# The Language of ServiceNow

| Term | Definition |
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| approvers | ServiceNow users with permission to view and approve designated records in addition to their own. |
| availability | Ability of a service or a configuration item (CI) to perform its agreed function when required. Uptime. |
| category | A named group of things that have something in common. Categories are used to group similar things together. For example, incident categories are used to group similar types of incidents. |
| change | The addition, modification, or removal of anything that could have an effect on services. |
| change management | The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to services. |
| configuration item (CI) | Any component or other service asset that needs to be managed in order to deliver a service: Any computer, device, software, or service in the Configuration Management Database. |
| configuration management database (CMDB) light | A database that stores a limited number of attributes of the selected configuration items (CIs). |
| discovery | Discovery finds applications and devices on the network and updates the CMDB with this information. |
| fulfillers | ServiceNow users with full privileges for any designated records. |
| emergency change | A change that must be introduced as soon as possible. |
| event management | The process responsible for managing events throughout their lifecycle. |
| impact | A measure of the effect of an incident, problem, or change on business processes. Impact is often based on how service levels will be affected. Impact and urgency are used to assign priority. |
| incident | An unplanned interruption to a service or reduction in the quality of a service. Failure of a configuration item (CI) that has not yet affected service is also an incident. |
| incident management | The process responsible for managing the lifecycle of all incidents. |
| knowledge, knowledge base | A logical database containing data and information used by the service knowledge management system. |
| known error | A problem that has a documented root cause and a workaround. Known errors are created and managed throughout their lifecycle by problem management. |
| major incident | The highest category of impact for an incident e.g. Microsoft MFA outage. |
| normal change | A change that is not an emergency change or a standard change. Normal changes follow the defined steps of the change management process. |
| operational level agreement (OLA) | An agreement between a service provider and another part of the same organization. |
| portal | https://help.unc.edu, the web-based front door for ServiceNow knowledge, requests, and incidents. |
| priority | A category used to identify the relative importance of an incident, problem, or change. Priority is based on impact and urgency and is used to identify required times for actions to be taken. |

| problem | A cause of one or more incidents. The cause is not usually known at the time a problem record is created, and the problem management process is responsible for further investigation. |
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| problem management | The process responsible for managing the lifecycle of all problems. |
| process | A structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs e.g. Information Security Office incident response process. |
| process manager | A role responsible for the operational management of a process. The process manager's responsibilities include planning and coordination of all activities required to carry out, monitor, and report on the process. |
| process owner | The person who is held accountable for ensuring that a process is fit for purpose. The process owner's responsibilities include sponsorship, design, change management, and continual improvement of the process and its metrics. |
| request for change (RFC) | A formal proposal for a change to be made. It includes details of the proposed change and may be recorded on paper or electronically. |
| requesters | ServiceNow users with permission to open and update their own records. |
| resolution time | Resolution time is defined as the elapsed time between incident or request submission and its resolution. |
| response time | Response time is the elapsed time between incident or request submission and a support staff member taking ownership for the incident or request. |
| root cause | The underlying or original cause of an incident or problem e.g. failed hard drive. |
| service | A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks e.g. Email and calendaring. |
| service catalogue | A database or structured document with information about all available IT services. |
| service level | Measured and reported achievement against one or more service level targets. The term is sometimes used informally to mean service level target. |
| service level agreement (SLA) | An agreement between a service provider and a customer. A service level agreement (SLA) describes the service, documents service level targets, and specifies the responsibilities of the service provider and the customer. |
| service request | A request from a user for information, advice, a standard change, or access to a service. |
| standard change | A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction e.g. operational firewall rule clean-up. |
| status | The name of a required field in many types of record. It shows the current stage in the lifecycle of the associated configuration item (CI), incident, problem etc. |
| urgency | A measure of how long it will be until an incident, problem, or change has a significant impact on the business. Impact and urgency are used to assign priority. |