

Glossary

Cloud Certification Program

www.cloudcredential.org

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The Cloud Credential Council

The Cloud Credential Council is the international industry representation body mandated to drive alignment and develop standards for the cloud computing domain, which is important for organizational and individual training and certification. The Council is independent and vendor neutral, with membership that includes user organizations, vendors, professional associations, and international certification bodies from across the world. Its mission is briefly described as follows: To engage in the development, adoption and use of a vendor-neutral, independent, globally accepted, industry-leading cloud computing and virtualization certification program for IT professionals. "The Cloud Credential Council brings together stakeholders in the cloud computing industry and sets a standard for professional certification through its Cloud Certification Program. The Cloud Credential Council is open to everyone who wants to become a member and participate in the Cloud Certification Program."

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The Glossary has been created and designed to provide (IT) professionals involved in the “cloud” with standard definitions and an understanding of terms. The Glossary Development Team is aware that the cloud domain is evolving rapidly and that, consequently, terms and definitions need to be updated regularly. Members are invited to join to contribute and take part in updating and developing the Glossary.

Finally, the Cloud Credential Council acknowledges the sources listed below, which have been inspirational in the creation and design of the Glossary:

- ITIL® v3 Glossary v3.1.24, 11 May 2007
- NIST-CC - Special Publication 800-145 (Draft), NIST-T
- Gartner – IT Definitions and Glossary <http://www.gartner.com/technology/it-glossary/>)
- ITpreneurs Cloud Computing Foundation Course
- Business Dictionary (<http://www.businessdictionary.com/definition/termination-clause.html>)

Terminology

Account

Definition

User identity, implying some contractual relation

Agility

In business, the capability of rapidly and efficiently adapting to changes; can be applied to, for example, business, process, and technology

API

See application programming interface

API standard

See standard API

Appliance

A preconfigured bundle of hardware and software integrated at the factory, created for a specific purpose, and typically packaged with services at time of sale; metaphorically refers to electric apparatus as in ‘household appliance’

Application	Software that provides the functions that are required by an IT service; each application may be part of more than one IT service and runs on one or more servers or clients
Application Programming Interface (API)	A particular set of rules and specifications that software programs can follow to communicate with each other; it serves as an interface between different software programs and facilitates their interaction, similar to the way the user interface facilitates interaction between humans and computers.
Application service provider	(This term is now superseded by 'SaaS service provider,' though not exactly identical) (ITIL® phase: Service Design) An external service provider that provides IT services using applications running at the service provider's premises; users access the applications by network connections to the service provider
Application stack	A set of related/dependent software assets, for example, Web server plus database and middleware
Application Virtualization Architecture	Application virtualization is software technology that encapsulates application software from the underlying operating system on which it is executed. (ITIL® phase: Service Design) The structure of a system or IT service, including the relationships of components to each other and to the environment they are in; architecture also includes the standards and guidelines, which guide the design and evolution of the system
Assets	Asset: (ITIL® phase: Service Strategy) Any resource or capability; assets of a service provider include anything that could contribute to the delivery of a service; assets can be one of the following types: Management, Organization, Process, Knowledge, People, Information, Applications, Infrastructure, and Financial Capital
Asynchronous	Not at the same time, as in service provisioning without blocking the requestor of the service
Audit	Formal inspection and verification to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met; an audit may be carried out by internal or external groups
Authentication	Establishing the individual identity of a user or determining that the user has certain attributes or is a member of a specified group; the user can be a real user or can be a system or service
Authorization	The process of determining a specific user's eligibility to gain access to an application or function or to make use of a resource; a right or permission that is granted to access a system resource; see also definition of authentication
Automation	Replacement of manual procedures by machines, including hardware and software
Availability	(ITIL® phase: Service Design) Ability of a Configuration Item or IT service to perform its agreed function when required; availability is determined by reliability, maintainability, serviceability, performance, and security; availability is usually calculated as a percentage; this calculation is often based on agreed service time and downtime; it is best practice to calculate availability using measurements of the business output of the IT service
ACID	Atomicity, Consistency, Isolation, Durability

APT	Advanced Persistent Threat
AWS	Amazon Web Services
BASE	Basically Available, Soft State, Eventually Consistency
BYOD	Bring Your Own Device
Backup	(ITIL® phase: Service Design) (ITIL phase: Service Operation) Copying data to protect against loss of integrity or availability of the original
Bandwidth	The amount of data that can be transmitted per unit of time, for example, Gigabit/second
Batch application	An application with low response time requirements, in contrast to interactive applications, often with high volumes and run on a regular basis
Branch computing	A way of operating IT, where every branch office has its own infrastructure and support (becoming obsolete)
Browser	A software program to access content on the Internet, in particular the world wide web of HTTP servers, addressed by a URL
Business continuity	The capability of a business to continue operating in the face of adverse conditions
Business continuity management	(ITIL® phase: Service Design) The business process responsible for managing risks that could seriously impact the business; BCM safeguards the interests of key stakeholders, reputation, and brand and value-creating activities; the BCM process involves reducing risks to an acceptable level and planning for the recovery of business processes should a disruption to the business occur; BCM sets the objectives, scope, and requirements for IT Service Continuity Management
Business intelligence	The application of analytical techniques and processes to data to gain insights and knowledge useful to the optimization of a business or business function
Business model	A blueprint/description of the way a company creates value, including the types of products and their combined pricing structure
BYOD	The practice of allowing the employees of an organization to use their own computers, smartphones, or other devices for work purposes.
Calls (Web services calls)	Atomic invocations that make up the use of Web services
CAP	Consistency, Availability, Partition Tolerance
Capacity	(ITIL® phase: Service Design) The maximum throughput that a Configuration Item or IT service can deliver while meeting agreed service level targets; for some types of CIs, capacity may be the size or volume, for example, a disk drive
Capacity Management	(ITIL® phase: Service Design) The process responsible for ensuring that the capacity of IT services and the IT infrastructure is able to deliver agreed service level targets in a cost-effective and timely manner; Capacity Management considers all resources required to deliver the IT service and plans for short-, medium-, and long-term business requirements
CAPEX	Capital Expense
COBIT	Control Objectives for Information and Related Technology

Change Advisory Board	(ITIL® phase: Service Transition) A group of people that advises the Change Manager in the assessment, prioritization, and scheduling of changes; this board is usually made up of representatives from all areas within the IT service provider, the business, and third parties, such as suppliers
Change Management	(ITIL® phase: Service Transition) The process responsible for controlling the lifecycle of all changes; the primary objective of Change Management is to enable beneficial changes to be made, with minimum disruption to IT services
Chargeback	The charging (cost allocation) between units of the same company; similar to cross- charging
Charging	(ITIL® phase: Service Strategy) Requiring payment for IT services; charging for IT services is optional, and many organizations choose to treat their IT service provider as a cost center
CIO - Chief Information Officer	The person responsible for an organizations' IT strategy and services
Client	A computer that is used directly by a user, for example, a PC, handheld computer, or workstation; the part of a client/server application that the user directly interfaces with, for example, an e-mail client
Cloud auditor	A party that can conduct independent assessment of cloud services, information systems operations, performance, and security of the cloud implementation.
Cloud broker	Cloud Broker – An entity that manages the use, performance and delivery of cloud services, and negotiates relationships between Cloud Providers and Cloud Consumers.
Cloud carrier	The intermediary that provides connectivity and transport of cloud services from Cloud Providers to Cloud Consumers.
Cloud computing	Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (for example, networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction; this cloud model has five essential characteristics: on-demand self-service, broad network access; resource pooling, rapid elasticity, measured service
Cloud customer	Cloud subscriber — a person or organization that has been authenticated to a cloud and maintains a business relationship with a cloud (Source: NIST SAJACC)
Cloud consumer	See cloud customer
Cloud ecosystem	An interrelated and interdependent set of providers of cloud services and products
Cloud Management provider	A Cloud Management provider provides all the service-related functions that are necessary for the management and operations of those services required by or proposed to customers
Cloud provider	See cloud service provider
Cloud service provider	The person, organization, or entity responsible for making a service available to service consumers
Cloud services	Services that are delivered by cloud providers

Cloudscape	Short for cloud landscape; the entirety of assets, services, vendors, and service contracts
CMDB	Configuration Management Database (ITIL® phase: Service Transition) A database used to store configuration records throughout their lifecycle; the Configuration Management System maintains one or more CMDBs, and each CMDB stores attributes of CIs and the relationships with other CIs
Community cloud	Community cloud — a cloud infrastructure that is shared by several organizations and supports a specific community that has shared concerns (for example, mission, security requirements, policy, and compliance considerations); it may be managed by the organizations or a third party and may exist on premise or off premise (Source: NIST CC Definition)
Compliance	Ensuring that a standard or set of guidelines is followed or that appropriate, consistent accounting or other practices are being employed
Confidentiality	The security goal that generates the requirement for protection from intentional or accidental attempts to perform unauthorized data reads; confidentiality covers data in storage, during processing, and in transit (ITIL phase: Service Design); a security principle that requires that data should only be accessed by authorized people
Configuration	(ITIL® phase: Service Transition) A generic term used to describe a group of Configuration Items that work together to deliver an IT service or a recognizable part of an IT service; configuration is also used to describe the parameter settings for one or more CIs
Configuring	The process of developing and deploying a configuration (see configuration)
Connectivity	As in Internet connectivity: the capability of making connections to, for example, servers on the Internet
Content delivery network	A network of geographically distributed servers that replicate data (content) to users and otherwise improve the content and its delivery for users
Content distribution network	A synonym for a content delivery network
Contingency plan	A plan of which the execution is conditional upon a specific (typically negative) event
Controller (in the context of privacy)	Broadly: A person or organization determining what happens with data; see also EU data protection directive
Corruption (of data)	Changes to data that reduce its integrity or usefulness, typically as a result of hardware/ software failure
Cost per seat	Total cost divided by maximum number of simultaneous users or alternatively, the number of registered users
CPU	The component of a computer system that controls the interpretation and execution of instructions
Credential	Proof of identity issued by a trusted identity provider
Cross-charging	The way one organizational unit compensates another unit of the same organization
CSA	Cloud Security Alliance
CSS	Cascading Style Sheets
Custom Web site	A Web site specifically built for a particular purpose, as opposed to being an instance of a generic service (for example, a blog)

Customer	Someone who buys goods or Services; the customer of an IT service provider is the person or group who defines and agrees the service level targets; the term customers is also sometimes informally used to mean users, for example, “this is a customer-focused organization”
Customer Relationship Management (CRM) system	An information system to record data about customers and interactions with customers
Data center	A physical building with a substantial number of servers, storage, and network connections
Data format	The type of encoding of data
DAS	Direct Attached Storage
DDoS	Distributed Denial of Service
Deployment	(ITIL® phase: Service Transition) The activity responsible for movement of new or changed hardware, software, documentation, processes, and so on to the live environment; deployment is part of the Release and Deployment Management process
Desktop productivity (tools)	An application category including word processing, typically operating on a user’s personal data
Developer, development	Development: (ITIL® phase: Service Design) The process responsible for creating or modifying an IT service or application; also used to mean the role or group that carries out development work
Digital identities	The digital representation of an identity
Disk drive	A class of nonvolatile storage devices; traditionally magnetic or optical, but often used as a generic term for randomly accessible permanent storage
Download	Transfer of data, typically from a server to a user
Downtime	(ITIL® phase: Service Design) (ITIL phase: Service Operation) The time when a Configuration Item or IT service is not available during its agreed service time; the availability of an IT service is often calculated from agreed service time and downtime
DR	Disaster Recovery
Ecosystem	See cloud ecosystem
Edge server	On a content delivery network, a server that is nearest to the final destination
EMM	Enterprise Mobility Management
Elastic	In the context of cloud computing, being able to grow and shrink
Encoding	Transliteration of information into a specific set of symbols
ENISA	European Union Agency for Network and Information Security
Environment	(ITIL® phase: Service Transition) A subset of the IT infrastructure that is used for a particular purpose; for example, live environment, test environment, and build environment.
Execution	Here: Follow/effect instructions
Exit process	The process through which a supplier relation is terminated and relevant assets and services are prepared for transferal to a new supplier

Exit strategy	The planned set of actions to terminate the contract with a provider and move assets and service usage to another provider; this could be for business reasons or because the provider goes out of business
Externalizing	Bringing assets and service owners outside the organization; similar to outsourcing
Extranet	Secure network/IT assets, shared by autonomous organizations; this concept is outdated and superseded by “community cloud”
Fabric	In the context of cloud computing, indicating a network of components
Federated identity	An identity accepted by a federation
Federation	In the context of IT, a set of organizations with some trust relation, in this case with respect to member or user identities
Firewall	A function to restrict network access according to specific rules
Functionality	Function: An intended purpose of a Configuration Item, person, team, process, or IT service; for example, one function of an e-mail service may be to store and forward outgoing mails while one function of a business process may be to dispatch goods to customers
Governing, governance	Governance: Ensuring that policies and strategy are actually implemented and that required processes are correctly followed; governance includes defining roles and responsibilities, measuring and reporting, and taking actions to resolve any issues identified
Grid computing	A term referring to the combination of computer resources from multiple administrative domains to reach a common goal. Becoming an obsolete term.
Guest operating system	An operating system that is run on top of a virtualization layer (that is, hypervisor), not directly on the hardware
HA	High Availability
Hosting	Providing a server for an application
Hotfixes	A hotfix was originally the term applied to software patches that were applied to live, that is, still running systems; lately the term has been more generally used to denote rapid software updates
HTML	HyperText Markup Language
HTTP	HyperText Transfer Protocol
Hybrid cloud	The cloud infrastructure is a composition of two or more clouds (private, community, or public) that remain unique entities but are bound together by standardized or proprietary technology that enables data and application portability (for example, cloud bursting for load-balancing between clouds) (Source: NIST CC Definition)
IAM	Identity and Access Management
IDM	Identity Management
Identity	(ITIL® phase: Service Operation) A unique name that is used to identify a user, person, or role; the identity is used to grant rights to that user, person, or role; for example, identities might be the user name SmithJ or the role “change manager”

Identity Management	Identity Management (IdM) is a term related to how humans are identified and authorized across computer networks; it covers issues such as how users are given an identity, the protection of that identity, and the technologies supporting that protection (for example, network protocols, digital certificates, passwords, and so on); includes lifecycle management of these identities
Identity provider	Issuer of identities, typically including the facility to authenticate
Image factory	A service to produce virtual machine images out of specified application components
Information Technology (IT)	The use of technology for the storage, communication, or processing of information; the technology typically includes computers, telecommunications, applications, and other software; the information may include business data, voice, images, video, and so on; IT is often used to support business processes through IT services
Infrastructure	All the hardware, software, networks, facilities, and so on that are required to develop, test, deliver, monitor, control, or support IT services; the term IT infrastructure includes all of the Information Technology but not the associated people, processes, and documentation
Infrastructure as a Service	Infrastructure as a Service (IaaS) — the capability provided to the consumer to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications; the consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications, and possibly limited control over select networking components (for example, host firewalls) (Source: NIST CC Definition)
Integration (software)	Here: Bundling applications for use by end users while enabling meaningful data exchange between these applications
Integrity	(ITIL® phase: Service Design) A security principle that ensures that data and Configuration Items are only modified by authorized personnel and activities; integrity considers all possible causes of modification, including software and hardware failure, environmental events, and human intervention
Interactive	Allowing real-time interaction, as opposed to batch.
Interconnect infrastructure	Network infrastructure including hardware and security measures
Interfaces	Means through which IT systems are accessed or connected
ISO	International Organization for Standardization
ISV	Independent Software Vendor
IT infrastructure	All the hardware, software, networks, facilities, and so on that are required to develop, test, deliver, monitor, control, or support IT services; the term IT infrastructure includes all of the Information Technology but not the associated people, processes, and documentation
IT Service Management	The implementation and management of quality IT services that meet the needs of the business; IT Service Management is performed by IT service providers through an appropriate mix of people, processes, and Information Technology

IT strategy	A set of objective(s), principles, and tactics relating to the IT that the organization uses
ITIL processes (list of)	Information Technology Infrastructure Library: A framework that describes IT Service Management processes
Job	A software task; as part of a batch process
JSON	JavaScript Object Notation
Landscape (IT ..., Cloud ...)	The entirety of assets, services, vendors, and service contracts
LAN	Local Area Network
LDOMs	Logical Domains
Latency	In the context of data transmission, the time it takes for data to travel from one place to another
Legacy application	An application with a long history in the organization, often with a high operational and exit cost
Library (application ...)	A set of reusable software assets, typically not directly for user use.
License	A legal agreement to be granted the right to use of something
Load balancer	A (virtual) server that distributes Web traffic over a number of servers
Local network	A network related to a geographically confined space, characterized by having low latencies and high bandwidth
Lock-in	Technology dependence with a high migration cost
Logfiles	Records of (system) activity
LPARs	Logical Partitions
LUN	Logical Unit Number
Management interface	A user interface specifically for administrators
Mash-ups	In Web development, a mash-up is a Web page or application that uses and combines data, presentation, or functionality from two or more sources to create new services
Master data	Data that is relatively stable, in contrast to transactional data; for example, catalog data and user identities
MaaS	Monitoring-as-a-Service
MDM	Mobile Device Management
Middleware	(ITIL® phase: Service Design) Software that connects two or more software components or applications; middleware is usually purchased from a supplier, rather than developed within the IT service provider
Migrating applications	See also migration
Migration	Change of provider, supplier, or architecture while retaining some of the current assets
Mitigation	When applied to risk: Reduction of harm or negative effect
Monitoring-as-a Service (MaaS)	A service that continuously tracks certain states of applications, networks, systems, instances or any element within the cloud.

Multitenant	A multitenant application has multiple customers sharing the same infrastructure, typically without sharing any data
NAS	Network Attached Storage
Network	The technology through which data is transmitted
Network perimeter	Traditionally, the administrative border of the network
Network Functions Virtualization (NFV)	Network Functions Virtualization (NFV) is a network architecture concept that proposes using IT virtualization related technologies to virtualize entire classes of network node functions into building blocks that may be connected, or chained, together to create communication services.
Network Virtualization	In computing, network virtualization is the process of combining hardware and software network resources and network functionality into a single, software-based administrative entity, a virtual network.
NIC	Network Interface Card (hardware)
NFVI	Network Functions Virtualization Infrastructure
NFV M&O	Network Functions Virtualization - Management and Orchestration
NIST	(US) National Institute of Standards and Technology
NoSQL	Not Only SQL
OAuth	Open Authorization
ONF	Open Networking Foundation
Online portal	A Web application that serves as a directory to a number of functions
Operating model	An abstract representation of how an organization works, including processes, organization, and technology
Operational assurance	Making sure the systems are operational
Operator	Service owner: (ITIL® phase: Continual Service Improvement) A role that is accountable for the delivery of a specific IT service
OPEX	Operating Expense
Orchestration	A service to automatically provision interrelated services and (virtual) servers
O/S	Operating System
OSI	Open Systems Interconnection
Outsourcing	Contracting the services of outside suppliers instead of providing those services with the company's own staff and assets; (ITIL phase: Service Strategy) Using an external service provider to manage IT services
Password	A secret used to authenticate a user to an account
Patch	A patch is a change applied to a piece of software designed to fix problems
Performance Management	(ITIL® phase: Continual Service Improvement) The process responsible for day-to-day Capacity Management activities; these include monitoring, threshold detection, performance analysis and tuning, and implementing changes related to performance and capacity
Physical	In the context of cloud computing and virtualization: Real, as opposed to virtual
PII	Personally Identifiable Information
Platform	A technology to build software solutions on; typically, a combination of hardware and software

Platform as a Service	Platform as a Service (PaaS) — the capability provided to the consumer is to deploy onto the cloud infrastructure consumer-created or acquired applications created using programming languages and tools supported by the provider. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, or storage, but has control over the deployed applications and possibly application hosting environment configurations. (Source: NIST CC Definition)
Plug-in	An additional piece of software, to add specific abilities to a larger software application, such as a browser
PKI	Public Key Infrastructure
Privacy	The right of individuals to selectively disclose information about themselves and restrict the further use of that information by any party
Private cloud	The cloud infrastructure is operated solely for an organization; it may be managed by the organization or a third party and may exist on premise or off premise (Source: NIST CC definition)
Process maturity	(ITIL® phase: Continual Service Improvement) A measure of the reliability, efficiency, and effectiveness of a process, function, organization, and so on; the most mature processes and functions are formally aligned to the business objectives and strategy and are supported by a framework for continual improvement
Processor (in the context of privacy)	Broadly: Person or organization handling data
Procurement	Acquisition of goods and/or services
Proprietary (technology)	Technology that is not freely usable by other vendors, for example, because it is patented or secret
Provider	Service provider: (ITIL phase: Service Strategy) An organization supplying services to one or more internal customers or external customers
Provisioning	Provisioning/configuration — process of preparing and equipping a cloud to allow it to provide (new) services to its users
Public cloud	Public cloud — the cloud infrastructure is made available to the general public or a large industry group and is owned by an organization selling cloud services
RDBMS	Relational DataBase Management System
REST	Representational state transfer
Real-time	Immediate, without much delay
Redundancy	Replicated assets in order to reduce single points of failure
Reference (local/remote)	Here: URL
Relying party	In Identity Management, the party that relies on another party to authenticate users
Replicate	A copy, with the intent of using this in production rather than as a backup
Reporting application	An application that produces, for example, monthly reports, as opposed to an application that provides immediate or near-immediate information
Request fulfillment	(ITIL® phase: Service Operation) The process responsible for managing the lifecycle of all service requests

Residual Risk	Risks that remain after all risk management measures have been taken
Resilience	(ITIL® phase: Service Design) The ability of a Configuration Item or IT service to resist failure or to recover quickly following a failure, for example, an armored cable will resist failure when put under stress
Resource	(ITIL® phase: Service Strategy) A generic term that includes IT Infrastructure, people, money or anything else that might help to deliver an IT service; resources are considered to be the assets of an organization
Risk	A possible event that could cause harm or loss or affect the ability to achieve objectives; a Risk is measured by the probability of a threat, the vulnerability of the asset to that threat, and the impact it would have if it occurred
Risk Management	The process responsible for identifying, assessing, and controlling risks
Risk mitigation	Reduce in effect
Roadmap	In IT, a set of plans with alternatives
ROI	Return on Investment
Sandbox	In IT, a restricted environment in which software is executed
SAML	Security Assertion Markup Language
SAN	Storage Area Network
SDN	Software Defined Networking
SIEM	Security Incident Event Management
Scalability	The ability of an IT service, process, Configuration Item, and so on to perform its agreed function when the workload or scope changes
SecaaS	Security-as-a-Service
Security entitlements	In IT, digital identities and the authorizations associated with them
SDN	Software-defined networking (SDN) is an approach to computer networking that allows network administrators to manage network services through abstraction of lower-level functionality
Security-as-a-Service (SecaaS)	Security as a Service refers to the provision of security applications and services via the cloud either to cloud-based infrastructure and software or from the cloud to the customers' on-premise systems (Source: CSA)
Security Management	ISM: (ITIL® phase: Service Design) The process that ensures the confidentiality, integrity, and availability of an organization's assets, information, data, and IT services; Information Security Management usually forms part of an organizational approach to Security Management, which has a wider scope than the IT service provider, and includes handling of paper, building access, phone calls, and so on for the entire organization
Sensitive data	Data of which unauthorized disclosure poses a risk
Server	(ITIL® phase: Service Operation) A computer that is connected to a network and provides software functions that are used by other computers
Server Virtualization	Server virtualization is the masking of server resources, including the number and identity of individual physical servers, processors, and operating systems, from server users.
Service Design	(ITIL® phase: Service Design) A stage in the lifecycle of an IT service; ITIL phase: Service Design includes a number of processes and functions and is the title of one of the core ITIL publications

Service Level Agreement (SLA)	SLA — a document explaining expected quality of service and legal guarantees. (Source: NIST-SAJACC)
Service Management	Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services
Service model	A service model describes the way in which one can interact with a service provider: Types of service requests and division of obligations
Service Operation	(ITIL® phase: Service Operation) A stage in the lifecycle of an IT service; ITIL® phase: Service Operation includes a number of processes and functions and is the title of one of the core ITIL publications
Service Strategy	(ITIL® phase: Service Strategy) The title of one of the core ITIL publications; ITIL® phase: Service Strategy establishes an overall strategy for IT services and for IT Service Management.
Service Transition	(ITIL® phase: Service Transition) A stage in the lifecycle of an IT service; ITIL® phase: Service Transition includes a number of processes and functions and is the title of one of the core ITIL publications
Service(s)	A means of delivering value to customers by facilitating the outcomes customers want to achieve without the ownership of specific costs and risks
SI	See system integrator
System integrator	A contractor or service provider who assembles hardware, software, and services into an IT asset with business value
SOAP	Simple Object Access Protocol
Social media	Public applications (Web sites and mobile applications) mainly used to interact between people
Software as a Service	Software as a Service (SaaS) — the capability provided to the consumer is to use the provider’s applications running on a cloud infrastructure; the applications are accessible from various client devices through a thin client interface. such as a Web browser (for example, Web-based e-mail); the consumer does not manage or control the underlying cloud infrastructure, including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings (Source: NIST CC definition)
Software release	(ITIL® phase: Service Transition) A collection of hardware, software, documentation, processes, or other components required to implement one or more approved changes to IT services; the contents of each release are managed, tested, and deployed as a single entity
Sourcing	Service sourcing: (ITIL® phase: Service Strategy) The strategy and approach for deciding whether to provide a service internally or to outsource it to an external service provider; service sourcing also means the execution of this strategy
SQL	Structured Query Language
Spreadsheets	A category of software for end-user computing, oftentimes also a category of applications generated and managed by users
SSO	Single Sign on
Standard API	An API adhered to by a number of independent providers
Storage	The technology through which data is stored

Storage Area Network (SAN)	Virtualized storage, storage shared between multiple servers
Storage Virtualization	Storage virtualization is the amalgamation of multiple network storage devices into what appears to be a single storage unit, from which multiple logical storage devices can be presented to consumers.
Synchronization	Originally, keeping the same time; in the context of IT typically, the process of making data copies identical
System administrators	People performing System Management
System Management	The part of IT Service Management that focuses on the management of IT infrastructure rather than on the management of processes
Tape	In IT, magnetic tapes in their capacity as storage devices
Target platform	A platform for the production environment, as opposed to the development platform
TCO	Total Cost of Ownership
Termination clause	A provision in a contract which allows for its termination under specified circumstances; also called a termination provision
Time sharing system	A system through which CPU time is shared over users, historically through simple terminals
TOGAF	The Open Group Architecture Framework
Touch points	In IT, interfaces between infrastructure items that are under the control of the organization and outside infrastructure
Transactional awareness	In IT, being able to manage and monitor transactions
Uniform Resource Locator (URL)	An address on the World Wide Web
Updates	New versions, implying some form of compatibility with the previous version
Upgrades (software/capacity)	Extending the functionality of software and/or capacity of hardware
Upload	Transfer of data, typically from a user to a server
User interface	The space where interaction between humans and machines occurs (can include technology as well as service and cognitive elements)
VDI	Virtual Desktop Infrastructure
Vendor lock-in	The situations where large vendor-specific investments are made, which increase the cost of switching away from that vendor
Vertically integrated	Of businesses: Spanning a supply chain from raw goods to final end-user products and services
Virtual appliance	An appliance delivered as a virtual machine image, which includes a bundle of virtual hardware and software created to serve a specific purpose (for example, Web server)
Virtual desktop infrastructure	Virtual desktop infrastructure (VDI) is the practice of hosting a desktop operating system within a virtual machine (VM) running on a centralized server.
Virtual environment	An environment consisting of virtualized resources
Virtual machine	Software that looks and behaves just like a physical server onto which an operating system can be loaded

Virtual Private Network (VPN)	A seemingly closed and dedicated network using public network resources
Virtual server	A virtualized server, typically including an operating system
Virtualization	Abstracting hardware resources, typically through software, to mask the physical boundaries to the user (for example, to provide multiple copies of a server)
Virtualized development environment	An environment consisting of virtualized resources, in which development is done
VMM	Virtual Machine Manager
VNF	Virtualized Network Function
VPC	Virtual Private Cloud
Waterfall model	A development approach where phases are executed sequentially
Web hosting	Hosting of Web sites (that is, applications accessed over HTTP)
Web service	An API accessed over the Web
Wide Area Network	A network with a large, potentially global, geographical scope
Workload	The resources required to deliver an identifiable part of an IT Service. Workloads may be categorized by users, groups of users, or functions within the IT service. This is used to assist in analyzing and managing the capacity, performance, and utilization of Configuration Items and IT services. The term Workload is sometimes used as a synonym for Throughput.
Workload portability	System portability - the ability of a service to run on more than one type or size of cloud [Source: modified from U.S. Federal Standard 1037C]
Workplace	The computing device through which users interact with an information system, also known as endpoint
Workspace	In the context of IT: Client device including business applications
XaaS	Anything as a Service