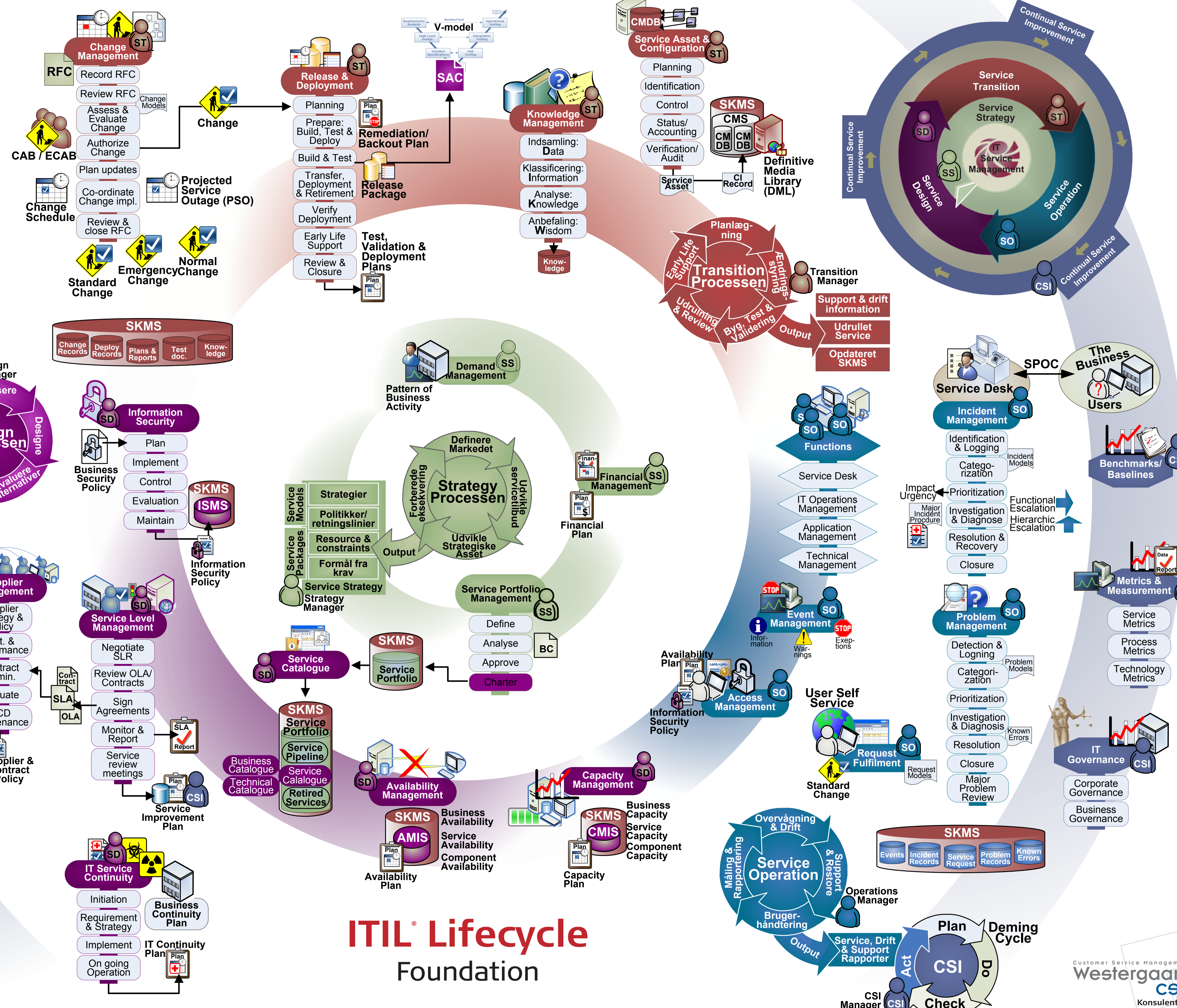
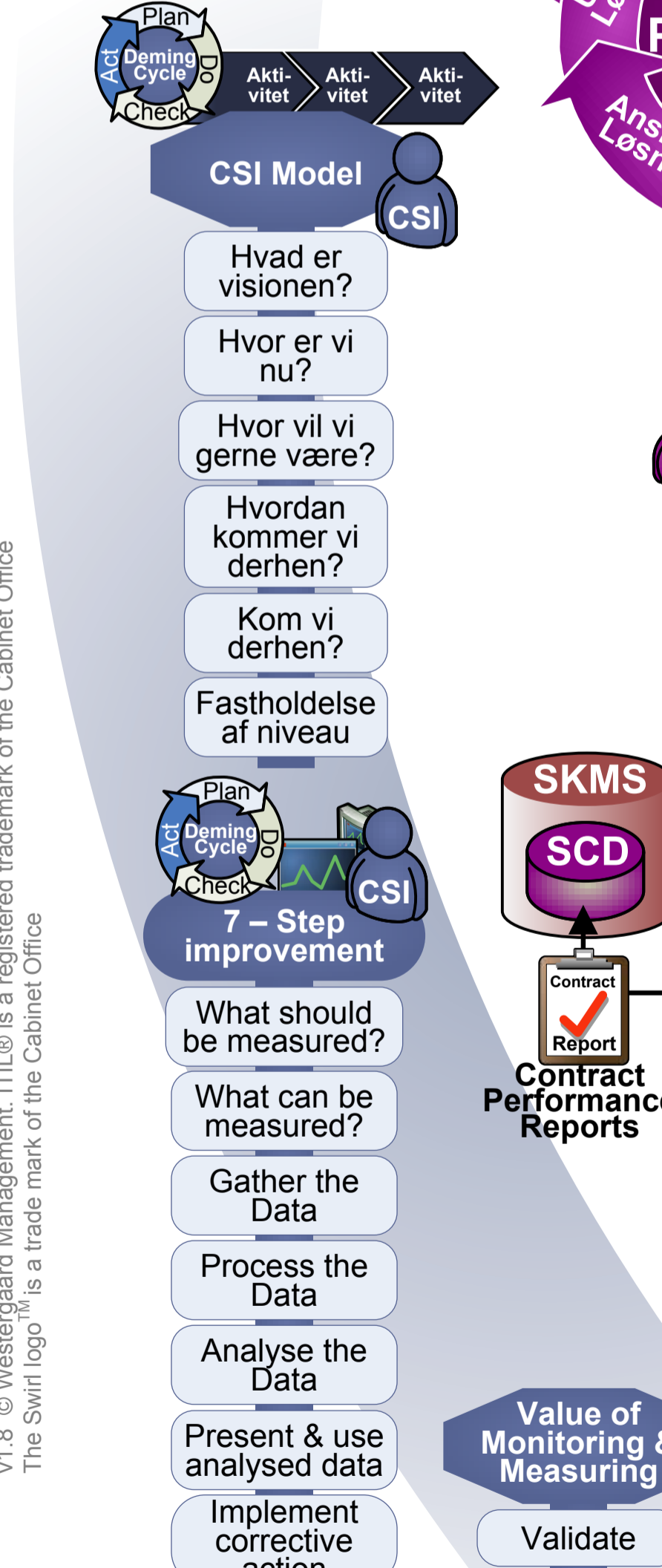


Forkortelser

- AMIS:** Availability Management Information System
- BC:** Business Case
- CAB:** Change Advisory Board
- CI:** Configuration Item
- CMDB:** Configuration Management DataBase
- CMIS:** Capacity Management Information System
- CSI:** Continual Service Improvement
- CMS:** Configuration Management System
- ECAB:** Emergency Change Advisory Board
- ISMS:** Information Security Management System
- OLA:** Operational Level Agreement
- RFC:** Request for Change
- SAC:** Service Acceptance Criteria
- SCD:** Supplier & Contract Database
- SD:** Service Design
- SKMS:** Service Knowledge Management System
- SLA:** Service Level Agreement
- SLR:** Service Level Requirements
- SO:** Service Operation
- SPOC:** Single Point of Contact
- SS:** Service Strategy
- ST:** Service Transition

Figurer

- Proces
- Aktivitet
- Koncept/ Metode
- Funktion
- Fase Output



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