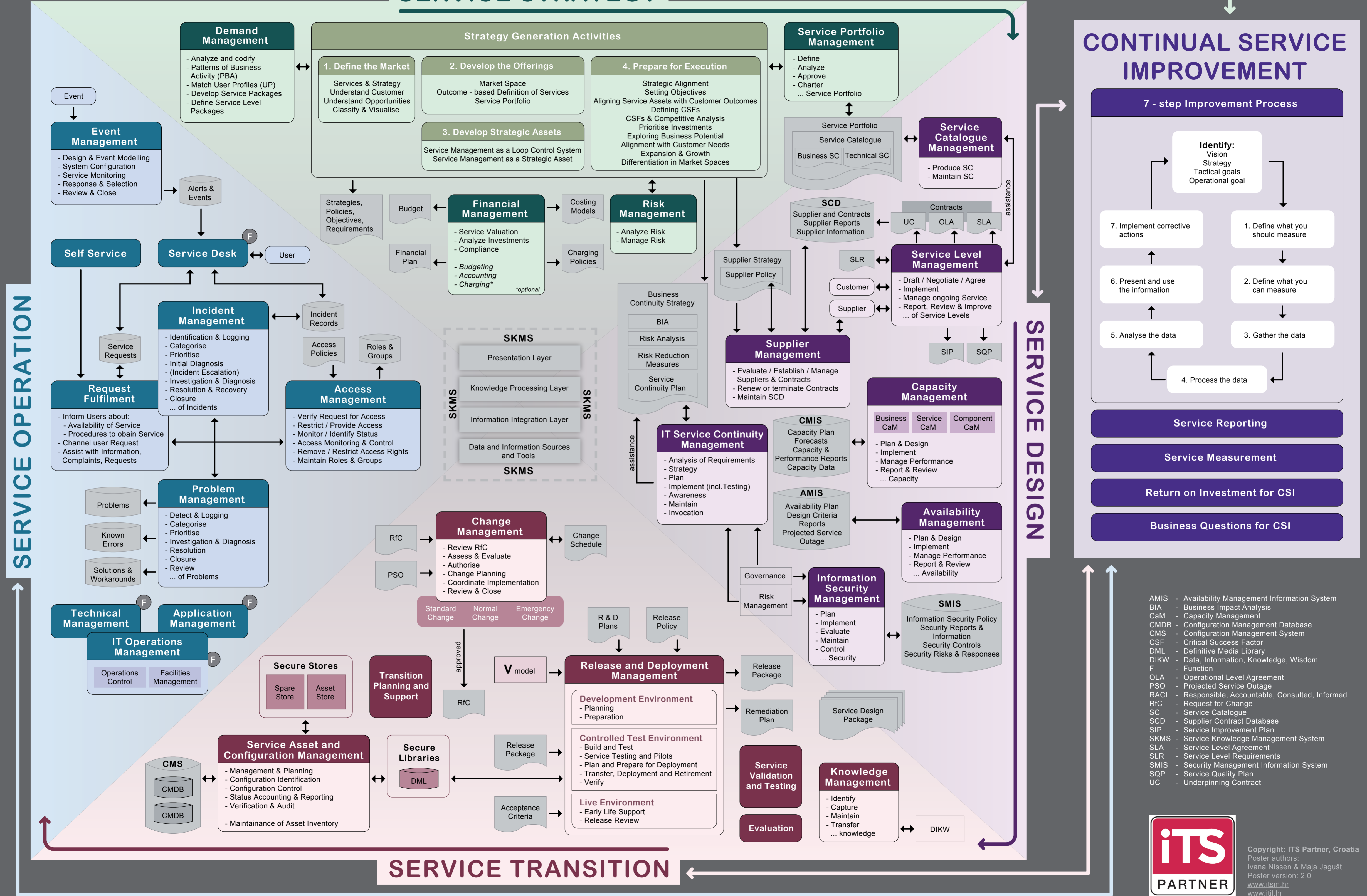
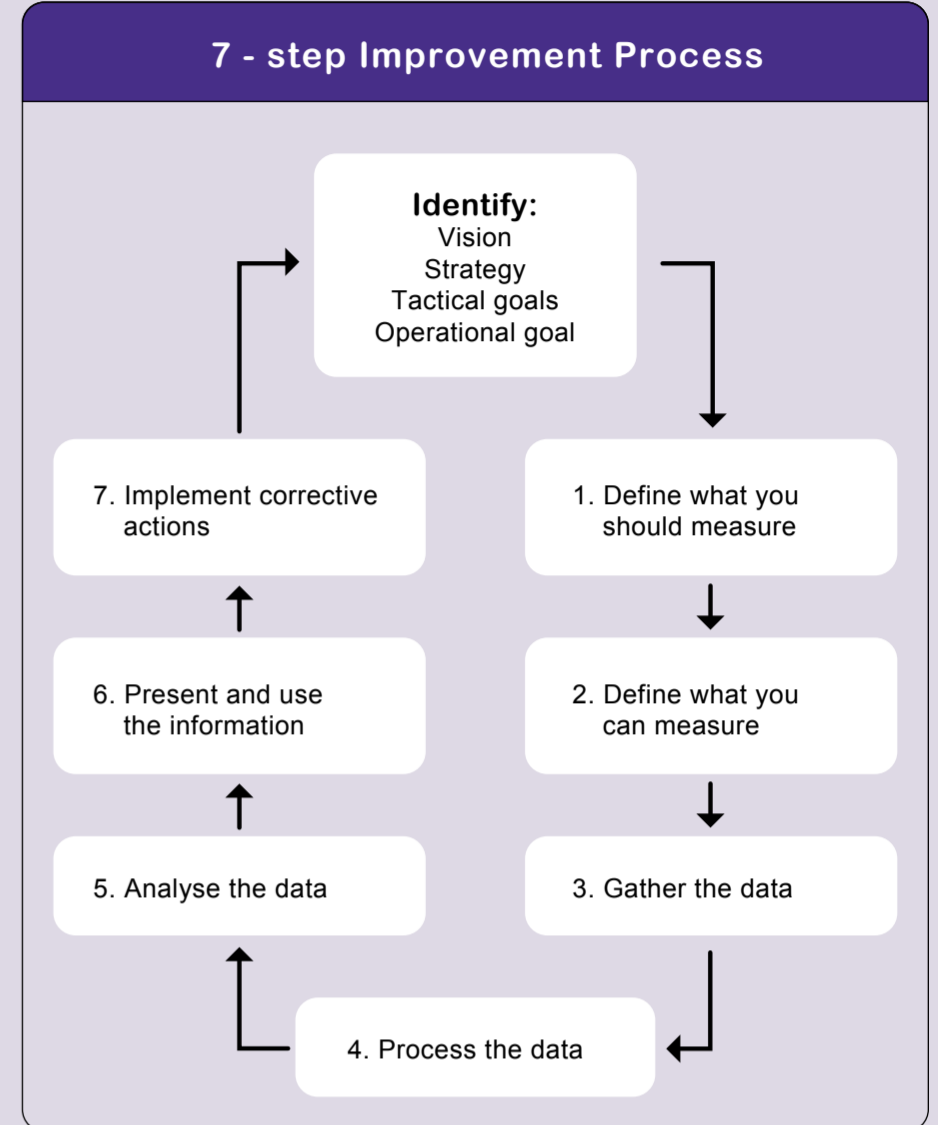


SERVICE STRATEGY



CONTINUAL SERVICE IMPROVEMENT



- Service Reporting
- Service Measurement
- Return on Investment for CSI
- Business Questions for CSI

- AMIS - Availability Management Information System
- BIA - Business Impact Analysis
- CaM - Capacity Management
- CMDB - Configuration Management Database
- CMS - Configuration Management System
- CSF - Critical Success Factor
- DML - Definitive Media Library
- DIKW - Data, Information, Knowledge, Wisdom
- F - Function
- OLA - Operational Level Agreement
- PSO - Projected Service Outage
- RACI - Responsible, Accountable, Consulted, Informed
- RfC - Request for Change
- SC - Service Catalogue
- SCD - Supplier Contract Database
- SIP - Service Improvement Plan
- SKMS - Service Knowledge Management System
- SLA - Service Level Agreement
- SLR - Service Level Requirements
- SMIS - Security Management Information System
- SQP - Service Quality Plan
- UC - Underpinning Contract



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