

The Most Important Terms Simply Explained



APPLICATION MANAGEMENT SERVICES GLOSSARY



NTT DATA Business Solutions



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THE MOST IMPORTANT AMS TERMS

Dear Reader,

What is the difference between an incident and a service request? What is a service desk? What are the goals of incident management, change management or problem management? Are you familiar with RACI and what it means?

These are some of the many concepts that need to be understood and that can be found in the Information Technology Infrastructure Libraries (ITIL). Services and offering in the field of ITIL and IT Service Management are often summarized under the term Application Management Services (AMS).

A sound understanding of the advantages of outsourcing IT services and activities will make your company's digital transformation easier. Service outsourcing gives you the space to strategically use your own IT resources. We have rounded up the most important AMS terms for you in this glossary to offer an insight into the AMS world and provide a better understanding of IT service processes.

If you have any questions about the terms in our glossary or would like us to advise you on your individual service outsourcing, please write to us at: anfrage-solutions-de@nttdata.com or call +49 800 4808007.

We look forward to talking to you!

Your AMS team from NTT DATA Business Solutions AG



Application

Software which provides functions required by IT services. Each application can be part of more than one IT service and is executed by one or more servers or clients.



Application Management Services

Application Management Services (AMS), also called Application Lifecycle Management Services (ALMS), combine the development and support of applications throughout their lifecycle. This also includes extensive user support, service support and possibly further development of or changes to the software.



Change

Enhancement of an existing specification, product or service. This includes adding, changing or removing approved and supported software and applications as well as environmental components, systems, desktop builds, hardware and/or network components. It also includes the related configuration and documentation of the adjustments.



Change Management

The process responsible for controlling the lifecycle of all changes, so that changes can be handled with only minimal interruptions to IT services.



Change Request

A change request (CR) is a formal request to change an existing condition. Every change request must be evaluated, defined and communicated within a controlled process. Implementation can take place within the framework of a Change Control Board (CCB) or Change Advisory Board (CAB), that assesses the final decisions after checking the content and timeframe.

A CR contains the following information:

- description of the change
- date of CR creation and requested implementation
- creator of the CR
- cost and time assessment

A formal proposal for a change contains details and can be recorded electronically. This term is often misused to mean a change record or the change itself.



Continual Service Improvement

The aim of Continual Service Improvement (CSI) is the continuous improvement of IT services. Quality management techniques based on the ITIL methodology are used to learn from past positive and negative experiences and to continuously improve service processes (refers also to ISO 20000).



Disruption

An unplanned interruption that is not part of standard operation in an IT service. This may cause a reduction in the agreed quality of service and can potentially cause delays.



End User

In the context of AMS: a person who uses the software provided to support their daily work.



Escalation

An activity which receives additional resources when needed to meet service level agreements or customer expectations. Escalation can be required in any IT service management process but is most often associated with incident management, problem management, and managing customer complaints.



Hosting (Managed Cloud)

Hosting, as a partial aspect of managed services, deals with the implementation of the agreed (international) service and support concepts (3-shift operation, 24x7 service) related to the IT and SAP landscape. Among other things, this includes the provision of selected and future-proof software and hardware components, as well as professional ongoing maintenance, archiving, monitoring and further development of the SAP landscape.



Incident

An unplanned interruption to an IT service process or a reduction in the quality of an IT service. A malfunction which causes one or more IT services or other configuration elements to fail. Likewise, the failure of a configuration element that has not yet affected the service is also an incident – for example, the failure of one disk from a mirror set.



Incident Management

The process responsible for managing the lifecycle of all incidents. This ensures that normal service operations are restored as quickly as possible and the business impact is minimized (under certain circumstances, a workaround can also be used).



ISO 20000 (AMS)

ISO/IEC 20000 IT Service Management serves as a measurable quality standard for IT Service Management (ITSM). For this purpose, the necessary minimum requirements for processes are specified and presented in ISO/ IEC 20000, which an organization must establish in order to be able to provide and manage IT services of a defined quality. ISO/IEC 20000 is based on and complements the process descriptions as set out by the IT Infrastructure Library (ITIL) of the Cabinet Office [1] (until 2010: Office of Government Commerce – OGC). Source: International Organization for Standardization (www.iso.org).



ITIL

ITIL is a collection of best practice publications for IT service management that provides guidance on how to deliver quality IT services and the processes, functions and other capabilities that are required to support them. The ITIL framework is based on a service lifecycle and consists of five lifecycle phases (service strategy, service design, service transition, service operation and continual service improvement). Source: German Federal Office for Security in Information Technology (www.bsi.bund.de).



KPI

A key performance indicator describes the metrics used to measure and/or determine the progress or degree of fulfillment regarding important objectives or critical success factors within an organization. Many metrics can be measured, but only the most important of these are defined as key performance indicators and used to manage and report on the process, IT service or activity. They should be selected to ensure that efficiency, effectiveness and cost-effectiveness are all managed.



Key User

A user on the customer side who supports communication with the service desk or other parts of the IT service provider through their in-depth understanding of the process. They are the main point of contact and are experts in the customer's business processes that are supported by an IT service. They also provide support for minor incidents and training.



Monitoring

Repeated observation of a configuration item, IT service or process to detect events and to ensure that the current status is known.



Nearshore

Provision of services from a country that is usually in the same time zone as the customer's location. This can be the provision of an IT service or the support of functions, such as the service desk. See also Offshore, Onshore.



Offshore

Provision of services from a location outside the time zone in which the customer is based, often on another continent. This can be the provision of an IT service or the support of functions such as a service desk. See also Nearshore, Onshore.



Onshore

Provision of IT services from a location within the country in which the customer is based. See also Nearshore, Offshore.



Prioritization

The urgency and potential for damage of an incident determines the priority of the ticket. A priority is defined for each ticket by the reporting party according to the definition of priorities in SAP Note 67739 (priorities of problem reports) or, in the case of BW, SAP Note 376997 (BW customer reports service marketplace). The service provider checks the selected priority. If necessary, the latter will change the priority after consulting with the reporting party. The priority assigned describes the impact of the report on business processes.



Problem Management

The basic goal of problem management is to resolve problems, thereby minimizing the number of incidents and improving system stability and quality. Problem Management is responsible for managing the lifecycle of all problems. It prevents the repetition of incidents and minimizes the impact of incidents that cannot be prevented.



RACI

A model for defining roles and responsibilities. RACI stands for:

- **Responsible** – for the actual implementation. A person who initiates implementation (themselves or by others). This is also interpreted as responsibility in a disciplinary sense.
- **Accountable** – in the sense of "approve" or "sign off" (cost or overall responsibility). A person who is responsible in the legal or commercial sense. This is also interpreted as responsibility from a cost center perspective.
- **Consulted** – a person who may not be directly involved in the implementation but who has relevant information for the implementation and therefore should or must be involved, or who carries out the actual work (corresponds to the work in the REWA concept).
- **Informed** – a person who receives information about the progress and/or the result of the activity, or who is authorized to receive information.



Response Time (qualified)

Within the qualified response time, the report is subject to a qualified initial analysis to being problem-solving. The response time is measured in the provider's service portal based on ticket status from the time a message is recorded until it is processed in the provider's ticket system.



Remote Services

Services that are provided remotely from another location (as opposed to on-site services, which are frequently used in transition projects).



Reporting

Service reporting provides information about billing, service content such as ticket number, service provider, service date, cost per service and compliance with the defined service level agreements.



Release

One or more changes to an IT service process which are created, tested, and deployed. A single release can include changes to hardware, software, documentation, processes, and other components.



Service Consultant AMS

The tasks of a service consultant for AMS include:

- checking the completeness of tickets if necessary, as well as the classification and priority
- processing tickets (faults, service requests, change requests)
- checking tickets for existing solutions
- developing and providing solutions
- advising key users (users)
- planning the implementation of change requests



Service Control Board

A group of decision-makers and service managers who meet to discuss compliance with the Service Level Agreements (SLAs). Points such as planning, future measures, implementation strategies, reporting and potential for improvement are discussed, documented and approved. If necessary, corresponding contractual adjustments will be initiated on this basis.



Service Delivery Manager (SDM)

An assigned service manager who is responsible for the IT services delivered to the customer. The tasks of the Service Delivery Manager include:

- coordinating activities internally and externally
- planning and overseeing implementation
- monitoring malfunctions or service requests and change tasks
- assuming responsibility for all services provided by the service provider
- coordinating internal services
- coordinating capacity and resource management
- arranging targeted adjustments to the AMS service in cooperation with the customer service manager
- monitoring the SLAs (Service Level Agreements)
- regularly monitoring the agreed service quality and ensuring customer satisfaction
- reporting
- communicating with the customer's service manager and any other parties involved on the customer side
- coordinating service billing with the customer



Service Desk

The tasks of the service provider's service desk can include:

- checking new tickets for category, priority and application area and adding or changing them if necessary
- providing ad hoc solutions
- in exceptional cases: checking requests received by phone, email or fax and creating tickets for them
- monitoring incoming tickets, ensuring the agreed response time
- assigning tickets to the service consultants



Service Desk Team

The first point of contact for support within the agreed service times. The service desk team first analyzes each report that has been recorded in the service portal, this includes checking the information provided, the selected priority and categorization (e.g. SAP component) and then assigning it to the responsible support team.



Service Catalog

Clear and precise assignment of the tasks and service areas of the internal IT department, the external service provider or the mutual relationship between the two. See also RACI.



Service Level Agreement (SLA)

An agreement between an IT service provider and a customer. A Service Level Agreement (SLA) describes the IT service, documents service level goals and defines the responsibilities of the IT service provider and the customer. An example of a classic SLA: a response time of one hour for a defined type of incident with priority 1.



Service Level Management

The goal of service level management is the ongoing optimization of shared service processes. The main activities of service level management are:

- drawing up SLAs and defining their metrics
- measuring and evaluating the SLAs on a monthly basis
- determining optimization potential
- determining measures to implement the optimization potential



Service Manual

Documentation of roles, responsibilities and support processes as agreed in the AMS contract.



Service Packages

Service packages are defined scopes of services at a fixed monthly price or on a cost basis. For example:

- basic check package
- FI/CO basic package
- PI monitoring and administration
- HCM service package



Service Portal

As a rule, all messages are recorded in a ticket system. Central ticket systems are often used by customers 24 hours a day, 7 days a week. A widely used ticket system is the SAP Solution Manager Service Desk, to which authorized customer employees have access via a web application. If necessary, third-party ticket systems can be connected on the customer side via interfaces.



Service Request

A standard task such as user administration or advice.



Service Transition

This describes transfer activities within the application management services of the IT service provider, including the stabilization of the corresponding processes and solutions.



Service Times

An agreed period of time during which a particular IT service should be available. For example, "Monday to Friday 8 a.m. to 6 p.m. (CET / CEST) except on national holidays, Christmas and New Year's Eve". Service times are defined in a Service Level Agreement (see SLA).



Test management

Part of Application Management Services supports the customer with test management. This also includes creating test concepts and scripts for conducting and evaluating tests. As a rule, results are evaluated, risks assessed and an acceptance issued.



Test

After changes to the system, be it due to error correction, incidents or changes, a test of the function affected should be carried out immediately in the test and acceptance system. Not only the change, but also the previous function should be critically examined. The change should only be accepted in the system after it has been approved.



Ticket

An electronic customer request containing a description of a fault or service request, problems or a change request. This data includes the ticket number, ticket creator, time of creation, priority level, category, problem description, problem solution, overview of previous steps with times, processing status and affected system.



Ticketing Tool

A tracking or case processing system in the form of software to manage receipt, confirmation, classification and processing of customer requests (tickets or cases). Incoming customer calls, emails and faxes are also considered requests. See also Service Portal.



Knowledge Transfer

This is the sharing of knowledge between customers, consultants from a deployment project or a third-party provider and the service team of the IT service provider. The aim of knowledge sharing is to ensure the widest possible use of the knowledge available within the organization to optimize decision-making.

Knowledge transfer can and should take place in different ways. It is important to be familiar with both the customer's system and processes and to document content as part of knowledge transfer.



Workaround

Reduce or eliminate the effects of an incident or problem, for which a complete solution is not yet available, for example, by restarting a failed configuration item. Workarounds are documented in the incident record.

ABOUT NTT DATA BUSINESS SOLUTIONS

Digital transformation helps companies reach their full potential – if the underlying technologies work for the people using them! At NTT DATA Business Solutions, we design, implement, manage and continuously enhance SAP solutions to make them work for companies – and for their people.

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Our AMS portfolio includes Application Support, AMS for Cloud Solutions, SAP Basis Support, SAP Development, Service Management, Transition Services, Monitoring as well as IT Training and Enablement for SAP users.

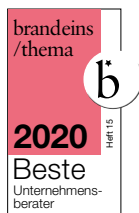
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Would you like to learn more about Application Management Services?

Visit our website at itel.li/ams-services or contact us directly on +49 800-4808007.

We look forward to hearing from you.



Would you like to learn more?
Contact us:

Tel. +49 800 480 8007
anfrage-solutions-de@nttdata.com
www.nttdata-solutions.com

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