

EOSC Future Glossary

This is the glossary for the EOSC Future project with definitions of terms and acronyms. It may be referred by deliverables, milestones and other publications relating to EOSC. Additions and other changes to this glossary should be coordinated by EOSC Future work package leaders.

Definitions which contain terms/keywords that are themselves defined in the glossary should be marked in *italics*. If you have any questions please contact [Matthew Viljoen](#)

Accessibility of information

(FitSM-0) Property of information being accessible and usable by an authorized party

Activity

(FitSM-0) Set of actions carried out within a *process*

Assessment

(FitSM-0) Set of actions to evaluate the *capability level* of a *process* or the overall *maturity level* of a *management system*

AAI

Authentication and Authorization Infrastructure. A *service* (or distributed set of *services*) which enables users to be identified and to access protected information, other *services* or functionality.

AARC

Authentication and Authorization for Research and Collaboration. A series of EC-funded projects which use *AAI* to bring researcher collaborations closer together.

AEGIS

AARC Engagement Group for Infrastructure. Body which brings together representatives from research and e-infrastructures, operators of *AAI* services and the *AARC* team to bridge communication gaps and make the most of common synergies.

Availability

(FitSM-0) Ability of a *service* or *service component* to fulfil its intended function at a specific time or over a specific period of time

CAB

Change Advisory Board. A group of people within *CHM* who reviews, evaluates and approves changes within an IT environment.

Capability level

(FitSM-0) Achieved level of *effectiveness* of an individual *process* or general aspect of management

Capacity

(FitSM-0) Maximum extent to which a certain element of the infrastructure (such as a *configuration item*) can be used

Note: This might mean the total disk capacity or network bandwidth. It could also be the maximum transaction throughput of a system.

Capacity Management (CAPM)

SM process which ensures sufficient capacities are provided to meet agreed *service capacity* and performance requirements

Change

(FitSM-0) Alteration (such as addition, removal, modification, replacement) of a *configuration item (CI)*

Change Management (CHM)

SMS process which ensures changes to *configuration items* are planned, approved, implemented and reviewed in a controlled manner to avoid adverse impact of changes to *services* or the *customers* receiving *services*

Classification

(FitSM-0) Assignment of items to defined groups based on common attributes, relations or other criteria

Note 1: Items that are subject to classification may include *documents*, *records* (such as *incident records* or *change records*), *services*, *configuration items* (*CIs*), etc. Defined groups may include categories (such as *incident categories* or *change categories*) or *priority levels*.

Note 2: The act of classification often comprises the application of more than one classification scheme. For instance, an *incident record* might be assigned to a technical *incident* category such as 'software related', 'network related', etc., and also to a *priority level* like 'low priority', 'medium priority', etc. The assignment of various *incidents*, *service requests*, *changes* and *problems* to an affected *CI* is also a classification.

Note 3: Besides the presentation and analysis of relationships, classification is often used as input for controlling the workflow of a *process*, e.g. by assigning a *priority level* to an *incident*.

Closure

(FitSM-0) Final *activity* in a workflow of a *process* to indicate no further action is required for a specific case

Note: Cases that are subject to closure may include *incidents*, *problems*, *service requests* or *changes*. The *activity* of closure puts the connected *record* (such as the *incident record*, *problem record*, *service request record* or *change record*) in its final status, usually called 'closed'.

Competence

(FitSM-0) Sum of knowledge, skills and experience that an individual or group needs to effectively take on a specific *role*

Confidentiality of information

(FitSM-0) Property of information not being *accessible* to unauthorized parties

Conformity

(FitSM-0) Extent to which requirements are met in some context

Note: In the context of FitSM, the term compliance is generally used as a synonym for conformity. However, sometimes conformity is used in the context of adherence to internal regulations and requirements as defined by *policies*, *processes* and *procedures*, while compliance is used in the context of adherence to external requirements, such as laws, standards and contracts.

Configuration

(FitSM-0) State of a specified set of attributes, relationships and other relevant properties of one or more *configuration items* (*CIs*)

Note: The documented configuration of a number of *CIs* at a given point in time is called a configuration baseline, which is usually taken prior to the deployment of one or more changes to these *CIs* in the live environment.

Configuration item (CI)

(FitSM-0) Element that contributes to the delivery of one or more *services* or *service components*, therefore requiring control of its *configuration*

Note 1: *CIs* can vary widely, from technical components (e.g. computer hardware, network components, software) to non-technical items such as *document* (e.g. *service level agreements*, manuals, license documentation).

Note 2: The data necessary for effective control of a *CI* is stored in a *CI record*. In addition to attributes of the *CI*, the *CI record* likely includes information on relationships it has with other *CIs*, *service components* and *services*. *CI records* are stored in a *configuration management database* (*CMDB*).

Configuration Management (CONFM)

SMS process which provides and maintains a logical model of all *configuration items* and their relationships and dependencies

Configuration management database (CMDB)

(FitSM-0) Store for data about *configuration items* (*CIs*)

Note: A *CMDB* is not necessarily a single database covering all *configuration items* (*CIs*). It may rather be composed of multiple physical data stores.

Continual Service Improvement Management (CSI)

SMS process which identifies, prioritizes, plans, implements and reviews improvements to *services* and *service management*

Continuity

(FitSM-0) Property of a *service* to maintain all or parts of its functionality, even in exceptional circumstances

Note: Exceptional circumstances include emergencies, crises or disasters which affect the ability to provide *services* over extended periods of time.

Customer

(FitSM-0) Organisation or part of an organisation that commissions a *service provider* in order to receive one or more *services*

Note: A customer usually represents a number of *users*.

Customer Relationship Management (CRM)

SMS process which establishes and maintains a good relationship with *customers* receiving *services*

Document

(FitSM-0) Information and its supporting medium

Note: Examples of documents include *policies*, plans, *process* descriptions, *procedures*, *service level agreements*, contracts or *records* of activities performed.

EC

The European Commission is the executive branch of the European Union

EOSC

European Open Science Cloud. An envisioned federation of research (data) infrastructures that will create a web of *FAIR* data and services for science. *EOSC* will be a key enabler for Open Science and will support researchers in sharing and exploiting research products (e.g as data, publications, and code) through value-added horizontal (i.e. cross-disciplinary) and thematic (i.e. discipline-specific) services. *EOSC* was developed in an initial implementation phase from 2016-2020 under Horizon 2020 and will be expanded in a second implementation phase via the *EOSC Partnership* from 2021-2027 under Horizon Europe.

EOSC Association

An international non-profit organisation (AISBL) based in Brussels to represent the interest of the *EOSC* stakeholder community. The association is a partner with the European Commission in the *EOSC Partnership* and has developed and will continuously update a Strategic Research and Innovation Agenda (SRIA) to advise the European Commission on the development and implementation of *EOSC*.

EOSC Observatory

An interactive dashboard to facilitate the monitoring of (1) *EOSC* readiness by European Member States and Associated Countries (2) indicators for the *EOSC Partnership* (3) contributions to the *EOSC Partnership* and *EOSC* ecosystem (4) national policies on Open Science and *EOSC*. The observatory will publicly present results of the monitoring and provide an overview of the implementation of *EOSC*.

EOSC Partnership

A Co-programmed European Partnership between the *EOSC Association* and European Commission to implement *EOSC* under Horizon Europe. The partnership is governed by the tripartite *EOSC Partnership Board* consisting of representatives from the *EOSC Association*, *EOSC Steering Board*, and European Commission. The European Commission will fund €490 million in project and procurement calls in the Work Programmes for *EOSC* under Horizon Europe. The *EOSC Association* will collectively via its members contribute in-kind activities to *EOSC* totaling minimally €500 million for the duration of Horizon Europe.

EOSC Portal

The gateway to the research-enabling resources including research publications, data, software, and value-added *services* to support their research.

EOSC Profile

A set of linked metadata formats to describe *service providers*, resources of various types and within the *EOSC* catalogues. This is the fundamental model used within the *EOSC-Exchange*.

EOSC Steering Board

An expert group consisting of representatives of European Member States and Associated Countries that advises the European Commission in the development and implementation of *EOSC*. The board is also one of the three bodies in the tripartite *EOSC Partnership Board* that governs the *EOSC Partnership*.

EOSC-Core

The basic component of *EOSC* which provides the key internal capabilities - the 'glue' - to support the basic operations of *EOSC*. This predominantly consist of *services* and resources which face *service providers* and the people coordinating *EOSC*.

EOSC-Exchange

The basic component of *EOSC* containing the researcher-facing resources from the *EOSC* community

EPOT

EOSC Portal Onboarding Team. The cross-project collaborative team which manages and operates the *EOSC* Onboarding *processes*, populating the *EOSC-Exchange*, using the *EOSC Profiles* and according to the *EOSC Rules of Participation*.

Effectiveness

(FitSM-0) Extent to which goals and expectations are met

Note: In a *management system*, effectiveness is mostly measured against the defined goals of the *processes* that are subject to this system.

Efficiency

(FitSM-0) Degree of ability to meet goals and expectations with minimum consumption of resources

Note 1: In a *management system*, efficiency is mostly considered in the context of the *processes* that are subject to this system.

Note 2: Resources may be human, technical, informational or financial.

Escalation

(FitSM-0) Change of responsibility for a case (such as an *incident*, *service request*, *problem* or *change*) or *activity* to another individual or group

Note: There are two basic types of escalation: Hierarchical escalation transfers responsibility (temporarily) to someone with a higher level of authority. Functional escalation transfers responsibility to someone with a different set of *competencies* or privileges required to handle the case or activity.

FAIR

Findable, Accessible, Interoperable, Reusable. Four guiding principles for research data management and stewardship that consist of metadata protocols for making digital research objects (e.g. publications, data, and code) machine-actionable (i.e. the capacity of computational systems to find, access, interoperate, and reuse data with none or minimal human intervention).

Federation

(FitSM-0) Situation in which multiple parties, the *federation members*, jointly contribute to the delivery of *services* to *customers* without being organised in a strict hierarchical setup or supply chain.

Federation member

(FitSM-0) Individual, organisation or body that works together with other federation members in a *federation* to provide one or more *services*

Note: Often, federation members will not be bound together by strict contractual agreements.

Federator

(FitSM-0) Body that acts to coordinate a set of *federation members*

FIM4R

Federated Identity Management for Research. A collection of research communities working to enable federated identity management for their infrastructures.

Horizontal Service

A generic service that may be used by multiple communities, rather than one that is focussed on one particular community.

Hosting Legal Entity

A Hosting Legal Entity (HLE) is an institution registered as an *EOSC* resource provider, that is a legal entity and agrees to be accountable for resources onboarded to *EOSC*. Resources may be onboarded by a resource provider which is not a legal entity, but only if the Hosting Legal Entity field includes one legal entity already registered as resource provider, if this has been agreed in advance with them

Improvement

(FitSM-0) Action or set of actions carried out to increase the level of *conformity, effectiveness or efficiency of a management system, process or activity*, or to increase the quality or performance of a *service or service component*

Note: An improvement is usually implemented after an opportunity for improvement has been identified, for instance during a *service review, audit or management review*.

Incident

(FitSM-0) Unplanned disruption of operation in a *service or service component*, or degradation of service quality versus the expected or agreed service level or operational level according to *service level agreements (SLAs), operational level agreements (OLAs) and underpinning agreements (UAs)*.

Incident and Service Request Management (ISRM)

SMS *process* which restores normal / agreed service operation within the agreed time after the occurrence of an *incident*, and to respond to user *service requests*

Information security

(FitSM-0) Preservation of *confidentiality, integrity and accessibility* of information

Information security control

(FitSM-0) Means of controlling or treating one or more *risks to information security*

Information security event

(FitSM-0) Occurrence or previously unknown situation indicating a possible breach of *information security*

Note: An occurrence or situation is considered a potential breach of *information security* if it may lead to a negative impact on the *confidentiality, integrity and / or accessibility* of one or more information assets.

Information security incident

(FitSM-0) Single *information security event* or a series of *information security events* with a significant probability of having a negative impact on the delivery of *services to customers*, and therefore on the *customers' business operations*

Information Security Management (ISM)

SMS *process* which manages *information security* effectively through all activities performed to deliver and manage services, so that the confidentiality, integrity and accessibility of relevant information are preserved

Infrastructure and value-added services

Generic capabilities that users/customers or thematic services can use to perform/ease compute and data intensive steps. Example services within this group: IaaS clouds; HTC clusters; Container execution sites; Orchestrators; Schedulers; File transfer; Data replication

Integrity of information

(FitSM-0) Property of information not being subject to unauthorized modification, duplication or deletion

Interoperability Framework (IF)

The basis on which interoperability may be achieved in EOSC in order to achieve a system of systems

IoC

Indicators of Compromise. A piece of digital forensics which indicates a potential breach of a host system or network

IT service

(FitSM-0) Service that is enabled by the use of information technology (IT)

IT service management (ITSM)

(FitSM-0) Entirety of activities performed by an IT service provider to plan, deliver, operate and control IT services offered to customers

Note: The activities carried out in the ITSM context should be directed by policies and structured and organised by processes and supporting procedures.

Key performance indicator (KPI)

(FitSM-0) Metric that is used to track the performance, effectiveness or efficiency of a service or process

Note: KPIs are generally important metrics that will be aligned to critical success factors and important goals. KPIs are therefore a subset of all possible metrics, intended to allow for monitoring a service or process.

Known error

(FitSM-0) Problem which has not (yet) been corrected, but for which there is a documented workaround or temporary fix to prevent (excessive) negative impact on services

Management review

(FitSM-0) Periodic evaluation of the suitability, maturity and efficiency of the entire management system by its accountable owner(s), from which opportunities for improvement are identified and follow-up actions are determined

Note: The accountable owner of a management system is usually a top management representative of the organisation operating the management system. In a federation, the accountable owner is usually one person nominated by top management representatives of all organisations (i.e. federation members) involved.

Management system

(FitSM-0) Entirety of policies, processes, procedures and related resources and capabilities aiming at effectively performing management tasks in a given context and for a given subject

Note 1: A management system is generally intangible. It is based on the idea of a systematic, structured and process-oriented way of managing.

Note 2: While documentation (such as process definitions, procedures and records) and tools (such as workflow support and monitoring tools) can be parts of a management system, management system considerations are not limited to the questions of documentation and tool support.

Note 3: With respect to (IT) service management and the FitSM standard series, the idea of a service management system (SMS) is a central concept, where the context of the management system is the organisational context of the service provider, and the subject is to plan, deliver, operate and control (IT) services.

Maturity level

(FitSM-0) Achieved overall effectiveness of a service management system, based on the combination of the capability levels of its processes and general aspects of management

Nonconformity

(FitSM-0) Case or situation where a requirement is not fulfilled

Note: This may also be referred to as noncompliance.

Operational level agreement (OLA)

(FitSM-0) Documented agreement between a *service provider* and another part of the *service provider's* organisation or a *federation member* to provide a *service component* or subsidiary *service* needed to allow provision of *services* to *customers*

Operational target

(FitSM-0) Reference / target value for a parameter used to measure the performance of a *service component*, listed in an *operational level agreement (OLA)* or *underpinning agreement (UA)* related to this *service component*

Note: Typical operational targets might include *availability* or allowed resolution times for *incidents*.

ORCID

Open Researcher and Contributor ID - a non-proprietary alphanumeric code to uniquely identify authors and contributors of scholarly communication

Policy

(FitSM-0) Documented set of intentions, expectations, goals, rules and requirements, often formally expressed *by top management* representatives in an organisation or *federation*

Note: Policies are then realised in *processes*, which are in turn made up of *activities* that people carry out according to defined *procedures*.

Post implementation review (PIR)

(FitSM-0) Review after the implementation of a *change* that determines if the *change* was successful

Note: Depending on the specific type and complexity of the *change*, the post implementation review may vary widely in its depth.

PID

A Persistent Identifier is a long-lasting reference to a document, file, web page, or other object

Priority

(FitSM-0) Relative importance of a target, object or *activity*

Note: Often *incidents*, *service requests*, *problems* and *changes* are given a priority. In the case of *incidents* and *problems*, priority is usually based on the specific impact and urgency of the situation.

Problem

(FitSM-0) Underlying cause of one or more *incidents* that requires further investigation to prevent *incidents* from recurring or reduce the negative impact on *services*

Problem Management (PM)

SMS process which investigate the root causes of (recurring) *incidents* in order to avoid future recurrence of *incidents* by resolving the underlying cause, or to ensure workarounds / temporary fixes are available

Procedure

(FitSM-0) Specified set of steps or instructions to be carried out by an individual or group to perform one or more *activities* of a *process*

Process

(FitSM-0) Structured set of *activities*, with clearly defined responsibilities, that bring about a specific objective or set of results from a set of defined inputs

Note: Generally, a process consists of a number of *activities* used to manage *services*, if the process is part of a *service management system (SMS)*.

Record

(FitSM-0) Documentation of an event or of the results of performing a *process* or *activity*

Release

(FitSM-0) Set of one or more *changes* to *configuration items (CIs)* that are grouped together and deployed as a logical unit

Release and Deployment Management (RDM)

SMS process which bundles changes of one or more *configuration items* to *releases*, so that these changes can be tested and deployed to the live environment together

REFEDS

REsearch and Education Identity FEDerationS. A group which articulates the mutual needs of research and education identity federations worldwide.

Request for change (RFC)

(FitSM-0) Documented proposal for a *change* to be made to one or more *configuration items (CIs)*

Risk

(FitSM-0) Possible negative occurrence that would have a negative impact on the *service provider's* ability to deliver agreed *services* to *customers*, or that would decrease the *value* generated through some *service*

Note: Risk is made up of the probability of the threat entailed, the vulnerability to that threat of some asset, and the impact the threat would have, if it occurred.

Role

(FitSM-0) Set of responsibilities and connected behaviours or actions collected into a logical unit that can be assigned to an individual or group

Note: An individual may take over multiple roles.

Rules of Participation (RoP)

The rights and obligations governing *EOSC* transactions between *EOSC* users, providers and operators.

SCI

Security for Collaboration among Infrastructure. A collaborative activity of security representatives from large-scale distributed academic computing infrastructures managing cross-infrastructure operational security risks and building trust and developing policy standards

SDTP

Service Design and Transition Package. Plans for the design and transition of a specific new or changed *service*.

Service

(FitSM-0) Way to provide *value* to *customers* through bringing about results that they want to achieve

Note: In the context of the FitSM standard series, when referring to services, usually *IT services* are meant.

Service Availability and Continuity Management (SACM)

SMS process which ensures sufficient capacities are provided to meet agreed service capacity and performance requirements

Service acceptance criteria (SAC)

(FitSM-0) Criteria that must be fulfilled by the time a new or changed *service* is deployed and made available to *customers / users*

Note: SAC are defined when a new or changed *service* is designed, and they may be updated or refined during the development or transition phase. They may cover functional and non-functional aspects of the specific *service* to be deployed. SAC are part of the *service design and transition package (SDTP)*.

Service catalogue

(FitSM-0) *Customer-facing* list of all live *services* offered along with relevant information about these *services*

Note: The service catalogue can be regarded as a filtered version of and *customers' view* on the *service portfolio*.

Service component

(FitSM-0) Logical part of a *service* that provides a function enabling or enhancing a *service*

Note 1: A *service* is usually composed of several service components.

Note 2: A service component is usually built from one or more *configuration items (CIs)*.

Note 3: Although a service component underlies one or more *services*, it usually does not create *value* for a *customer* alone and is therefore not a *service* by itself.

Service design and transition package (SDTP)

(FitSM-0) Entirety of plans for the design and transition of a specific new or changed *service*

Note: An SDTP should be produced for every new or changed *service*. It may consist of a number of documented plans and other relevant information, available in different formats, including a list of requirements and *service acceptance criteria (SAC)*, a project plan, communication and training plans, technical plans and specifications, resource plans, development and deployment schedules / timetables, etc.

Service level agreement (SLA)

(FitSM-0) Documented agreement between a *customer* and *service provider* that specifies the *service* to be provided and the *service targets* that define how it will be provided

Service Level Management (SLM)

SMS process which maintains the *service catalogue*, defines agrees and monitors *SLAs*, *OLAs* and *UAs* with *suppliers*

Service management

(FitSM-0) Entirety of *activities* performed by a *service provider* to plan, deliver, operate and control *services* offered to *customers*

Note 1: The activities carried out in the service management context should be directed by *policies* and structured and organised by *processes* and supporting *procedures*.

Note 2: In the context of the FitSM standard series, when referring to service management, usually *IT service management* is meant.

Service management plan

(FitSM-0) Overall plan for implementing and operating a *service management system (SMS)*

Service management system (SMS)

(FitSM-0) Overall *management system* that controls and supports management of *services* within an organisation or federation

Note: The SMS can be regarded as the entirety of interconnected *policies*, *processes*, *procedures*, *roles*, agreements, plans, related resources and other elements needed and used by a *service provider* to effectively manage the delivery of *services* to *customers*.

Service portfolio

(FitSM-0) Internal list that details all the *services* offered by a *service provider*, including those in preparation, live and discontinued

Note: For each service, the service portfolio may include information such as its *value* proposition, target *customer* base, *service* description, relevant technical specifications, cost and price, *risks* to the *service provider*, service level packages offered, etc.

Service Portfolio Management (SPM)

SMS process which defines and maintains the *service portfolio*

Service provider

(FitSM-0) Organisation or *federation* (or part of an organisation or *federation*) that manages and delivers a *service* or *services* to *customers*

Service report

(FitSM-0) Report that details the performance of a *service* versus the *service targets* defined in *service level agreements (SLAs)* – often based on *key performance indicators (KPIs)*.

Service Reporting Management (SRM)

SMS process which specifies all *service reports* and ensures they are produced according to specifications in a timely manner to support decision-making

Service request

(FitSM-0) *User* request for information, advice, access to a *service* or a pre-approved *change*

Note: Service requests are often handled by the same *process* and tools as *incidents*.

Service review

(FitSM-0) Periodic evaluation of the quality and performance of a *service* together with the *customer* or under consideration of *customer* feedback, from which opportunities for *improvement* are identified, follow-up actions to increase the *value* of the *service* are determined

Service target

(FitSM-0) Reference / target values for a parameter used to measure the performance of a *service*, listed in a *service level agreement (SLA)* related to this *service*

Note: Typical *service targets* might include *availability* or resolution time for *incidents*.

Sirfti

Security Incident Response Trust framework for Federated Identity. REFEDS working group which enables the coordination of incident response across federated organisations.

SQA

Software Quality Assurance. A process which works in parallel with software development to ensure that the software meets the required quality.

SQAaaS

SQA as a Service. The provision of services which provide SQA.

Supplier

(FitSM-0) External organisation that provides a (supporting) *service* or *service component(s)* to the *service provider*, which they need to provide *services* to their *customers / users*

Supplier and Federation member Relationship Management (SFRM)

SMS process which establishes and maintains a healthy relationship with suppliers and *federation members* supporting the service provider in delivering services to customers, and monitor their performance

TCB

Technical Coordination Board of the EOSC-Future project. Entity which oversees the technical direction of the project, represents technical stakeholders and ensures technical alignment with other initiatives.

Thematic services

Scientific services (incl. data) that provide discipline-specific capabilities for researchers. (e.g. browsing and download data and apps, workflow development, execution, online analytics, result visualisation, sharing of result data, publications, applications)

Top management

(FitSM-0) Senior management within an organisation who has authority to set *policies* and exercise overall control of the organisation

TRL

Technology Readiness Level. An indication of the maturity of a *service*. Within EOSC the three most relevant levels are: TRL 7 (Beta) "System prototype demonstration in operational environment", TRL8 (Production) "System complete and qualified" and TRL9 (Production) "Actual system proven in operational environment". Further details of these definitions may be found on the [EOSC Provider Portal](#).

Underpinning agreement (UA)

(FitSM-0) Documented agreement between a *service provider* and an external *supplier* that specifies the underpinning *service(s)* or *service component(s)* to be provided by the *supplier*, together with the related *service targets*

Note 1: A UA can be seen as a *service level agreement (SLA)* with an external *supplier* where the *service provider* is in the *customer* role.

Note 2: A UA may also be referred to as an *underpinning contract (UC)*.

Underpinning contract (UC)

(FitSM-0) See: *Underpinning agreement (UA)*

User

(FitSM-0) Individual that primarily benefits from and uses a *service*

Value

(FitSM-0) Benefit to a *customer* and their *users* delivered by a *service*

Note: Value should be considered as a composition of the utility (fitness for purpose) and warranty (fitness for use, covering sufficient *availability / continuity capacity / performance* and *information security*) connected to a *service*.

WISE

Wise Information Security for E-infrastructures. Community which enhances best practice in information security for IT infrastructures for research.

Workaround

(FitSM-0) Means of circumventing or mitigating the symptoms of a *known error* that helps to resolve *incidents* caused by this *known error*, while the underlying root cause is not permanently eliminated

Note 1: Workarounds are often applied in a situation, when the actual root cause of (recurring) *incidents* cannot be resolved due to lack of resources or ability.

Note 2: A workaround may consist of a set of actions to be carried out by either the provider or the *user* of the *service*.

WP

Work package.