

ITIL Acronyms

ACD	Automatic Call Distribution
BSI	British Standards Institution
CAB	Change Advisory Board
CAB/EC	Change Advisory Board/Emergency Committee
CASE	Computer-Aided Systems Engineering
CCTA	Central Computer and Telecommunications Agency
CI	Configuration Item
CMDB	Configuration Management Database
COP	Code of Practice
CTI	Computer Telephony Integration
DHS	Definitive Hardware Store
DSL	Definitive Software Library
EDI	Electronic Data Interchange
EFQM	European Foundation for Quality Management
FSC	Forward Schedule of Change
GUI	Graphical User Interface
ICAM	Integrated Computer-Aided Manufacturing
ICT	Information and Communications Technology
IDEF	ICAM Definition
IP	Internet Protocol
IR	Incident Report
ISO	International Standards Organisation
IT	Information Technology
IVR	Interactive Voice Response
KER	Known Error Record
KPI	Key Performance Indicator
KSF	Key Success Factors
LAN	Local Area Network
MBNQA	Malcolm Baldrige National Quality Award
MTBF	Mean Time Between Failures
OGC	Office of Government Commerce
OLA	Operational Level Agreement
PC	Personal Computer
PIR	Post-implementation Review
PR	Problem Record
PRINCE	Projects IN Controlled Environments
PSA	Projected Service Availability
RFC	Request for Change
SCI	Software Configuration Item
SCM	Software Configuration Management
SIP	Service Improvement Program
SLA	Service Level Agreement
SLM	Service Level Management

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TOR	Terms of Reference
TP	Transaction Processing
VOIP	Voice Over Internet Protocol
WAN	Wide Area Network
WIP	Work in Progress
WFD	Work flow diagram

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