Event Management, has been formulated to resolve those conditions.

Event_ Ready for Closure
  (From: A644 A645, To: A646)
The complete audit trail of an event and all states of processing through its life cycle.

Event_ Significant
  (From: A643, To: A644)
Unsolicited, (formatted), significant information which must be communicated from a managed object for the purpose of meeting a management objective.
An Alert is an example of a significant event. It is defined by ITIL as: "A warning 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." [6]

Existing Test Cases
  (To: A442)
Any relevant, previously-defined and exercised test case that is identified as relevant to the particular solution for which testing is being planned. These test cases are managed under the Knowledge Management process.

External Benchmarks
  (To: A14 A142)

5. ITIL V3 Glossary

6. ITIL V3 Glossary

A representation of the effectiveness, efficiency or other metric of the workings of a survey or other sample group of businesses or functions within them.

External Models and Practices
  (To: A11 A111 A113 A114 A12 A121 A122 A123 A124 A125 A126)
External information from the industry (from individual enterprises, from academia and from industry watchers) describing models, practices and trends in IT management system topics.

External Workforce Frameworks and Practices
  (To: A841)
Relevant models, designs and operational characteristics of workforce management approaches in peer businesses which could provide a basis for this IT Service Provider's Workforce Management Framework.

F

Facilities Management Activity Data
  (From: A752 A753 A754, To: A755)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Facilities Management Evaluation
  (From: A755, To: A751)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Facilities Management Framework
  (From: A751, To: A752 A753 A754 A755)
The policies, guidelines, plans, procedures and targets for the workings of the Facilities Management process.

Facilities Plans and Specifications
  (From: A75 A752, To: A72 A723 A726 A73 A737 A74 A745 A753 A754 A76 A764)
Specifications, designs and plans for the IT facilities to support the provision of IT service.

Facilities Procedures and Schedules
  (From: A752, To: A754)
Documentation on facilities procedures, facilities availability, and use of facility infrastructure for IT and the user community. This information is available to Knowledge Management, for it to determine which parts (if any) are needed to be available to the IT processes.

Facility Incident
  (To: A754)
An external event resulting in a real or suspected failure of one or many components of the facility, and the related notification and information about the incident.
  – Facility incidents might be handled separately (for example, by the business) from the IT Incident Management process.

Facility Incident_ Closed
  (From: A754)

Information about the facility incident life cycle and outcome, including:
  – Notification to the requestor that the request was addressed
  – Feedback to any relevant IT processes, such as supplier management, workforce management, financial management

Facility Request
  (From: A752, To: A753)
A request for Facility changes that conform to the framework or the plans for the facility.

Facility Request Exceptions
  (From: A753, To: A752)
This is an ad hoc request that does not conform to the current plans, but is within the overall remit of the facility framework. It can potentially be addressed by some additional facility planning.

Facility Request Fulfillment Plan
  (From: A753, To: A754)
The plan (instructions, specifications) for the fulfillment of the facility request using normal facility operation or maintenance.

Facility Request Response
  (From: A753)
The fulfillment of the Facility Request and information about it, including:
  – Description of the request
  – Notification to the requestor as to how the request was addressed
  – Updates to CI information and asset information.

Facility Request_ Qualified
  (From: A754, To: A753)
A need for a facility request to be re-planned as a result of an operation or maintenance activity producing a result out of line with the plan.

Feasibility Guidance
  (To: A213)
Could be either or both of:
  – A mechanism to evaluate and qualify customer needs
  – A feasibility report on a specific set of expressed potential requirements

Feasibility Request
  (From: A213)
A request which expresses the desire to qualify a customer need using a structured needs evaluation framework. This request could be handled by many processes, including IT Portfolio Management, IT Research and Innovation, Solution Requirements, Solution Analysis and Design.

Financial Management Activity Data
  (From: A812 A813 A814 A815 A816, To: A817)
Any data about the correct accomplishment and of process activities that support the evaluation of the overall Financial Management process (includes data gathered for legal reasons or for fraud detection).

Financial Management Evaluation
  (From: A817, To: A811)
A report describing the performance against the process quality measures, legal requirements, and fraud detection.

Financial Management Framework
  (From: A811, To: A812 A813 A814 A815 A816 A817 A831)
The overall strategy and definition for financial management, such as the procedural, organizational and other management mechanisms through which the process will operate. Includes:
  – Strategic goals for the management of IT finances
  – Policies and orientation that apply to operating the various aspects of IT finances
  – Collection of evaluation criteria for qualifying and assessing the financial aspects of any investment under consideration

H

Human Resource Adjustment
  (To: A843)
The flow of acquired, realigned, and released human resources which represents the workforce available for deployment.

I

Identified CIs
  (From: A542, To: A543)
The set of CI types, with details of their:
  – Attributes
  – Relationships
  – Structures in which they are expected to participate

Identified Risks
  (From: A342, To: A343 A722)
Areas in the business where there is a potential for realization of unwanted, adverse consequences if an event or a given set of events occurs.

Identity and Access Directives
  (From: A675, To: A673 A674)
Individual or collective commands, instructions or other requests to modify or adjust identities or the access rights register. Such directives are usually the result of monitoring patterns of identity and access behavior as well as from security monitoring data.

Identity and Access Management Activity Data
  (From: A672 A673 A674 A675, To: A676)
Data resulting from all work carried out by each process activity. Examples would be resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Identity and Access Management Evaluation
  (From: A676, To: A671)
An assessment of the overall performance of the process and of its activities against the targets set in the Identity and Access Management process framework. It includes identification of potential process improvement items. This may also include proposed modifications to the Identity and Access Management Framework.

Identity and Access Management Framework
  (From: A671, To: A672 A673 A674 A675 A676)
The policies, guidelines, plans, procedures, organizational roles and responsibilities and other information under which the Identity and Access Management process will operate to meet its mission and goals.

Identity and Access Monitoring Data
  (From: A67 A673 A674, To: A64 A642 A675 A727)
Data produced during or about the processing performed against identities and access right records. In addition to item-by-item outcomes, the data can include measurements of resource utilization, transaction volumes, processing status, among others.

Identity and Access Reports
  (From: A675)
These reports contain a summary of identity and access records, and the amount and type of identity and access transaction completed (additions, changes, deletions) in a given time frame.

Identity and Access Request
  (To: A672)
Service Request to create or modify an identity record for a user and to provide access to systems, data and applications.

Identity and Access Response
  (From: A673 A674, To: A535 A624)
The result of processing an identity and access request. The result will reflect a range of possibilities, depending on the nature of the request:
  – For an identity request – actions taken to create, maintain, or delete the identity
  – For an access (rights) request – the success or failure of the request, with relevant information describing the status of access rights

Identity and Access Rights Register
  (From: A6 A67 A673 A674, To: A674 A675 A7 A72 A726 A727 A75 A754)
The records that provide the current (and perhaps historical) values for identities and for access rights. This collective register is generated by actions related to identity life cycle management (enrollment, provisioning and user self-care), identity controls (access and privacy controls, single sign-on), identity federation (sharing user authentication and attribute information between trusted Web services applications), and identity foundation services (directory and workflow).

Identity and Access Work Request
  (From: A535 A62 A624, To: A67)
An identity and access request originating from another process.

Identity Request
  (From: A672, To: A673)

A form of Service Request to enroll, provision or change a given user's identity characteristics and which evaluated, verified and accepted for processing.

Implementation Progress Data
  (From: A375 A52 A523 A524 A53 A535 A536 A635, To: A51 A516 A537)
The record of each incremental activity performed as part of the implementation of a change or release.

Incident
  (From: A2 A27 A273 A5 A51 A516 A53 A536 A61 A613 A62 A625 A63 A637 A64 A644 A646 A67 A675 A7 A72 A75 A754, To: A537 A6 A65 A652)
A fault in IT service and infrastructure that has been reported, or an event that could cause an interruption to one or more services. Incidents can be created using either manual or automated mechanisms. An incident reported by a user begins as a service request and becomes an incident once it is determined that a fault is being reported.

Incident Communication to User
  (From: A656 A657)
Communications to a user about the status or progress of an incident. Could be to provide status information or to solicit additional data or request some user action as part of diagnosis.

Incident Information
  (From: A6 A65 A657, To: A2 A24 A244 A61 A613 A615 A652 A653 A654 A655 A656 A66 A662 A7 A72 A726 A73 A736 A74 A744 A75 A754)
Information about one or more incidents. Can range from full details of an individual incident through collated and summarized information about sets of incidents.

Incident Management Activity Data
  (From: A652 A653 A654 A655 A656 A657, To: A658)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Incident Management Evaluation
  (From: A658, To: A651)
An analysis of how well the Incident Management process was performed. This can also include suggested areas for modifications to the Incident Management Framework.

Incident Management Framework
  (From: A651, To: A652 A653 A654 A655 A656 A657 A658)
The set of policies and procedures for performing the Incident Management process, including data items such as:
  – Priority and severity classification schemes
  – Resolution targets
  – Tables identifying teams to be assigned, by system or service

Incident_ Classified
  (From: A653, To: A654 A657)

An incident that has been assigned a classification. The classification helps narrow the realm of possibilities for resolving the incident. For instance, the classification can be based on platform, type of problem, component, or other information.

Incident_ Closed
  (From: A656, To: A657)
The finalization of all data related to an incident, including structured data which supports analysis of incident causes, patterns, costs and resolution effectiveness.

Incident_ Logged
  (From: A652, To: A653 A657)
An identified incident that has been saved in a database.

Incident_ Needing Reclassification
  (From: A654 A657, To: A653)
An incident that requires to be moved to a different classification, perhaps to a different team.

Incident_ Resolution Plan
  (From: A653 A654, To: A655 A657)
An incident for which a resolution plan has been created or obtained. Subsequently (and beyond this activity), the resolution plan has to be applied and the outcome verified with the user.

Incident_ Resolution Unsuccessful
  (From: A655, To: A653)
An incident for which a workaround or fix was not provided or was unsuccessful. Normally, an incident should eventually yield a workaround or a fix for that incident. However, in some situations, no workaround or fix works to resolve the incident.

Incident_ Resolved
  (From: A65 A655, To: A62 A656 A657)
An incident for which a workaround or fix has been successfully applied.

Individual IT Process Activity Data
  (To: A813 A814 A815)
(From every process) All defined process based measures (usage data) aligned with services and activities from which relevant financial values can be extracted or derived.

Individual Process Evaluations
  (To: A14 A141 A346 A716)
A collection of metrics which describe the effectiveness and efficiency of an individual process.

Industry Models and Standards
  (To: A33 A332 A333)
From the industry segment of the business and from the IT industry itself:
  – Models of ways of operating and design
  – Formal and informal standards that must be considered in any architectural work

Industry Risk Threats and Vulnerabilities
  (To: A76 A762)

Known risks, threats and vulnerabilities which exist from other organizations in the same business sector, and environmental risk.

Information About Suppliers
  (To: A822 A825)
Any information about potential suppliers that supports the selection and evaluation process for suppliers, including:
  – Analyst reports and opinions
  – Benchmark data
  – Customer references
  – Financial information
  – Current relationship information
  – Other publicly available information.

Information Asset Security Classification
  (From: A724, To: A725)
The level of protection to be established and operated against each category of information assets. It includes:
  – Identification of ownership requirements
  – Handling and labeling procedures

Information From Suppliers
  (To: A82 A822 A823 A825)
Any information that the suppliers can provide about themselves that supports the selection and evaluation process for suppliers, including:
  – Responses to RFIs, RFPs
  – Vendor briefings
  – Financial information
  – Portfolio information.

Infrastructure Needs
  (To: A212)
Conditions where a gap in the current infrastructure exists and requires assistance to be filled.
(Includes input such as security requirements from Security Management.)

Integrated Work Schedule
  (From: A622, To: A623 A624)
A consolidation of all individual work item schedules (planned out sequence of work) based on resources, commitments, skills and available services.

IT Administration Support Data and Requests
  (From: A62)
Covers requests for supply of new or additional consumable materials and relevant data reporting on consumption and usage of the consumables (tapes, paper, toner, forms, and others), which might be required for charging.

IT Budget
  (From: A8 A81 A813, To: A1 A12 A121 A123 A125 A13 A131 A132 A133 A14 A142 A2 A22 A221 A23 A233 A24 A241 A243 A26 A261 A3 A31 A314 A32 A321 A33 A331 A35 A353 A36 A365 A5 A53 A532 A55 A551 A7 A75 A752 A812 A814 A816 A82 A821 A84 A842 A843 A844)

The planned IT funding broken down in relevant ways, such as activities and milestones per period, to reflect the contents of the IT plan.

IT Business Contribution and Capabilities
  (From: A3)
Information to the business on the products of IT (the services and solutions), on the status of the IT assets and infrastructure employed in the delivery of the IT products, and on the contribution (value) to the business which the IT product makes.

IT Business Value Potential
  (From: A31 A313, To: A312)
Statement of potential technology impact on the business strategy, stated in terms of added value, time scales, potential investment costs and business change assessment.

IT Business Value Report
  (From: A36 A367)
The contribution to the business from an information technology investment, usually expressed in economic terms.

IT Capability Outlines
  (From: A31 A313, To: A314 A33 A332)
A specification of the desired capabilities of the IT entity, stated in a way that is independent to specific implementations of its services, processes, people, tools, organization, and technology. Capabilities should be stated in a consistent form, as in "the ability to perform service X within the specified service level Y."

IT Control Results
  (From: A13 A132, To: A131 A133 A14 A141)
An indication of the direct outcomes, and any associated consequences that result from the application of any IT management controls.

IT Customer Benefit Realization Report
  (From: A26 A266, To: A263)
A report describing the benefits realized by the customer from the adoption of transformational capabilities. Different types of reports are possible, including:
  – Timetable for changes in realized benefit (typically as penetration advances)
  – Comparison of actual against plan
  – Indication and analysis of missed or additional benefit exploitation opportunities

IT Customer Capability Adoption Events
  (To: A26 A265)
Notable milestones (both successes and failures) in the customer's adoption of transformational capability.

IT Customer Capability Adoption Interventions
  (From: A26 A265)
Any actions or efforts designed to promote the adoption of transformational capabilities. Examples of such interventions include:
  – Communications
  – Training programs

– General consultancy and assistance into better, deeper or broader usage of the capability

IT Customer Capability Adoption Plan
  (From: A26 A265, To: A266)
The overall plan for enabling and promoting capability adoption. This ranges from customer-wide items such as general awareness and communications through training programs customized to local needs and possibly the provision of individual guidance and consultancy.

IT Customer Capability Enabling Requirements
  (From: A265, To: A264)
Statement of requirements for additional or modified materials, training, and communication programs, and other enablers that enhance the rate and degree of adoption of transformational capabilities.

IT Customer Context
  (From: A262, To: A263)
A digest summarizing and analyzing the customer's business activities and the key business drivers and imperatives which influence the direction of that business. Includes consideration of the main uses of information technology within that business and in comparison with industry competitors and leaders.

IT Customer Transformation Candidates
  (From: A263, To: A264)
A list of possible transformational opportunity areas for the customer. It will usually be categorized against key business drivers.

IT Customer Transformation Management Activity Data
  (From: A262 A263 A264 A265 A266, To: A267)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

IT Customer Transformation Management Evaluation
  (From: A267, To: A261)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

IT Customer Transformation Management Framework
  (From: A261, To: A262 A263 A264 A265 A266 A267)
The conceptional structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices for managing customer transformation.

IT Customer Transformation Themes and Evaluation Principles
  (From: A26 A263, To: A264 A265 A266 A312 A363)
A statement of the general headings under a customer's business operations that might be transformed together with a set of evaluation principles which can be used to prioritize alternative transformation candidates.

IT Financial Audit Reports
  (From: A816, To: A143 A811 A817)
Financial audits include validation that accounting rules are being accurately followed and that costs are aligned with the engagement and client objectives.

IT Financial Modeling Analysis
  (From: A812, To: A226 A255 A264 A352 A422 A813 A814 A815 A823 A824)
The outcome of the request for modeling the financial implications of any aspect of the IT undertakings.

IT Financial Modeling Request
  (From: A226 A255 A264 A352 A422 A823 A824, To: A812)
A request for financial modeling to be performed so that the financial implications of a potential proposal relating to IT resources and capabilities can be understood. Any process can originate this type of request.

IT Financial Reports
  (From: A8 A81 A813 A814 A815, To: A1 A13 A131 A14 A141 A3 A36 A365 A366 A5 A55 A555 A6 A66 A661 A816 A82 A822 A824 A825)
All reports on financial data of IT for different stakeholders. Covers a wide range of reports from outlining projected costs through after-the-fact financial analyses.

IT Function Information and Interests
  (To: Outside-the-Model)
Any information about the workings - such as current capabilities and future directions - which the IT endeavor makes available to the industry at large.

IT Governance and Management Audit Request
  (To: A143)
Invocation of an audit of all or part of the IT Governance and Management System by a suitably authorized person or body. Also contains the terms of reference for the audit.

IT Governance and Management Audit Results
  (From: A14 A143, To: A11 A111 A12 A121 A144)
The findings, conclusions and recommendations of any audit (formal or informal, internal or external) carried out into any or all of the IT Governance and Management System.

IT Governance and Management System Evaluation
  (From: A14 A144, To: A11 A113 A114 A12 A121 A122 A123 A124 A125 A126)
An assessment of the overall performance of the IT Management and Governance System against the targets set in the IT Management System Framework and in the IT Governance Model, and an identification of possible process improvement areas.

IT Governance and Management System Results
  (From: A1, To: Outside-the-Model)
A stakeholder report of the IT Management System's outcomes, effectiveness and efficiency, and other key performance indicators, such as the quality results.

IT Governance Capabilities
  (From: A12 A121, To: A122 A123 A124 A125 A126
  A13 A131 A132 A133 A14 A141 A142 A143 A144)

The set of instruments that contribute the required governance characteristics to the overall IT Management Ecosystem. These will include:
  – Governance structures and charters
  – Decision rights and their assignment to roles
  – Decision-making processes and procedures for a specified list of decisions
  – Metrics and indicators for the aspects of IT management under governance

IT Governance Framework
  (From: A11 A111, To: A112 A113 A114 A12 A121 A14
  A142 A143)

The guiding principles, the statements of intent, and the objectives that together shape and set the direction for the implementation of IT governance.

IT Industry Knowledge
  (From: A22 A228, To: A21 A213)

Information about the IT industry (in general) and competitive IT service providers (in particular) which has been created as a by-product of marketing and sales activities.

IT Management Action Items
  (From: A13 A132)

The invoked actions designed to keep the operation of the overall IT management system within established tolerances, or in exceptional circumstances, to return it to being within those tolerances. Action items can include anything from directives and instructions through general guidance and suggestions.

IT Management and Governance System Performance Analysis
  (From: A142, To: A143 A144)

Conclusions on the effectiveness (strengths, improvement areas) of the IT Management and Governance System.

IT Management Control Items
  (From: A131, To: A132)

The identification of IT management system measurements that are approaching or exceeding established limits which indicate a potential need for overall management system intervention.

IT Management Ecosystem
  (From: A1, To: A2 A21 A211 A22 A221 A23 A231 A24
  A241 A25 A251 A26 A261 A27 A271 A3 A31 A311
  A32 A321 A33 A331 A34 A341 A342 A343 A35 A351
  A36 A361 A37 A371 A4 A41 A411 A42 A421 A43
  A431 A44 A441 A45 A451 A5 A51 A511 A52 A521
  A53 A531 A54 A541 A55 A551 A6 A61 A611 A62
  A621 A63 A631 A64 A641 A65 A651 A66 A661 A67
  A671 A7 A71 A711 A712 A713 A72 A721 A73 A731
  A74 A741 A75 A751 A76 A761 A8 A81 A811 A82
  A821 A83 A831 A84 A841 A85 A851)

To paraphrase a dictionary definition: the complex of management system elements, their physical implementation, and all their interrelationships in the unit of space that is the domain of the IT function. Its fundamental purpose is to provide an environment that is supportive of the carrying out of all of the IT activities defined elsewhere in this model.

IT Management Information Capabilities
  (From: A124, To: A121 A122 A123 A125 A126)

The informational aspects of the capabilities the IT function will be managed. These include the specification of the entities, attributes, and relationships of IT management information, both for the fundamental resources (such as hardware) and for the control information, like process measurements.

IT Management System Capabilities
  (From: A12, To: A13 A131 A132 A133 A14 A141 A142
  A143 A144)

The foundational constituents of the IT Management Ecosystem. The elements explicitly identified are:
  – Process
  – Organization
  – Management information
  – Tools and systems
  – Measurement and control instruments

IT Management System Framework
  (From: A11, To: A12 A122 A123 A124 A125 A126 A13
  A132 A133 A14 A142 A143)

The logical structure describing the strategic (vision, mission, value proposition, guiding principles), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) goals, policies and practices for managing the overall IT function.

IT Management System Goals
  (From: A112, To: A111 A113 A114)

Statements of purpose to direct the management system of the IT endeavor, and which reflect and support the overall goals of the Business.

IT Management System Policies
  (From: A113, To: A111 A114)

High-level courses of action and guiding principles for the IT function that are required in order for it to achieve its goals.

IT Management System Practices
  (From: A114, To: A111)

High-level practices that have been defined in detail for the management system of the IT endeavor. Once these have been put in place (that is, made operational), they represent an implementation of the policies.

IT Management System Reports
  (From: A13 A133, To: A14 A141)

The results and interpretations of the IT Management System outcomes, including key performance indicators.

IT Measurement and Control Capabilities
  (From: A126)

Capabilities to provide the appropriate measurements and controls to the IT function's undertakings. Examples include:
  – A decision right (manager approval step in a process)
  – A business event log
  – A monitor on configuration parameter
  – A record of employee training

IT Measurements
  (From: A13 A131, To: A133)
The measurements and key indicators produced by combining measures and results from individual sources to create an IT-wide view of IT activities. Individual processes can access relevant measurements as part of their normal operation.

IT Operational Environment Capabilities
  (From: A125, To: A121 A122 A123 A124 A126)
The mechanisms (for example: methods, systems, procedures) which, when implemented in the context provided by the management system process, organization and information, provide the operational capabilities for the IT Management System.

IT Organizational Capabilities
  (From: A123, To: A121 A122 A124 A125 A126)
The structure, behaviors, and enablers for the organization dimension of the IT management system. Includes:
  – IT Roles and Responsibilities
  – IT Organization Unit Structures and Relationships
  – Motivational schemes, such as incentives
  – Implementation of enablers (such as Communities of Practice)

IT Plan
  (From: A3 A36 A365, To: A2 A22 A221 A25 A254 A255 A26 A264 A265 A31 A314 A366 A4 A41 A411 A42 A421 A43 A431 A44 A441 A45 A451 A5 A51 A511 A52 A521 A53 A531 A6 A61 A611 A62 A621 A63 A631 A64 A641 A65 A651 A66 A661 A67 A671 A7 A72 A723 A725 A73 A731 A737 A74 A741 A742 A745 A75 A752 A76 A763 A764 A8 A81 A813 A84 A842 A844)
The set of approved projects and associated schedule, operating plan, service level management commitments, and resource allocation commitments and adjustments for a defined fiscal or planning cycle.

IT Portfolio
  (From: A3 A36 A365, To: A1 A12 A122 A123 A124 A125 A126 A13 A131 A132 A133 A14 A142 A2 A21 A211 A213 A22 A221 A222 A223 A226 A23 A231 A232 A233 A24 A241 A243 A25 A251 A254 A255 A26 A261 A263 A27 A271 A31 A313 A314 A32 A322 A324 A33 A331 A366 A4 A42 A421 A8 A81 A811 A82 A822 A83 A831 A85 A852)
A central repository containing all the IT resources and assets, projects, and services controlled and managed by the IT organization, departments, and functions.

IT Portfolio Baseline
  (From: A363, To: A364)
The initial or starting point of the IT portfolio.

IT Portfolio Categories
  (From: A363, To: A364 A366 A367)
Key project and asset characteristics and parameters that are used to ensure strategic alignment with business priorities and to manage risk through diversity of investments.

IT Portfolio Performance Report
  (From: A36 A367, To: A31 A313 A316 A364 A365 A366)
A management report describing the actual results of IT portfolio management activities in terms of value realized, balance achieved, and degree of strategic alignment.

IT Portfolio Review Results
  (From: A366, To: A365 A367)
The level of performance achieved to-date of the IT portfolio against target and planned adjustments necessary to close any performance shortfalls or to exploit performance opportunities.

IT Process Capabilities
  (From: A122, To: A121 A123 A124 A125 A126)
The models and further elaborations of the processes within IT and of their interactions with processes operated by stakeholders. The development of the capabilities progresses through several levels of elaboration, from specification and reference to operational and finally to implemented. They include:
  – Activities
  – Workflows, including
    ▫ Decision points
    ▫ Policy impacts
    ▫ Sequencing
    ▫ Parallelization
  – Role mapping (to activities)

IT Quality Management Framework
  (From: A11, To: A12 A121 A122 A123 A124 A125 A126)
The logical structure describing the strategic (vision, mission, value proposition, guiding principles), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) goals, policies and practices for quality management across the overall IT function.

IT Quality Management Goals
  (From: A112, To: A113 A114)
The goals, specifically related to quality management, which will drive the implementation and operation of quality management approaches for the IT function.

IT Quality Management Policies
  (From: A113, To: A114)
High-level courses of action and guiding principles for the IT function that are required in order for it to achieve its quality management goals.

IT Quality Management Practices
  (From: A114)

High-level practices for quality management that have been defined in detail for the IT function so as to implement its quality policies.

IT Quality System Capabilities
   (From: A12 A126, To: A13 A131 A132 A133 A14 A141 A142 A143 A144)

The foundational components for the operation of the IT quality management system. The elements explicitly identified here are:
   – Process
   – Organization
   – Information
   – Tools, mechanisms and systems

IT Quality System Reports
   (From: A14 A144, To: A11 A113 A114 A12 A122 A123 A124 A125 A126)

Reports specifically focused on the quality management system used within IT and indicating its conclusions on the effectiveness of, and any need for improvement in, the overall quality management system.

IT Research and Innovation Activity Data
   (From: A322 A323 A324 A325, To: A326)

Any data about the accomplishment of process activities that supports the evaluation of the overall IT Research and Innovation process. For example, data about how much value the research results bring to the business.

IT Research and Innovation Candidates
   (From: A322, To: A323)

Any topics that have been identified as potential candidates for research projects or the watch list.

IT Research and Innovation Evaluation
   (From: A326, To: A321)

An analysis of IT research and innovation activity data providing an understanding of the current success or failure of the process, and an identification of potential process improvements.

IT Research and Innovation Framework
   (From: A321, To: A322 A323 A324 A325 A326)

The procedural, organizational and other management mechanisms through which the process will operate. Includes:
   – Strategic goals for IT research and innovation
   – Policies and orientation that apply to IT research and innovation
   – Collection of evaluation criteria for qualifying and selecting research projects.

IT Research and Innovation Project Results
   (From: A324, To: A325)

The outcomes of performing research and innovation projects. They will range from the base facts (data) through findings to conclusions about the feasibility and viability of each candidate item.

IT Research and Innovation Watch List
   (From: A323 A324, To: A322 A325)

List of research topics not leading to a research project but are potential candidates; their future development needs to be watched.

IT Research Capabilities
   (To: A324)

Capabilities and resources that are needed to carry out a research project.

IT Research Guidance
   (From: A3 A32 A325, To: A1 A11 A114 A12 A122 A123 A124 A125 A126 A2 A21 A213 A22 A222 A25 A252 A26 A263 A31 A313 A33 A332 A333 A8 A84 A844)

Guidance and recommendations about which trends and innovations should or should not be adopted. In other words, a summary of overall research results.

IT Research Project Charter
   (From: A323, To: A324 A325)

Description for research projects containing the following for each research project:
   – Rationale for research project including evaluation results for project according to the evaluation criteria
   – Detailed definition of scope
   – Project objectives
   – Project approach.

IT Research Requests
   (From: A31 A313 A33 A332 A333, To: A32 A322)

Requests from within the business or from any other IT process that trigger the identification and selection of research candidates.

IT Service Continuity Capability
   (From: A765, To: A766)

The combination of infrastructure and human resources (associated process and organization) which IT can invoke the IT Service Continuity Plan.

IT Service Continuity Management Activity Data
   (From: A762 A763 A764 A765 A766, To: A767)

Data resulting from all work carried out by each process activity, used to support the evaluation of the overall IT Service Continuity Management process.

IT Service Continuity Management Evaluation
   (From: A767, To: A761)

Assessment results for the IT Service Continuity Management process and it activities, including process performance metrics and the identification of potential process improvement items.

IT Service Continuity Management Framework
   (From: A761, To: A751 A762 A763 A764 A765 A766 A767)

The conceptional structure describing the strategic (vision, mission, value proposition, policies), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs, procedures), information (data model, management reports) and technology (software, hardware) practices for managing IT service continuity.

IT Service Continuity Plan
   (From: A76 A764, To: A75 A752 A765 A766)

A formal, documented plan describing procedures to be adhered to in order to facilitate the recovery and restoration of critical business services. Includes a possible need for new capabilities to meet service continuity requirements.

IT Service Continuity Policies and Strategy
(From: A763, To: A764 A765 A766)
The guiding statements which direct the IT Service Continuity preparations, maintenance of readiness and actual invocation. For example, they include rules that must be adhered to in the event of either a test or an invocation of the IT Service Continuity Plan.

IT Service Continuity Requirements
(From: A763, To: A764)
Includes details of prioritization of Capacity, Availability, and other Service Level items that must be satisfied by the IT Service Continuity Capability.

IT Service Continuity Risk Reduction Design Criteria
(From: A763)
Identification of approaches which, if adopted in the design of the solution and in its implementation as a service, would reduce overall continuity risk.

IT Service Continuity Solution
(To: A765)
The technical solution which will provide the infrastructure for continuity testing and invocation.

IT Service Continuity Test and Audit Results
(From: A765, To: A763 A764)
Data (or reports) detailing the success or failure of a planned, or unplanned, test of the IT Service Continuity Plan.

IT Service Provider Value Profile
(From: A31 A313, To: A11 A112 A113 A314)
A model of the offerings and services desired by the business, which incorporates the value provided by the IT Business. The model should express, in a form that profiles the IT Business as an IT Service Provider, and in the style (and with the required attributes) desired by the business. An example of suitable styles is provided by the Commodity, Utility, Partner, and Enabler model.

IT Sourcing Strategy
(To: A821)
Strategic guidelines about what services or business components are core (insourced or outsourced) as far as this can influence the selection of suppliers for products and services.

IT Strategy
(From: A3 A31 A315, To: Outside-the-Model A1 A11 A111 A112 A113 A114 A12 A121 A122 A123 A124 A125 A13 A131 A132 A133 A14 A142 A2 A21 A211 A22 A221 A23 A231 A24 A241 A26 A261 A27 A271 A316 A32 A321 A323 A33 A332 A334 A34 A341 A35 A352 A36 A361 A366 A37 A371 A4 A41 A411 A413 A42 A421 A43 A431 A44 A441 A45 A451 A5 A51 A511 A7 A71 A711 A713 A72 A721 A73 A731 A74 A741 A75 A751 A76 A761 A8 A81 A811 A82 A83 A831 A84 A841 A842 A85 A851 A852)

A consolidated statement of IT initiatives. Includes a summary of changes to IT capabilities and a summary of each strategic IT initiative. Also includes a statement of planned and required changes to the IT Portfolio and IT Plan. The IT Sourcing Strategy would be included.

IT Strategy Architectural Implications
(From: A33 A333, To: A31 A313)
An assessment of the implications of architecture changes on the IT Strategy; stated in terms of potential (positive and negative) changes to the value of IT and its alignment to desired business capabilities. For example, it can detail the potential need for compromise on two conflicting aspects of the strategy; only one (or other) of which can be satisfied by the architecture.

IT Strategy Assessment
(From: A316, To: A313 A314 A315)
Assessment of the effectiveness of the IT Strategy, stated in terms of completeness and coverage of IT strategy implementation (when compared to the strategic intent). Includes lessons learned about the strategy initiatives and recommendations for change.

IT Strategy Initiatives
(From: A31 A314, To: A315 A33 A333 A35 A352 A36 A364)
An outline charter for each strategic IT initiative, stated in terms of scope of change, stakeholders, benefits, time scales and costs. The scope of change is stated in terms of changes to the architecture baseline.

IT Strategy Process Activity Data
(From: A312 A313 A314 A315 A316, To: A317)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

IT Strategy Process Evaluation
(From: A317, To: A311)
Quantitative and qualitative analysis of the performance of the IT Strategy processes against the evaluation framework. Incorporates recommendations for changes to the framework and changes to the metrics.

IT Strategy Process Framework
(From: A311, To: A312 A313 A314 A315 A316 A317)
A specification of the framework and metrics for measuring and managing the IT Strategy processes and incorporating any mandated elements required by the overall IT management system. Incorporates governance, reporting, standards, methods and review criteria.

Items_ Procured
(To: A82 A824)
Items received from a supplier in response to a formal purchase order.

Items_ Received
Assets that have completed the procurement process (business now holds the title) and are available for productive deployment. During their useful life, they are managed by the Asset Management process.

K

Knowledge Acquisition Requests
  (From: A853, To: A856)
An identification of a specific requirement to obtain a body of knowledge so that it is available for any IT process activity.

Knowledge Assets
  (From: A85 A855, To: A265 A613 A652 A653 A654
  A84 A844)
Any information from knowledge management that fulfills a knowledge request.

Knowledge Gaps
  (From: A854, To: A852 A853 A856)
Any gaps in relevant knowledge that have been identified.

Knowledge Items
  (To: A853)
Any item or unit of information that feeds into knowledge management, that is included in any knowledge management repository and which belongs to one of the pre-defined relevant knowledge areas.

Knowledge Management Activity Data
  (From: A852 A853 A854 A855 A856, To: A857)
Any data about the accomplishment of process activities that support the evaluation of the overall "Knowledge Management" process.

Knowledge Management Evaluation
  (From: A857, To: A851)
The result of the evaluation of the "Knowledge Management" process.

Knowledge Management Feedback
  (To: A856)
Feedback from any user of knowledge - the processes and the content - as to the usefulness, completeness, accuracy or any other relevant aspect.

Knowledge Management Framework
  (From: A851, To: A852 A853 A854 A855 A856 A857)
The framework that contains all relevant information about the structure of the Knowledge Management process (the strategic goals for knowledge management, the definition of relevant knowledge, and knowledge sources).

Knowledge Management Infrastructure
  (From: A851, To: A853 A854 A855 A856 A857)
Includes technology and organization (communities) to support the operation on this process, and to enable all other processes to exploit this capability, such as:
  – Technology specifications and implementations for knowledge management
  – Organizational structures necessary for carrying out the knowledge management process (both administrative structures as well as active participants in knowledge management, like communities).

Knowledge Management Methods and Techniques
  (To: A851)
Available (best practice) methods and techniques for knowledge management (processes, structures, etc.) as an input when creating the knowledge management framework.

Knowledge Plan
  (From: A852, To: A853 A854 A855 A856)
Indicates the subject areas in which knowledge is required, and the type of knowledge items in those subjects. This includes guidance on knowledge subjects which are now stabilized, and those which are becoming less important.

Knowledge Reports
  (From: A856, To: A852 A857)
Reports indicating the status and key performance indicators for the knowledge being managed. They include identification of:
  – Patterns and trends of usage
  – Corresponding topics or items that could require additional or reduced focus in the Knowledge Management Plan

Knowledge Request
  (To: A85 A855)
A request by a user for a knowledge asset to be available to them.

Knowledge Request Queue
  (From: A855, To: A852 A854)
The entirety of knowledge requests that are as yet unsatisfied (because of time or knowledge gaps).

Knowledge Sources and Categories
  (To: A852)
The meta-data aspects of the internal and external knowledge, such as:
  – Potential knowledge sources
  – Potential structure for knowledge.

Knowledge Submission Response
  (From: A854)
Response to the evaluation of knowledge, such as approval, rejection, rework, and others.

Knowledge_ Appraised and Structured
  (From: A854, To: A855 A856)
Knowledge that has been assessed according to predefined evaluation and quality criteria (e.g. checking for relevance, testing, scrutinizing, etc.)
Knowledge that has been structured so that it can be published in any knowledge management repository or otherwise made available to satisfy knowledge requests.

Knowledge_ Internal and External
  (To: A85)
All available internal and external formal or informal knowledge that might be relevant for the business.

Knowledge_ Unstructured
  (From: A853, To: A854)

Knowledge that has been acquired but not yet has been evaluated and structured. Can be documented or tacit knowledge.

Known Error
   (From: A664 A665, To: A665 A666 A667)
As defined in ITIL: "A Problem that has a documented Root Cause and a Workaround. Known Errors are created and managed throughout their life cycle by Problem Management. Known Errors may also be identified by Development or Suppliers." [7]

L

Labor Inventory Information
   (From: A843, To: A842 A844)
Repository for human resource allocations.

Legal and Regulatory Requirements
   (To: A841)
Requirements from governmental and other regulatory bodies to be applied to the employment aspects of any business. An example would be Health and Safety legislation.

M

Maintenance and Replenishment Data
   (From: A623, To: A625)
Information pertaining to maintenance activities and to restocking consumable resources. This data could include resource name, amount replenished, location, vendor, and other information.

Maintenance and Replenishment Schedule
   (From: A625, To: A621 A623)
The time, date, quantity and other related information relating to the maintenance of delivery resources and to the re-supply of consumable materials.

Major Problem Review Results
   (From: A666, To: A668)
The analysis and outcome of reviewing those problems classified as major. This classification can reflect a variety of reasons, such as:
   – Service impact
   – Problem duration
   – Cost and efficiency to achieve resolution and closure
Review outputs will reflect these topics.

Market Analysis
   (From: A2 A22 A222, To: A1 A11 A112 A113 A21 A211 A223 A23 A232 A25 A252 A26 A262 A3 A31 A313 A34 A343 A35 A352 A36 A364 A365)
A document that evaluates the current service requirements, market segmentation, current customer profiles, and the current typical IT service provider scope. The purpose is to discern general trends and directions in the current IT service marketplace.

Market Data
   (To: A22 A222 A26 A262)
A collection of qualitative and quantitative data items which describe the current and potential future state of the IT service provider marketplace.

Market Outcomes
   (From: A224, To: A228)
The results of efforts to create market awareness and thereby generate demand for the IT service provider's portfolio of solutions. An example would be the number of articles which reference the provider's services.

Market Plan
   (From: A223, To: A224 A225 A228 A232)
A document that structures the approach to target customers with the current and under development IT service offerings.

Market Segmentation
   (From: A222, To: A221)
Customer grouping based on common service consumption patterns.

Marketing and Sales Reports
   (From: A22 A228, To: A23 A234 A25 A255 A273 A275 A835)
Reports indicating the outcomes of marketing and sales efforts, and that compare the current sales and marketing execution to the market plan.

N

Normality Notification
   (From: A766)
A notification that critical business services have been stabilized to a condition that reflects the new normal operation, following a period of operating under continuity status.

O

Operational Continuity Infrastructure
   (From: A766)
The IT Service Continuity Solution in live state, ready for delivering the planned level of operational service, and all relevant details about it so that the regular set of processes can perform their work, within the limitations of that continuity solution.

Operational Documentation
   (From: A855, To: A45 A454 A523 A613 A621 A651 A654 A655 A664 A723 A736 A764 A765 A766)
The subset of knowledge assets that represent the set of material, both externally provided and internally generated, required to support the development, deployment, operation, and maintenance of solutions and services.
   – ITIL uses the term Operational Document Library to refer to an implementation of this output.

Operational Measures and Results
   (To: A13 A131)

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Any measure or result from any IT process that might be relevant to the measurement, and control activities of the overall IT management system.

Operational Monitoring Data
(From: A6 A62 A622 A623 A624 A63 A633 A634 A635 A636, To: A62 A623 A625 A63 A634 A637 A64 A642 A65 A654 A655 A66 A662 A7 A73 A735 A74 A743)

Information relating to the overall item-by-item outcomes and status of the IT operation service. This can include measurements of resource utilization, transaction volumes, processing status, among others.

Operational Schedule Directives
(From: A744)

Desired changes and adjustments to operational schedules, used to optimize the workload throughput or other characteristic within a finite capacity. Sometimes a part of a general Service Resilience Directive.

Operational Schedules
(From: A621, To: A51 A515 A52 A521 A522 A53 A532 A622 A623 A624 A625 A743)

The overall schedule for individual work items and when they are processed. Examples are start and stop times of specific applications, availability of specific services and infrastructure services (file transfer).

Operational Service Project Proposals
(From: A62 A621 A63 A631 A64 A641)

Proposals, from the Framework activities within the Operations category, for project funding. The proposals will go to the Portfolio Management process for decision. The proposal content will be for purposes such as:
– To establish additional or improved capabilities for performing any activities or tasks within the process
– To satisfy the operational needs of new technical solutions coming on-stream
– To improve any relevant aspect of service performance

P

Portfolio Approval Request
(From: A352 A353 A354 A355 A356)

A request directed to the IT Portfolio Management process for a decision or commitment, related to a given product's position or milestone achievements within the stages of its life cycle.

Portfolio Decision and Resource Allocation
(From: A36 A365, To: A35 A352 A353 A366 A813)

An allotment or apportionment of financial and other resources (possibly from both the business and IT) to develop or refine the product vision and product life cycle definition and plan or for any project proposal not related to a specific product. The financial allotment includes consideration of both capital and expense funds.

Portfolio Management Activity Data
(From: A362 A363 A364 A365 A366 A367, To: A368)
Performance and quality data regarding activities performed in managing the IT portfolio.

Portfolio Management Evaluation
(From: A368, To: A361)
The effectiveness and efficiency of the process activities and practices performed in managing the IT portfolio.

Portfolio Management Framework
(From: A361, To: A362 A363 A364 A365 A366 A367 A368)

The logical structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices for managing the IT portfolio.

Pricing Algorithm
(From: A831, To: A833)
The formulas used to work with service pricing data to derive pricing alternatives for further evaluation.

Pricing Analysis
(From: A835, To: A831 A833)
A summary of the effects and implications of current and proposed algorithms, price points and service contract terms, used to provide feedback on pricing practices.

Pricing Data
(From: A832, To: A833)
The pricing data consist of all measures needed to measure the service usage. This is input to the price model.

Pricing Elements
(From: A831, To: A832)
The objects, factors and practices to be considered in developing service prices and contract terms.

Prioritized Market Wants and Needs
(From: A222, To: A223)
A comprehensive set of capabilities the marketplace is seeking from an IT service provider, prioritized according to business justification.

Problem
(From: A662, To: A663 A667)
As defined in ITIL: "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." [8]

Problem Information
(From: A6 A66 A667, To: A2 A24 A244 A245 A356 A61 A613 A615 A65 A653 A654 A656 A662 A663 A664 A665 A666 A7 A73 A736 A74 A744 A76 A764)

Information about one or more problems. Can range from full details of an individual problem through to collated and summarized information about sets of problems. Can be provided both as formal reports (such as documents to customers describing root cause, contributing factors and corrective actions) and

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informally as structured data for other processes to analyze for their own purposes.

Problem Management Activity Data
  (From: A662 A663 A664 A665 A666 A667, To: A668)
Any data about the accomplishment of process activities that supports the evaluation of the overall Problem Management process.

Problem Management Evaluation
  (From: A668, To: A661)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Problem Management Framework
  (From: A661, To: A662 A663 A664 A665 A666 A667 A668)
The framework that contains all relevant information about the structure of the Problem Management process; that is, the strategic goals and policies for Problem Management, the definition of supporting technology, measurements, among others.

Problem_ Closed
  (From: A666, To: A667)
The finalization of all data related to a problem. This includes structured data, which supports analysis of problem causes, patterns, costs and resolution effectiveness.

Problem_ Diagnosed
  (From: A664, To: A665)
A problem for which the root cause is understood.

Problem_ Further Investigation Request
  (From: A665, To: A664)
In the process of resolving a known error, if additional problems are identified, a request is made for additional root cause analysis.

Problem_ Prioritized
  (From: A663, To: A664 A667)
A problem for which the category and priority are understood and recorded in the problem record. ITIL has the following definitions for these terms:
  – Category is defined as "A named group of things that have something in common." [9]
  – Priority is defined as "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." [10]

Problem_ Reprioritization Request
  (From: A667, To: A663)
In the course of monitoring and tracking problems, there could be a need to lower or raise the priority of an individual problem due to a change in the business impact. The problem is referred to reprioritization.

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Problem_ Resolution
  (From: A665, To: A666 A667)
Actions taken to repair permanently a known error or implement a workaround.

Procurement Exceptions
  (From: A824, To: A823)
Exceptions during procurement (item no longer available from supplier) that can influence the management of supplier contracts.

Product Introduction and Usage Status
  (From: A355, To: A356)
Detailed information about the progress of projects underway to deploy or retire the product, as well as information about current usage and acceptance.

Product Lifecycle Definition and Plan
  (From: A353, To: A354 A355 A356)
A plan that guides and controls a given product's evolution and transition through all phases of the product life cycle. The plan addresses milestones related to requirements coverage, realization and integration activities, product version and release schedules, funding and resource assumptions, as well as relationships to IT Strategy and IT Portfolio directions. Also covers retirement and disposal.

Product Lifecycle Milestone Achievement
  (From: A354 A355, To: A353)
Information and status of the product's progression through declared life cycle milestones for realization, transition and operation.

Product Management Activity Data
  (From: A352 A353 A354 A355 A356, To: A357)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Product Management Evaluation
  (From: A357, To: A351)
Quantitative and qualitative analysis of the performance of Product Management process and activities as defined in the Product Management Framework. It also incorporates recommendations for changes to the framework, the process, and to the metrics.

Product Management Framework
  (From: A351, To: A352 A353 A354 A355 A356 A357)
A specification of the framework and metrics for managing and measuring the Product Management process and activities, and incorporating any mandatory elements required by the overall IT Management System. Incorporates process governance, polices, standards, methods, reporting and evaluation criteria.

Product Package
  (From: A3 A35 A353 A354 A355, To: A2 A23 A24 A243 A5 A52 A522)
A description of the product that details how it is to be iteratively assembled, integrated and deployed, as well as the status of the product itself as it migrates through

the various stages of realization, deployment and operation.

Product Performance Assessment
  (From: A356, To: A273 A352 A353)
A summary of the product's current level of achievement with regard to commitments made in the product plan. Includes assessments of both quantitative and qualitative factors and the overall value of the product.

Product Proposal
  (From: A35 A352, To: A36 A364)
A product idea being put forward for consideration. A high-level evaluation and documentation of a product's (or change in a product's characteristics) impact on and fit with the IT Portfolio, addressing elements such as the market opportunity, technical and integration benefits, risks, costs and potential returns, improving service, competitive positioning, value, life span, among others.

Product Realization Status
  (From: A354, To: A355)
Detailed information about the progress of projects underway to create or change the product.

Product Vision
  (From: A352, To: A353)
A shared perspective on the future possibilities of a product or group of related products. Includes context elements such as markets and market share, customers, technologies and projected technology advances, competitors and product differentiators, cost and return parameters. Provides a touchstone for product plans and life-cycle events

Program and Project Management Activity Data
  (From: A372 A373 A374 A375 A376 A377, To: A378)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Program and Project Management Evaluation
  (From: A378, To: A371)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Program and Project Management Framework
  (From: A371, To: A372 A373 A374 A375 A376 A377 A378 A411)
The logical structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices for managing projects and programs.

Program and Project Reports
  (From: A37, To: A13 A131 A324 A34 A345 A346 A36 A365 A366 A716)
The body of information ranging from formal, regular and summarized, through informal, ad hoc, and detailed about any aspect of program and project status, and plans. It is available to any process with a need to know.

Program Change Request
  (To: A372)
A request to modify or adjust any aspect of an established program. Requests are usually processed under a requirements or change control procedure in order to ensure appropriate and auditable responses.

Program Charter
  (From: A36 A365, To: A37 A372)
A document issued by or created on behalf of the sponsor to describe the program's objectives. It provides the program manager with the authority to apply organizational resources to set up and run program activities.

Program Plan
  (From: A37 A372, To: A34 A344 A373 A374 A375 A376 A377 A378)
The overall plan for the delivery of the program. It will not describe specific details of any individual part of the work, but will focus on aspects such as:
  – The structure of the set of projects which constitute the program
  – The measurements and reports by which the program will be managed
  – The program's governance and communication plans

Program Status Report
  (From: A372)
A snapshot of the progress, status, and issues relating to an established program.

Project and Service Inventory
  (From: A362, To: A363 A365 A366)
The itemized record of projects and services for which IT resources are being consumed or are being proposed.

Project Change Request
  (To: A374)
A request to change some document or aspect of the project that has been placed under change control. An accepted change request may result in one or more change orders.

Project Charter
  (From: A3 A324 A354 A36 A365, To: A33 A333 A334 A37 A372 A373 A4 A41 A412 A414)
A document issued by or created on behalf of the sponsor to describe the project's objectives. It provides the project manager with the authority to apply organizational resources to project activities.

Project Completion Report
  (From: A377, To: A372)
Communication between the delivery organization and the sponsor indicating that the work committed within the project is completed. Provides evidence that all terms of the agreement have been satisfied and all work has been completed.

Project Definition
  (From: A373, To: A374)
The document that describes the shape of the project and includes:

– The objectives and scope
– The stakeholders and proposed organization with responsibilities
– The major risks associated with the project

Project Directive Outcomes
(To: A375)
The outcomes of actions taken in response to instructions or changes from project management made to bring future performance of the project into line with the plans and procedures.

Project Directives
(From: A376, To: A373 A374)
Instructions or changes made to bring future performance of the project into line with the plans and procedures.

Project Events
(From: A41 A42 A43 A44 A45, To: A375)
The notification of events that, in the project manager's opinion, are important to support the management of the project.

Project Information
(To: A362)
Project information includes charter, description, budget and schedule performance and outlook.

Project Plan
(From: A3 A37 A374, To: A265 A34 A343 A344 A372 A375 A376 A377 A4 A41 A412 A5 A51 A514 A52 A522 A53 A532)
The set of work plans. Work plans can include management, human resource, technical environment, project quality, communications management, among others.

Project Proposal
(From: A2 A22 A25 A255 A26 A264 A33 A5 A51 A515, To: A3 A34 A342 A35 A352 A36 A364)
A formal statement of an idea being put forward for consideration that includes the business case for the proposed IT investment.

Project Status Report
(From: A375)
A report, prepared to schedule or request, by the top-level project manager for the line of business management. It documents the status, progress and accomplishments, and forecasts for the end of the project. General categories include:
– Health status summary
– Resources
– Earned value indicators
– Accomplishments
– Quality, issue, risk, change, and compliance incident summaries

Project Tracking Report
(From: A375, To: A372 A374 A376 A377)
Detailed project management information which is indicates the status, in terms of schedule, quality, risks and costs, of the project against plan.

Projected Service Outage
(From: A515, To: A244 A734)
As defined in ITIL: "A Document that identifies the effect of planned Changes, maintenance Activities and Test Plans on agreed Service Levels." [11]

Projected Solution Cost
(To: A832)
Part of Solution Plans and Commitments, it provides anticipated costs of solutions before any actual cost data is available.

Proposal Additional Information Request
(From: A364 A365)
A request to provide additional information for a proposed project in order to effectively perform portfolio management activities.

Proposed Conditions of Satisfaction
(From: A413, To: A414)
Documented Conditions of Satisfaction as understood and formally proposed by the solution provider.

Proposed Customer Contract Terms
(From: A834)
Includes the agreed service level objectives, the corresponding service price model for one customer, the customer specific additional terms and conditions (contract period) and, often, planned usage data.

Proposed IT Customer Capability Adoption Improvements
(From: A266, To: A265)
Suggestions for improvements (changes, extensions) to the existing adoption support plan. This is based on lessons learned from existing adoption, and how well the mooted benefits have been realized.

Proposed IT Portfolio Targets
(From: A364, To: A365)
The set of performance targets set for the IT portfolio including economic, strategic alignment, and balance.

Prototype Work Products
(To: A413 A414 A423 A424 A425)
Reduced scale or function deliverables used to explore feasibility or suitability of some aspect of the solution.

Purchase Order Status
(From: A82 A824, To: A81 A814 A824)
Status of orders (necessary to track the orders).

Purchase Orders
(From: A82 A824, To: A825)
Order for products or services to a supplier resulting from procurement requests, including detailed information about the order. Also covers the negative case (if an item has to be returned to the supplier).

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R

Recovered Service Status
(To: A622)
Status information on the recovered service.

Regulations and Standards
(To: A11 A111 A113 A114 A55 A551 A71 A711 A712
A72 A721 A722 A723 A75 A752 A81 A811 A82 A821
A823 A824 A84)
External official rules (typically driven by government) that call for business compliance, as well as established good practice standards from formal and informal bodies. Includes:
– Generally accepted accounting principles
– Legal requirements, such as Sarbanes-Oxley and its COSO (Framework for Financial Management)

Rejected IT Research and Innovation Candidates
(From: A323, To: A325)
Research candidates that are not chosen to become research projects or part of the watch list.

Rejected Stakeholder Requirements
(From: A412 A413 A414)
The part of solution requirements formally rejected by the solution provider, with or without prior approval of the stakeholders.

Release
(From: A52 A524, To: A53 A532 A533 A535 A536)
The packaging of one or more solutions along with all the materials (scripts, documentation, for example) needed for successful deployment.
In ITIL, Release is defined as "A collection of hardware, software, documentation, Processes or other Components required to implement one or more approved Changes to IT Services. The contents of each Release are managed, Tested, and Deployed as a single entity." [12]

Release _Built
(From: A523, To: A524 A526)
The release ready for testing.

Release Acceptance
(From: A51 A516, To: A52 A524 A525)
The notification of approval that the Release can proceed to its rollout activities.

Release Acceptance Request
(From: A52 A524, To: A51 A516 A525)
A request for final approval from Change Management for a release to be able to proceed to rollout. The request will be accompanied by evidence of the release having passed its acceptance criteria.

Release Management Activity Data
(From: A522 A523 A524 A525 A526, To: A527)

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Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Release Management Evaluation
(From: A527, To: A521)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Release Management Framework
(From: A521, To: A522 A523 A524 A525 A526 A527)
This framework describes:
– Types of releases
– Naming and other release conventions
– Release policies and procedures
– Definitive Media Library (DML) specifications
– Roles and responsibilities
– Scheduling policies
– Process review schedule.
This framework provides governance information for the other activities in Release Management.

Release Notice
(From: A52 A525, To: A53 A534 A535)
The notices and other communications material, about a release, that is made available to both users and IT staff impacted by the release. Contents will range from general awareness announcements through specific details, such as training schedules and plans, to actual release documentation and training material. They are updated as experience is gained about the release.

Release Reports
(From: A525, To: A522 A523 A526)
Reports showing the outcome of the release implementations.

Release Review Results
(From: A526, To: A522)
Analysis of release usage, with identification of successes and areas for release improvement.

Release Revision Request
(From: A524, To: A522 A523)
Identification of a need to re-plan a release following the outcomes of test and acceptance work.

Release Strategy
(From: A52 A522, To: A523 A524 A525 A526 A53
A532 A533 A534 A535 A536 A537 A538)
The overall approach that will guide the release through its complete life cycle, and into deployment. It includes the plan for creating a release, including the definition of the set of changes which are collected within it, and also the release test plan.

Release_ Closed
(From: A526)
Information and technical content related to the closure of a release.

Request for Identity and Access Information
  (To: A675)
A request from another process or from a customer or user for information on some aspect of one or more identities and their registered access rights, including historical data.

Request for Incident Status and Information
  (To: A657)
Notification of the need for information about incidents.

Request for IT Research Capabilities
  (From: A323)
Request for capabilities and resources needed to carry out a research project. Examples include request for human resources, request to procure items, request to develop solutions as support for the research project, and more.

Request for Problem Status and Information
  (To: A667)
Request for information with regard to overall problem status and service level attainment with regard to problem management.

Request for Product or Service
  (From: A432 A442, To: A822 A823 A824)
Information about required products and services that are needed by any IT process - but especially Solution Build and Solution Test. It will be used within the activities of selecting and managing the right portfolio of suppliers and respective supplier contracts, or to initiate actual procurement.

Request for Supply Capability Information
  (To: A826)
Request for information from any process within IT about the IT Service Provider's arrangements and capability to obtain supply items.

Request Fulfillment Activity Data
  (From: A612 A613 A614 A615, To: A616)
Any data about the accomplishment of process activities that support the evaluation of the overall Request Fulfillment process.

Request Fulfillment Evaluation
  (From: A616, To: A611)
The result of the evaluation of the Request Fulfillment process, including any identification of potential process improvement areas.

Request Fulfillment Framework
  (From: A611, To: A612 A613 A614 A615 A616)
The framework that contains all relevant information about the structure of the Request Fulfillment process, for example:
  – Structure of the request fulfillment center (often known as or linked to a 'service desk')
  – Technology support
  – Request routing tables and completion details of request completion targets and commitments
  – Format of information transfer

  – Categorization and prioritization aspects for service requests.
It defines the records which should be kept for each service request containing all relevant details across the life cycle of the request. Information in a record includes data relevant to service provider analysis as well as the details directly relevant to the requestor.

Request to Supplier for Information
  (From: A82 A822)
Any request for information from suppliers that directly goes to the suppliers, including:
  – Financial information
  – Portfolio information (which items can be supplied)
  – Standard terms and conditions
  – RFIs
  – RFPs
  – Vendor briefings

Resource Adjustments
  (From: A625, To: A623)
Adjustments to IT technical resources that might be required to optimize service execution as a result of analysis of the service execution data, workload, and so forth.

Resource Status
  (From: A623, To: A622)
Information pertaining to the status of any IT resource that is used in the provision of service. The status could be available, not available, failing, over-utilized, approaching peak usage, and would include actual status and predictive information for ensuring adequate availability of resources at all times. This also includes Resource Commit Failure.

Restore Request
  (To: A635)
Service Requests from any user or other process for a data restore to be performed.

Reusable Components
  (To: A421 A423 A424)
Parts (Engineering parts) the set of components identified for future reuse by the Architecture Management process.

Risk Assessment
  (From: A343, To: A344 A346)
Sets of categorized, quantified, and prioritized risks for which the IT endeavor will need to consider putting in place risk avoidance and mitigation plans.

Risk Assessment and Mitigation Plans
  (From: A34, To: A36 A364 A37 A374 A712 A714)
The recommendations as to the acceptability or otherwise of the risk factors of any undertaking (such as project, external development) and the risk limitation measures selected to reduce the impact of unacceptable risk occurrence.

Risk Interventions and Indicators
  (From: A345, To: A342 A346)

The actions taken, either directly or implicitly through the controls previously put in place, which aim to modify or determine the events or their outcome so that risk exposures are minimized. In some cases these will be 'Key Risk Indicators' which should be monitored against thresholds rather than directly requiring risk intervention.

Risk Management Activity Data
(From: A342 A343 A344 A345 A346, To: A347)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Risk Management Evaluation
(From: A347, To: A341)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Risk Management Framework
(From: A341, To: A342 A343 A344 A345 A346 A347)
A risk management model that allows identification, definition, and assessment of risks, and the implementation and operation of risk mitigation and avoidance activities.

Risk Mitigation Assessment Reports
(From: A346, To: A343)
Information about the outcomes of risk mitigation activities, indicating both successes and risk items which require improved treatment.

Risk Mitigation Plans Definition
(From: A344, To: A345 A346)
Definition of the Risk Mitigation plans required to be implemented to minimize exposures and vulnerabilities.

S

Sales Leads
(From: A224 A26 A264, To: A22 A225)
A notice that there might be a potential customer for one or more IT provider services.

Sales Opportunity
(From: A225, To: A226 A228)
A qualified sales lead, in which a customer has expressed interest for one or more IT services and would like an understanding of how the services might specifically apply to its environment and for what price.

Sales Outcomes
(From: A227, To: A228)
The final determination of the sales process, whether the sale closed or was rejected by the customer.

Sales Plan
(From: A225, To: A226 A227 A228)
The plan put in place to manage customer sales interaction with an intention of growing and streamlining the sales pipeline.

Security Directives
(From: A725, To: A333 A334 A67 A673 A674)
The directive to take action, or the action to be taken, so that the protections which implement the desired security practices are properly operated.

Security Management Activity Data
(From: A722 A723 A724 A725 A726 A727, To: A728)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Security Management Evaluation
(From: A728, To: A721)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Security Management Framework
(From: A721, To: A331 A341 A722 A723 A724 A725 A726 A727 A728 A751 A761)
The conceptual structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices for managing security.

Security Monitoring Data
(From: A72 A726, To: A64 A642 A67 A675 A727 A73 A735)
Information relating to the overall item-by-item outcomes from, and status of, security. This can include details of access requests, authentications processed, attacks received and warning thresholds triggered.

Security Plan
(From: A72 A725, To: A33 A334 A335 A336 A34 A344 A345 A346 A42 A422 A423 A424 A44 A442 A612 A613 A67 A671 A75 A752 A76 A764 A843)
A consolidated view and documentation of the resources, approach, procedures and assets to be protected together with a definition of the security practices and controls which will be enacted in order to fulfill the security policy. It covers both technical capabilities (for example, firewalls, encryption) and non-technical considerations (such as segregation of duties, training needs, user responsibilities).

Security Policy
(From: A7 A72 A722, To: A2 A21 A213 A24 A243 A3 A31 A314 A33 A331 A332 A333 A34 A341 A342 A343 A4 A41 A413 A6 A67 A671 A672 A673 A674 A675 A71 A712 A713 A723 A724 A725 A726 A727 A73 A732 A75 A752 A76 A763 A8 A82 A822 A85 A852)
The statement of the types and levels of security over information technology resources and capabilities that must be established and operated in order for those items to be considered secure. It provides management direction into the allowable behaviors of the actors working with the resources and exercising the capabilities. It defines the scope of management and specifies the requirements for the security controls.

Security Procedures and Infrastructure
   (From: A725, To: A726 A727)
The collected design, components, policies and direction which together establish an infrastructure to be put into place for security management.

Security Reports
   (From: A72 A727, To: A346 A71 A716 A723 A725)
The reports from auditing and other analyses of IT security monitoring data.

Security Request
   (From: A634, To: A726)
System or external request to secure IT resources or validate authority for access.
   – Secure IT resources: identifies one or more specific resources which need to be included in the security protection scheme, or need to have their level and means of protection adjusted
   – Request to access: a communication soliciting access to a particular resource or class of resources.

Security Response
   (From: A726, To: A535 A623 A624 A634)
The result of processing a security request. The result will reflect a range of possibilities, depending on the nature of the service request:
   – For a protection request – the protections put in place
   – For an access authorization request – success or failure of the request

Security Risk Analysis
   (From: A723, To: A724 A725)
The results and recommendations of an in-depth study of the threats, vulnerabilities and risk factors to be mitigated by security practices and protection mechanisms.

Security Risk Assessment
   (From: A723, To: A42 A424 A425 A44 A444 A445 A45 A454 A455)
A detailed analysis of the current and projected security risk factors facing the enterprise.

Security Violation
   (From: A726, To: A727)
An event (an activity or state) that is inconsistent with defined security practices and requires further inspection and evaluation.

Security Work Request
   (From: A535 A623 A624, To: A72)
A Security Request originating from another process.

Service Accounting Data
   (From: A814, To: A812 A815 A816)
Information about the cost, ROI and value of IT services provided (or to be provided), used in financial reporting and for the allocation of costs and charges.

Service Achievement Reports
   (From: A24 A244, To: A13 A131 A14 A141 A245 A246 A25 A255 A256 A27 A273 A275 A365 A366 A735 A736 A744)

One or more reports about how well the service levels have been achieved and which compare IT's actual service level results achieved against the service level standards and any specific service level targets negotiated with customers. The reports can include details of service impacts — both directly measured and an assessment of business impact. Some sections will be for customer distribution and others can be for service provider receipt only.

Service and Resource Tuning Directives
   (From: A744, To: A256 A743 A745)
Ranges from traditional performance tuning through capacity and workload allocation adjustments.

Service Catalog
   (From: A2 A23 A235, To: A21 A213 A22 A222 A223 A224 A226 A236 A24 A242 A243 A25 A254 A26 A264 A265 A266 A27 A271 A273 A3 A35 A352 A36 A362 A5 A51 A513 A52 A522 A53 A532 A54 A541 A6 A61 A611 A612 A613 A7 A73 A731 A74 A742 A76 A761 A8 A81 A812 A83 A831 A833 A834)
Catalog of all services offered for delivery by the IT service provider. Portions of it can be used as a means of communication to the customers, but there are also sections that describe details (usually not published outside the delivery organization) of how each service is provided.
ITIL defines Service Catalog as: "A database or structured Document with information about all Live IT Services, including those available for Deployment. The Service Catalogue is the only part of the Service Portfolio published to Customers, and is used to support the sale and delivery of IT Services. The Service Catalogue includes information about deliverables, prices, contact points, ordering and request Processes."[13]

Service Catalog Content
   (From: A233, To: A234 A235)
The Service Catalog contains at least the following information:
   – Descriptions written in terms familiar to the requestor
   – Interactive forms with pricing and categorization
   – Components, prerequisites, recommended accessories
   – Authorization, escalation, and notification policies
   – Delivery processes for optimal quality, speed, efficiency
   – Internal and external cost structures and pricing
   – Service level and operating level standards
   – Reporting on demand, usage, and customizations

Service Catalog Management Activity Data
   (From: A232 A233 A234 A235 A236, To: A237)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

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Service Catalog Management Evaluation
  (From: A237, To: A231)

An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Service Catalog Management Framework
  (From: A231, To: A232 A233 A234 A235 A236 A237)

The logical structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices for the Service Catalog Management process.

Service Catalog Reports
  (From: A236, To: A233)

Service Catalog Reports contain information about:
  – Usage patterns, volumes, and trends for the overall Service Catalog and each defined view
  – Each service, such as update history, client activations and customizations, defect reports, user questions, or other relevant data about the service sent by the user communities

Service Catalog Usage Data
  (To: A23 A236)

Data relating to the access and usage of the service catalog. Examples would be:
  – Numbers of read accesses, by user
  – Number of enquiries by customers for new or extended services
  – Service requests submitted through the catalog mechanism

The data can be used directly for service catalog content and delivery analysis; indirectly to contribute to understanding which services customers are using, the environmental conditions under which the services operate, and the quality of the service. This data can be used for service improvement and in customer relationship management.

Service Catalog Views
  (From: A234, To: A235)

The Service Catalog provides relevant views for all user communities. It should include at a minimum, however, perspectives from the business manager (customer), administrator, and the final user.

Service Contract Terms
  (From: A834, To: A835)

Include the agreed service price model for one customer, and the specific additional terms and conditions (contract period).

Service Demand Baselines
  (From: A254, To: A255)

An agreed statement of the IT Service demand that will be driven by the expected business demand for the normal (typical) pattern of business. A baseline is "A Benchmark used as a reference point." [14]

Service Demand Forecasts
  (From: A25 A254, To: A24 A243 A246 A255 A256 A742 A745)

Agreed predictions of the IT service demand that will be driven if the expected level of business activity occurs. They are usually arranged by periods against a standard calendar.

Service Demand Models
  (From: A254, To: A255)

Analysis of the relationships between typical business activity patterns and the consequential demand for IT service.

Service Description
  (To: A233)

A service description includes both the capabilities (utility) and the non-functional properties (warranty). Non-functional properties include performance, payment, price, availability (both temporal and locative), obligations, rights, security, trust, quality, discounts, and penalties.

Service Execution Activity Data
  (From: A621 A622 A623 A624 A625, To: A626)

Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Service Execution Evaluation
  (From: A626, To: A621)

A report or data providing measurements, trending and metrics on the health and performance of Service Execution. Includes identification of potential process improvement areas.

Service Execution Framework
  (From: A621, To: A622 A623 A624 A625 A626)

The overall scheme of documents, plans, processes, and procedures designed to govern and optimize all activities for Service Execution. The framework includes:
  – Operational Procedures
  – Service Execution Plan.

Service Execution Metric Data and Reports
  (From: A62 A625)

Significant service execution event logs, volume and other measurement data relating to how effectively and efficiently service execution has been performed. This data, which is available as requested both in raw format and as structured reports, is a component of all Operations Information and is the basis for service level reporting.

Service Improvement Input
  (From: A666)

Any information from problem resolution (proactively or reactively) that can help to improve the overall service delivery. For example, there could be a finding that a specific service part or component frequently generates problems and a determination that a modification to the

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procedures used to operate the service would remove the incident-inducing circumstances.

Service Improvement Plan
  (From: A246, To: A243)
A plan and roadmap for improving service levels. For example, if service levels are not attained or if service levels have to be changed. It is based on service level reviews, and customer and service provider improvement suggestions.

Service Initiative Proposal
  (From: A223)
A document describing a potential new service, the gap it will fill in the current IT service portfolio, and the initiative that will be required to put the service in place. This document includes a business case.

Service Level Communication
  (From: A24 A242)
Information which helps each stakeholder (particularly customers) in service level management activities to understand the scope, context and specific roles and responsibilities for carrying them out. It helps promote general awareness of services.

Service Level Feasibility Request
  (From: A243)
A request to specific IT processes (often those in the Resilience category) to assess the feasibility of successful delivery of service against a postulated service level target or commitment.

Service Level Feasibility Response
  (To: A243)
The assessment by specific IT processes (often those in Service Management) on the feasibility of achieving successful delivery of service against a postulated service level target or commitment.

Service Level Management Activity Data
  (From: A242 A243 A244 A245 A246, To: A247)
Any data about the accomplishment of process activities relevant to the evaluation of the overall service level management process.

Service Level Management Evaluation
  (From: A247, To: A241)
An assessment of the overall performance of the process against the targets set in the process framework, and an identification of possible process improvement areas.

Service Level Management Framework
  (From: A241, To: A242 A243 A244 A245 A246 A247)
The framework that contains all relevant information about the structure of the Service Level Management process. It guides the operation of the process, and includes the following information:
  – Classes of agreements under which SLAs can be established, indicating attributes to be included and the desired range of values for each
  – Norms for working relationships with SLA stakeholders
  – General approach for working with other processes

to:
  ▫ Establish SLA feasibility
  ▫ Set targets
  ▫ Ensure supply of measurements
  – Procedures to be followed to investigate and correct any breach of committed targets
  – High-level plans for improvement

Service Level Package
  (From: A2 A25 A255, To: A22 A226 A23 A233 A234 A24 A243 A246 A256 A3 A35 A354 A355 A4 A41 A412 A413 A42 A422 A423 A7 A74 A742 A744 A8 A83 A833 A834)
Details of the expected implications to the service utility and warranty which will result from agreement with the relevant business units on the demand management approaches under which the service will be provided. ITIL definition: "A defined level of Utility and Warranty for a particular Service Package. Each SLP is designed to meet the needs of a particular Pattern of Business Activity." [15]

Service Level Requirements
  (To: A24 A243)
Requirements with regard to service levels that are requested by the customer and which, if agreed, will have to be attained by the service provider.

Service Level Stakeholder Register
  (From: A242, To: A243 A244 A245 A246)
A record (of the customer contacts) with a role to play in one or more of the activities that comprise the Service Level Management life cycle. This information can also be useful for other customer relationship purposes.

Service Marketing and Sales Activity Data
  (From: A222 A223 A224 A225 A226 A227 A228, To: A229)
The metrics defined in the Service Marketing and Sales Framework and populated by all work performed within the process, as the basis to evaluate performance of the process.

Service Marketing and Sales Evaluation
  (From: A229, To: A221)
An analysis of service marketing and sales activity data providing an understanding of the current success or failure of the process, and an identification of potential process improvements.

Service Marketing and Sales Framework
  (From: A221, To: A222 A223 A224 A225 A226 A227 A228 A229)
The overall scheme of policies, practices, plans, processes, and procedures designed to govern and optimize all activities for Service Marketing and Sales.

Service Metric Data and Reports
  (From: A6, To: A2 A24 A244 A7 A71 A716 A8 A81 A814 A815 A83 A832)

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Significant service delivery event logs, volume, and other measurement data relating to how effectively and efficiently services are provided by IT. This data, which is available as requested both in raw format and as structured reports, is a component of all operations information and is the basis for service level reporting.

Service Outage Analysis
(From: A736, To: A664 A737)

The results from identifying root causes of service outage, assessing the effectiveness of service availability, and identifying key recommendations for improving availability. There is a corresponding technique described in the ITIL Service Delivery, Availability Management book.

Service Package Specific Catalog Requirements
(From: A232, To: A233 A234)

Each service package can have customizations for different environments, industries, or integration with technologies. These requirements must be captured and incorporated into the solution.

Service Price Model
(From: A833, To: A255)

The service price model describes all inputs needed (for example, service model, measures, service levels, customer) to derive a price for a delivered service. It is often presented as a multidimensional matrix, with one dimension for each input. It describes as output one price for each combination.

Service Pricing and Contract Administration Activity Data
(From: A832 A833 A834 A835, To: A836)

Focuses on data needed to analyze how to improve the process performance.

Service Pricing and Contract Administration Evaluation
(From: A836, To: A831)

Is a report combining how the process performance can be improved and how especially the pricing model can optimize the overall IT usage.

Service Pricing and Contract Administration Framework
(From: A831, To: A832 A833 A834 A835 A836)

Describes the foundational framework for Service Pricing and Contract Administration, including descriptions of the following aspects of the process:
– Strategic (vision, mission, value proposition)
– Organizational (organizational mechanisms, roles, accountabilities)
– Process (activities, workflows, inputs, outputs)
– Technology (software, hardware) practices for managing customer transformation

Service Pricing and Contract Information
(From: A83, To: A22 A226 A227 A24 A243 A365 A81 A813 A814 A815)

Ranges from generic to specific:
– Services and price list (the complete service price model)

– Standard terms and conditions
– Individual actual and proposed terms and conditions for a specific customer

Service Provider Review Input
(To: A245 A246)

Prioritized improvement suggestions for service level attainment by the service provider, i.e. the service delivery units, and responses as to the feasibility of adopting customer or service level manager suggestions.

Service Request
(From: A65 A653, To: A61 A612)

A request to perform a standard and straightforward IT task for a user. Service requests are tasks that are within the scope of existing IT services.

ITIL definition: "A request from a User for information, or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted." [16]

Service Request Escalation
(From: A615, To: A612)

Information about a service request that has not been fulfilled in ways that meet satisfaction criteria and which requires escalation.

Service Request Fulfillment Information
(From: A613, To: A614 A615)

Information about a service request that has been successfully fulfilled.

Service Request Reports
(From: A615, To: A244 A518 A616)

Any reports that reflect the status of service requests with the purpose to control the quality of service fulfillment, the compliance with existing SLAs, for planning purposes and as a basis for improvements.

Service Request Response
(From: A61)

The interim and final outcomes of the service request, which can be many aspects, including:
– The information requested by the user
– A request for more information or an acknowledgement of a milestone within the request processing
– Status of the work effort triggered by the request, including plans to address the work items contained in the request

Service Request Routing Information
(From: A613, To: A614 A615)

Details of how the work represented by the service request has been assessed and planned for fulfillment by or to be passed to one or more other processes. The details include:

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– The request classification, including the cases where the request has been re-classified as an incident or a change request

– The process and specific team or individual where the work has been assigned

Service Request Status
(From: A615, To: A614)

The status of a service request (received, work in progress, resolved, or closed). Used to communicate the information to the user (originator of the request).

Service Request Status Input
(To: A614 A615)

Details, from any process involved in processing the service request, on status and plan to complete the work involved. It can include a request to obtain more information or some form of acknowledgement from the user.

Service Request_ Approved
(From: A612, To: A613 A615)

A service request which has met the classification and entitlement rules and which includes all the information needed for fulfillment. It is ready to be fulfilled or routed.

Service Request_ Authorized
(From: A6 A61 A613, To: A5 A53 A535 A55 A552 A62 A622 A63 A67 A7 A72 A75)

The communication of a service request which has completed screening and is being passed to one or more other processes for actual fulfillment. It includes control information from the screening (assessment) such as priority assigned and committed completion target.

Service Request_ Closed
(From: A614, To: A615)

A service request for which all fulfillment activities have been completed and information about the fulfillment has been captured.

Service Request_ Fulfilled
(From: A613)

A service request that has been fulfilled within the Request Fulfillment process or in the processes to which it had been routed. Is either the actual fulfillment itself (for example, service usage guidance), or just information about the work carried out elsewhere (such as notification of incident resolution or confirmation of software download and installation).

Service Request_ Rejected
(From: A612)

A service request that is not accepted as falling into one of the pre-defined categories for requests or which fails the entitlement tests. An example of this would be a new requirement for functionality (for which the user should be guided to invoke the Stakeholder Requirements process).

Service Resilience Directives
(From: A72 A74 A76, To: A62 A622 A623 A63 A632)

The collection of commands, instructions or other requests from Resilience processes to the Operations processes which will lead to an improvement in, or correction of, any aspect of service.

Service Resilience Plans
(From: A7, To: A2 A22 A221 A24 A243 A246 A25 A255 A26 A265 A266 A3 A35 A353 A354 A36 A364 A5 A52 A522 A523 A53 A532 A6 A61 A611 A62 A621 A63 A632 A64 A641 A65 A651 A66 A661)

The collection of plans produced by the individual processes involved in ensuring the resilience within service management. Processes contributing are:

– Compliance Management
– Security Management
– Availability Management
– Capacity Management
– Facilities Management
– IT Service Continuity Management

(See the definition of the *plan* output from each individual process for more details.)

Service Resilience Reports
(To: A24 A244 A662)

The collection of reports produced by the individual processes which are involved in ensuring the resilience within service management. Processes contributing are:

– Security Management
– Availability Management
– Capacity Management

(See the definition of the 'report' output from each individual process for more details.)

These reports detail the volumes, attainments, issues outstanding and other characteristics detailing the performance and contribution to the overall delivery of service. They include efficiency reviews and audit reports.

Service Review Results
(From: A24 A245, To: A242 A243 A246 A25 A256 A27 A273 A356)

The outcome from a review of service level attainment. This might include:

– Exceptions and violations with regard to target and actual service delivery
– Determination of responsibility for non-attainment
– Identification of penalties incurred

Services Agreement
(From: A22 A227, To: A23 A233 A234 A834)

A contractual agreement between IT provider and customer with the intent to exchange a set of committed deliverables from the provider for a price to be paid by the customer, under a set of agreed terms and conditions.

Services Marketing and Sales Collateral
(From: A224, To: A225 A226)

Items used to promote the proposed solution to a customer.

Services Proposal
(From: A22 A226, To: A227 A834)

A document outlining a potential services solution to meet a specific set of customer needs.

Skill Requirements
  (From: A842 A843, To: A844)
Forecast of human skills required to meet the demand for services in the IT Portfolio.

Skills Inventory
  (From: A844, To: A621 A622 A842 A843)
Repository for current and planned skills.

Skills Plan
  (From: A84 A844, To: A371 A843 A85 A852)
Projection of skills needed, including indicating where training is required. For skills identified to be developed through external means, this represents a requisition to procurement.

SLAs OLAs UCs
  (From: A2 A24 A243, To: A22 A223 A226 A227 A244
  A245 A246 A25 A254 A26 A265 A27 A271 A273 A3
  A35 A354 A355 A4 A41 A412 A413 A414 A45 A453
  A454 A5 A51 A511 A514 A515 A52 A522 A525 A53
  A532 A534 A536 A538 A6 A61 A612 A615 A62 A621
  A63 A632 A64 A641 A65 A651 A66 A661 A663 A665
  A667 A67 A671 A7 A72 A723 A726 A727 A73 A732
  A734 A74 A741 A742 A743 A744 A745 A75 A751
  A76 A762 A763 A764 A766 A8 A81 A814 A815 A82
  A823 A83 A834 A84 A842)
The agreements that represent the interlinked set of commitments for the service utility and warranty that is to be provided to one or more customers. The agreement between the customer and the organizational unit that directly provides the service is known as a service level agreement (SLA) and is visible to the customer. The agreements that represent the commitments of the collective set of internal organizational units and external entities to provide identified sub-components of the overall service are known as operational level agreements (OLAs). OLAs are not usually visible to the customer. Contractual statements of the commitments by external entities are known as underpinning contracts (UCs).
ITIL definition of these terms:
  – SLA: "An Agreement between an IT Service Provider and a Customer. The SLA describes the IT Service, documents Service Level Targets, and specifies the responsibilities of the IT Service Provider and the Customer. A single SLA may cover multiple IT Services or multiple Customers."[17]
  – OLA: "An Agreement between an IT Service Provider and another part of the same Organisation. An OLA supports the IT Service Provider's delivery of IT Services to Customers. The OLA defines the goods or Services to be provided and the responsibilities of both parties."[18]
  – UC: "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 an SLA."[19]
These agreements can be in a draft or finalized status.

Solution Acceptance Activity Data
  (From: A452 A453 A454 A455 A456, To: A457)
Performance and quality data regarding activities performed in executing the Solution Acceptance Process.

Solution Acceptance Certification
  (From: A455, To: A456)
The record (document) containing the formal certification by authorized, designated stakeholders that the solution meets acceptance criteria.

Solution Acceptance Criteria
  (From: A453, To: A454)
The complete set of criteria that the stakeholder community will use to certify their acceptance of the solution produced.
For the special case of *solution* that is a *service*, ITIL defines Service Acceptance Criteria as: "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."[20]

Solution Acceptance Evaluation
  (From: A457, To: A451)
The effectiveness and efficiency of the practices performed in executing the Solution Acceptance process.

Solution Acceptance Framework
  (From: A451, To: A452 A453 A454 A455 A456 A457)
The conceptual structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices to be used in achieving acceptance of the proposed solution.

Solution Acceptance Plan
  (From: A452, To: A453 A454 A455)
The (sub) project plan which identifies the approach, activities and tasks, responsibilities, and schedule for presenting the proposed solution to the stakeholder community for evaluation and acceptance. Includes identification of stakeholders.

Solution Acceptance Review Results and Issues
  (From: A45 A454, To: A452 A453 A455)
The collected set of documentation which describes the "fit-for-purpose" characteristics of the Solution Acceptance work products and any issues identified as a result of executing solution acceptance reviews.

Solution Analysis and Design Activity Data
  (From: A422 A423 A424 A425, To: A426)

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The collection of summary level history and status of Solution Analysis and Design activities. Typically used to establish and update organizational performance benchmarks (estimates versus actual), transmit quality information, and other heuristics related to Solution Development processes.

Solution Analysis and Design Evaluation
(From: A426, To: A421)

The collection of summary level history and status of the Solution Analysis and Design Framework. Typically used to establish and update organizational performance benchmarks (estimates versus actual), transmit quality information, and other heuristics related to Solution Development processes.

Solution Analysis and Design Framework
(From: A421, To: A422 A423 A424 A425 A426 A733)

The logical structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices for solution analysis and design.

Solution Analysis and Design Results and Issues
(From: A42 A422 A423 A424 A425, To: A422 A423 A424)

The collected set of documentation describing the fit-for-purpose characteristics of the Solution Acceptance work products, and any issues identified as a result of executing solution acceptance reviews.

Solution Assembly
(From: A43, To: A44 A443 A444 A45 A456 A542 A543)

The collection of all the work products created during solution development and integration, including prototypes or implementation of parts of a solution for evaluation and analysis purposes.

Solution Capabilities and Operational Procedures
(To: A621)

The capabilities and operational procedures deployed as part of current solutions. These might require further development and tuning in order to reach optimal effectiveness as part of Service Execution.
(Subset of Deployed_ Solution.)

Solution Component Specifications
(From: A423, To: A424)

Formal specification for all the solution components prepared in a prescribed way in agreement with organization-wide procedures and standards.

Solution Components
(From: A434, To: A435)

All the work products, acquired or built in-house, required to complete the solution build, which will remain as integrated parts of the solution (opposite to supporting parts).

Solution Design
(From: A4 A42 A425, To: A3 A33 A336 A34 A343 A344 A45 A454 A5 A51 A514 A52 A523 A54 A542 A6 A61 A611 A62 A621 A63 A632 A64 A641 A65 A651 A66 A661 A662 A67 A671 A7 A72 A723 A73 A734 A736 A75 A752 A76 A764 A8 A84 A844)

Solution design, including conceptual, macro, and micro designs, together with identified issues and risks, and formally validated and approved (signed off) by the key stakeholders. It not only covers all the functional and non-functional requirements of the solution, but also the design for meeting the compliance reporting requirements applicable to the solution.

Solution Design Additional Information Request
(From: A422)

Solicitation to the stakeholders for additional information required to complete the solution design (further clarification of requirements).

Solution Design Change Proposal
(From: A425, To: A422 A423 A424)

Proposed changes to the solution design resulting from review of solution design work products with stakeholders against the solution requirements.

Solution Design Package
(From: A42 A424, To: A425 A43 A432 A434 A435 A436 A437 A44 A442)

The collection of all the work products created during solution design.

Solution Design Request
(From: A52 A523 A53 A533, To: A42 A422)

A formal communication that authorizes and triggers the Solution Analysis and Design process (usually beginning at the conceptual design level).

Solution Design Stakeholder Acceptance Request
(From: A425)

A request to stakeholders for review, confirmation and formal sign-off of solution design.

Solution Design Stakeholder Acceptance Response
(To: A425)

A formal acceptance and sign off or rejection by stakeholders of solution design.

Solution Design_ Conceptual
(From: A422, To: A423)

High level view (architectural view) of the solution, including initial versions of component model, operational model, high-level architectural overview, and architectural decisions.

Solution Development and Integration Activity Data
(From: A432 A433 A434 A435 A436 A437, To: A438)

The collection of detailed history and status of Solution Development and Integration activities. Typically used to establish and update organizational performance benchmarks (estimates versus actual), transmit quality information, and other heuristics related to Realization processes.

Solution Development and Integration Environment
(From: A433, To: A434 A435 A436)

The entire infrastructure required to complete the solution build process, including the tools, supporting

work products (scaffolding), and physical configuration control repository for the solution work products.

Solution Development and Integration Evaluation
  (From: A438, To: A431)
Formal evaluation of the performance of the project specific activities against the defined performance criteria and measurements within the Solution Build Framework.

Solution Development and Integration Framework
  (From: A431, To: A432 A433 A434 A435 A436 A437 A438)
Common, organization wide Solution Development and Integration policies, standards, procedures and templates.

Solution Development and Integration Plan
  (From: A432, To: A433 A434 A435 A436 A437)
Formally defined following a prescribed, organization wide procedure, set of tasks and activities together with a time frame required to perform solution development and integration. Usually a part of a larger project plan.

Solution Development and Integration Results and Issues
  (From: A43 A433 A434 A435 A436 A437, To: A432 A433 A434 A435 A436)
The collection of summary level history and status of Solution Development and Integration activities and work products. Typically used to establish and update organizational performance benchmarks (estimates versus actual), transmit quality information, and other heuristics related to Realization processes.

Solution Plans and Commitments
  (From: A4 A41 A42 A422 A425 A43 A432 A44 A442 A45 A452, To: A2 A25 A255 A256 A26 A265 A3 A33 A336 A35 A353 A354 A37 A374 A375 A42 A422 A43 A432 A44 A442 A45 A452 A454 A5 A52 A522 A6 A62 A621 A7 A73 A732 A74 A742)
The collective overall information on both the development plan for the solution and the content of the solution as it progresses from concept to reality.
  – Plans: Sets of committed solution phases, activities, tasks and milestones together with time frame.
  – Commitments: Sets of requirements, designs and other deliverables, such as test cases.

Solution Project Plan
  (From: A414)
The overall project plan augmented by solution-specific content as a result of completion of requirements validation.

Solution Realization Results and Issues
  (From: A4, To: A354 A4 A41 A412 A413 A414 A415 A42 A422 A423 A424 A425 A43 A432 A433 A434 A435 A436 A437 A44 A442 A443 A444 A445 A45 A452 A454 A455)
The collection of summary level history and status of Solution Realization activities and work products throughout their life cycle. Typically used to establish and update organizational performance benchmarks (estimates versus actual), transmit quality information,

and other heuristics related to Solution Realization processes.

Solution Requirements
  (From: A413, To: A414)
Documented, analyzed and expanded (formalized) solution requirements.

Solution Requirements Activity Data
  (From: A412 A413 A414 A415, To: A416)
The collection of detailed and summary level history and status of Solution Requirements activities. Typically used to establish and update organizational performance benchmarks (estimates versus actual), transmit quality information, and other heuristics related to the Solution Requirement process.

Solution Requirements Baseline
  (From: A41 A415, To: A42 A422 A423 A44 A442 A444 A45 A453 A712)
Established according to prescribed organizational standards, it is a baseline of all the Solution Requirements work products currently under Configuration Management.

Solution Requirements Baseline Change Request
  (To: A415)
Formal request following prescribed organizational procedure to change a baseline of the Solution Requirements work products currently under Configuration Management.

Solution Requirements Change Proposal
  (From: A415, To: A412)
Proposed changes to the business context resulting from changes in solution requirements baseline.

Solution Requirements Defect List
  (From: A414, To: A413)
Formal list of discrepancies between documented and formalized solution requirements and solution intentions as perceived by the key stakeholders (customer).

Solution Requirements Evaluation
  (From: A416, To: A411)
The collection of summary level history and status of Solution Requirements Framework. Typically used to establish and update organizational performance benchmarks (estimates versus actual), transmit quality information, and other heuristics related to Solution Realization processes.

Solution Requirements Framework
  (From: A411, To: A412 A413 A414 A415 A416)
Common, organization wide Solution Requirements set of standards, procedures and templates.

Solution Requirements Results and Issues
  (From: A41 A412 A413 A414 A415, To: A412 A413 A414)
The collection of summary level history and status of Solution Requirements activities and work products. Typically used to establish and update organizational performance benchmarks (estimates versus actual),

transmit quality information, and other heuristics related to Solution Realization processes.

Solution Requirements Stakeholder Validation Request
 (From: A414)
A request to stakeholders for review, confirmation and formal sign-off of solution requirements.

Solution Requirements Stakeholder Validation Response
 (To: A414)
Solution validation responses as communicated by the stakeholders. Cover both the positive and negative cases, with the latter being considered a 'defect'.

Solution Requirements_ Validated
 (From: A414, To: A415)
Solution scope, context and entire taxonomy of requirements formally validated and approved (signed off) by the key stakeholders.

Solution Scope and Context
 (From: A412, To: A413)
Solution framing and surroundings defined by the business and system environments.

Solution Test Activity Data
 (From: A442 A443 A444 A445, To: A446)
Performance and quality data regarding activities performed in executing the Solution Test process.

Solution Test Cases
 (From: A442, To: A443 A444)
The collection of test cases, that is, the description of what is to be tested, why, how (including sample data) and expected outcomes of the testing.

Solution Test Environment
 (From: A443, To: A444)
The functional environment constructed and allocated to support testing of a specific solution.

Solution Test Environment Baseline
 (From: A443, To: A445)
A reference point specification of the functional environment used to support testing of a specific solution.

Solution Test Evaluation
 (From: A446, To: A441)
The effectiveness and efficiency of the practices performed in executing the Solution Test process.

Solution Test Framework
 (From: A441, To: A442 A443 A444 A445 A446)
The conceptual structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and technology (software, hardware) practices to be used in achieving the objectives of the Solution Test process.

Solution Test Issues
 (From: A445, To: A442 A443 A444)

Any additional issues identified during test results analysis that need to be recognized and perhaps addressed.

Solution Test Report
 (From: A44 A445, To: A45 A454)
The collected test data, results and analysis of the Solution and environment under consideration. Includes test cases, defective test cases.

Solution Test Results
 (From: A444, To: A445)
The outcomes (results) of applying the selected test cases to the Solution Build Package.

Solution Test Results and Issues
 (From: A44)
The collected set of documentation which describes the "fit-for-purpose" characteristics of all of the Solution Test activity work products and any issues identified as a result of executing the Solution Test process.

Solution Test Strategy and Plans
 (From: A442, To: A443 A444 A445 A446)
A description of the strategies to be employed and the (sub) project plan which identifies the approach, activities and tasks, responsibilities, and schedule for testing various aspects of the solution as it is designed, built and integrated.

Solution Verification Request
 (From: A437)
Formal request to verify (verification ensures that "you built it right") the integrated solution by all the relevant stakeholders.

Solution Verification Results
 (To: A437)
Formal list of the entire positive (successful) and negative (deviations) from the standards and procedures identified during the verification process.

Solution_ Accepted
 (From: A4 A45 A456, To: A5 A52 A523 A53 A533)
The Solution which has been approved by the stakeholder community, and is now ready to be deployed.

Solution_ Deployed
 (From: A5 A53 A536, To: A3 A32 A4 A43 A433 A44 A443 A6 A62 A63 A634 A64 A641 A7 A76)
The new or adjusted solution in 'live' status, ready for useful work within its target environment, and reflecting the outcome of the deployment activities.
The deployed solution includes documentation, procedures, training materials, support guidance as well as the primary solution contents.

Solution_ Installed
 (From: A535, To: A536)
A solution under deployment for which all tasks required to achieve deployment status have been completed other than final activation.

Solution_ Integrated
  (From: A435, To: A436)
Completely assembled solution ready to be moved from the development and integration environment and into the test environment. Usually includes work products and features required to support solution testing and acceptance.

Solution_ Tuned
  (From: A436, To: A437)
Integrated solution after refining and fine tuning the overall solution as well as solution components and connections between them. Performed according to a prescribed, organization wide procedure.

Solution_ Verified
  (From: A437)
Integrated solution after verification by all the relevant stakeholders with all the verification issues (deviations from standards and procedures) formally resolved.

Stakeholder Needs
  (From: A212, To: A213)
Conditions describing any stakeholder need for services.

Stakeholder Needs and Requirements Report
  (From: A214)
Document outlining the IT service provider's interpretation of the customers' and other stakeholders' service needs and requirements.   It also provides information about the status and progress of individual or sets of needs or requirements.

Stakeholder Needs_ Disqualified
  (From: A213, To: A214)
Needs that do not have the proper business justification or are assessed as beyond technical feasibility.

Stakeholder Requirements
  (From: A2 A21 A213, To: A214 A22 A222 A26 A264 A3 A35 A352 A36 A364 A365 A4 A41 A413 A7 A73 A732)
The qualified needs for IT services that are to be progressed through the Portfolio process for decision making.
These needs might be in a form suitable for direct translation into solution requirements and should include stakeholders' acceptance criteria.

Stakeholder Requirements Information Request
  (From: A413)
Solicitation of requirements information from the stakeholders, usually for clarification or expansion of stakeholder requirements already registered.

Stakeholder Requirements Management Activity Data
  (From: A212 A213 A214, To: A215)
Data resulting from all work carried out by each process activity. Examples would be volumes, timings, resources used, success and error rates, interfaces invoked, rework, customer feedback, priorities.

Stakeholder Requirements Management Evaluation
  (From: A215, To: A211)

An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Stakeholder Requirements Management Framework
  (From: A211, To: A212 A213 A214 A215)
The framework that governs how the process operates to capture, track, and communicate stakeholder needs and requirements.

Stakeholder Requirements Status Update
  (To: A214)
Notifications from any process which addresses these requirements as to their status, especially when there it changes in some way.

Standard Change
  (From: A513, To: A516)
Those changes which have been pre-approved for deployment. They include well known and proven tasks, and have no or limited (and well understood) impact on the integrity of the target context, such as the infrastructure. These changes will also have all entitlement issues, like financial approvals, and licensing already resolved.
Implementation can be either user-driven or managed by the IT function.   Examples include:
  – Installation of printer drivers from a preinstalled library on a PC
  – Download and installation of software or fixes from vendor sites
  – Upgrade of a laptop with a larger hard drive

Strategic IT Value Propositions
  (From: A314, To: A315)
A statement of value, scope and time scale for each strategic IT initiative.

Supplier Input
  (From: Outside-the-Model, To: A8)
The complete set of items from suppliers to the IT endeavor. The set includes:
  – Bids
  – Procured items
  – Invoices
  – Product and support information.

Supplier Invoices
  (To: A81 A814 A82 A824)
Invoices from the suppliers for products and services delivered to IT.

Supplier Management Activity Data
  (From: A822 A823 A824 A825 A826, To: A827)
Any data about the accomplishment of process activities that support the evaluation of the overall Supplier Management process.

Supplier Management Framework
  (From: A821, To: A751 A822 A823 A824 A825 A826 A827)
The framework that contains all relevant information about the structure of the Supplier Management process, meaning the practices for supplier management

and procurement. This includes evaluation criteria for selection and evaluation of suppliers, and relevant systems.

Supplier Management Performance Evaluation
(From: A827, To: A821)

The result of the evaluation of the Supplier Management process, including identification of potential process improvement items.

Supplier Output
(From: A8, To: Outside-the-Model)

Represents all interactions from the IT endeavor to any supplier. Constituents include:
– Bid requests
– Purchase orders
– Payments
– Other communications

Supplier Payments
(From: A81 A814, To: A816)

Payments to suppliers, triggered by supplier invoices, for services delivered to IT.

Supplier Performance Data
(To: A825)

Data from any IT process that relates to the performance of any supplied product or service that contributes to that process

Supplier Performance Evaluation
(From: A825, To: A822 A824)

Evaluation of suppliers with regard to the relationship, compliance with agreed contract conditions including costs. Input for management of portfolio of suppliers.

Supplier Performance Issue
(From: A825, To: A822 A823)

Exceptions or non-compliance of suppliers with regard to the agreed contracts that are recognized during Evaluate Supplier Performance, and that are needed as input for Manage Portfolio of Suppliers so that the supplier portfolio can be adapted if necessary.

Supplier Portfolio
(From: A822, To: A823 A824 A826)

List of potential suppliers. Includes information about each supplier (relationship) with regard to supply items, existing contracts, and the interfaces to this supplier.

Supplier Product and Service Information
(From: A826, To: A662 A664 A735 A736 A824)

Information about the items (products, services) that can be supplied by the suppliers in the portfolio, like the catalog of orderable supply items including
– Prices
– Service levels
– Supply options, (suppliers can supply these supply items)

Covers both external and internal suppliers. An example of an internal supplier: Facility supplier indicates lead-time and costs for equipping a new workspace.

T

Target Market Segment Requirements
(To: A234)

Requirements for specific industries, user communities, or executive sponsors are used to tailor or customize the description of the services.

Technology Capabilities and Trends
(To: A31 A313 A32 A322 A323 A33 A333 A34 A341 A342 A343 A85 A852)

Available external data, both uncoordinated and already analyzed, of world class IT technologies available, declining, and emerging.

Test Environment Specifications
(From: A442, To: A443)

Based on the requirements and design of each solution and on the selected, customized test strategy and plans, this is a specification of the test environment that will support the required testing.

Training Requirements
(From: A843, To: A844)

Statement of the purpose, timing and quantities of training needed to properly equip the workforce for their current and future work assignments.

Tuning and Capacity Delivery Allocation Outcomes
(From: A744, To: A745)

The results of tuning and capacity delivery allocation activities upon balancing resource supply with workload demand. Some actions will be considered sufficiently permanent to influence the overall capacity plan.

U

Unavailable Product and Service Exceptions
(From: A826, To: A822 A824)

Information about exceptions (unavailability, permanent or temporary) of supply items that can influence procurement or require that the portfolio of suppliers is adapted.

Underpinning Contracts
(From: A8 A82 A823, To: A1 A11 A114 A2 A24 A241 A243 A3 A31 A313 A5 A55 A555 A81 A813 A814 A824 A825 A826)

Content of contracts with suppliers, including terms and conditions, service level agreements (SLAs), among others. Covers both the actual contract itself, and information about it that is available as input for supplier evaluation and to other internal processes, such as financial management.

Information Technology Infrastructure Library (ITIL) defines underpinning contract as "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 an SLA." [21]

User Input
(From: Outside-the-Model, To: A6)
The collection of all information and items a user generates and sends to the IT undertaking in furtherance of their need to receive the committed service. Examples include:
– Sequences that invoke transactions or other kinds of services (typically from an application). They might be accompanied by user data.
– Contact, through human or electronic channels, which represent:
▫ Requests for information
▫ Expressions of any apparent fault (which might become an incident)
▫ Service requests

User Output
(From: A6, To: Outside-the-Model)
The collection of all service deliverables which the IT endeavor generates and delivers to the user to meet the committed service. Examples include:
– Processing of business transactions (in whole or in part) through IT system-provided means.
– The delivery of relevant outputs, such as:
– Transaction completion status
– Data resulting (for example, delivery of an e-mail message)
– Contact through human or electronic channels, which satisfy or resolve:
▫ Requests for information
▫ Expressions of any apparent fault (which might become an incident)
▫ Service requests

V

Viable Innovation
(From: A32 A325, To: A31 A314 A35 A352 A36 A364)
Any innovations that seem viable to be adopted by the IT service provider in order to enhance the service to the business (IT Architecture, the IT Portfolio, IT Strategy). The information provided will include analysis and assessment of the potential impact to the business, and to the parameters of the IT service provision, stated in terms of ideas, value and viability.

W

Work Data Input
(To: A62 A624)
The data that is submitted along with a work request and which has not yet been processed (so that it becomes managed data). It could have been captured in many ways of which keyboard, magnetic card reader, barcode reader, RFID tag are just some examples.

Work Item
(From: A622, To: A624)

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The basic unit of work of an IT service or work request, ready to be processed.

Work Item Schedule
(From: A622, To: A623 A624)
Control information on the combination of the work item, the required IT resources, and the timing parameters and instructions which enable matching of work demands with resource supply.

Work Item_ Multi Phase
(From: A624, To: A622)
A partially-completed output created by Deliver Services that flows internally within the process. The output would signify that other service execution activities would need to be started.   An example of this complex work item is a payroll application: a new employee is added, the new employee can create a new work item to add a new person to an enterprise employee directory. The directory update service is triggered by the payroll addition service.

Work Requests
(To: A62 A622)
An unqualified request for processing services involving IT resources. To be accepted for processing, it must contain sufficient detail in order to match it against the list of existing services and to determine the characteristics (parameters) of this specific request. Work requests can range from highly granular individual interactions (pressing a function key on a PC) to a large clump of work (a long running batch job, perhaps with many dependent steps and subsequent, dependent jobs).

Work Requests_ Completed
(From: A62 A624)
The results, in terms of data and any confirmation responses, returned to the work requestor upon completion of the triggering request for work to be performed by the IT operational service. This output represents the fundamental item for which the customer is paying; that is, the processing of transactions whether real time or batched.
Can include negative outcomes, such as unsuccessful processing, resource authorization failure, and resource insufficiency.

Work Requests_ Rejected
(From: A622)
Notification that the request does not comply with work request acceptance criteria, and therefore was rejected.

Workforce Adjustment Requisition
(From: A843)
The plans and requirements for adjustments (increase and decrease) in workforce numbers and job profiles. Might be relevant to either or both of the business' workforce management process and to the procurement process.

Workforce Management Activity Data
(From: A842 A843 A844, To: A845)
The metrics defined in the Workforce Management Framework and populated by all work performed within

the process, as the basis to evaluate performance of the process.

Workforce Management Evaluation
   (From: A845, To: A841)
An assessment of the overall performance of the process against the targets set in the process framework and an identification of possible process improvement areas.

Workforce Management Framework
   (From: A841, To: A842 A843 A844 A845)
The conceptional structure describing the strategic (vision, mission, value proposition), organizational (organizational mechanisms, roles, accountabilities), process (activities, work flows, inputs, outputs), and

technology (software, hardware) practices for managing customer satisfaction.

Workforce Management Information
   (From: A84 A842 A843 A844, To: A365 A373 A374 A81 A813 A814 A815)
Profiles of current managed workforce including performance reviews, skills, training and compensation.

Workforce Plan
   (From: A842, To: A843)
Forecast of human workload associated with business requirements or changes, and the subsequent plan for IT resources in support of the demand.