

# EOSC-hub Glossary

This page provides terms and definitions used within EOSC-hub project.

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In case of need to include new term please contact EOSC-hub project office.

## Accessibility of information

(FitSM-0) Property of information being accessible and usable by an authorized party

## Activity

(FitSM-0) Set of actions carried out within a *process*

## Assessment

(FitSM-0) Set of actions to evaluate the *capability level* of a *process* or the overall *maturity level* of a *management system*

## Audit

(FitSM-0) Systematic, independent and documented *process* for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1: Audit evidence is typically based on documented information, information provided during an audit interview, and information gathered through observation.

Note 2: Audit criteria may be based on requirements from a *management system* (including *policies*, *processes* and *procedures*), agreements (including *service level agreements* and *underpinning agreements*), contracts, standards or legislation.

Note 3: An audit may be an internal audit, if it is conducted under the direct responsibility of the organisation or *federation* that is subject to the audit, or an external audit, if it is conducted by an external party.

Note 4: Both internal and external audits should be conducted by skilled and experienced auditors, and auditors should not audit their own work or areas of responsibilities to ensure the impartiality of the results.

## Availability

(FitSM-0) Ability of a *service* or *service component* to fulfil its intended function at a specific time or over a specific period of time

## Capability level

(FitSM-0) Achieved level of *effectiveness* of an individual *process* or general aspect of management

## Capacity

(FitSM-0) Maximum extent to which a certain element of the infrastructure (such as a *configuration item*) can be used

Note: This might mean the total disk capacity or network bandwidth. It could also be the maximum transaction throughput of a system.

## Change

(FitSM-0) Alteration (such as addition, removal, modification, replacement) of a *configuration item (CI)*

## Classification

(FitSM-0) Assignment of items to defined groups based on common attributes, relations or other criteria

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Note 1: Items that are subject to classification may include *documents*, *records* (such as *incident records* or *change records*), *services*, *configuration items (CIs)*, etc. Defined groups may include categories (such as *incident categories* or *change categories*) or *priority* levels.

Note 2: The act of classification often comprises the application of more than one classification scheme. For instance, an *incident record* might be assigned to a technical *incident* category such as 'software related', 'network related', etc., and also to a *priority* level like 'low priority', 'medium priority', etc. The assignment of various *incidents*, *service requests*, *changes* and *problems* to an affected *CI* is also a classification.

Note 3: Besides the presentation and analysis of relationships, classification is often used as input for controlling the workflow of a *process*, e.g. by assigning a *priority* level to an *incident*.

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## Closure

(FitSM-0) Final *activity* in a workflow of a *process* to indicate no further action is required for a specific case

Note: Cases that are subject to closure may include *incidents*, *problems*, *service requests* or *changes*. The *activity* of closure puts the connected *record* (such as the *incident record*, *problem record*, *service request record* or *change record*) in its final status, usually called 'closed'.

## Competence

(FitSM-0) Sum of knowledge, skills and experience that an individual or group needs to effectively take on a specific *role*

## Confidentiality of information

(FitSM-0) Property of information not being *accessible* to unauthorized parties

## Conformity

(FitSM-0) Extent to which requirements are met in some context

Note: In the context of FitSM, the term compliance is generally used as a synonym for conformity. However, sometimes conformity is used in the context of adherence to internal regulations and requirements as defined by *policies*, *processes* and *procedures*, while compliance is used in the context of adherence to external requirements, such as laws, standards and contracts.

## Configuration

(FitSM-0) State of a specified set of attributes, relationships and other relevant properties of one or more *configuration items (CIs)*

Note: The documented configuration of a number of CIs at a given point in time is called a configuration baseline, which is usually taken prior to the deployment of one or more changes to these CIs in the live environment.

## Configuration item (CI)

(FitSM-0) Element that contributes to the delivery of one or more *services* or *service components*, therefore requiring control of its *configuration*

Note 1: CIs can vary widely, from technical components (e.g. computer hardware, network components, software) to non-technical items such as *documents* (e.g. *service level agreements*, manuals, license documentation).

Note 2: The data necessary for effective control of a CI is stored in a *CI record*. In addition to attributes of the CI, the *CI record* likely includes information on relationships it has with other CIs, *service components* and *services*. *CI records* are stored in a *configuration management database (CMDB)*.

## Configuration management database (CMDB)

(FitSM-0) Store for data about *configuration items (CIs)*

Note: A CMDB is not necessarily a single database covering all *configuration items (CIs)*. It may rather be composed of multiple physical data stores.

## Continuity

(FitSM-0) Property of a *service* to maintain all or parts of its functionality, even in exceptional circumstances

Note: Exceptional circumstances include emergencies, crises or disasters which affect the ability to provide *services* over extended periods of time.

## Customer

(FitSM-0) Organisation or part of an organisation that commissions a *service provider* in order to receive one or more *services*

Note: A customer usually represents a number of *users*.

## Document

(FitSM-0) Information and its supporting medium

Note: Examples of documents include *policies*, plans, *process* descriptions, *procedures*, *service level agreements*, contracts or *records* of *activities* performed.

## Effectiveness

(FitSM-0) Extent to which goals and expectations are met

Note: In a *management system*, effectiveness is mostly measured against the defined goals of the *processes* that are subject to this system.

## Efficiency

(FitSM-0) Degree of ability to meet goals and expectations with minimum consumption of resources

Note 1: In a *management system*, efficiency is mostly considered in the context of the *processes* that are subject to this system.

Note 2: Resources may be human, technical, informational or financial.

## EOSC hub Service portfolio

- EOSC hub Service portfolio - List of all EOSC hub main services and supporting services
  - See: <https://wiki.eosc-hub.eu/display/EOSC/EOSC-hub+service+portfolio>
- EOSC hub Marketplace service portfolio/catalogue - List of services which have been onboarded (SPM process) and listed in EOSC hub marketplace.

See: [EOSC-hub marketplace service portfolio](#)

## EOSC hub Supplier

In the case of EOSC-hub service delivery, within Supplier Relationship Management (SUPPM), a 'supplier' refers to either the service provider of the service, or the provider of the software or supporting component needed by the service provider to provide the service to their customer or users.

## Escalation

(FitSM-0) Change of responsibility for a case (such as an *incident*, *service request*, *problem* or *change*) or *activity* to another individual or group

Note: There are two basic types of escalation: Hierarchical escalation transfers responsibility (temporarily) to someone with a higher level of authority. Functional escalation transfers responsibility to someone with a different set of *competencies* or privileges required to handle the case or activity.

## Federation

(FitSM-0) Situation in which multiple parties, the *federation members*, jointly contribute to the delivery of *services* to *customers* without being organised in a strict hierarchical setup or supply chain.

## Federation member

(FitSM-0) Individual, organisation or body that works together with other federation members in a *federation* to provide one or more *services*

Note: Often, federation members will not be bound together by strict contractual agreements.

## Federator

(FitSM-0) Body that acts to coordinate a set of *federation members*

## Improvement

(FitSM-0) Action or set of actions carried out to increase the level of *conformity*, *effectiveness* or *efficiency* of a *management system*, *process* or *activity*, or to increase the quality or performance of a *service* or *service component*

Note: An improvement is usually implemented after an opportunity for improvement has been identified, for instance during a *service review*, *audit* or *management review*.

## Incident

(FitSM-0) Unplanned disruption of operation in a *service* or *service component*, or degradation of service quality versus the expected or agreed service level or operational level according to *service level agreements (SLAs)*, *operational level agreements (OLAs)* and *underpinning agreements (UAs)*.

## Information security

(FitSM-0) Preservation of *confidentiality*, *integrity* and *accessibility* of information

## Information security control

(FitSM-0) Means of controlling or treating one or more *risks to information security*

## Information security event

(FitSM-0) Occurrence or previously unknown situation indicating a possible breach of *information security*

Note: An occurrence or situation is considered a potential breach of *information security* if it may lead to a negative impact on the *confidentiality*, *integrity* and / or *accessibility* of one or more information assets.

## Information security incident

(FitSM-0) Single *information security event* or a series of *information security events* with a significant probability of having a negative impact on the delivery of *services to customers*, and therefore on the *customers' business operations*

## Infrastructure and value-added services

Generic capabilities that users/customers or thematic services can use to perform/ease compute and data intensive steps. Example services within this group: IaaS clouds; HTC clusters; Container execution sites; Orchestrators; Schedulers; File transfer; Data replication

## Integrity of information

(FitSM-0) Property of information not being subject to unauthorized modification, duplication or deletion

## IT service

(FitSM-0) *Service* that is enabled by the use of information technology (IT)

## IT service management (ITSM)

(FitSM-0) Entirety of *activities* performed by an *IT service provider* to plan, deliver, operate and control *IT services* offered to *customers*

Note: The *activities* carried out in the ITSM context should be directed by *policies* and structured and organised by *processes* and supporting *procedures*.

## Key performance indicator (KPI)

(FitSM-0) Metric that is used to track the performance, *effectiveness* or *efficiency* of a *service* or *process*

Note: KPIs are generally important metrics that will be aligned to critical success factors and important goals. KPIs are therefore a subset of all possible metrics, intended to allow for monitoring a *service* or *process*.

## Known error

(FitSM-0) *Problem* which has not (yet) been corrected, but for which there is a documented workaround or temporary fix to prevent (excessive) negative impact on *services*

## Management review

(FitSM-0) Periodic evaluation of the suitability, *maturity* and *efficiency* of the entire *management system* by its accountable owner(s), from which opportunities for *improvement* are identified and follow-up actions are determined

Note: The accountable owner of a *management system* is usually a *top management* representative of the organisation operating the *management system*. In a *federation*, the accountable owner is usually one person nominated by *top management* representatives of all organisations (i.e. *federation members*) involved.

## Management system

(FitSM-0) Entirety of *policies*, *processes*, *procedures* and related resources and capabilities aiming at effectively performing management tasks in a given context and for a given subject

Note 1: A management system is generally intangible. It is based on the idea of a systematic, structured and *process-oriented* way of managing.

Note 2: While documentation (such as *process* definitions, *procedures* and *records*) and tools (such as workflow support and monitoring tools) can be parts of a management system, management system considerations are not limited to the questions of documentation and tool support.

Note 3: With respect to (*IT*) *service management* and the FitSM standard series, the idea of a *service management system* (SMS) is a central concept, where the context of the management system is the organisational context of the *service provider*, and the subject is to plan, deliver, operate and control (*IT*) *services*.

## Maturity level

(FitSM-0) Achieved overall *effectiveness* of a *service management system*, based on the combination of the *capability levels* of its processes and general aspects of management

## Nonconformity

(FitSM-0) Case or situation where a requirement is not fulfilled

Note: This may also be referred to as noncompliance.

## Operational level agreement (OLA)

(FitSM-0) Documented agreement between a *service provider* and another part of the *service provider's* organisation or a *federation member* to provide a *service component* or subsidiary *service* needed to allow provision of *services* to *customers*

## Operational target

(FitSM-0) Reference / target value for a parameter used to measure the performance of a *service component*, listed in an *operational level agreement (OLA)* or *underpinning agreement (UA)* related to this *service component*

Note: Typical operational targets might include *availability* or allowed resolution times for *incidents*.

## Policy

(FitSM-0) Documented set of intentions, expectations, goals, rules and requirements, often formally expressed *by top management* representatives in an organisation or *federation*

Note: Policies are then realised in *processes*, which are in turn made up of *activities* that people carry out according to defined *procedures*.

## Post implementation review (PIR)

(FitSM-0) Review after the implementation of a *change* that determines if the *change* was successful

Note: Depending on the specific type and complexity of the *change*, the post implementation review may vary widely in its depth.

## Priority

(FitSM-0) Relative importance of a target, object or *activity*

Note: Often *incidents*, *service requests*, *problems* and *changes* are given a priority. In the case of *incidents* and *problems*, priority is usually based on the specific impact and urgency of the situation.

## Problem

(FitSM-0) Underlying cause of one or more *incidents* that requires further investigation to prevent *incidents* from recurring or reduce the negative impact on *services*

## Procedure

(FitSM-0) Specified set of steps or instructions to be carried out by an individual or group to perform one or more *activities* of a *process*

## Process

(FitSM-0) Structured set of *activities*, with clearly defined responsibilities, that bring about a specific objective or set of results from a set of defined inputs

Note: Generally, a process consists of a number of *activities* used to manage *services*, if the process is part of a *service management system (SMS)*.

## Record

(FitSM-0) Documentation of an event or of the results of performing a *process* or *activity*

## Release

(FitSM-0) Set of one or more *changes* to *configuration items (CIs)* that are grouped together and deployed as a logical unit

## Request for change (RFC)

(FitSM-0) Documented proposal for a *change* to be made to one or more *configuration items (CIs)*

## Risk

(FitSM-0) Possible negative occurrence that would have a negative impact on the *service provider's* ability to deliver agreed *services* to *customers*, or that would decrease the *value* generated through some *service*

Note: Risk is made up of the probability of the threat entailed, the vulnerability to that threat of some asset, and the impact the threat would have, if it occurred.

## Role

(FitSM-0) Set of responsibilities and connected behaviours or actions collected into a logical unit that can be assigned to an individual or group

Note: An individual may take over multiple roles.

## Service

(FitSM-0) Way to provide *value* to *customers* through bringing about results that they want to achieve

Note: In the context of the FitSM standard series, when referring to services, usually *IT services* are meant.

## Service acceptance criteria (SAC)

(FitSM-0) Criteria that must be fulfilled by the time a new or changed *service* is deployed and made available to *customers* / *users*

Note: SAC are defined when a new or changed *service* is designed, and they may be updated or refined during the development or transition phase. They may cover functional and non-functional aspects of the specific *service* to be deployed. SAC are part of the *service design and transition package (SDTP)*.

## Service catalogue

(FitSM-0) *Customer-facing* list of all live *services* offered along with relevant information about these *services*

Note: The service catalogue can be regarded as a filtered version of and *customers'* view on the *service portfolio*.

## Service component

(FitSM-0) Logical part of a *service* that provides a function enabling or enhancing a *service*

Note 1: A *service* is usually composed of several service components.

Note 2: A service component is usually built from one or more *configuration items (CIs)*.

Note 3: Although a service component underlies one or more *services*, it usually does not create *value* for a *customer* alone and is therefore not a *service* by itself.

## Service design and transition package (SDTP)

(FitSM-0) Entirety of plans for the design and transition of a specific new or changed *service*

Note: An SDTP should be produced for every new or changed *service*. It may consist of a number of documented plans and other relevant information, available in different formats, including a list of requirements and *service acceptance criteria (SAC)*, a project plan, communication and training plans, technical plans and specifications, resource plans, development and deployment schedules / timetables, etc.

## Service level agreement (SLA)

(FitSM-0) Documented agreement between a *customer* and *service provider* that specifies the *service* to be provided and the *service targets* that define how it will be provided

## Service management

(FitSM-0) Entirety of *activities* performed by a *service provider* to plan, deliver, operate and control *services* offered to *customers*

Note 1: The activities carried out in the service management context should be directed by *policies* and structured and organised by *processes* and supporting *procedures*.

Note 2: In the context of the FitSM standard series, when referring to service management, usually *IT service management* is meant.

## Service management plan

(FitSM-0) Overall plan for implementing and operating a *service management system (SMS)*

## Service management system (SMS)

(FitSM-0) Overall *management system* that controls and supports management of *services* within an organisation or federation

Note: The SMS can be regarded as the entirety of interconnected *policies, processes, procedures, roles, agreements, plans, related resources* and other elements needed and used by a *service provider* to effectively manage the delivery of *services* to *customers*.

## Service portfolio

(FitSM-0) Internal list that details all the *services* offered by a *service provider*, including those in preparation, live and discontinued

Note: For each service, the service portfolio may include information such as its *value* proposition, target *customer* base, *service* description, relevant technical specifications, cost and price, *risks* to the *service provider*, service level packages offered, etc.

## Service provider

(FitSM-0) Organisation or *federation* (or part of an organisation or *federation*) that manages and delivers a *service* or *services* to *customers*

## Service report

(FitSM-0) Report that details the performance of a *service* versus the *service targets* defined in *service level agreements (SLAs)* – often based on *key performance indicators (KPIs)*.

## Service request

(FitSM-0) User request for information, advice, access to a *service* or a pre-approved *change*

Note: Service requests are often handled by the same *process* and tools as *incidents*.

## Service review

(FitSM-0) Periodic evaluation of the quality and performance of a *service* together with the *customer* or under consideration of *customer* feedback, from which opportunities for *improvement* are identified, follow-up actions to increase the *value* of the *service* are determined

## Service target

(FitSM-0) Reference / target values for a parameter used to measure the performance of a *service*, listed in a *service level agreement (SLA)* related to this *service*

Note: Typical *service targets* might include *availability* or resolution time for *incidents*.

## Supplier

(FitSM-0) External organisation that provides a (supporting) *service* or *service component(s)* to the *service provider*, which they need to provide *services* to their *customers / users*

## Thematic services

Scientific services (incl. data) that provide discipline-specific capabilities for researchers. (e.g. browsing and download data and apps, workflow development, execution, online analytics, result visualisation, sharing of result data, publications, applications)



## Top management

(FitSM-0) Senior management within an organisation who has authority to set *policies* and exercise overall control of the organisation

## Underpinning agreement (UA)

(FitSM-0) Documented agreement between a *service provider* and an external *supplier* that specifies the underpinning *service(s)* or *service component(s)* to be provided by the *supplier*, together with the related *service targets*

Note 1: A UA can be seen as a *service level agreement (SLA)* with an external *supplier* where the *service provider* is in the *customer* role.

Note 2: A UA may also be referred to as an *underpinning contract (UC)*.

## Underpinning contract (UC)

(FitSM-0) See: *Underpinning agreement (UA)*

## User

(FitSM-0) Individual that primarily benefits from and uses a *service*

## Value

(FitSM-0) Benefit to a *customer* and their *users* delivered by a *service*

Note: Value should be considered as a composition of the utility (fitness for purpose) and warranty (fitness for use, covering sufficient *availability / continuity*, *capacity / performance* and *information security*) connected to a *service*.

## Workaround

(FitSM-0) Means of circumventing or mitigating the symptoms of a *known error* that helps to resolve *incidents* caused by this *known error*, while the underlying root cause is not permanently eliminated

Note 1: Workarounds are often applied in a situation, when the actual root cause of (recurring) *incidents* cannot be resolved due to lack of resources or ability.

Note 2: A workaround may consist of a set of actions to be carried out by either the provider or the *user* of the *service*.

Note 3: A workaround is al