

Tämä sanasto täydentää virallista ITIL® V3 suomenkielistä sanastoa. Tässä luettelossa on mukana tärkeimmät uudet ja muuttuneet termit. Lähteenä on käytetty muun muassa ITIL 4, JHS 179, DevOps (DASA) -suomennos, VeriSM-suomennos ja yleisesti saatavilla olevia Lean -sanastoja. Versio marraskuu 2019.

Termi	Käännös ja kommentit
Capability	<b>Kyvykkyys.</b> "The ability of an organization, person, process, application, configuration item, or IT service to carry out an activity." ITIL 4 -yhteydessä sanat "practice" ja "capability" ovat hyvin lähellä toisiaan, monessa paikassa ne ovat synonyymeja. Laajemmassa yhteydessä "capability" on mikä tahansa kyvykkyys, kun "practice" on ITIL:n tunnistama tarpeellinen palvelunhallintakyvykkyys. Kts. myös "practice".
Change authority	<b>Muutoksen hyväksyjä.</b> "A person or group responsible for authorizing a change."
Change enablement (change control)	<b>Muutoksen tuki.</b> ITIL V3 –termi oli change management, ITIL 4 –termi oli aluksi change control, myöhemmin change enablement. Suomenkielinen termi oli muutoksenhallinta.
Continuous deployment	<b>Jatkuva jakelu.</b> "An integrated set of practices and tools used to deploy software changes into the production environment."
Continuous integration / continuous delivery	<b>Jatkuva integraatio/ jatkuva toimitus.</b> "An integrated set of techniques and tools used to merge developers' code, build and test the resulting software, and package it so that it is ready for deployment."
Compliance	<b>Määräystenmukaisuus.</b> "The act of ensuring that a standard or set of guidelines is followed, or that proper, consistent accounting or other practices are being employed."
Deployment management	<b>Jakelunhallinta.</b> "The practice of moving new or changed hardware, software, documentation, processes, or any other service component to live environments." Kts. Release management.
Deliver and support	<b>Toimita ja tue</b> (arvoketjun osa). "The value chain activity that ensures services are delivered and supported according to agreed specifications and stakeholders' expectations."

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Design and transition	<b>Muotoile ja ota käyttöön</b> (arvoketjun osa). "The value chain activity that ensures products and services continually meet stakeholder expectations for quality, costs, and time to market."
Engage	<b>Vuorovaikuta</b> (arvoketjun osa). "The value chain activity that provides a good understanding of stakeholder needs, transparency, continual engagement, and good relationships with all stakeholders."
Error control	<b>Virheen käsittely.</b> "Problem management activities used to manage known errors." Kts. Problem identification ja Problem control.
Four dimensions of service management	<b>Palvelunhallinnan neljä ulottuvuutta.</b> "The four perspectives that are critical to the effective and efficient facilitation of value for customers and other stakeholders in the form of products and services."
Goods	<b>Tavara.</b> "Tangible resources that are transferred or available for transfer from a service provider to a service consumer, together with ownership and associated rights and responsibilities."
Guiding principles	<b>Ohjaavat periaatteet.</b> "Recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure."
Improve	<b>Paranna</b> (arvoketjun osa). "The value chain activity that ensures continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."
IT asset	<b>IT käyttöomaisuus.</b> "Any financially valuable component that can contribute to the delivery of an IT product or service."
Obtain/build	<b>Hanki/rakenna</b> (arvoketjun osa). "The value chain activity that ensures service components are available when and where they are needed, and that they meet agreed specifications."
Organizational change management	<b>Organisaation muutosjohtaminen.</b> "The practice of ensuring that changes in an organization are smoothly and successfully implemented and that lasting benefits are achieved by managing the human aspects of the changes."
Outcome	<b>Tulos.</b> "A result for a stakeholder enabled by one or more outputs."
Output	<b>Tuotos.</b> "A tangible or intangible deliverable of an activity."

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Plan	<b>Suunnittele</b> (arvoketjun osa). "The value chain activity that ensures a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across an organization."
Practice (management practice)  Practice (good practice)	<b>Kyvykkyys</b> . "A set of organizational resources designed for performing work or accomplishing an objective." Kts. myös "capability".  Jos asiayhteys on "good practice", "common practice" tms., kyseessä on <b>käytäntö</b> .
Product	<b>Tuote</b> . "A configuration of an organization's resources designed to offer value for a consumer."
Problem control	<b>Ongelman käsittely</b> . "Problem control activities include problem analysis, and documenting workarounds and known errors." Kts. Problem identification ja Error control.
Problem identification	<b>Ongelman tunnistaminen</b> . "Problem identification activities identify and log problems." Kts. Problem control ja Error control
Release management	<b>Julkaisunhallinta</b> . "The practice of making new and changed services and features available for use." Kts. Deployment management.
Service action	<b>Palveluaktiiviteetti</b> . "Any action required to deliver a service output to a user. Service actions may be performed by a service provider resource, by service users, or jointly."
Service consumption	<b>Palvelun kuluttaminen</b> . "Activities performed by an organization to consume services. It includes the management of the consumer's resources needed to use the service, service actions performed by users, and the receiving (acquiring) of goods (if required)."
Service provision	<b>Palvelun tuottaminen</b> . "Activities performed by an organization to provide services. It includes management of the provider's resources, configured to deliver the service; ensuring access to these resources for users; fulfilment of the agreed service actions; service level management; and continual improvement. It may also include the supply of goods."
Service value system	<b>Palvelun arvojärjestelmä</b> . "A model representing how all the components and activities of an organization work together to facilitate value creation."
Service offering	<b>Palvelupaketti</b> . "A formal description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions."

Termi	Käännös ja kommentit
Sponsor	<b>Sponsori.</b> "A role that authorizes budget for service consumption. Can also be used to describe an organization or individual that provides financial or other support for an initiative."
Utility	<b>Soveltuvuus.</b> ITIL V3 –termi oli hyöty. "The functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'."
Service value chain	<b>Palvelun arvoketju.</b> "An operating model for service providers that covers all the key activities required to effectively manage products and services."
Value stream	<b>Arvovirta.</b> "A series of steps an organization undertakes to create and deliver products and services to consumers."
Value stream mapping	<b>Arvovirran kartoitus.</b> "A Lean management technique to visualize the steps needed to convert demand into value, used to identify opportunities to improve."
Warranty	<b>Toimintavarmuus.</b> ITIL V3 –termi oli takuu. "Assurance that a product or service will meet agreed requirements. Warranty can be summarized as 'how the service performs' and can be used to determine whether a service is 'fit for use'."

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