

Glossary

Incident	An unplanned interruption to an IT service or reduction in the quality of an IT service. It can also be defined as an issue with an application service that was previously working and is not working anymore according to the agreed requirements/SLA. For example, an employee laptop that was working fine suddenly crashed.
Service Request	A request from a user for something to be provided. It can also be defined as a service that exists/is offered but the requestor didn't have it before. Service request tickets are responded to during normal business hours and delivered in two weeks. For example, a request to reset a password or to request a new laptop for a new user.
Project	A project is a temporary endeavor with a defined beginning and end (usually time-constrained, and constrained by funding or deliverables), undertaken to meet unique goals and objectives. Each project has a lifecycle (Project Lifecycle Management) that typically includes Initiate, Plan, Execute, Control and Close. For example, campus solutions implementation.