



Acronym	Description
ACD	Automatic Call Distribution
AM	Availability Management
AMIS	Availability Management Information Systems
ASP	Application Service Provider
BCM	Business Capacity Management
BCM	Business Continuity Management
BCP	Business Continuity Plan
BIA	Business Impact Analysis
BPO	Business Process Outsourcing
BRM	Business Relationship Manager
BSI	British Standards Institute
BSM	Business Service Management
CAB	Change Advisory Board
CAB/EC	Change Advisory Board Emergency Committee
CAPEX	Capital Expenditure
CCM	Component Capacity Management
CFIA	Component Failure Impact Analysis
CI	Configuration Item
CMBD	Configuration Management Database
CMIS	Capacity Management Information System
CMM	Capability Maturity Model
CMMI	Capability Maturity Model Integration
CMS	Configuration Management System
COTS	Commercial off the Shelf
CSF	Critical Success Factor
CSI	Continual Service Improvement
CSIP	Continual Service Improvement Programme
CSP	Core Service Package
CTI	Computer Telephony Integration
DIKW	Data-to-Information-to-Knowledge-to-Wisdom
eSCM-CL	e-Sourcing Capability Model for Client Organizations
eSCM-SP	e-Sourcing Capability Model for Service Providers
FMEA	Failure Modes and Effective Analysis
FTA	Fault Tree Analysis
IRR	Internal Rate of Return
ISG	IT Steering Committee
ISM	Information Security Management
ISMS	Information Security Management System
ISO	International Organization for Standardization

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