

# Terms

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	Abbreviation	Definition	Source	Last updated	Owner
<a href="#">Acceptable Use Policy</a>	AUP	A set of rules and conditions that describe the appropriate use of and access to Services or Products		08 Dec 2020	EGI SPG
<a href="#">Accessibility of Information</a>		Property of information being accessible and usable by an authorised party	FitSM-0	08 Dec 2020	
<a href="#">Accounting Record</a>		An entry in an accounting database identifying the quantitative usage of Resources by Users		08 Dec 2020	
<a href="#">Activity</a>		Set of actions carried out within a Process	FitSM-0	08 Dec 2020	
<a href="#">Appliance</a>		A predefined collection of software Products that are deployed together so that it appears as a single undivisible Service or application that implements one or more IT Capabilities		08 Dec 2020	
<a href="#">Assessment</a>		Set of actions to evaluate the Capability level of a Process or the overall maturity level of a Management System	FitSM-0	08 Dec 2020	
<a href="#">Audit</a>		<p>Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled</p> <p>Note 1: Audit evidence is typically based on documented information, information provided during an audit interview, and information gathered through observation</p> <p>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</p> <p>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</p> <p>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</p>	FitSM-0	08 Dec 2020	
<a href="#">Availability</a>		Ability of a Service or service component to fulfil its intended function at a specific time or over a specific period of time	FitSM-0	08 Dec 2020	
<a href="#">Business Model</a>		The rationale of how an organisation creates, delivers, and captures value	<i>Business Model Generation - book</i>	11 Dec 2020	IMS BDS
<a href="#">Capability</a>		The ability of an organisation, person, process, application, configuration item, or IT service to carry out an activity	ITIL V4 Glossary	11 Dec 2020	

Cap abili ty level		Achieved level of effectiveness of an individual process or general aspect of management	FitSM-0	11 Dec 2020
Cap acity		The maximum extent to which a certain element of the infrastructure (such as a Configuration Item) can be used.  Note: It could also be the maximum transaction throughput of a system	FitSM-0	11 Dec 2020
Cap acit y plan		A plan used to manage the resources required to deliver IT services. The plan contains details of current and historic usage of IT services and components, and any issues that need to be addressed (including related improvement activities). The plan also contains scenarios for different predictions of business demand and costed options to deliver the agreed service level targets.		11 Dec 2020
Cap acit y plan own er	CPO	Person responsible for the production and maintenance of the capacity plan for a service. This person is responsible for designing, implementing and maintaining the plan and acts as main contact point in case of incidents and customer complains related to the service capacity.		11 Dec 2020
Cert ified Res ourc e Cen tre	CRC	A Resource Centre that conforms to the requirements specified in the Resource Centre Registration and Certification Procedure		11 Dec 2020
Cha nge		Alteration (such as addition, removal, modification, replacement) of a Configuration Item (CI)	FitSM-0	11 Dec 2020
Clas sific ation		Assignment of items to defined groups based on common attributes, relations or other criteria  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.	FitSM-0	11 Dec 2020
Clo ud Co mpu ting		A model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. This cloud model is composed of five essential characteristics (on-demand self-service, broad network access, resource pooling, rapid elasticity, measured service), three service models (Software as a Service or SaaS, Platform as a Service or PaaS, Infrastructure as a Service or IaaS), and four deployment models (private cloud, community cloud, public cloud, hybrid cloud).	NIST	11 Dec 2020
Coll abor atio n Platf orm		A Platform deployed on top of an Infrastructure Platform providing Capabilities useful across multiple (if not all) research communities irrespective of their scientific domain and enabling the collaboration within and across communities.		11 Dec 2020
Co mm unit y Platf orm		A Platform that provides a set of Services customised for the needs of a specific community to enable their Users to run specific applications		11 Dec 2020

Competence		Sum of knowledge, skills and experience that an individual or group needs to effectively take on a specific Role	FitSM-0	11 Dec 2020
Confidentiality of information		Property of information not being accessible to unauthorised parties	FitSM-0	11 Dec 2020
Configuration		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.	FitSM-0	11 Dec 2020
Configuration Item		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).	FitSM-0	11 Dec 2020
Configuration Management Database	CMDB	Store for data about Configuration Items  Note: A CMDB is not necessarily a single database covering all configuration items (CIs). It may rather be composed of multiple physical data stores.	FitSM-0	11 Dec 2020
Conformity		Extent to which requirements are met in some context  Note: 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.	FitSM-0	11 Dec 2020
Continuity		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.	FitSM-0	11 Dec 2020
Customer		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	FitSM-0	11 Dec 2020
Document		Information and its supporting medium  Note: Examples of documents include Policies, plans, Process descriptions, Procedures, SLAs, Contracts or Records of activities to be preformed.	FitSM-0	11 Dec 2020
Effectiveness		Extent to which the goals and expectations connected are met  Note: In a management system, effectiveness is mostly measured against the defined goals of the processes that are subject to this system.	FitSM-0	11 Dec 2020

Efficiency		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.	FitSM-0	11 Dec 2020	
EGI Community		The EGI Federation plus the served research communities, the technology providers or any other organisation linked via an agreement with the EGI Foundation and contributing to the mission of the EGI Federation	EGI	11 Dec 2020	IMS BDS
EGI Federation	EGI	EGI Foundation, EGI Foundation Participants and Associated Participants, their linked organisations (e.g. service and resource providers) represented within EGI Foundation that contribute to the objectives of the foundation	EGI Foundation Statutes	11 Dec 2020	IMS BDS
EGI Foundation	EGI.eu	The legal entity whose objective is to coordinate and develop, in collaboration with its Participants, the EGI infrastructure that provides long-term distributed compute and storage resources for performing research and innovation activities.	EGI Foundation Statutes	11 Dec 2020	
EGI Infrastructure		The federated e-infrastructure composed national and intergovernmental computing and data centres from the EGI Federation providing advanced computing services for research and innovation	EGI Foundation	11 Dec 2020	IMS BDS
EGI Participant		NGIs, EIROs, ERICs and such other legal entities, in their own capacity or as representative of a consortium, that contribute to the objective of the foundation	EGI Foundation Statutes	11 Dec 2020	IMS BDS
e-Infrastructure		Combination of digital technology, computational resources, and communications to support collaborative work and research		11 Dec 2020	
Escalation		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	FitSM-0	11 Dec 2020	
European Inter governmental Research Organisation	EIRO	A legal organisation and member of the EIROforum that has extensive expertise in the areas of basic research and the management of large, international infrastructures, facilities and research programmes.		11 Dec 2020	
European Research Area	ERA	A unified research area open to the world based on the Internal Market, in which researchers, scientific knowledge and technology circulate freely and through which the Union and its Member States strengthen their scientific and technological bases, their competitiveness and their capacity to collectively address grand challenges.		11 Dec 2020	
Federation		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	FitSM-0	11 Dec 2020	

Federation Member		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.	FitSM-0	11 Dec 2020
Federator		Body that acts to coordinate a set of federation members	FitSM-0	11 Dec 2020
Grid		IT Infrastructure that is concerned with the integration, virtualisation, and management of Services and Resources in a distributed, heterogeneous environment that supports collections of Users and resources (Virtual Organisations) across traditional administrative, trust and organisational boundaries (real organisations).	OGF GFD-I.181	11 Dec 2020
High Performance Computing	HPC	A computing paradigm that focuses on the efficient execution of compute intensive, tightly-coupled tasks. Given the high parallel communication requirements, the tasks are typically executed on low latency interconnects which makes it possible to share data very rapidly between a large numbers of processors working on the same problem. HPC systems are delivered through low latency clusters and supercomputers and are typically optimised to maximise the number of operations per seconds. The typical metrics are FLOPS, tasks/s, I/O rates.	FitSM-0	11 Dec 2020
High Throughput Computing	HTC	A computing paradigm that focuses on the efficient execution of a large number of loosely-coupled tasks. Given the minimal parallel communication requirements, the tasks can be executed on clusters or physically distributed resources using grid technologies. HTC systems are typically optimised to maximise the throughput over a long period of time and a typical metric is jobs per month or year.		11 Dec 2020
Incident		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).	FitSM-0	11 Dec 2020
Information Security		Preservation of confidentiality, integrity and accessibility of information	FitSM-0	11 Dec 2020
Information Security Control		Means of controlling or treating one or more risks to information security	FitSM-0	11 Dec 2020
Information security event		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.	FitSM-0	11 Dec 2020
Information security incident		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	FitSM-0	11 Dec 2020
In Silico		An expression used to mean 'performed on computer or via computer simulation'	Wikipedia	11 Dec 2020

Integrity of information		Property of information not being subject to unauthorised modification, duplication or deletion	FitSM-0	11 Dec 2020
Interoperability		The ability of systems, people and organisations to provide Services to and accept services from other systems, people and organisations and to use the services so exchanged to enable them to operate effectively together.	<a href="#">RAND Report</a>	11 Dec 2020
IT Service		Service that is enabled by the use of information technology (IT)	FitSM-0	11 Dec 2020
IT Service Management	ITSM	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.	FitSM-0	11 Dec 2020
Key Performance Indicator	KPI	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.	FitSM-0	11 Dec 2020
Known Error		Problem which has not (yet) been corrected, but for which there is a documented workaround or temporary fix to prevent (excessive) negative impact on service	FitSM-0	11 Dec 2020
Management review		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.	FitSM-0	11 Dec 2020
Management system		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.	FitSM-0	11 Dec 2020
Maturity Level		Achieved overall effectiveness of a service management system, based on the combination of the capability levels of its processes and general aspects of management	FitSM-0	11 Dec 2020
Memorandum of Understanding	MoU	An agreement that clarifies the relationships, responsibilities and communication channels between two or more parties that may share Services, clients, and Resources. The MoU is used when both parties do not want to pursue a Contract that is legally binding (generally). Formal contracts can be intimidating therefore MoUs are the better option for some communities. However, it can also be used to regulate the relationship between parties.	FitSM-0	11 Dec 2020

NGI		<p>The national federation of shared computing, storage and data resources that delivers sustainable, integrated and secure distributed computing services to the national research communities and their international collaborators. The federation is coordinated by a National Coordinating Body providing a single point of contact at the national level and has official membership in the EGI Council through an NGI legal representative.</p> <p>Note: the name comes from "National Grid Infrastructure", which is now deprecated</p>		11 Dec 2020
NGI Coordinating Body		An organisation that has the exclusive responsibility for strategic decisions and overall management of an NGI. The organisation can perform or delegate the Role of NGI legal representative.		11 Dec 2020
NGI Legal Representative		The legal organisation that has the exclusive mandate delegated through the National Coordinating Body to legally represent an NGI at the national and international level and serves as the NGI representative member in the EGI Council. The NGI Legal Representative may also perform the function of the National Coordinating Body.		11 Dec 2020
Non conformity		<p>Case or situation where a requirement is not fulfilled</p> <p>Note: This may also be referred to as noncompliance.</p>	FitSM-0	11 Dec 2020
Open ICT Ecosystem		An ICT ecosystem is open when it is capable of incorporating and sustaining Interoperability, collaborative development and transparency, while increasing capacities to create flexible, service-oriented ICT applications that can be taken apart and recombined to meet changing needs more efficiently and effectively.	Harvard paper	11 Dec 2020
Open Science		Opening of the creation and dissemination of scholarly knowledge towards a multitude of stakeholders, from professional researchers to citizens		11 Dec 2020
Open Standard		A standard is open if meets the following criteria: All stakeholders have the same possibility of contributing to the development of the specification and public review is part of the decision-making process; The specification is available for everybody to study; Intellectual Property Rights related to the specification are licensed on FRAND (Fair, Reasonable, and Non-Discriminatory) or royalty-free terms in a way that allows implementation in both proprietary and open source software.		11 Dec 2020
Operational Level Agreement	OLA	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	FitSM-0	11 Dec 2020
Operational Target		<p>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</p> <p>Note: Typical operational targets might include availability or allowed resolution times for incidents</p>	FitSM-0	11 Dec 2020
Operations Centre		A centre offering operations services on behalf of one or more Resource Infrastructure Providers.		11 Dec 2020
Package		A structured software unit suitable for automated installation on a computer. A Package may specify dependencies on other packages, so that either a specific version of that package, or a minimum version of that package may satisfy that dependency.	FitSM-0	11 Dec 2020

Platform		An IT system composed by hardware and/or software components providing a compatibility layer that enables upper-level platforms or user applications to run.	FitSM-0	11 Dec 2020
Platform Integrator		A Service Provider that brings together software components from different Technology Providers or use external services (e.g. from the Collaboration Platform) to meet the needs of a particular consuming research community.	FitSM-0	11 Dec 2020
Platform Operator		A Service Provider that ensures the Services deployed as part of an Infrastructure or Community Platform are operating effectively on the distributed resources for their consuming community.	FitSM-0	11 Dec 2020
Policy		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.	FitSM-0	11 Dec 2020
Policy Development Process		The process for the review, approval and revision of Policies and Procedures		11 Dec 2020
Post implementation review	PIR	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.	FitSM-0	11 Dec 2020
Priority		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.	FitSM-0	11 Dec 2020
Problem		Underlying cause of one or more incidents that requires further investigation to prevent incidents from recurring or reduce the negative impact on services	FitSM-0	11 Dec 2020
Procedure		Specified set of steps or instructions to be carried out by an individual or group to perform one or more activities of a process	FitSM-0	11 Dec 2020
Process		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).	FitSM-0	11 Dec 2020
Quality of Service	QoS	The collective effect of service performance that determine the degree of satisfaction of a User of the Service. Note that the quality of service is characterised by the combined aspects of service support performance, service operability performance, service integrity and other factors specific to each service.	TM Forum	11 Dec 2020
Record		Documentation of an event or of the results of performing a process or activity	FitSM-0	11 Dec 2020
Release		Set of one or more changes to configuration items (CIs) that are grouped together and deployed as a logical unit	FitSM-0	11 Dec 2020
Repository		A storage location from which software packages may be retrieved and installed on a computer.		11 Dec 2020



Request For Change	RFC	Documented proposal for a change to be made to one or more configuration items (CIs)	FitSM-0	11 Dec 2020
Research Collaboration		A group of scientists or researchers from different universities, institutes or other organisations working together for a common goal.		11 Dec 2020
Research Infrastructure	RI	Facilities, resources and services used by research communities to conduct research and foster innovation in their fields. Where relevant, they may be used beyond research, e.g. for education or public services. They include: major scientific equipment (or sets of instruments), knowledge-based resources such as collections, archives or scientific data, e-infrastructure such as data and computing systems and communication networks, any other dedicated research infrastructure — whether 'single-sited', 'virtual' or 'distributed'.	EC Glossary	11 Dec 2020
Resource		A physical or virtual entity that is consumed from an e-Infrastructure through IT Services.		11 Dec 2020
Resource Centre	RC	The smallest resource administration domain in an e-Infrastructure. It can be either localised or geographically distributed. It provides a minimum set of local or remote IT Services compliant to well-defined IT Capabilities necessary to make resources accessible to Users. Access is granted by exposing common interfaces to Users.		11 Dec 2020
Resource Centre Administrator		An individual who is responsible for installing, operating, maintaining and supporting one or more Resources or IT Services in a Resource Centre	FitSM-0	11 Dec 2020
Resource Centre Operations Manager		An individual who leads the Resource Centre operations, and is the official technical contact person in the connected organisation. He/she is locally supported by a team of Resource Centre Administrators.		11 Dec 2020
Resource Infrastructure		A federation of Resource Centres.		11 Dec 2020
Resource Infrastructure Provider	RP	The legal organisation responsible for any matter that concerns the respective Resource Infrastructure. It provides, manages and operates (directly or indirectly) all the operational services required to an agreed level of quality as required by the Resource Centres and their user community. It holds the responsibility of integrating these operational services into EGI in order to enable uniform resource access and sharing for the benefit of their Users. The Resource infrastructure Provider liaises locally with the Resource Centre Operations Managers, and represents the Resource Centres at an international level. Examples of a Resource infrastructure Provider are the European Intergovernmental Research Organisations(EIRO) and the NGIs.		11 Dec 2020
Risk		<p>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</p> <p>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.</p>	FitSM-0	11 Dec 2020

Role		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.	FitSM-0	11 Dec 2020
Science gateway		A community-specific set of tools, applications, and data collections that are integrated together via a web portal or a desktop application, providing access to Resources and Services.		11 Dec 2020
Service		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	FitSM-0	11 Dec 2020
Service acceptance criteria	SAC	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).	FitSM-0	11 Dec 2020
Service catalogue		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.	FitSM-0	11 Dec 2020
Service component		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	FitSM-0	11 Dec 2020
Service design and transition package	SDTP	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.	FitSM-0	11 Dec 2020
Service level agreement	SLA	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	FitSM-0	11 Dec 2020
Service level indicator	SLI	A defined quantitative measure of some aspect of the level of service that is provided. The Indicator is a measure of the service level provided by a service provider to a customer. SLIs form the basis of Service Level Targets, which in turn form the basis of Service Level Agreements.		11 Dec 2020
Service management		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.	FitSM-0	11 Dec 2020

Service management plan		Overall plan for implementing and operating a service management system (SMS)	FitSM-0	11 Dec 2020
Service management system	SMS	<p>Overall management system that controls and supports management of services within an organisation or federation</p> <p>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</p>	FitSM-0	11 Dec 2020
Service option		<p>A choice of utility and warranty that the customer can/should specify when commissioning the service.</p> <p>Note: An option can be defined by a name, a description and attributes (described with a name and possible values)</p>		11 Dec 2020
Service portfolio		<p>Internal list that details all the services offered by a service provider, including those in preparation, live and discontinued</p> <p>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.</p>	FitSM-0	11 Dec 2020
Service provider		Organisation or federation (or part of an organisation or federation) that manages and delivers a service or services to customers	FitSM-0	11 Dec 2020
Service report		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).	FitSM-0	11 Dec 2020
Service request		<p>User request for information, advice, access to a service or a pre-approved change</p> <p>Note: Service requests are often handled by the same process and tools as incidents.</p>	FitSM-0	11 Dec 2020
Service review		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	FitSM-0	11 Dec 2020
Service target		<p>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</p> <p>Note: Typical service targets might include availability or resolution time for incidents</p>	FitSM-0	11 Dec 2020
Solution		A combination of products, services, and intellectual property focused on solving a problem (opportunity) that creates and/or drives value (measurable) and can be significantly standardised. The solutions components can be from either the provider and one or more partners, and the solutions implementer can be the provider, the partner, the customer itself, or a combination of the three.	Webpage	11 Dec 2020
Standard		A document, established by consensus and approved by a Standards Organisation, which provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context. Compliance is not compulsory.		11 Dec 2020

Standard Organisation Body	SDO	<p>A chartered organisation tasked with producing Standards and specifications, according to specific and strictly defined requirements, procedures and rules.</p> <p>Standards developing organisations include recognised standardisation bodies such as : 1) international standardisation committees such as the International Organisation for Standardisation (ISO), the three European Standard Organisations: the European Committee for Standardisation (CEN), the European Committee for Electrotechnical Standardisation (CENELEC) or the European Telecommunications Standards Institute (ETSI), national standardisation organisations such as ANSI; 2) fora and consortia initiatives for standardisation such as the Open Grid Forum (OGF) or the Organisation for the Advancement of Structured Information Standards (OASIS).</p>		11 Dec 2020
Supplier		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	FitSM-0	11 Dec 2020
Technology Provider	TP	Delivers the software, services and/or support required by any client or customer. Technology Providers can be community-specific as organisations or projects that develop or deliver software for specific user communities or customisation for specific requirements. They can also be generic as open-source software collaborations or commercial software providers that deliver technology spanning multiple user communities or domains for general infrastructure purposes.		11 Dec 2020
Top management		Senior management within an organisation who has authority to set policies and exercise overall control of the organisation	FitSM-0	11 Dec 2020
Underpinning agreement	UA	<p>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</p> <p>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).</p>	FitSM-0	11 Dec 2020
Underpinning contract	UC	See <a href="#">Underpinning agreement</a>	FitSM-0	11 Dec 2020
Unified Middleware Distribution	UMD	The integrated set of software components contributed by Technology Providers and packaged for deployment as production-quality services in EGI		11 Dec 2020
User		Individual that primarily benefits from and uses a service	FitSM-0	11 Dec 2020
Value		<p>Benefit to a customer and their users delivered by a service</p> <p>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.</p>	FitSM-0	11 Dec 2020
Value proposition		A promise of Value to be delivered and a belief from the customer/client of value that will be experienced. A value proposition can apply to an entire organisation, or parts thereof, or client accounts, or Products or Services.		11 Dec 2020
Virtual machine image	VMI	A representation of the file system of a virtual machine, usually including a pre-configured operating system (OS) environment and a set of pre-installed applications.		11 Dec 2020

Virtual organisation	VO	A group of people (e.g. scientists, researchers) with common interests and requirements, who need to work collaboratively and/or share resources (e.g. data, software, expertise, CPU, storage space) regardless of geographical location. They join a VO in order to access resources to meet these needs, after agreeing to a set of rules and Policies that govern their access and security rights (to users, resources and data).		11 Dec 2020
Virtual organisation manager		An individual responsible for the membership registry of a VO including its accuracy and integrity.		11 Dec 2020
Virtual Research Community	VRC	A group of large-scale research collaborations, or a number of separate VOs grouped according to research domain or computational technique. The group shares information and experience in achieving their goals through the usage of an e-Infrastructure (e.g., best practices, applications, training material).		11 Dec 2020
Virtual Research Environment	VRE	Domain specific environments or combination of environments that provide the researcher with easy access to the services deployed to enable their data analysis activities, whether through command line interfaces or higher-level generic tools that simplify the data analysis process.		11 Dec 2020
Virtual team	VT	A group of individuals spread across different organisations that are brought together for typically small scale projects, which cut across existing organisational structures		11 Dec 2020
Workaround		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 also referred to as a temporary fix or temporary solution	FitSM-0	11 Dec 2020
Workflow System		A software system that enables scientific communities to compose and execute a series of computational or data manipulation steps, or a workflow, in a scientific application on IT resources.		11 Dec 2020