Arabicization of IT Service Management Terminology (ITSM): Introduction to ITIL as a Case Study

ARABICIZATION OF IT SERVICE MANAGEMENT TERMINOLOGY (ITSM):

INTRODUCTION TO ITIL AS A CASE STUDY

By

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ABSTRACT

As a result of continuous advancements in the field of Information Technology (IT), many concepts are being introduced. Given that most renderings focused on subfields including: web technologies, applications, and other various IT subjects, less attempts are made within new interdisciplinary sub-fields. Specifically, within IT Service Management (ITSM), consistent terminology has been established in many languages such as English and Dutch. However, for Arabic language, keeping up with this newly introduced field is tardily progressing. This study aims to investigate ITSM arabicized terminology using the book *Introduction to ITIL* and the edited Arabic version, أساسيات إدارة خدمة تقنية المعلومات المستندة على آيتيل (مكتبة البنية التحتية لتقنية المعلومات (ITIL), as a case study to answer questions around the translation strategies adopted to deal with ITSM terminology, the most frequently used strategies, and how are the problematic aspects of ITSM terms dealt with? The selection of terms is based on frequency of occurrences. Terms are studied at a lexical level and translation strategies are identified. The findings of this study are presented in terms of a general discussion of translation strategies within which variations are found. Mainly, calque is found as the most used strategy while other strategies included: literal, modulation, borrowing, explicitation, omission, and expanding. A combination of more than one strategy and multiplicity of Arabic suggested terms are also found. In dealing with abbreviations, omission is mostly used. Considering the importance of this newly found field, it is vital for more arabicization initiatives to be held. Standardization of ITSM terminology is also crucial, leading to the unification of terms and concepts among languages. The existing Arabic version of the book needs to be revised before republication.

Search Terms: Arabicization, Terminology, ITSM, ITIL, Translation strategies, Term formation, LSP.

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VITA

Turath Abdulla AlShehhi was born on June 1st, 1985, in Dubai, UAE. She was educated in local public schools and graduated with academic excellence from Zayed University with a Bachelor of Science in Information Systems, Concentration in Network Technologies in 2007. Since 2008, she has been working as a network officer in Tanmia—The National Human Resources Development and Employment Authority, a federal government entity.

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DEDICATION

This thesis is dedicated to:

My country;

My family;

And my friends

1. INTRODUCTION

1.1 Background

Given that continuous advancements in various knowledge and work fields subsequently lead to the emergence of new concepts and terms, an incessant need arises for effective transfer of those new linguistic elements into different languages to facilitate global communication. As new technical fields emerge, new associated terms follow; and because information technology (IT) is considered a global field that is constantly developing, continuous linguistic transfer is of huge importance as it insures the follow up with international advancements and enables the rest of the world to catch up with the latest in the field.

Generally, many contributions have been made to transfer IT terms from one language to another. Regardless of their forms, those renderings mainly focused on technical subfields including: web technologies, applications, network technologies, and many other technical subjects. On the other hand, business management and organizational wise, new concepts and their associated terms have been recently introduced, specifically within the scope of managing IT services. Compared to other working fields, IT Service Management (ITSM) is newly introduced and has recently established consistent terminology in languages such as English, French, and Dutch (Bon et al., 2005).

As the term implies, ITSM is mainly concerned with aspects of managing IT services. This includes all services provided to internal and external clients within an organization. An example would be regulating the support desk and the services it provides to the end-users. Another example would be process of managing web applications provided to external users. ITSM focuses mainly on the management of an IT department including services and all associated processes. ITSM provides a framework that facilitates the management of IT services along with documenting all the processes based on international quality standards.

From a linguistic point of view, what is special about the field of ITSM is that it is an interdisciplinary field of both IT and service management; which means that it combines terminology of both areas of business and technology.

Within the field of IT service management, IT Infrastructure Library (ITIL) standards are conjoined with the International Standardization Organization (ISO) 20000 quality standards in managing IT services ("ISO 20000, BS15000 and ITIL," n.d.). In view of that, and from an international perspective, ITIL is being adopted in many organizations worldwide as means to achieve the internationally known ISO 20000 certification.

On the other hand, and from a national perspective, the UAE government strategy 2011– 2013, promotes improvement in performance and providing high-quality services in all government sectors (UAE Cabinet, 2011, p.9). Supporting that is H.H. Sheikh Mohammed Bin Rashid Al Maktoum's affirmation for all federal ministries and authorities to adopt the e-Government plan aiming toward enhancing UAE competitiveness in e-Governance, including enhanced electronic services, thus achieving "eTransformation" within the next two years (EIDA, 2012). Accordingly, many government ministries and authorities in the UAE are currently adopting international standards in managing their IT services and seek meeting high-quality standards.

Referring back to the resolution issued by the UAE Cabinet under the chairmanship of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, the Arabic language is to be adopted as an official language in all federal authorities across the UAE (عاشور وعبدالنبي, 2008). In addition, the UAE government strategy 2011-2013: "Emphasize(s) the national identity by […] preserving and propagating the use of the Arabic language" (UAE Cabinet, 2011, p.9). Moreover, on April 2012, H.H. Sheikh Mohammed Bin Rashid Al Maktoum launched the Arabic Language charter in a way "to promote Arabic as the language of science and technology" ("UAE to be a 'centre of excellence", 2012).

Despite the fact that many organizations in the UAE are gradually adopting ITSM standards that are set by ITIL (Bon et al., 2005), to manage their IT services, still publications, accreditations, and trainings of this particular field are mainly offered in languages other than Arabic. The Arabic language is still struggling to catch up with advancements in this field.

Searching through ITSM publications, it is found that the first and only official arabicized contribution was introduced in 2007 as a translated version of "*Introduction to ITIL"* (2005*):*

أساسيات إدارة خدمة تقنية المعلومات المستندة على "آيتيل" (ITIL) (مكتبة البنية التحتية لتقنية المعلومات) (بون وفرهيجن، 2007)

, hereafter called "the Arabic version". Both versions are publications of the IT Service Management Forum (ITSMF), a leading international organization that sets best practices, frameworks, quality standards, grants accredited trainings, and offers qualification schemes in the field of IT service management (Bon et al., 2005, p. 5-6).

Having that, increases the need for effective and up-to-date Arabicized terminology to assist in the application of the country's strategic goals. As a person working in the field of IT in a government authority and as a member of the UAE government leaders program in managing organizational performance, I sense an urgent need for efficient standardized Arabic terminology supporting the field of ITSM and enabling effective communication among professionals in the field.

Taking the lead in setting grounds for future arabicization projects in the field of ITSM, this thesis looks at the project of arabicization of ITSM; providing a focused study and an analysis of the only tangible prominent Arabicized product in the field of ITSM as introduced in the Arabic version.

The purpose of this study is to investigate the translation of ITSM arabicized terminology and answer questions including: What are the translation strategies adopted to deal with ITSM terminology? What are most frequently used strategies? How are the problematic aspects of ITSM terms dealt with?

The study endeavors to identify the translation tendencies and trends in the domain-specific context of ITSM. Based on the findings, it is hoped that this study will promote further arabicization initiatives in the newly introduced field of ITSM along with the unification and standardization of its terminology.

1.2 Thesis Structure

This thesis is divided into six chapters. The present chapter presents a brief introduction on the field of ITSM and addresses the significance of the research. The second chapter reviews three pivotal aspects pertaining to literature: translation, terminology, and arabicization in a way to form a solid ground for the analysis and discussion in the chapters that follow. The third chapter describes the data and the methodology that are used in the analysis of the arabicized version of ITSM terminology. The forth chapter provides a thorough analysis of a selection of ITSM arabicized terminology along with tracing and analyzing translation strategies trends. The fifth chapter provides a discussion of the main findings. The sixth chapter finally concludes with a summary of research elements and recommendations for further research.

This chapter introduced the research topic by providing background information on the field of ITSM and addressing the growing importance of arabicization. In addition, the chapter provides a brief outline of the thesis and an identification of research questions which will assist in serving the main objectives of this paper. The next chapter, chapter two, will identify a solid ground of related literature to be used as a reference in the chapters that follow.

2. LITERATURE REVIEW

2.1 Introduction

Acknowledging that translation is generally concerned with rendering linguistic elements from a source language (SL) to a target language (TL), while terminology is concerned with the collection, description and presentation of specialized vocabulary, there are a number of other factors differentiating them in terms of focus and function.

Tracing the relationship between translation and terminology, Sager (1992) explains main differences, stressing that each functions within different cognitive and linguistic levels; and each has a different focus. Sager further explains that terminology is more focused on concepts and their representation through the usage of terms that are originally extracted from texts; while in translation, the focus comes initially on transferring "units of meaning" and later comes the association of concepts with contexts (Sager, 1992. P. 111–113).

Moving from general to specific, and as an attempt to map this paper to the broader framework of translation studies, this chapter starts with a general briefing on translation studies. The chapter then sets out to present a logical sequence that reviews various contributions to the specific field of terminology: starting with a discussion of language for special purposes (LSP), moving to discuss associated theories on the field of terminology, and ending with the discussion on the arabicization of terms. This review will be used as basis for data analysis and will ultimately assist in forming conclusions in relation to ITSM arabicized terminology.

2.2 Translation Studies

In his book, Introducing Translation Studies (2008), Jeremy Munday provides a theoretical and practical introduction to translation studies, describing it as an interdisciplinary field that is established based on various contributions from different scholars throughout history (p. 7-10). Munday further discusses the history of translation studies, starting from the late 18th

century when translation studies were regarded as part of 'language learning', and progressing towards the 'systematic' approach (1950s- 1960s); which he describes as more 'linguistic-oriented'. Starting onwards, many other scholars proposed frameworks defining translation studies. Examples include: Vinay and Darbelnet, Malblanc, Mounin, and Nida (Munday, 2008, p. 9). However, it is Holmes's 'map' for translation studies that have gained general acceptance. According to Gentzler (1993), as quoted by Munday, Holmes 'map' of translation studies is "generally accepted as the founding statement for the field" (Munday, 2008, p. 10).

In his map, and as discussed by Munday (2008), Holmes divides translation studies into two areas named: 'Pure' and 'Applied'. In one hand, 'Pure' translation studies focuses on the theoretical and descriptive studies, while on the other hand, the 'Applied' studies focuses on the practical application of translation (Munday, 2008, p.11).

Munday further explains how Holmes's map works in providing a profound categorization to both areas of research. As within 'pure' translation studies, he explains that research can be 'theoretical', discussing 'general' or 'partial' translation theories; or 'descriptive', discussing the product, process, or function of translation. Furthermore, Holmes subdivides 'partial' theories into six restrictions that can either stand alone or co-occur:

- Medium-restricted theory: focusing on the translation medium including human translation, machine translation, or both.
- Area-restricted theory: focusing on the language or the culture in translations.
- Rank-restricted theory: focusing on a specific linguistic level in translated texts
- Text-type-restricted theory: focusing on specific text types including genre or discourse
- Time-restricted theory: focusing on the time or period of translation.
- Problem-restricted theory: focusing on specific issues in translation. (Munday, 2008, p. 11-12).

In addition, and with reference to ‘descriptive’ studies, Holmes explicates: ‘product-oriented’ research works on analyzing existing translations. For example, comparing the translation of a text by analyzing the ST and the TT (Munday, 2008, p. 12). Additionally, the ‘process-oriented’ research focuses on the process of translation, having the translator as the main subject of the study. Moreover, ‘function-oriented’ research studies the function of the translation, for example, the influence a translation on target readers or a target culture (p. 12).

With reference to Holmes’s map, it can be said that this study falls under the ‘pure’, partial, area restricted, text-type restricted, descriptive, and product-oriented translation studies. To explain more, this study is regarded as partial as it is restricted to studying the arabicization of the terminology of the specific area of ITSM, adding that it is of a restricted technical text-type. Moreover, it is regarded as a descriptive and product oriented study as it focuses on analyzing and describing ITSM terminology by comparing SL and TL renderings.

Situating this study within Holmes’s map assists in relating this terminology focused study to the general framework of translation studies. Moving forward, a specific review for terminology associated literature is provided below.

2.3 Language for Special Purposes

New technologies resulted in the emergence of new subjects and consequently, initiated the need for specialized linguistic elements to be used as a means of communication. This has led to the development of special languages as subsets of the general language. Many contributions have been made in discussing the notion of special languages and sublanguages as opposed to general, natural language.

Sager (1989) argues that it is due to communicative needs of special language users that more terms are being introduced, and that is mainly in an answer to the developments in science and technology (Sager, 1989, p. 9).

Similarly, Kittredge (1982) explains that a sublanguage emerges when the ‘natural-language’ is used within a restricted domain, purpose, and mode; and is used by certain community.

Lehrberger (1986) provides a broader analysis as he discusses the differences between a sublanguage, artificial language, and natural language. Lehrberger explains that a sublanguage uses specific norms of the natural language within restricted subject matter; while a ‘constructed’, also named ‘artificial’, language is identified when “adequate generative grammar can be written for a sublanguage” (1986, p. 19).

It is also important to address the structure of sublanguages and how they differ from the structure of the natural language. Accordingly, sublanguages might be regarded as independent systems or subsystems of natural language. Lehrberger (1986) explains that the distinction between natural and artificial language is hard to be determined and the boundaries are described as fuzzy.

Generally, the sublanguage theory investigates on whether to consider a sublanguage as a subset of natural language and that applies when the sublanguage follows the grammar of the natural language (Lehrberger, 1986). However, the question that remains here is what would be the case when a sublanguage has its own grammatical characteristics?

Thomas (1993) extends these definitions through identifying the difference between LSP and the Language for General Purpose (LGP). Accordingly, the former is used within a specific subject domain while the latter is not domain-restricted. She also explains that in some disciplines, linguistic elements of the LSP and the LGP might overlap or be combined to form new terms (Thomas, 1993, p. 43).

At a structural level, Riggs (1989, p. 89) clarifies the distinction between lexicography in LGP and terminography in LSP. Accordingly, LGP is concerned with the lexicography and the ‘semasiological’ models, which focus on words and their meanings. While LSP adopts ‘onomasiological’ models which traces the line from concepts to terms (as cited in Thomas, 1993, p. 44).

2.4 Theories of Terminology

As a result of its extensive nature, it has been hard to categorize terminology as an independent discipline. Contributions to terminology studies have been made by many authors from a wide variety of disciplines. Wüster, as quoted in Sager (1990) states that terminology is mainly regarded as: "an interdisciplinary field of study, relating linguistics, logic, ontology, and information science with the various subject fields" (p. 2).

In a broader sense, Sager defines terminology as a subject rather than a discipline; that is because it is based on practices and theories that came as a response to the 'information explosion' and in an answer to emerging communicative needs of specialized communities (1990, p. 1).

Alternative definitions have also been provided. In her article, "Choosing headwords from language-for-special-purposes (LSP) collocations for entry into a terminology data bank (database)", Thomas states that the word 'terminology' has different meanings depending on the context that it is used within. In the field of terminology studies: "it refers to the study of the 'terms', be they single words, phrases, mathematical symbols, chemical formulae, etc.; which represent the 'concepts' of a domain" (Thomas, 1993, p. 43).

Adopting a similar stance, Ananiadou and McNaught (1995) argue that terminology is mainly concerned with: "determining the concepts of some special language and establishing equivalence links between the concept systems of corresponding special languages of different natural language. […] terminology is often concerned with establishing names for concepts" (Ananiadou and McNaught, 1995, p. 16).

Referring back to Juan Sager (1990), terminology is defined as: "a number of practices that have evolved around the creation of terms, their collection and explication and finally their presentation in various printed and electronic media" (Sager, 1990, p. 1). Stressing that terminology is based on a set of practices rather than theories, he further defines it as: "the study of and the field of activity concerned with the collection, description, processing and

presentation of terms, i.e. lexical items belonging to specialized areas of usage of one or more languages" (Sager, 1990, p. 2).

In his book, "*A practical course in terminology processing"* (1990), and according to modern usage, Sager associates three meanings to the word terminology, defined as follows:

> 1. […] the set of practices and methods used for the collection, description and presentation of terms;
>
> 2. a theory, i.e. the set of premises, arguments and conclusions required for explaining the relationships between concepts and terms which are fundamental for a coherent activity under 1;
>
> 3. a vocabulary of a special subject field. (Sager, 1990, p. 3)

Analyzing those meanings, it could be said that, terminology can be looked at from three different perspectives. For each of these perspectives, there are supporting arguments by practitioners, specialists, and theorists, and that is based on their predilection.

Referring back to earlier contributions, Wüster's theoretical model is considered as the first and basic foreground to further studies in this field. His work was later referred to as: The Traditional Theory of Terminology. Cabré has provided a comprehensive discussion of Wüster's principles that were considered as the traditional theory of terminology. As quoted by Cabré, Wüster regarded terminology "as an autonomous interdisciplinary field of study" and he defined terms as concepts and not as language units (Cabré, 2003).

According to Cabré (2003),

> If we take Wüster's posthumous book as point of reference, it is obvious that it represents an attempt to sharpen the distinction between terminology and linguistics in order to arrive at an autonomous discipline the object of which are no longer terms considered as units of natural language, but concepts considered as clusters of internationally unified features which are expressed by means of equivalent signs of different linguistic and non-linguistic systems. (p. 167).

Moreover, Cabré (2003) explains that Wüster's model was mainly set as an attempt:

> 1. To eliminate ambiguity from technical languages by means of standardization of terminology in order to make them efficient tools of communication.
> 2. To convince all users of technical languages of the benefits of standardized terminology.
> 3. To establish terminology as a discipline for all practical purposes and to give it the status of a science. (p. 165)

However, Wüster's model has received many criticisms and objections, and by the year 2003, several seminars, studies, and publications had evoked; mainly criticizing the traditional theory of terminology, and aiming to re-establish the foundations of the theory of terminology. Eventually, the General Theory of Terminology (GTT) was introduced as a result of many contributions by supporters of the traditional theory and as an attempt to fix the points that were criticized in Wüster's traditional theory.

Later on, certain aspects within the GTT have also fallen under criticism and according to L'Homme, Heid, and Sager, it was argued in recent literature that terms should not be always regarded as "context-independent" units. Instead, terms may also occur as "context-dependent" units based on their function within a particular text (2003, p. 152–153).

Subsequently, Cabré's reflections on the GTT were used as a basis to form the Communicative Theory of Terminology (Campo and Cormier, 2005, p. 4). According to Cabré's communicative theory of terminology, terms should be studied in a situation of natural communication and from a social perspective (Cabré, 2003, p. 178).

On the other hand, as cited and discussed by L'Homme, Heid, and Sager (2003) different authors have suggested alternative approaches and principles to terminology stated as follows:

> – Socio-terminology (Gambier 1993; Gaudin 1993, 2003) has advocated the necessity to take into account the social dimension of terms as they are subject to variation according to the social context in which they are used.

> – Textual terminology (Fr. "terminologie textuelle") (Bourigault and Slodzian, 1999) bases its proposal on corpus linguistics. Its advocates claim that several applications require a better understanding of the functioning of terms in texts.
> – Communicative theory of terminology (Cabré, 2000) stresses the communicative dimension of terms in addition to their cognitive and linguistic aspects.
> – Socio-cognitive terminology (Temmerman, 2000) insists on the need for a definition of the concept to be based on prototype theory, and on the inclusion of a diachronic and social perspective in the description of terms. (L'Homme, Heid, and Sager, 2003, p. 154).

Cabré (2003) explains that "in terminology we are still in the collective stage of theory construction […] There is no doubt that from the contributions to this cooperative effort a more appropriate theoretical model will emerge" (Cabré, 2003, p. 194).

Terminology nowadays is ever more widely taught as an independent subject in university degree courses. This fact alone will ensure that the particular approach of combining cognitive and linguistic experience is essential for a proper understanding, and success in practical work will continue to inform the exploration of this exciting field of human invention (L'Homme, et al., 2003).

2.5 Term Formation

Term formation is a major aspect of the field of terminology. As discussed by Sager (1998), there are two processes of term formation and they are different because they are ruled by different motivations and influences (p. 253). Sager also explains that Primary Term Formation is the process of monolingual terminology creation that accompanies concept formation as a result of scientific and technological innovation or change (1998). Secondary Term Formation is the process of creating a new term for an existing concept and happens in two distinct situations:

1. When a designation is changed at a later stage as a result of monolingual revision of a terminology.

2. On the occasion of the transfer of scientific and technological knowledge from one linguistic community to another. (Sager, 1998, p. 253).

It is in the latter stage that terms are translated into other languages which could also fall within term formation processes in the target language (TL). For that reason, and in order to effectively discuss term formation, a reference to the associated literature is needed.

To start with, it is important to understand the meaning of a term and what makes it different from words of general language. In ISO 1087 (1990), and as quoted by Thomas (1993), a term is "any conventional symbol for a concept which consists of articulated sounds or of their written representation (= of letters). A term may be a word or a phrase." (p. 45–46).

Wright (1997) defines terms as "words that are assigned to concepts used in the special languages that occur in subject-field or domain-related texts" (p. 13). Moreover, Wright identifies different kinds of terms, terminological units, including: single word, multi-word, set phrases, collocations, standard text, abbreviated form of terms, and canonical forms of terms (Wright, 1997, p. 14–18).

On the other hand, Landau (1984), as quoted by Varantola states that "the borderline area between words and terms is by no means stable" and as Varantola describes it, the choice is left for the translator "to decide whether a lexical item is used as a word, term or something in-between" (1992, p. 121).

Sager (1997) defines term formation as a process that is carried out to answer the needs of a special community to name a concept in a way to serve communicative purposes (p. 25). Moreover, there are many aspects involved in the process of term formation including: the subject field, human factors such as the people working in the field, and the stimulus that triggers the need to form a term (Sager, 1997, p. 25–27).

Additionally, and similar to Wright's (1997, p. 14) "single word, multi word" term forms, Sager categorizes terms as "simple" or "complex" based on the number of lexical elements. Sager also explains that term formation

methods can include either the creation of a new term, "Primary term", when no direct linguistic precedent is available, or the creation of "secondary terms" when existing lexical elements are used instead (Sager, 1997, p. 25-27).

Kageura (2002) proposes a descriptive term formation framework that is based on the argued interrelation between conceptual studies of term formation and the semantic studies of word formation. He explains that the semantic patterns of word formation can also be used as patterns for term formation. Accordingly, the replacement of "the word "semantic" with "conceptual" and "word" with "term" is all that needs to be done to obtain the following pattern of term formation:

> 1. Present conceptual characteristics or categories for terms as well as constituent elements of terms.
> 2. Present classes of intra-term relations which can be used to describe the relationships that constituent elements have within complex terms.
> Present restrictions of tendencies of the combinability of constituent elements in terms of conceptual categories and classes of intra-term relations […] (Kageura, 2002, p. 46–47).

With regards to term formation methods and strategies, Sager (1997) presents three distinguished patterns. In the first pattern Sager states that terms can be created by using existing lexical resources to define new concepts. This term formation pattern may use any of the following:

- The extension of meaning of an existing term to reflect a new concept
- Using a simile: "to name a concept in analogy to another, familiar one" (p. 28)
- Using metaphors: "produces metaphorical combined names whose motivation can be found in similarities of form, function, and position" (p. 28)

On the other hand, and for the second pattern Sager states that terms can be created by modifying existing resources using one of these methods:

- Derivation or affixation, which is the addition of suffixes and/or prefixes

- Compounding, which is the combination of existing words into new ones
- Creating phrasal terms
- Conversion, which is neither affixation nor compounding, but a syntagmatically varied use of the same form (e.g., a noun used as a verb, an adjective used as a noun)
- Compression, (e.g., any form of shortening of an expression formed by means of abbreviation, clipping, acronym, etc). (p. 30)

Finally, for the third pattern Sager states that terms can also be created by the creation of new linguistic entities, "Neologism". This method is used when no linguistic precedent is found. Neologism can also come in two forms: either coining a totally new term, or borrowing the term from other languages (p. 38).

Similarly, Cabré (1999) has explained that neology refers to the "appearance of new words, or lexical neologisms […] lexical neology covers all those lexical units that can constitute a dictionary entry, regardless of their form" (p. 204). Furthermore, she proposes a number of parameters that helps in identifying neology in lexical units:

> a. diachrony: a unit is a neologism if it has arisen recently
> b. lexicography: a unit is neologism if it is not in dictionaries
> c. systematic instability: a unit is a neologism if it exhibits signs of formal instability (e.g. morphological, graphic, phonetic) or semantic instability
> d. psychology: a unit is a neologism if speakers perceive it as a new unit (Cabré, 1999, p. 205)

As suggested by Sager and Nkwenti-Azeh (1989), the naming of new concepts can be done using any of the following three modes:

1. Using existing resources (e.g., a simile or a metaphor)
2. Modifying existing resources by derivation, compounding, use of affixes, compression, symbols
3. Using new resources by: "blending, by the use of eponyms, by the use of letters of alphabets, by borrowing stems from classical

languages, by borrowing whole words, with or without adaptation, and by loan translation" (p. 11–13)

Rey (1995) also provides a description for three types of neology: formal, semantic, or pragmatic; where formal neology occurs through "the application of grammatical rules to the morpheme store of the language", while semantic neology can come in three categories:

- Total: borrowing
- Partial: affixation, composition, agglutination into complex words, or syntagmatic formations into word groups
- Weak: acronyms and abbreviations. (Rey, 1995, p. 68–71)

Pragmatic neology is "identified in relation to communication [. . .] A functional form, an old lexical sign, but limited to one subsystem, such as a dialect, sociolect, usage or objective norm, may move to another subsystem, where it is perceived as a neologism" (Rey, 1995, p. 68–71).

Refering back to translation studies, Munday (2008) discusses Vinay and Darbelnet's Model which identifies two strategies that can be applied to term formation including: 'direct' and 'oblique' translation (Munday, 2008, p. 56). According to Vinay and Darbelnet's model, 'direct' translation includes:

- Borrowing, where the "SL word is transferred directly to the TL" (2008, p. 56).

- Calque, "where the SL expression or structure is transferred in a literal translation" (2008, p. 56).

- Literal translation, which is defined as "word-for-word" translation (2008, p. 57).

On the other hand, and according to Munday, Vinay and Darbelney's second strategy, "oblique" translation, can be used when literal translation is not suitable and it includes (2008, p. 57- 58):

- Transposition, which promotes changing parts of speech without affecting the sense.

- Modulation, which allows changing the semantics when literal process produces grammatically correct translations but are awkward to the TL.

- Equivalence, which allows using "different stylistic or structural means" that are more suitable in the TL. For example, using equivalent TL idioms instead of literal translation (2008, p. 58).

- Adaptation, which allows "changing the cultural reference when a situation in the source culture does not exist in the target culture" (2008, p. 58).

2.6 Arabicization of Terms

In discussion of the translation and arabicization, Al-Khouri defines the interrelation between translation, arabicization, terminology, and knowledge transfer (الخوري, 1992). Accordingly, translation is defined as the process that leads to the arabicization of knowledge and education. Starting with early forms of translation to serve general communicative purposes within different aspects of life and moving to the growing need for arabicized terminology in specialized domains. Al-Khouri explains that the translation process cannot be completed unless terminology is used. Similarly, terminology cannot be made common and achieve constancy unless used within the process of translation.

Similar to translation, and according to Issa (عيسى, 2001), early forms of arabicization were triggered by earlier commercial and political interaction with neighboring nations and the consistent need to name objects that were known in those nations and not still recognized in the Arab region (p. 100–101). Moreover, and in terms of knowledge transfer, early attempts to transfer terminology of specialized knowledge were initiated by Khalid Bin Yazeed Bin Moawiya, who ordered to have a number of Greek philosophers' who came to Egypt and learned Arabic to translate books on chemistry. This was considered as a first form of specialized knowledge transfer between Greek and Arabic during the Islamic period (عيسى, 2001).

According to Shraybom-Shivtiel (1993), starting from the middle of the nineteenth century, and due to the encounter with western culture, many terms and concepts were introduced and the Arabic language encountered linguistic problems. Shraybom-Shivtiel further explains that "the lack of words and terms, to express the new concepts, was striking in all spheres, but most particularly in the scientific domains" (Shraybom-Shivtiel, 1993, p. 195).

In an answer to these linguistic problems, various solutions were adopted to express the new concepts; varying from haphazard coinage of terms by individuals, the usage of the Arabic dialect in representing foreign terms, and arabicization: "the process of *tarib* – the adoption of a foreign word and its absorption into Arabic" (Shraybom-Shivtiel, 1993, p. 194). However, the 'overload' of those 'innovative' solutions threatened the purity of standard Arabic (Shraybom-Shivtiel, 1993, p. 194).

Referring back to different contributions within arabicization literature, Isaa (عيسى, 2001) explains that arabicization could be defined as: giving a foreign word an Arabic pronunciation when an equivalent is not found. Within the context of this definition, Isaa (2001) stresses that arabicization should be last resorted to when other term formation methods such as: direct equivalence, derivation, metaphor, and blending (Al-naht) are not applicable. With a similar stance, Al-Khouri defines arabicization as taking a foreign word and pronouncing it in an Arabic way or giving it an Arabic form (الخوري , 1992). This method was used long ago as many terms were taken from Farsi, Indian, Syriac, and Hebrew (الخوري, 1992).

According to Wright and Budin (1997), the rules of term formation varies from one language to another. Accordingly, Al-Khouri (1992) identifies multiple methods of term formation in the Arabic language. This mainly includes: derivation, the use of metaphors, blending and arabicization. Al-Khouri defines derivation as the process of deriving terms from existing words that provide suitability in meaning or pronunciation. He explains that derivation can be "major", for when the new term contains additional letters to the original word; or "minor", for when the new term includes the letters of the original word. Using metaphors in term formation is also defined as: using

a word for a different purpose while it holds a metaphorical similarity to the original word. Moreover, Al-Khouri defines blending "Al-naht", as the process of forming a new term by combining two or more words while ensuring the suitability of meaning and pronunciation (1992).

Moreover, there are other linguistic aspects to consider while forming terms in Arabic. According to Habash (2010), morphological generation of Arabic lexical items is guided by certain rules. These includes: "allowed root-pattern combinations (open class information), affixations (closed class information), word inflectional classes (morphological order and compatibility information)" (Habash, 2010, p. 68).

Al-Daidawi (الديداوي, 2002) discusses a number of Arabic term formation methods. Starting with blending, Al-Daidawi explains that it was used by Arabs as a form of abbreviation applied by combining two or more words or combining selective letters of two words to form a single word that carries a combined meaning; related to the originally combined words (p. 45). More important, and similar to its occurrence in English, is the usage of collocations, defined as: the consistent co-occurrence of two or more words within different contexts (الديداوي, 2002 , p.46). In the case of using collocations as terms within the context of special language, they are then considered as compounds (الديداوي, 2002 , p.47). Al-Daidawi also defines derivation as the extraction of a new word from an existing word through applying grammatical derivation rules (2001, p. 51).

Similarly, Al-Kasimi (1979) describes the situation of translation to Arabic as a "chaos" and that is due to multiple 'intra-lingual' and 'inter-lingual' linguistic problems. Intralingual problems includes: "diglossia, multiplicity of dialects, and the richness of Arabic vocabulary (Al-Kasimi, 1979, p. 114). On the other hand, interlingual problems include: "(a) multiple sources of borrowing, (b) duplication of terminology in the source language, (c) polysemy in the source language" (Al-Kasimi, 1979, p. 115).

Likewise, Binabdallah (بنعبدالله, 1976), describes the status of arabicization as being chaotic and explained that, being compared with the huge advancement in the field of technology, the process of arabicization and

translation is slow. Binabdallah identified the main problems including: terms having different pronunciations among Arab countries due to the usage of different Arabic dialects, and Arabic terms having multiple synonyms. This takes us back to Al-Kasimi's statement: "in creative literary expression, richness of vocabulary is an advantage, but in scientific and technical literature it may by decidedly disadvantageous" (1979, p. 114).

In the nineteenth and twentieth centuries, translations were mainly carried out in Egypt and Syria, and there were many attempts to teach in Arabic at that time. Nowadays, contributions to the field of terminology are noticed through the publications of general and specialized dictionaries and encyclopedias. Moreover, many Arabic language academies have been established in Amman, Baghdad, Cairo, and Damascus. Furthermore, the Bureau of Coordination of Arabicization was established in Rabat and it is responsible of coordinating arabicization processes between the Arabic language academies, conducting terminology standardization conferences, and reporting back to the Arab League (الخوري, 1992).

This chapter provides a review of literature related to theories of language for special purposes, terminology, term formation, and arabicization to be used as a basis for data analysis. The next chapter, chapter three, identifies the data that is going to be used in this research, the data selection criteria, and the data analysis methodology.

3. DATA AND METHODOLOGY

This chapter provides a description of the data and the methodology used in serving the main purpose of this thesis, which is to study ITSM terminology.

3.1 Data

This thesis looks at the terminology of the field of ITSM; providing a an analysis of the first and only official arabicized attempt, published in 2007, as an edited translated version of the book entitled: "*Introduction to ITIL"* (2005) (بون وفرهيجن, 2007) . Terminology from both, the English and the Arabic versions of the book will be used in this study.

To study the terms, the database of ITSM terminology is referred to (see Appendix A). The database is provided as an electronic spreadsheet containing ITSM terms, their frequency of term occurrences, and their translation as found in the ST and the TT (e.g., the Arabic version of the book).

The original database lists 934 entries that are used within the field of ITSM in both English and their suggested Arabic translation. This includes words of general language in addition to specialized terms that are single or multiple worded. Filtering and correspondent refining of the original database is carried out to accommodate the requirements of this study. Accordingly, omission of terms having zero occurrences in the ST is done[1] which brings us to a database with a total of 506 terms listed. An addition is also made for a column specifying the translation strategy (Appendix B).

A selection of entries of above 200 occurrences, a total of nine terms, is used as a case study of arabicization of ITSM terminology. In addition, top frequent sub-entries are also selected for further analysis, resulting in a total of 18 terms. Moreover, and due to their problematic nature, resulting in TL variations, a selection of key abbreviations, 65 in total, are also investigated (Appendix C).

3.2 Methodology

To account for the translation strategies used, the database is utilized for the purpose of this study. Referring back to Sager (1990), a database is traditionally defined as: "an automated collection of the vocabularies of a subset of specialized knowledge created to serve a particular user group" (p. 167). Accordingly, terms from the ST and their equivalents in the TT are comparatively listed, along with the frequency of term occurrence, translation strategies, term form, definition availability, and consistency. The database is the spring board to trace the general translation tendency in translating ITSM terminology and analyze the strategies used in translating those terms.

The created database (Appendix B) is used as a main reference for terminology analysis and discussion. Reference to terms and their definitions, as occurring in the context of the ST is made. Accordingly, terms from the database are studied, along with providing a discussion and categorization of the strategies adopted in the translation of the terms.

Terms that are investigated are selected according to their frequency of occurrence in the source text. In order to provide a focused study, only entries with frequencies above 200 are looked at. In addition, for entries with the highest occurrences, their associated most frequent sub-entries are also analyzed. To illustrate more, each selected entry is found to be combined with other words to formulate terms that consist of one word or more. Moreover, some entries are multiple worded, phrasal terms, or acronyms. However, frequency is not the only parameter in the analysis; terms that are problematic in their translation such as abbreviations are also included in the analysis. A sample of the top most frequent terms is provided in Table 1 as follows:

Table 1 Terms with frequencies above 200 and their top sub-entries

#	Term	Frequency	Top Sub-entries	Frequency
1	Business	610	Business process	52
2	Change	500	Change management	209
3	Information	416	Information system	25
4	Incident	335	Incident management	138
5	Service level	296	Service level manager	14
6	Customer	294	Customer Relationship Management (CRM)	10
7	Application	291	Application sizing	9
8	Availability	288	Availability management	113
9	Configuration	214	Configuration Management	165

To begin with, a study of term form will be provided to determine whether a term is simple, complex, single, phrasal, or a compound in both the source and the target language using its definition if provided in the ST. Terms, concepts; and their associated definitions as well as their formulation in the source language and the target language are discussed. In the TT, a number of aspects are discussed including: morphology, and semantics. Additionally, a discussion of the translation strategies that are adopted, whether: literal translation, borrowing, calque, loan, and so on, is provided. Moreover, and in relation to the source text terms, a study of terms' usage, concept relevance, and consistency of usage in the target language will be provided.

Addressing its problematic nature in translation, and to assist in determining associated tendencies and trends within the field of ITSM, a section is also allocated to analyze strategies used in translating abbreviated forms. Serving this purpose, a manual count of abbreviations is made, along with the tracing of frequencies in the TT.

Further analysis is provided with regard to the translation strategies used to render terms in the whole database (Appendix B); that is to trace the most frequent strategy, and determine the tendency of translation in the domain-specific context of ITSM. The analysis is mainly used as a basis to draw conclusions from and put forward recommendations regarding the translation of ITSM terminology.

This chapter provides a detailed description of data and methodology that are going to be used in this study. The first section described the data source and the selection criteria while the second part explained the methodology deployed in screening and utilizing the data, the term assessment method, along with specifying problematic issues to be discussed in the analysis. The next chapter provides an analysis of a selection of top frequent ITSM terms along with analyzing abbreviated forms as a sample of problematic issues related to this field.

Footnotes

[1] The term bank includes terms that are not found in the ST, i.e. the English version of the book *Introduction to ITIL* (2005), and therefore they have zero occurrences.

4. DISCUSSION AND ANALYSIS

Following the selection criteria and analysis methodology outlined in chapter three, this chapter provides an analysis for a selection of ITSM terms. The analysis methodology generally includes: description, explanation, and comment on each term concerning: term form, translation strategy, consistency, root tracing in TL dictionaries, and studying term definition to determine concept relevance. To start with, a general overview of the terms investigated is presented in Table 2 below.

Table 2 Preliminary terminology analysis

#	English term	Frequency	Arabic translation	Term form in SL	Term form in TL	Definition in ST	Consistency of usage
1	Business	610	عمل تجاري – مؤسسة	Simple, one word term	two word - one word term	not provided	differs according to the context
1.1	Business process	52	الإجراءات التجارية	phrasal term	phrasal term	not provided	differs according to the context
2	Change	500	التغيير	one word term	one word term	not provided	consistent
2.1	Change management	209	إدارة التّغيير	phrasal term	phrasal term	P. 104	consistent
3	Information	416	المعلومات	one word term	one word term	not provided	consistent
3.1	Information system	25	نظم المعلومات	phrasal term	phrasal term	P. 41	consistent
4	Incident	335	واقعة أو حادث	one word term	one word term	P. 53	differs according to the context
4.1	Incident management	138	ادارة الوقائع / ادارة الأحداث	phrasal term	phrasal term	1) P. 48 2) P. 52 3) P. 53	differs according to the context
5	Service level	296	مستوى الخدمة	phrasal term	phrasal term	P. 33	consistent
5.1	Service level manager	14	مدير مستوى الخدمة	complex phrasal term	complex phrasal term	P. 153	consistent
6	Customer	294	العميل / الزبون	one word term	one word term	not provided	consistent
6.1	Customer Relationship Management (CRM)	10	إدارة علاقات العملاء	complex phrasal term - abbreviation	complex phrasal term	P. 32	differs according to the context
7	Application	291	تطبيق / طلب	one word term	one word term	not provided	differs according to the context
7.1	Application sizing	9	تغيير حجم التطبيق	phrasal term	phrasal term	P. 169	consistent
8	Availability	288	التواجد / الإتاحية	one word term	one word term	P. 197	differs according to the context
8.1	Availability management	113	إدارة توفير الإمكانيات	phrasal term	complex phrasal term	P. 47	consistent
9	Configuration	214	تركيبة / هيكلة	one word term	one word term	not provided	consistent
9.1	Configuration management	165	إدارة التركيب	phrasal term	phrasal term	P. 82	consistent

4.1 Business

This is the most frequent term among all other entries. With reference to literature in determining term forms, this entry is categorized as a simple, one-word term and it is used within the context of a special language domain, ITSM. The word *business* is used in general language. However, in the field of ITSM, other words are attached to this entry in a way to form new compounds that are assigned to a specific field and therefore, limit it to the terminology of a special domain.

Table 3 Main entry—business

ST term	Frequency	TT term
Business	610	عمل تجاري – مؤسسة

The TT provides two translations: مؤسسة as a simple one-word term and عمل تجاري as a two-word compound term. Whereas one term for a concept is a basic rule in standardized terminology, the word *business* carries multiple synonyms in the TL and it is the context and collocations that determine the one suitable for the TT.

Tracing the number of occurrences of the TL suggestions reveals that مؤسسة has occurred 186 times, while عمل تجاري has occurred 58 times only. Other renditions for *business* were also found in fewer frequencies: three for اقتصادي, one for تجاري, except for عمل which occurred 110 times. In view of that, it is clear that the translators did not comply with the database suggestions. Instead, they have used other renditions as seen appropriate to the context. Examples from ST and corresponding TT are shown below[2]:

1) When considering the policies and planning of an IT department, we should be aware of the links between planning for the business as a whole, the application systems and the technical infrastructure. (p. 29)

عند إقرار السياسة والتخطيط لقسم تقنية المعلومات، يجب مراعاة الروابط بين التخطيط للمؤسسة ككل، ونظم التطبيقات، والبنية التحتية التقنية. (p. 21)

2) Application Management provides an outline of the Application Management life cycle and is a guide for business users, developers, and service managers of how applications can be managed from a service management perspective. (p. 49)

تزود إدارة التطبيق موجزا عن دورة حياة إدارة التطبيق ودليل لمستخدمي العمل التجاري، والمطورين ومدراء الخدمة عن كيفية إدارة التطبيقات من منظور إدارة الخدمة (p. 39)

3) These potential problems and mistakes could of course be avoided by understanding and using ITIL best practices in line with the needs of the business that the IT organization is there to support (p. 35)

وبالطبع يمكن تجنب هذه المشاكل والأخطاء المحتملة وذلك عن طريق فهم واستخدام الممارسات المثالية للآيتيل بالتوافق مع احتياجات العمل الذي تدعمه منظمة تقنية المعلومات(p. 33)

4) These incidents may be signaled to the Incident Management process by a business manager, by a system manager or by the system itself (p. 48)

وقد يتم تبليغ إدارة الوقائع بهذه الحالات عن طريق المدير التجاري، أو مدير الأنظمة، أو عن طريق النظام النظام نفسه (p. 47)

Despite the fact that one preferable principle in terminology work is to have one-to-one correspondence between the concept and the term, not one-to-two, studying the examples above, it could be said that due to having multiple synonyms in the TL for *business*, two translations are provided in the database and the choice was left for the translator to decide on which better suites the context. Therefore, it could be assumed that the alternative translation suggestions in the database are provided to have flexibility of term usage in relation to the context, in addition to considering the aspect of establishing concept relevance. However, and as illustrated in some examples above, translators have opted for renditions that are not listed in the database and used them as seen appropriate to the context.

In terms of consistency of term usage throughout the target text, it is found that the TT varies in usage between the two suggested translations as provided in the database and a third rendition provided as العمل. Examples listed below show the different occurrences to which different translations are used in a way to maintain concept relevance between the SL and the TL.

5) If the IT department supports the interests of the business, the objectives of the IT department will be derived from the business objectives. (p. 29)

إذا كان قسم تقنية المعلومات يدعم مصالح المؤسسة، فإن أهداف قسم تقنية المعلومات ستشتق من أهداف المؤسسة (p. 21)

6) The EFQM 'Model of Business Excellence', generally known simply as the EFQM model, is widely accepted as the major strategic framework for managing an organization aimed at the balanced, continuing improvement of all aspects relevant to the business. (p. 25)

أصبح "نموذج امتياز العمل" الذي ابتدعته EFQM، والمعروف عامة ببساطة بنموذج إي أف كيو إم (EFQM)، مقبولا بشكل واسع كإطار استراتيجي رئيسي لإدارة منظمة تهدف إلى التحسين المتوازن، والدائم لجميع الأوجه المتعلقة بالعمل. (p. 17)

7) Over 600 European businesses and research organizations have now joined the EFQM (p. 25)

وقد انضمت حتى الآن أكثر من 600 مؤسسة أوروبية ومنظمات البحث العلمي إلى المؤسسة الأوروبية لإدارة الجودة إي أف كيو إم (EFQM). (p. 17)

Business is a broad term that has various usages however; it shares a common characteristic which is the commercial aspect. Depending on the context, it can be used to refer to: a firm, an organization, an institution, a company, a foundation, an establishment, or it can be used to refer to commercial activities and processes, and the same applies to the target language: شركة، مؤسسة، منظمة، منشأة، تجارة، عمل تجاري.

In examples 1, 5, and 7, the word *business* is translated into مؤسسة as the context is referring to an organization or a business entity. On the other hand, in examples 2, 3, and 6 the term *business* is used to refer to the business processes that run within an organization. Accordingly, the target language translates the word *business* to: العمليات التجارية or العمل. It could be generally assumed that the translator's choice is mainly based on considering the context and the delivery of meaning to the target readers.

A standard definition for this entry is not being provided in the original text. However, a definition is provided for some of the terms that fall under this entry. An example of those terms is discussed in the following section.

4.1.1 Business Process

The term form is a compound, in both, the SL and the TL. This term is listed under the main entry *business* and it has 52 occurrences throughout the ST, which is regarded as the highest among other sub-entries.

Table 4 Sub-entry—business process

ST term	Frequency	TT term
Business process	52	الإجراءات التجارية

A standard in-text definition is not found for this entry in the ST. However, it is reflected indirectly as the meaning can be easily inferred from the context within which the term occurs. A definition is a very important aspect of term formation as well as a basis of identifying the term, concept, and thus a significant aid to the translator to provide a TL counterpart.

In both languages, two general words are used to form a new compound to be used within the field of ITSM. The database provides الإجراءات التجارية as a translation for the term. The translation strategy could have been marked as calque but that would not fit when using the word الإجراءات as a translation for *processes* instead of العمليات التجارية. However, and by studying the consistency of occurrences within the TT, a variation was found in renditions. To illustrate more, a selection of occurrences and their renditions are provided as follows:

8) Impact of the incident—extent of the deviation from the normal service level, in terms of the number of users or business processes affected. (p. 53–54)

أثر الوقائع – هو مدى الانحراف عن مستوى الخدمة العادي، وذلك فيما يخص عدد المستخدمين أو عمليات المؤسسة المتأثرة (p. 42)

9) Urgency of the incident—the acceptable delay, to the user or business process, in solving the incident. (p. 54)

درجة استعجال الوقائع – هو التأخير المقبول من قبل المستخدم أو الاجراءات التجارية لحل الوقائع (p. 42)

As illustrated above, two variations are found. First, in translating *business* and the second is in translating *processes*. Apart from what is being listed in the database, the TT varies in renditions as in some sections *processes* are translated to اجراءات which is equivalent to *procedures*. Moreover, *business* has multiple renditions as in some sections it is being translated to تجارية which falls under *business activities* and in other cases it is being translated to مؤسسة which is equivalent to an *institution*.

4.2 Change

The high frequency of this entry signals the importance of studying this entry along with analyzing a sample of its occurrences. To begin with, the entry type is defined as a simple, one-word term in the SL and the TL. The translation strategy used here is literal translation where a direct equivalent التغيير is found and is generally used within the target language.

Table 5 Main entry—change

ST term	Frequency	TT term
Change	500	التغيير

A standard definition is not provided for this entry; however, it is provided for some terms that are listed under this entry in the database. The word *change* is used in the general language and it could be defined as a term when it is used within a special domain.

Within the context of ITSM, *change* is understood as a process that is initiated within a business entity aiming to achieve improvement. In both, the source text and the target text, the concept is relevant as the meaning of the term could be clearly understood from the context within which it is used. The TL term acquires consistency as the same translation التغيير is used throughout the text.

A sample of term usage and its translation is provided as follows:

10) The daily planning of change often fails to take the increasing pressure of work into account (p.104)

التخطيط اليومي للتغيير في كثير من الأحيان يفشل في أخذ ضغط العمل المتزايد في عين الاعتبار (p. 87)

4.2.1 Change Management

The term *change management* is listed as a sub-entry under *change* and it has the highest occurrences among other sub-entries. Therefore, it is selected for further analysis in order to trace translation trends.

Table 6 Sub-entry—change management

ST term	Frequency	TT term
Change management	209	إدارة التّغيير

The term form is identified as a two-word term in both the source and the target texts. Compounding is the strategy used in forming the term in both languages; as two general words are combined to form a new term that holds a defined concept and is used within the context of ITSM.

A standard definition is provided for this term in the source text and it has been translated to the target language as demonstrated in the example below:

11) Change Management aims to manage the process of change and consequently limit the introduction of errors and so incidents related to changes. (p. 104)

تسعى إدارة التغيير إلى إدارة عملية التغيير والحد من الأخطاء وبالتالي الحوادث المرتبطة بالتغييرات (p. 87)

Having a standard definition in the ST helps in identifying the concept and establishes concept relevance. Consequently, it provides a solid ground for term formation in both languages.

The translation strategy used here is calque translation where a direct equivalent is provided for both words involved in forming the new compound term. The word التغيير is a direct equivalent to *change* and the word إدارة is equivalent to m*anagement*. Moreover, the term acquires consistency as translation variations are not spotted in the target text and a standard translation إدارة التغيير is used throughout the target text.

4.3 Information

This is a simple, one-word term that gives a general word the specificity of terms by using it within a certain domain. Moreover, *information* is involved in forming many new compound terms that are listed in the ITSM database as sub-entries under this entry.

Table 7 Main entry—information

ST term	Frequency	TT term
Information	416	المعلومات

The translation strategy used here is literal translation where a direct equivalent المعلومات is already found and used in the TL. The concept and meaning of the term could be easily driven out of the context as no extension of meaning or differences in concept occurs between the SL and the TL. Therefore, concept relevance is achieved.

The term translation achieves consistency of usage throughout the text as the same rendition المعلومات is used. An example of the term and its translation is listed below:

12) In the information age, everything has become faster and more dynamic. (p. 18)

في عصر المعلومات أصبح كل شيء أكثر سرعة وديناميكية (p. 11)

As mentioned above, the translation is regarded as appropriate to the context as a direct equivalent is used and the meaning is reflected clearly to the target reader.

4.3.1 Information System

The term *information system* has the highest number of occurrences among the other sub-entries which are listed under the entry *information*. The term form is identified as a two-word compound that is formed by combining two general words to produce a new term of a new concept and is used within a special domain. The term form is similar in both languages as they both use a compound of two words.

Table 8 Sub-entry—information system

ST term	Frequency	TT term
Information system	25	نظم المعلومات

A definition for the term is provided in the text in a way to establish the concept and outline the meaning to include specific aspects as follows:

13) An IT application (sometimes referred to as an information system) only contributes to realizing corporate objectives if the system is available to users (p. 41)

يساهم التطبيق (المشار إليه أحيانا بنظام معلومات) في تحقيق الأهداف العامة فقط إذا توفر النظام للمستخدمين (p. 31)

The definition above limits the concept of *information system* to the IT applications used within an organization. Having that, the term acquires a specific meaning and it is used and communicated within a special field, ITSM.

The translation strategy is calque translation as a direct equivalent exists for both words used in forming the term: معلومات equivalent to *information* and نظام equivalent to *system*.

Consistency of translation is achieved as the same rendition is used throughout the target text. Moreover, the translation fits the context of the target text and achieves concept relevance. Examples from the ST and the TT are provided as follows:

14) If Configuration Management is applied to Information Systems rather than Information Technology alone (p. 83)

إذا تم تطبيق إدارة التركيب في أنظمة المعلومات وليس تقنية المعلومات فقط (p. 68)

4.4 Incident

The term form of this entry is defined as a simple, one-word term and this applies to both the ST and the TT. In both languages a single word is used; however, the database provides two TL renditions and the choice is left for the translator to choose which term is more suitable to the context.

Table 9 Main entry—incident

ST term	Frequency	TT term
Incident	335	واقعة أو حادث

The translation strategy is literal translation within which واقعة or حادث are provided in the database as suggestions for *incident*. The term *incident* is used in general language and it has a number of synonyms in the target language that can be used in accordance with the concept. However, the concept of any general word can change based on the definition provided; consequently leading to acquire new associations that convert that word into a term to be used within a special domain. Within the context of ITSM, a standard definition for the term *incident* is defined as follows:

15) Incident—Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in the quality of that service. (p. 53)

الوقائع – هي كل حدث لا يعتبر جزء من العملية الأساسية لخدمة معينة، والذي يسبب أو قد يتسبب في إعاقة أو تقليل جودة تلك الخدمة. ([2] p. 41)

According to the definition provided in the source text, an incident is defined as an unplanned event that occurs accidentally and results in a service interruption. Translating *incident* into Arabic can have multiple synonyms including: حادث، واقعة، حالة عرضية. Based on the definition provided, the translation should reflect the predefined characteristics of an incident. These include being unplanned, incidental, accidental, and problematic as it leads to service interruption.

As the term *incident* is widely used throughout the text and the book assigns a whole chapter to discuss this term, consistency is of high importance to establish standard usage of the term. Going back to the TT, consistency is hardly achieved as fluctuation in term renditions is noted throughout the TT. The examples below reflect some of the different renditions that occurred in the target text:

16) Once the causes have been identified and a workaround has been identified, the problem is classified as a known error and a business decision is taken whether or not to make a permanent fix to prevent new incidents. (p.48)

ولدى معرفة الأسباب وإيجاد جل بديل، فإنه يتم تصنيف المشكلة كخطأ معروف ويتخذ قرار اقتصادي بشأن عمل إصلاح دائم أم لا لتجنب مشاكل جديدة (p. 38)

17) For this reason, incidents are recorded, classified and allocated to appropriate specialists. (p. 52)

ولهذا السبب، يتم تسجيل، وتصنيف، وتوزيع الأعطال على المختصين الملائمين (p. 41)

Studying the above examples, it is clearly noticed that the renditions are not just limited to the two suggestions provided in the database. In example (15), the term *incident* was translated into واقعة which has a negative connotation, and that takes us back to the standard definition provided in the ST. In addition, in example (16), مشاكل was the translation used for *incident*, which is more relevant to *problems* than *incidents*. Moreover, in example (17) the term *incident* was also translated into أعطال, which is equivalent to *faults*, or *damages*. That could be due to understanding an *incident* as an odd-case in which a disruption of a service or a breakdown of a system occurs.

Notably, consistency is hardly achieved as multiple renditions for *incident* are used throughout the TT. Tracing the term renditions in the TT, it was found that the two translations suggested in the database are of different frequencies: واقعة has 197 occurrences, and حادث has 82 occurrences. Other renditions such as حالة، عطل، مشكلة are with fewer occurrences.

It could be generally said that the translator has focused on using multiple renditions in a way to achieve context relevance, and to reflect the main characteristics of an incident. However, considering the nature of the ST and its educational purpose, reverting to such strategy may cause readers' confusion as no single standard term is used to name this predefined concept.

Studying the used renditions and the definition provided in the ST, a choice can be made for a single term to be used throughout the text. Starting with the rendition واقعة, it is not commonly used in the TL and may be regarded opaque as the

word is already used to name other concepts such as: الواقعة as the *Day of Judgment*, a *battle*, and a *disaster*. In addition, the rendition مشاكل reflects a *conflict* or a *complication*, which fails to reflect the accidentalness of an incident to the TL readers. Similarly, the rendition أعطال reflects a *fault* or *dysfunction* that is more focused on the causes and not events. The term حادث is a better option as it reflects main characteristics of an incident: incidental, accidental, and problematic as it may cause interruption to service delivery.

4.4.1 Incident Management

The term *incident management* is listed as sub-entry under *incident* and it has the highest occurrences among other sub-entries. The term form is identified as a two-word term and the translation strategy is identified as calque translation where a direct equivalent, already found in the TL, is used for each of the words that are involved in forming the term.

Table 10 Sub-entry—incident management

ST term	Frequency	TT term
Incident management	138	ادارة الوقائع / ادارة الأحداث

The term-formation method in both the source and the target language is compounding, within which two general words are combined to form a new term *incident management*, إدارة الوقائع/الأحداث to be used within the field of ITSM. Compounding in the TL is a product of the calque translation of the term.

The term is linguistically correct but by reading the term alone, the reader will fail to associate the special language concept to it. Therefore, having a standard definition in the ST helps in defining the concept and therefore, set boundaries to its usage according to the specialized concept it is formed to reflect. The text provides a standard definition for the term *incident management* as follows:

18) The Incident Management process aims to resolve the incident and restore the provision of services quickly. (p. 48)

تهدف عملية إدارة الوقائع إلى حل المشاكل وإعادة توفير الخدمات بسرعة (p. 38)

19) Incident Management is a reactive task, i.e. reducing or eliminating the effects of actual or potential disturbances in IT services. (p. 52)

تعتبر مهمة إدارة الوقائع عملية تفاعلية، أي أنها تقلل أو تزيل الآثار الحالية أو المحتملة للمعوقات المصاحبة لخدمات تقنية المعلومات (p. 41)

In terms of consistency of term usage, though the database provides two suggestions for *Incident Management*, the TT uses إدارة الوقائع more frequently to refer to the main concept throughout the whole TT. Exceptionally, and out of the ST's 138 occurrences mostly translated to إدارة الوقائع, a few occurrences are found for إدارة الأحداث in the TT. Tracing the number of occurrences in the TT, 99 occurrences are found for إدارة الوقائع, whereas 19 occurrences are found for إدارة الأحداث. . As shown in example (22) below, the rest of ST occurrences were mostly represented in the TT by the use of a reference pronoun instead of the full term or omitted to avoid repetition in a single sentence. Below are samples of the different translations as shown in both texts:

20) Incident Management is essential to the other ITIL processes as it provides valuable information about infrastructure errors. (p. 52)

لإدارة الوقائع دور مهم في عمليات الآيتيل (ITIL) الأخرى حيث تقوم بتزويدهم بمعلومات قيمة عن أخطاء البنية التحتية (p. 41)

21) Incident Management has a two-sided relationship with Change Management. (p. 108)

تتمتع إدارة الأحداث بعلاقة ذات وجهين مع إدارة التغيير (p. 90)

22) Relevant personnel in Incident Management must be informed of the implementation of changes, so that they can quickly identify and remedy any related incidents. (p. 90)

كما يجب إعلام الموظفون المعنيون في هذه الإدارة بالتركيب المتغير، لكي يتمكنوا من التمييز بسرعة ومعالجة أي حادث متعلق به (p. 90)

Having a preset definition helps in establishing a relevant concept in both languages. However, and in terms of transparency, the term إدارة الوقائعis regarded as opaque when reading the term with no reference to the definition, the concept will not be straightforward for the target readers. The definition provided in the Arabic dictionary for the word وقائع is as follows:

(الوقائع): الأحوال والأحداث. مفرده: وقعة. ووقائع العرب: أيام حروبها. (المعجم الوجيز، p. 678)

Accordingly, the word وقائع means *events* and it may have a negative connotation as it is more often used within the context of wars. Similarly, the second suggestion provided by the database, إدارة الأحداث, may also be regarded as opaque as the word أحداث can be used in the general language to present other concepts such as: *events* or *youngsters*. Referring to the dictionary, the root of the word الأحداث is حدث and a number of derivations are provided, each presenting a different concept but they are all conjoined in reflecting the sense of recency: أحدث، الحادث، الحادثة، الحدث (المعجم الوجيز, p. 138).

Going back to the analysis provided in section 4.4 above, translating *incident* into حادث is more suitable to the definition provided in the ITSM ST. Generally, ITIL provides a standard tool to manage IT services within an organization. Reviewing the above examples and based on the context of the ST, *management* is used to resemble managing processes related to IT services within an organization.

4.5 Service Level

The term form of the above entry is identified as a two-word term where two general words are combined. Accordingly, the translation strategy used here is calque and a compound is produced in the TL.

Table 11 Main entry—service level

ST term	Frequency	TT term
Service level	296	مستوى الخدمة

A standard definition is not provided in the ST; however, a definition is stated within the context of the source text. An example is provided as follows:

23) For instance, most Service Desks act on an operational level, while the control of Service Levels is a task for Service Level Management, at a more tactical level of the organization. (p. 33)

فمثلا، أكثر مكاتب الخدمة تتصرف على المستوى التشغيلي، بينما يكون التحكم في مستويات الخدمة هو من مهام إدارة مستوى الخدمة، أي على مستوى أكثر تكتيكية في المنظمة. (p. 25)

Reading the above example, it could be understood that a service level can come in different types including operational and tactical levels within an

organization. Consequently, concept relevance is established in both, the ST and the TT as the concept is the reference for the term in both languages and the meaning is explained through the text.

The translation strategy used here is calque translation where a direct equivalent, of each of the words that are used in forming the term, is already found and used in the TL. The word *service* is literally translated to خدمة; similarly the word *level* is literally translated to مستوى. In both languages, compounding those two words produced a single term that refers to a certain concept and holds a special meaning within the field of ITSM.

The translation achieves consistency as the same translation مستوى الخدمة is used throughout the target text. Examples are provided as follows:

24) The agreements with the customer about the services to be provided are then developed into service level proposals through Service Level Management. (p. 34)

من ثم يتم تطوير الاتفاقيات مع العملاء حول الخدمات التي سيتم تزويدها إلى اقتراحات مستوى الخدمة من خلال إدارة مستوى الخدمة (p. 25)

4.5.1 Service Level Manager

The term above is listed as a sub-entry under the term *service level* and it has the highest number of occurrences among other sub-entries. The type of this term is identified as a complex term in which three general words are combined to form a new term. The term formation method is compounding and it is the similar method in both the SL and the TL as a result of using calque translation.

Table 12 Sub-entry—service level manager

ST term	Frequency	TT term
Service level manager	14	مدير مستوى الخدمة

Concept relevance is achieved as the term semantics is transferred to the TT. The concept is predefined by providing a standard definition of the main

responsibilities of a *service level manager*. A sample of the main responsibilities is listed as follows:

25) The Service Level Manager is responsible for:
(1) Creating and updating the Service Catalogue. (p. 153)

يعتبر مدير مستوى الخدمة مسؤولا عن:
1) إعداد وتحديث كتالوج الخدمة (p. 135)

Though the ST does not provide a standard definition for a service level manager, defining the main responsibilities throughout the text helps in clarifying the concept and the characteristics associated with this term. Consequently, meaning and understandability are established and communicated in the TT. The term achieves consistency and appropriateness of usage as the same rendition is adopted throughout the TT. An example of the translation is provided as follows:

26) The Service Level Manager draws up a list of the user groups, and their requirements and authority. (p. 148)

ويقوم مدير مستوى الخدمة بإعداد قائمة بمجموعات المستخدمين ومتطلباتهم وسلطة كل منهم (p. 130)

4.6 Customer

The term form is simple, one-word term and the translation strategy is literal translation within which a direct equivalent is already found in the TL. However, the database provides two TL words العميل/الزبون as translation suggestions for *customer*, meaning that the choice is left for the translator to decide on which is more suitable; and that is based on the context. Providing two suggestions is regarded as inappropriate as it affects the consistency of use and terminology standardization. Depending on the context and definition of the concept used, a standard rendition should be adopted.

Table 13 Main entry—customer

ST term	Frequency	TT term
Customer	294	العميل / الزبون

Going back to the ST, a standard definition for *customer* is not provided separately. However, the concept and meaning of the term could be easily driven out

of the context. The entry *customer* is also used within general language and has gained the status of a term, being used within a specialized subject. It is also used in forming a number of other subentries that are used within the field of ITSM. Based on the context of the ST, it is notable that an IT customer is more associated with receiving services instead of products. Going back to the definitions provided in Arabic dictionaries:

(الزبون): المشتري من تاجر (المعجم الوجيز، 1996، p. 285).

(العميل): من يعامل غيره في شأن من الشئون. (ج) عملاء (المعجم الوجيز، 1996، p. 435).

Tracing the root عمل in the modern Arabic dictionary (2008) reveals the following definition:

عمل :]عَميل[: ج عُمَلاء: 1مَن يُعامل غيره في شأن من الشئون كالتِّجارة وغيرها "عميل دائم للشَّركة- عميل متجر". 2 جاسوس يعمل لصالح دولة أجنبيَّة "عميل استخبارات/ الاستعمار" ◦ عميل سِرِّيّ: شخص يُعهَد إليه بجمع معلومات سريّة تتعلّق بدولة أجنبيّة. • عميل مُزدَوَج: جاسوس يعمل في وقت واحد لحساب دولتين عدوّتين. (معجم اللغة العربية المعاصر، p. 1556)

Throughout the TT, the renditions have varied mainly between the two suggested translations العميل and الزبون. Tracing occurrences in the TT, 50 occurrences are found for الزبون whereas 250 occurrences are found for العميل. A third translation, المستخدمين, which is not suggested in the database, is also found with 14 occurrences. Examples are listed for illustration as follows:

27) The quality of IT services largely depends on good relationships with the customers of the IT organization. (p. 32)

تعتمد جودة خدمات تقنية المعلومات بشكل كبير على العلاقات الجيدة مع عملاء منظمة تقنية المعلومات (p. 24)

28) During closure, the incident record must be updated to show the incident's final category and priority, the affected service(s)/users/customers (p. 64)

أثناء مرحلة الإغلاق يجب تحديث سجل الوقائع ليبين الفئة النهائية للحالة، والأولوية والخدمات، والمستخدمين والزبائن المتأثرين (p. 51)

29) The Service Catalogue provides a detailed description of the operational services in the customer's language, along with a summary of the associated service levels that the IT organization can provide to its customers (p. 121–122)

كما يقدم كتالوج الخدمة شرحاً مفصلاً عن خدمات التشغيل بلغة تناسب المستخدمين بالإضافة إلى ملخص لمستويات الخدمات المرتبطة التي تستطيع منظمة تقنية المعلومات تزويدها لعملائها (p. 124)

As seen in the above examples, the discrepancy of translation is notable as three different renditions, المستخدمين، العملاء، الزبائن, are used. In example 29, two different TL renditions are used in one sentence as the first is translated to مستخدمين to identify customers as users of the catalog, while the second is translated to عملاء to identify customers as recipients of IT services.

Referring to the definition provided in the dictionary, الزبون is more associated with buying products than receiving services; whereas, العميل is more associated with dealing with others and, it may hold a negative connotation due to the usage ofعميل to refer to a *spy* or a *secret agent*.

To eliminate the negative connotation, a rendition such as المتعامل reflects dealing with other parties and that is more related to business terminology such as المعاملات التجارية.

4.6.1 Customer Relationship Management (CRM)

This entry is listed under *customer* and it has the highest number of occurrences among other related terms. The term form is identified as a three-word term and it has a predefined abbreviation to be used instead of the whole term. The term formation method is identified as complex compounding within which three words are combined to form a new term that refers to a new concept within a special field.

Table 14 Sub-entry—customer relationship management

ST term	Frequency	TT term
Customer Relationship Management (CRM)	10	إدارة علاقات العملاء

The translation strategy used is a calque translation where a direct equivalent is already found in the TL for each of the three words involved in forming this term. It is also noted that the database does not provide a rendition for the abbreviation

"*CRM*" (See Appendix A). Searching through the content of the ST and the TT, it was found that "*CRM*" has zero occurrences and the full form of the term *customer relationship management* is used instead.

Concept relevance is achieved as a definition is provided in the ST. Accordingly; the meaning of the term is established and transferred to the TT. The definition and its rendition in the TT are provided as follows:

30) In IT Customer Relationship Management, the major challenge is to ensure that there are good and effective relationships between the IT organization and the customer organization at all levels. (p. 33)

إن التحدي الرئيسي في إدارة علاقات عملاء تقنية المعلومات، هو التأكد من وجود علاقات جيدة وفعالة بين منظمة تقنية المعلومات ومنظمات العملاء على كل المستويات (p. 25)

The above definition limits the concept of *customer relationship management* to the customers of IT within specific levels. Consistency is achieved as the same translation إدارة علاقات العملاء is used throughout the TT.

4.7 Application

The term form of this entry is identified as a simple, one-word term in both the SL and the TL. However, the database provides two translations for the translator to be used as seen appropriate to the context. The database lists suggestions considering that *application* is a general word and there is a possibility of having multiple occurrences in the text within which it may refer to the concept of a general word instead of a term of special language. Within general context, *application* may be used to refer to a form that is used to request or apply for service. On the other hand, and within the field of IT, a*pplication* is mainly used to refer to computer programs.

Table 15 Main entry—application

ST term	Frequency	TT term
Application	291	تطبيق / طلب

Tracing renditions of the term a*pplication* in the TT revealed that the database suggestion, تطبيق has 111 occurrences, whereas the suggestion طلب has no occurrences

as it not used by the translators. Instead, 15 occurrences are found of برنامج or برامج and a deletion of a number of occurrences as Chapter 17 on Application Management in the TT was omitted by the publisher and this has reduced the number of occurrences of the term application in the TT.

Generally, the translation strategy used is based on the context of the ST and its associated concept. The translation strategy is literal translation within which concept relevance is ensured by using a direct equivalent in the TL. As no standard definition is provided in the ST, the context is the only way to determine the right rendition. Examples are listed for illustration as follows:

31) When planning the network and applications of a business, the IT department will have to stay ahead of the overall planning to ensure that the business has an IT infrastructure in which it can develop. (p. 29)

فعند تخطيط شبكة الحاسوب والبرامج التطبيقية للمؤسسة، وجب على قسم تقنية المعلومات أن يبقى متقدما عن التخطيط العام للتأكد من أن المؤسسة تحتوي على بنية تحتية لتقنية المعلومات تقدر على تطويرها (p. 21)

32) The planning horizon is shorter for applications as they are designed for specific business purposes. (p. 30)

ويعتبر أفق التخطيط أقصر للتطبيقات حيث أنها صممت لأغراض محددة في المؤسسة (p. 22)

33) That way, the Service Desk will not be overloaded with questions related to the use of applications (p. 134)

وبهذه الطريقة، لن يزداد حمل مكتب الخدمة بالأسئلة المتعلقة باستخدام البرامج (p. 116)

Variation in renditions in the TT is noted as a number of terms are used to refer to the term *application*. In some cases, and as illustrated in the above examples, explanatory words such as البرامج are attached to the term التطبيقات in a way to clarify the intended meaning and to avoid ambiguity. Generally stated, the translator used explicitation strategy by adding the word برامج to التطبيقات. Using the word تطبيق alone is opaque as the TL reader will probably fail to associate the term with the concept of an electronic program. Moreover, it may result in ambiguity as the word تطبيق is also equivalent to the noun referring to the process of applying. Therefore, the word برامج was used in some cases in a way to limit the word's meaning to electronic programs.

Based on the context of the source text, the database should eliminate the second suggestion: طلب, as it is a general word that is usually used to represent a

request, and it is not intended to reflect any new concept within ITSM. Instead, the term a*pplication* is used to refer to electronic programs within the specialized field of ITSM and this should be clearly reflected in the TT as well.

4.7.1 Application Sizing

Table 16.Sub-entry—application sizing

ST term	Frequency	TT term
Application sizing	9	تغيير حجم التطبيق

This term is listed under the entry *application* and it has the highest occurrences among other sub-entries. The term form is a complex term and the term-formation method is compounding in both the SL and the TL. The SL term is a two-word term while the TT provides a three-word rendition. As explained in section 4.7, *application* within the context of ITSM refers to *electronic programs* تطبيقات the term برامج is less likely to be used as it is used to refer to *software*. On the other hand, literally translating *sizing* as تحجيم will fail to reflect the meaning to users. Instead, two words are used تغيير حجم, *changing size*, to reflect the act involved in the process of *sizing.* Accordingly, the translation strategy adopted here is successful by combining words that reflect the process in the TL. In terms of transparency, literal translation of *sizing* to تحجيم will be considered opaque as the concept will not be straight forward to the TL reader. Whereas, using a two-word equivalent by describing the process denoted by the term تغيير حجم will reflect the designated concept and be more understandable to the TL reader.

In a way to define the concept of the term, a standard definition is provided in the ST and a translation is naturally found in the TT as in the example listed below:

34) Application Sizing—determining the hardware or network capacity needed to support new or modified services and the predicted future workload. (p. 169)

تغيير حجم التطبيق – تحديد الأجهزة أو سعة الشبكة الضرورية لدعم الخدمات الجديدة أو المعدلة وكمية العمل المستقبلي المتوقع (p. 151)

The definition clarifies that application sizing is equivalent to determining the element of capacity. Within this specified characteristic, the concept is rendered in the TL by focusing on the element of size.

4.8 Availability

The term form is defined as simple, one-word term in both the SL and the TL. However, the database provides two suggestions التواجد/الإتاحية to be used as seen appropriate to the context. The translation strategy used is literal translation where an equivalent exists in the target language and this eliminates the need to form a new term.

Table 17 Main entry —availability

ST term	Frequency	TT term
Availability	288	التواجد / الإتاحية

The appropriateness of terms can be determined by defining the root of the suggested terms and their associated meanings. Looking up the root of first suggestion, الأتاحية, in the Modern Arabic dictionary (2008), reveals the following:

> "تيح : أتاح يُتيح، أَتِحْ، إتاحَةً، فهو مُتِيح، والمفعول مُتاح: • أتاح له الفرصةَ قدّرها له وهيّأها، يسّرها له وجعلها في متناول يده "أتاحت له الظروف النجاح في مسعاه- أمرٌ مُتاح للجميع" في حدود المُتاح: على قدر الموجود- مبدأ إتاحة الفُرص" (معجم اللغة العربية المعاصر، 2008، p. 306).

The term الاتاحية is a synthetic source noun that is formed by adding يّة to the root. The above definition associates certain characteristics to the root of الأتاحية including: facilitation and accessibility.

On the other hand, in studying the second suggestion التواجد, looking up the root وجد in the Modern Arabic Dictionary (2008), reveals multiple derivations. In the first, تواجد was defined as follows:

"وجد : تواجد يتواجد، تواجُدًا، فهو مُتواجِد: • تواجد الشَّخصُ ظهر من نفسه الوجدَ أو الحُزن "تواجد أمام أهل الفقيد" (معجم اللغة العربية المعاصر، 2008، 2401 ..p).

While the second وجود, was defined as follows:

وجد : وُجود مفرد:
1 - مصدر وُجِدَ ووجَدَ.
2 - كلّ ما هو موجود أو يمكن أن يوجد، كَوْنُ الشَّيء واقعًا وهو نوعان: ذهنيٌّ وخارجيّ، عكسه العدم "ظهرت السيَّارة الجديدة للوجود- غاب عن الوجود: أُغمي عليه- برز إلى الوجود- في حيِّز الوجود" أثبت وجوده.

(معجم اللغة العربية المعاصر، 2008، P. 2403)

Similarly, the Alwajeez dictionary has listed multiple derivations of the root وجد and their associated meanings as follows:

*(وَجَدَ) فلان- (يَجِدُ) وَجْداً:حَزِن و – عليه مَوْجَدَةٌ : غَضِبَ . و – به وَجْداً : أَحَبَّه. و- فلانٌ وُجْداً ، وجِدّةً : صارَ ذا مالٍ. و – مطلوبَه : أَدرَكه . ويقال : وجدت الحِلْمَ نافعاً : علمْتُه وعرَفتُه

(وُجَدَ) الشئُ من عَدَم وُجُوداً: خلاف عُدَم فهو موْجودٌ.

(أَوْجَدَ) اللّه الشئَ : أَنشأَه من غير سَبْق مِثال .

(تَوَاجَدَ) فلانٌ : تظاهرَ بالوَجْد.

(المعجم الوجيز ، 1996، 660)

Studying the definitions above, it is found that each of the multiple derivations of the root وجد, taking تواجد, وجود as examples, is associated with different concepts. As defined above, those concepts may include: expressing sadness, indicating presence, reflecting the state of existence, or referring to ontology and Islamic mysticism. Thus, rendition using the root وجد or any of its derivations should be made with cautious consideration to its multiple associations with different concepts. When such rendition is used incorrectly, it may affect the term's transparency, causing uncertainty to the target readers due to failure of correct association to the intended meaning, or leading to the wrong reference when linked to subjects that are not related to ITSM, for example mysticism.

To determine the appropriateness of the suggested terms and determine a standard rendition, an association should also be made to the definition provided in the source text:

35) High availability means that the IT service is continuously available to the customer, as there is little downtime and rapid service recovery. (p. 197)

يقصد بالتواجد العالي توفر خدمة تقنية المعلومات بشكل مستمر للعميل، حيث قصرت مدة التوقف عن العمل وزادت سرعة استعادة التشغيل (p. 177)

In the example above, it is noted that the TT uses تواجد for the term *availability* while it uses توفر as an equivalent for the word *available*.

36) The quality, availability, reliability and cost of the services are managed better. (p. 42)

جودة وتوافر واعتماديتها وتكلفة الخدمات تدار بشكل أفضل (p. 32)

37) For example, the availability of a workaround or a temporary fix may reduce the urgency and impact of a problem, while new incidents may increase its impact and urgency. (p. 75)

مثلا: قد يقلل تواجد الحل البديل أو الإصلاح المؤقت من درجة الاستعجال وتأثير المشكلة، بينما قد تزيد وقائع جديدة من تأثيرها ودرجة استعجالها (p. 60)

Evaluating the above examples, inconsistency is also found as different renditions are used throughout the TT. Tracing the terms renditions in the TT revealed 118 occurrences of 158 ,تواجد occurrences for التوفير, and no occurrences of الإتاحية. It is important to note here that the term توافر is not listed as a suggested rendition for the term *availability* in the database. Nevertheless, multiple derivations of the root وفر are found in the TT as renditions for the subentries listed under *availability*.

Tracing the root of the term توافر in the Modern Arabic Dictionary (2008) reveals the following:

وفر : توفَّرَ/ توفَّرَ على/ توفَّرَ لـ يتوفَّر، تَوَفُّرًا، فهو مُتوفِّر، والمفعول مُتوفَّر عليه:

• توفَّر الأمرُ
مُطاوع وفَّرَ: أتيح، وُجِد ،توفَّرت عنده بعض النُّقود- توفَّرت فيه الصِّفات/ الشروط.
• توفّر على بناء مُسْتقبله/ توفَّر لبناء مستقبله: صَرَف هِمَّته إليه "توفَّر على الدَّرس.

(معجم اللغة العربية المعاصر، 2008 p. 2472)

Moreover, the Alwajeez dictionary (1996) provides the following:

(وَفَرَ) الشئُ – (يَفِرُ) وَلفْراً ، ووُفُوؤاً : كَثُر واتَّسَع . ويقال : وَفَرَ عَرْضُه : كَرُم ولم يُبْتَذَل. و – عَرْضَ فلانٍ أو ذَمارَه : حَمَاه وصانَه.

(وَفُرَ) الشئُ – (يَوْفُرُ) وَفَارَةً: وَفَرَ.

(وَفَّرَ) الشئَ : كَثَّره . و – لفلانٍ طَعامَه : كَمَّله ولم يَنْقُصْه وجعَله وافَراً . و – له عَرْضَه.

(المعجم الوجيز، 1996، 676)

Looking up derivations including توفر and توافر in multiple dictionaries with reference to its root و ف ر, it is found that most of the derivations reflect: large quantity and numbering while the meaning intended here is the existence and readiness of service within a specific period of time.

In terms of achieving consistency and transparency, a standard term should be decided upon and consistently used throughout the text especially while giving titles to the main chapters and naming key concepts. Accordingly, within the context of ITSM, a definition for *availability* was only provided for its compounded subentries and therefore, should be reverted to as the main base while selecting a standard term to name the new concept including the main entry and all its associated subentries. The section below provides further discussion of one of the subentries listed under *availability*.

4.8.1 Availability Management

Table 18 Sub-entry—availability management

ST term	Frequency	TT term
Availability management	113	إدارة توفير الإمكانيات

The term form is identified as a complex term in which a compound of two-words is used in the source language and a compound of three words is used in the target language. The translation strategy adopted is explicitation in which literal equivalents were used for the head noun, while the modifier is translated into two words where one word is added for clarification purposes. Such translation strategy resulted in a multiword term. Moreover, in this term, *availability* is not being translated into any of the renditions listed for the main term, التواجد or الاتاحية (see 4.8 above). Instead, it was translated into توفير. This indicates inconsistency between the renditions provided for the main term and the terms listed under it in the database.

Apart from تواجد, which was listed for the main entry *availability* and might be associated with concepts on ontology and Islamic mysticism, opting for توفر might have been used by the translators to avoid those misconceptions. Also, the third word الإمكانيات equivalent to *resources* is driven out of the context of the source text and is based on the definition of the term stated as follows:

38) Availability Management is the process of ensuring the appropriate deployment of resources, methods and techniques, to support the availability of IT services agreed with the customer (p. 47)

إدارة توفير الإمكانيات هي عملية ضمان الاستخدام الملائم للموارد والطرق والتقنيات، لدعم تواجد خدمات تقنية المعلومات المتفق عليها مع العميل (p. 37)

According to the definition, *availability management* works in providing all the resources that are required to ensure the continuous availability of IT services. Therefore, the translation attaches the word, امكانيات, to establish a link between the concept and the term, and ensures that the term is transparent and associated with the availability of IT services achieved through the availability of IT resources.

In terms consistency, the rendition إدارة توفير الامكانيات or its short form إدارة التوفير is used throughout the target text. This can be shown in the following examples:

39) Availability Management is responsible for realizing and optimizing the availability of the services. (p. 145)

تعتبر إدارة توفير الإمكانيات مسؤولة عن تحقيق وتحسين الخدمات (p. 128)

40) Effective Availability Management requires a thorough understanding of both the business and the IT environment. (p. 198)

تتطلب الإدارة الفعالة لتوفير الامكانيات فهما عميقا لكل من بيئتي العمل وتقنية المعلومات (p. 178)

4.9 Configuration

The term form is a simple, one-word term. This is applicable to both, the SL and the TL. Despite having an alternative suggestion in the database: هيكلة, a count through the TT revealed that only تركيبة was used and the second suggestionهيكلة had no occurrences in the TT.

Table 19 Main entry—configuration

ST term	Frequency	TT term
Configuration	214	تركيبة / هيكلة

A standard definition is not provided for this term; however, in many sections of the ST, it was involved in forming compounds for new specialized concepts. Accordingly, special definitions were provided for those sub-entries such as: *Configuration Item* (*CI*) and *Configuration Management*.

A lookup in the dictionaries is made to assess concept relevance with the rendition provided in the TL. In the field of information technology and as stated in the Alkilani Dictionary of Computer & Internet Terminology:

Configuration A group of machines which are interconnected and are programmed to operate as a system.

مكونات، هيئة: مجموعة من الأجهزة المرتبطة والمبرمجة للعمل كنظام متكامل.

(Al-Kilani, 2004. p. 162)

In the above definition, the term is considered as technical and more related to hardware as it is defined to represent a group of machines. Moreover, the TL renditions above, uses مكونات and هيئة to represent *configuration*.

On the other hand, the Dictionary of Computers, by The Academy of Arabic Language (1995) provided TL renditions: تركيبة and هيئة, while similarly defining *configuration* to be hardware related as follows:

Configuration, computer (هيئة الحاسب,تركيبة الحاسب)

مجموعة من المعدات والأجهزة التي يتكون منها نظام الحاسب وارتباطها بعضها ببعض.

(Dictionary of Computers, 1995, p. 44-45).

To determine the suitability of the TL renditions suggested, a reference should be made to the context within which the term C*onfiguration* occurs. Following this method helps in deciding whether the term is more related to machines, or if it represents a new concept. For that, and due to the absence of a standard definition for c*onfiguration* in the ST, referring to the definition provided for the sub-entry *configuration item* is used instead:

41) In the terminology of Configuration Management, IT components and the services provided with them are known as Configuration Items (CI's). (p. 82)

تعرف مكونات تقنية المعلومات والخدمات المصاحبة لها في مصطلحات إدارة التركيب بـ "عناصر التركيب (CI)" (p. 68)

42) CI's can include PC hardware, all kinds of software, active and passive network components, servers, central processors, documentation, procedures, services and all other IT components to be controlled by the IT organization. (p. 82–83)

يمكن أن تتضمن عناصر التركيب الأجهزة وجميع أنواع البرامج ومكونات الشبكة النشطة والغير فعالة والسيرفر والمعالجات المركزية والوثائق والإجراءات والخدمات وكل عناصر تقنية المعلومات الأخرى التي هي تحت سيطرة هيئة تقنية المعلومات (p. 68)

Studying the above definition, it is clear that *configuration* holds different associations in the field of ITSM. Apart from its association with computer hardware, in ITSM it is defined to represent all IT components and services.

Starting with the renditions provided by Al-Kilani dictionary هيئة ،مكونات, the usage of مكونات is more related to *components* and still it carries no representation of services, as defined in ITSM. Using مكونات as translation for *configuration* will result in a calque translation for its sub-entries. An illustrative example will be: *CI's*— *configuration items*, translated to عناصر المكونات. The second suggestion هيئة in both, Al-Kilani dictionary (2004) and The Dictionary of Computers (1995), represents *formation* and carries no representation of components and services. It may also result in a calque translation and the disassociation of meaning for *configuration* sub-entries. An illustrative example will be: *configuration items* – عناصر الهيئة and *configuration management* – إدارة الهيئة.

Going back to the rendition: التركيبة/التركيب, provided in the Dictionary of Computers (1995) and ITSM database, a look up in the dictionaries returned multiple meanings including: alignment, arrangement, creation, joining, etc. tracing the root ر ك ب definitions from different dictionaries are found as follows:

"(تَرَكَّبَ): يقال: تَرَكَّبَ الشيءُ من كذا وكذا :تألّفَ وتكَوّن... (التّرْكِيبُ): (فى علم الفلسفة) تأْليف الشيء من مكوّناته البسيطة. ويقابله: التحليل" (المعجم الوسيط،2004، p. 368).

In Alwajeez dictionary, تركيب can represent: formation, formulation, and accumulation:

"(تَرَاكَبَ) الشئُ : رَكِبَ بعْضُه بعضاً ، أَو تَراكَم. (تَرَكَّبَ): تأَلَّفَ وتكَوَّنَ" (المعجم الوجيز،1996، p. 275).

Studying the above defined meanings, it can be summed that تركيب is generally associated with formation by accumulating or combining a number of elements or components. Apart from other suggested renditions and in terms of concept relevance, تركيب is the closest in representing the meaning as defined in ITSM but still, the term's association to services will need to be declared in the definition as done in the ST. The below discussion of the top frequent sub-entry of *configuration* will provide further assessment of the TL rendition.

4.9.1 Configuration Management

This term has the highest occurrences among other sub-entries listed under *configuration*. The term form is a two-word compound term in both, the SL and the TL.

Table 20 Sub-entry—configuration management

ST term	Frequency	TT term
Configuration management	165	إدارة التركيب

The translation strategy adopted is literal translation as an equivalent is found for each of the words involved in forming the term. However, the term is regarded as opaque since the meaning is not straightforward to the readers unless a reference to the definition provided in the ST and the TT is made. When reading the term *configuration management* alone, it will be hard to link it to the concept and determine how the term is specifically used within the context of ITSM. As a result, a definition is certainly needed to form a correct association with its new ITSM's concept.

In an answer to this need, the text provides a standard definition and a thorough discussion of the concept to clarify the meaning to the reader, and to promote its usage by professionals working in the field. To illustrate more, a selection of the discussion that defines c*onfiguration management* is provided below:

43) Configuration Management aims to provide reliable and up-to-date details about the IT infrastructure. (p. 82)

تهدف إدارة التركيب إلى تقديم تفاصيل حديثة ومعتمد عليها عن البنية التحتية لتقنيات المعلومات والاتصال (p. 67)

Taking the above definition from the ST and in comparison to the concept defined in the field of Information Technology, as found in Al-Kailani Dictionary of Computer & Internet Terminology:

> configuration management: the process of controlling a software system to prevent unauthorized changes.
>
> إدارة الهيئة: طريقة التحكم وتنظيم البرامج لمنع التغيرات غير المنظمة.
>
> (Al-Kilani, 2004. p. 162)

It is clear that *configuration management* in the field of ITSM represents a new broader concept that includes the management and control of not only software systems, but also all IT components and their associated services.

In continuation of the discussion provided for the main term *configuration* in section 4.9 above, further searches in dictionaries were made to assess the term's suitability in representing the new concept.

In Alwaseet dictionary (2004), and as part of the main root ر ك ب, the term تركيب was defined as follows:

"تَّرْكِيبُ: التَّرْكِيبُ _ (في علم الفلسفة) : تأليف الشيءِ من مُكوناته البسيطة. ويقابله: التحليل" (المعجم الوسيط،2004، p. 368).

In addition, looking up the root ر ك ب in Lisan Al 'Arab dictionary (1984):

> ركب: رَكِبَ الدابَّة يَرْكَبُ رُكُوباً: عَلا عليها، والاسم الرِّكْبة،... ...كِفَّةِ الخاتَمِ، لأَن المُفَعَّل والمُفْعَل كلٌّ يُرَدُّ إِلى فَعِيلٍ. وثَوْبٌ مُجَدَّدٌ جَديدٌ، ورجل مُطْلَق طَلِيقٌ، وشيءٌ حَسَنُ التَّرْكِيبِ. وتقولُ في تَرْكِيبِ الفَصِّ في الخاتَمِ، والنَّصْلِ في السَّهْم: رَكَّبْتُه فَتَرَكَّبَ، فهو مُرَكَّبٌ ورَكِيبٌ. والمُرَكَّبُ أَيضاً: الأَصلُ والمَنْبِتُ. (لسان العرب،1984، p. 433)

Moreover, in the Modern Arabic dictionary (2008), multiple definitions were listed for تركيب as follows:

> تركيب [مفرد]: ج تركيبات (لغير المصدر) وتراكيبُ (لغير المصدر)، تركيبة (لغير المصدر):
> 1 - مصدر ركَّبَ
> • تركيب تليفون: توصيله وتمديد أسلاكه، - دواء تركيب: دواء يقوم الصيدليّ بتحضيره، - لعبة تركيب: أجزاؤها مفككة وتعتمد على مهارة اللاَّعب في تركيبها وضمِّ أجزائها، - مائيّ التَّركيب: محتوٍ على الماء في تركيبه، - مضاعف التَّركيب: يتركَّب أو يتألَّف من عناصرٍ أو أجزاء مركَّبة أصلاً - وصلة تركيب: وصلة تكون نهايتها وحوافّها مثبّتة بإحكام ومركّبة فوق أخرى.
> (معجم اللغة العربية المعاصر،2008، p. 932) .

Based on the definitions above and the definition provided in the ITSM text, it can be said that تركيب is more appropriate among other suggestions to represent *configuration* as تركيب was defined in dictionaries to represent an item that consists of other smaller items. Similarly, *configuration management* is mainly concerned with managing and controlling smaller elements, *configuration items*, including all their processes, services, and relations. Accordingly, and with such a term, concept relevance can be achieved when referring to the standard definition that is provided in the text. Moreover, conducting a verification check for the TT, consistency was found as the same rendition إدارة التركيب is used throughout the TT.

4. 10 ITSM Abbreviations

Abbreviations, acronyms, and initialisms definitions overlap (Crowley, 1982). According to Oxford Dictionaries Online (2012), an abbreviation is "a shortened form of a word or a phrase", while an acronym is an abbreviation of the first letters of a multiword term pronounced as a single word, and intialism is an abbreviation of the first letters of a multiword term with each letter pronounced on its own (Oxford Dictionaries Online, 2012). In this study, abbreviation is used as a generic term for all initialisms and acronyms found in the database.

The database provides a number of terms, out of which many are listed with their abbreviations. A count through the database returned 65 terms listed with their abbreviations out of which 63 initialisms and only 2 acronyms (ex. ISO and ITIL) are listed (Appendix C). Difference in occurrences is notable as some abbreviations come with few or zero occurrences, while others are of large numbers, with the highest

reaching 207 occurrences. The huge number of listed abbreviations necessitates a study of their occurrences in the ST and their translation strategies as found in the TT. Another reason for studying abbreviations is that during the analysis of the above selected main and sub-entries, abbreviations have caught my attention as they are found in huge numbers, causing a notable variance in the count for terms' occurrences in the ST and the TT. Studying abbreviations will give us a general idea about their translation strategies within the technical context of ITSM.

With reference to the original database and in order to facilitate the study, only the terms that are listed with their abbreviated form are selected for further sturdy (see Appendix C). The first ten most frequent abbreviations are listed in Table 21 below for illustration:

Table 21 Top frequent abbreviations

#	ENGLISH TERM	Abbreviation Frequency
1	Configuration Item (CI)	207
2	ITIL	154
3	Configuration Management Database (CMDB)	128
4	Service Level Agreement (SLA)	127
5	Request for Change (RFC)	89
6	IT Service Management Forum (ITSMF)	69
7	IT Service Management (ITSM)	43
8	Change Advisory Board (CAB)	38
9	Continuous Service Improvement Programme (CSIP)	32
10	International Organization for Standardization (ISO)	20

Manual verification count of term occurrences in the ST reveals that three forms are used: full form, abbreviated form, or both, the full form and the abbreviation adjacent (see Appendix C). Accordingly and as shown in Table 22 below, there are three categorization columns of term occurrences with reference to their usage in the ST.

Table 22 ST term form frequency—configuration item

Abbreviation	Full form	Full form with Abbreviation
CI	Configuration item	Configuration item (CI)
207	9	6

Counting occurrences for each of those categories reveals a trend and tendency in using abbreviated forms in the ST, which is regarded of a technical nature. Reasons for that vary as in order to avoid repetition of the full term throughout the text, ST have opted for using abbreviated forms. The full form with its abbreviation adjacent in brackets is generally used when introducing a new chapter or when introducing a new concept for the first time. Whereas, using the full form alone is found in the ST when there is no need to mention the abbreviation because it will not be used in the text that follows and when a reference is not needed for clarification. The use of abbreviations is mainly noted when a need exists to repeat the term for a number of times in the same sentence, paragraph, or page.

To determine which category (full form, abbreviated form, or full form and abbreviation adjacent) is mostly used throughout the ST, a sum for the frequency of occurrences for each of the categories is conducted. Abbreviated forms have the highest frequency; with a total of 1227 occurrences (see Appendix C).

The fact that the use of abbreviations is the highest among other categories in the ST raises the need to conduct an analysis for the strategies used in translating abbreviations and how are they represented in the TT. For this purpose, two terms of highest abbreviation frequencies are selected for further study. Below is a discussion of the translation of the two top abbreviations found in the ST.

To start with, a study of the term *configuration item* is selected as its abbreviated form *CI* has the highest occurrences compared to other abbreviations in the ST. Table 23 below illustrates the number of occurrences of each form as found in the ST.

Verifying equivalent term occurrences in the TT, multiple strategies are found to be used by the translators. Table 23 as shown below, is set to record various occurrences found as renditions in the TT.

Table 23 TT term form frequency - configuration item

ST forms	TT forms	TT # of occurrences
CI	عناصر التركيب	176
	عناصر التركيب (CI)	9
	Omitted	22
Configuration Item	عناصر التركيب (CI)	1
	عناصر التركيب	5
Configuration Item (CI)	عناصر التركيب (CI)	6

As illustrated in Table 23 above, when using the full form in the ST, the TT uses the full term as well. Similarly, when using the full form with the abbreviation in the ST, the TT uses the same. An exception that is of huge importance is found when translating the abbreviated form. As shown in the above table, the TT uses multiple forms to represent the ST abbreviated form. Those forms includes: TT full form, TT full form with abbreviation adjacent, or the omission of the abbreviation. The TT top used form is the full form with no abbreviation attached, reaching 176 occurrences. Expanding abbreviations to their full form is mostly applied throughout the TT. Adopting such strategy therefore lead to an increase in the full form usage in the TT compared to their occurrences in the ST.

Omissions is recorded in the TT for a number of cases, 22, within which a pronoun is used for reference instead of using the full form as an equivalent for the ST abbreviated form. In other cases, the abbreviations are omitted and no reference is used; mostly due to having a repetition of the same abbreviation in the same sentence which eliminates the need for including the second occurrence.

Using the full form with the abbreviation adjacent had few occurrences in the ST as such strategy is only used to familiarize the readers with the abbreviation in order to be solely used in the sections that follow. Such strategy will not be successful

in the TT as the TL does not support the use of abbreviated forms. To solve this issue, and as found in the TT, translators have used the full form in the TT as an equivalent for when the abbreviation is used in the ST.

Studying the translated forms in the TT as shown in Table 23 above, few occurrences are found for using the full term in the TL along with including the abbreviated form in the SL, for example, عناصر التركيب *(CI).* It could be said that including the abbreviated form in the TT might be regarded as ambiguous and carries no meaning to the target readers if they are new to the concept and have no familiarity with the term usage in the SL. However, and as in many technical fields, professionals happen to be using terms in both: source and target languages. It is therefore assumed that the main reason for adopting such strategy is to help professionals in associating SL terms with their TL translation.

The second term, of which abbreviated form is of high occurrences, is *information technology infrastructure library (ITIL)*. This term has the second most frequently used abbreviation as found in the ST. Similar to *configuration item (CI),* discussed above; this term is found to be used in three different forms throughout the ST. The term comes in either full form, abbreviated form, or the full form with its abbreviation adjacent. Table 24 below shows the number of occurrences resulting from a verifying lookup of term usage throughout the ST. Only one occurrence is found for the full form. Similarly, the full form with its abbreviation has three occurrences, whereas the abbreviated form is mostly used with a record of 154 occurrences.

Table 24 ST term form frequency – ITIL

Abbreviation	Full form	Full form with Abbreviation
ITIL	Information Technology Infrastructure Library	IT Infrastructure Library (ITIL)
154	1	3

As noted, the term is regarded complex as it constitutes of four combined words. Consequently, it is found to be more convenient to use the abbreviated form

for the ease of reference and to avoid the repetition of this long phrasal term as it might be disturbing to the readers. The full form is initially used to introduce the concept and set the grounds for the abbreviation to be used as a short form throughout the text.

Tracing translation strategy of this term and its associated abbreviation is also important. On the other hand, and as the use of abbreviations is not supported in the TL, it is important to analyze the strategies used in dealing with the abbreviation of this term. A verifying lookup for term representation in the TT is conducted and listed in Table 25 below.

Table 25 Term frequency – ITIL

ST form	TT form	Number of TT occurrences
ITIL	مكتبة البنية التحتية لتقنية المعلومات (آيتيل)	1
	آي تي آي إل (ITIL)	1
	اي تي اي ال	2
	ايتيل	93
	آيتيل (ITIL)	48
	Omitted	9
IT Infrastructure Library	مكتبة البنية التحتية لتقنية المعلومات	1
IT Infrastructure Library (ITIL)	آيتيل (ITIL) - مكتبة البنية التحتية لتقنية المعلومات	2
IT Infrastructure Library (ITIL)	آيتيل - مكتبة البنية التحتية لتقنية المعلومات	1
Information Technology Infrastructure Library (ITIL)	آيتيل (ITIL) - مكتبة البنية التحتية لتقنية المعلومات	1

Inconsistency in the strategies used in representing the abbreviations is noted. Throughout the TT, almost six abbreviation representations are recorded including:

1. usage of full form with borrowed abbreviation adjacent
2. Transliteration of abbreviation in the TL adjacent to SL abbreviation in brackets
3. Transliteration of abbreviation
4. Borrowing of abbreviation into TL

5. Borrowing of abbreviation into TL adjacent to SL abbreviation in brackets
6. Non-presentation (omission)

Considering the number of occurrences of each of the translated forms reveals that borrowing ايتيل is mostly resorted to as it has a record of 93 occurrences. On the other hand, despite having few occurrences, the usage of transliterated form of the ST intialism اي تي اي ال is regarded as confusing as it carries no clear representation unless the aim for opting for such form is to help the target readers with its pronunciation. There are no TL words that this transliterated form may refer to. Omissions are also recorded in the TT for cases in which the ST abbreviated form is used twice in the same sentence or a pronoun is used in TT instead. Such omissions in the TT are inconsiderable as they have no effect on sentence structure or the delivery of meaning to the target readers.

Studying the full form occurrences in the TT also reveals inconsistency and the lack of standardization as multiple representations are found throughout the TT. Resorting to borrowing and transliteration as strategies in dealing with the abbreviated form is questionable. Including SL forms in the TT might lead to confusing target readers due to the possible difficulty of associating those forms with any concept unless initially defined.

Going back to the context, it is found that the full form with borrowed abbreviation is used in the beginning to establish the concept and facilitate its association when using the abbreviated form. Moreover, and having the associated field in mind, the abbreviation *ITIL* is promoted to be commonly used as brand name and a title for certifications in this field. A similar example is the *ISO* certification which has achieved recognition and is commonly used and included in its transliterated form, آيزو, in many publications. Likewise, *ITIL* آيتيل, is set to be commonly used and recognized by professionals in the field of ITSM.

It is therefore a better strategy to have a consistent representation for this abbreviation to be used throughout the TT. As done in the ST, the translator can choose a single form such asآيتيل to be used throughout the text, and that will come after defining the term in full form with its abbreviated form in the beginning.

This chapter provides an analysis of a selection of top frequent ITSM terms based on certain analysis criteria including: term form, translation strategy, consistency of term usage, term root, and the study of definitions as part of evaluating the establishment of concept relevance. Moreover, as a sample of problematic issues, abbreviated forms are also analyzed. The next chapter provides a discussion on the findings and conclusions with regards to ITSM translation strategies trends, concluding with recommendations for further research.

Footnotes

[2] The ST and TT terms in the examples are in bold typeface. My emphasis.

[3] The text is reproduced here with all its grammatical and spelling mistakes.

5. FINDINGS

This chapter provides a discussion of the key findings in the course of the analysis presented in the previous chapter. Appendix B and appendix C are also used as a reference to acquire frequencies and percentages of translation strategies used. Accordingly, the findings are discussed in terms of strategies used in translating terms, sub-terms, and abbreviations.

To identify findings in terms of trends and frequencies of translation strategies of the TL terminology of ITSM, an analysis of the terminology listed in the database is conducted. It is worth noting that the original database is not a terminology work proper, but rather a resource for the translation team to resort to as a unified data-base of term translations.

As shown in Appendix B, the English terms and their Arabic translations are listed along with a column that is allocated to identify the translation strategy used for each term. The table is used to identify translation strategies and calculate percentages of most used strategies. Having that facilitates the process of identifying tendencies and trends in translating the terminology of ITSM's publications.

Assessing inputs from the analysis chapter and the appendices, findings are discussed as follows. To start with, variation is found in the translation strategies adopted to deal with ITSM terms. Main translation strategies that are found according to their usage frequency are: calque, literal, modulation, borrowing, explicitation, omission, and expanding. The latter strategy, expanding, is more often used within this context to deal with abbreviated forms. In addition, some SL terms were listed with two TL suggestions; therefore, two translation strategies, "multiple strategies", are found used in translating each of the suggestions. This result in an increase in the total number of strategies used (Appendix B). Table 26 below calculates the percentage of each of the identified strategies:

Table 26 Frequencies of translation strategies

Strategy	Frequency	Percentage
Calque	290	57.31
Literal	171	33.79
Omission	48	9.49
Modulation	28	5.53
Borrowing	26	5.14
Explicitation	21	4.15
Expanding	14	2.77

Reviewing the above table, it is noted that the total number of frequencies, 598 exceeds the total number of terms, 506. That is mainly due to having some terms listed with two suggestions. In some cases, a different strategy is used for each suggestion, therefore leading to an increase in the total number of strategies used for a single SL term. An example for using multiple strategies is in listing two TL suggestions for the term *business*, عمل تجاري/مؤسسة, within which two translation strategies are used: explicitation and modulation. Another example occurs in translating *Business Relationship Management (BRM)* إدارة العلاقات التجارية using calque strategy in translating the full form while using omittion for the abbreviated form. Apart from omission, translating abbreviations using borrowing strategy have also caused an increase in the total frequency.

As illustrated in Table 26 above, calque translation is the highest with a percentage of 57.31; making it the most used translation strategy. Following that is literal translation, with a percentage of 33.79. Having in mind that the ST is of technical nature, opting for such strategies is justifiable. Generally, literal translation is commonly used in technical texts and for most of TL terms, existing direct equivalents are usually found and therefore, require no coinage of new terms.

With reference to the terms listed in the database, terms mostly included: single word terms, multi-word - two-word terms, and complex terms for those of three or above words. For one-word terms, literal translation is mostly reverted to. However, the issue of multiplicity is noted as some terms have multiple TL suggested translations listed to be used as seen appropriate to the context. In addition, a number of borrowed terms are also noted. Borrowing of one-word terms is found for cases such as:

- Using an already borrowed, established, and frequently used term in the TL such as: *computer* – كومبيوتر, *catalog* – كتالوج, *delta* – دلتا, and *virus* – فيروس.
- Borrowing of abbreviations either by including the SL form in the TT or by transliterating those abbreviations as intialisms such as: *CSF* – سي أس أف, *SMART* – سمارت.

Analyzing two-word terms reveals that similar strategies are used. Calque is mostly opted for as direct literal word for word equivalents are used to form a compound. Examples include*: acceptance test* –اختبار القبول, *application maintenance* – صيانة التطبيقات, *definitive software library* – مكتبة البرامج المحددة. Multiplicity is also noted for two word terms as the database provides multiple TL suggestions for some of the terms. Examples include: *technical support* – المساعدة الفنية/الدعم التقني, *incident management* – ادارة الوقائع/ادارة الاحداث. Calquing usually results in creating new word associations in the TL.

Noting that the original database is generally set to be used by translators for all ITIL publications, multiple TL suggestions might have been listed to give the translators flexibility in using the different renditions with relevance to the context. Within the ST publication, *Introduction to ITIL* (Bon, Pieper, and Veen, 2005), multiplicity can have a huge impact on key terms as providing two translations for one SL term leads to inconsistency of term usage throughout the TT and therefore, affects the standardization of TL terms. Multiplicity in translating technical terms is not a terminology work proper as a single term for a single concept is sought and promoted especially in specialized fields. Opting for multiplicity as a strategy in dealing with such technical terms will lessen their eligibility for standardization.

Other found translation strategies included: explicitation, modulation, expanding, and omission. Compared with other strategies illustrated in Table 26, those strategies are less frequently opted for. For example, modulation as a translation strategy has a usage record of 5.53%, and it is mostly used when strategies such as literal translation fail to establish concept relevance in the TL. Instead, modulation is used as a dynamic translation strategy as it focuses on delivering the meaning to the target readers by using a different phrase.

Using modulation as a translation strategy, variation in term form from the SL to the TL is noted. As found in some cases in the ST, a one-word term in the SL changes to a phrasal term of two or more words in the TL. As long as literal translation cannot be applied here, opting for such strategy is sought to maintain concept relevance in the TL and is regarded as justifiable.

Additionally, explicitation came with a percentage of 4.15 while expanding as the lowest with a percentage of 2.77. Examples of explicitation includes: *application sizing* تغيير حجم التطبيق, *business* عمل تجاري, *completeness* انجاز تام, *downtime* مدة التوقف عن العمل. Rendering such terms, the translator reverted to explicitly translating the implicit element in the SL term in order to convey meaning to the target readers.

On the other hand, omission is used in some cases while dealing with abbreviated forms, and that is when the full form is used in the TT instead of the abbreviation. Omitting abbreviations in such a case is acceptable as expanding to full forms will lead to the repetition of terms in the TL. In some cases, the abbreviated form is included as an adjacent to the full form. Few occurrences of transliteration of abbreviations are also noted, however, they are opaque in the TL since they are not established in the TL nor do they have clear reference to the words they stand for.

The multiplicity of translation suggestions and the use of abbreviations for some of the terms have lead to the occurrence of joint strategies. Generally, and for most of the terms listed in the database, a single translation strategy is used. However, in a number of cases, a combination of two strategies or a maximum of three strategies are used in translating a single term. As illustrated in Table 27 below, joint strategies such as calque and omission have the highest frequency, 40, within which omissions are mainly applied for the abbreviated forms. Expanding and borrowing is the least used joint strategy with a frequency of only 1 application in the database. Other joint strategies came with frequencies ranging between 2 to 14.

Table 27 Frequencies of joint strategies

#	Joint strategies	Frequency	Example	
1	Calque + Omission of abbreviation	40	Capacity Database (CDB)	قاعدة بيانات السّعة
2	Calque + Borrowing	14	PRojects IN Controlled Environments (PRINCE2)	مشاريع في بيئات مُحكمة (برينس 2)
3	Calque + Expanding	7	IT service continuity manager	مدير ادارة استمرارية خدمة تقنية المعلومات
4	Modulation + Omission of abbreviation	5	Balanced Scorecard (BSC)	بطاقة الأداء المتوازن
5	Calque + Expanding + Borrowing	4	IT Infrastructure Library (ITIL)	مكتبة البنية التحتية لتقنية المعلومات (آي تي آي إل)
6	Explicitation + Omission of abbreviation	3	Availability Management Database (AMDB)	قاعدة بيانات إدارة توفير الامكانيات
7	Literal + Borrowing	2	Delta release	إصدار "دلتا"
8	Literal + Explicitation	1	Support	المساعدة / المساعدة الفنية / الدّعم
9	Literal + Modulation	1	Stakeholder	شريك / شخص تهمه مصلحة العمل / ذو نصيب في المؤسسة / حامل الاسهم / مالك
10	Expanding + Borrowing	1	ITIL	مكتبة البنية التحتية لتقنية المعلومات (آي تي آي إل)
Total		78		

Referring to Table 27, we can see that calquing is the highest strategy opted for as it occurs in high frequency and is used in 4 of the above listed joint strategies. This seems to be a straight forward outcome since calquing is the most used strategy in translating ITSM terms (see Table 26). However, variation of usage in joint strategies is found when it comes to other strategies such as: borrowing, omission, expanding, explicitation, modulation, and literal translation; as those strategies have fewer frequencies.

Additionally, records are also found for terms with two suggested translations; however, those are found in fewer frequencies. As illustrated in Table 28 below, a single SL term is provided with two TL suggestions within which two different translation strategies are used. Such multiplicity of suggested translations will obstruct standardization of terms as a single term for a single concept is recommended as a fundamental rule for terminology and standardization practices.

Table 28 Frequencies of multiplicity

#	Multiplicity – terms with two alternatives	Frequency	Examples	
1	Explicitation & Calque	3	Gradual recovery	استعادة تشغيل تدريجية / تحسن تدريجي
2	Modulation & Calque	2	Maintenance window	فرصة أو نافذة صيانة
3	Literal & Explicitation	2	Outsourcing	تعهيد/ استخدام مصادر خارجية
4	Explicitation & Modulation	1	Business	عمل تجاري – مؤسسة
5	Modulation & Literal	1	Live	بشكل مباشر / حيّ
	Total	9		

Generally, most technical texts aim to achieve consistency of terms. In such case, translations may fall at the expense as adopting literal translation may produce terms that are not as specific. Exceptions may be regarded as more justifiable for the sake of achieving accuracy and concept relevance in the TL. However, and as found in some examples in the TT, translators used different renditions for a single term throughout the text. It is important when deciding on using joint strategies to ensure achieving consistency, and that can be achieved by using the same translation throughout the TT.

6. CONCLUSIONS

Focusing on the research topic in particular and reviewing the findings, this chapter provides an overall summary for this study, outlining the findings, and finally concluding with recommendations for further research.

Starting with the objective of the study, which is to investigate ITSM arabicized terminology and determine the tendencies of translation in the domain-specific context of this field, the research sets out with questions on the translation strategies adopted to deal with ITSM terminology, the most frequently used strategies, and how are the problematic aspects of ITSM terms dealt with? Setting the grounds, the study provided a general introduction on the field of ITSM, addressing the significance of this newly established field and the focus on the arabicization attempt of its terminology as introduced in the book: *Introduction to ITIL* (2005). The study then provided a general review of translation literature and its interrelation with terminology, moving to the specific focus on the arabicization of special field terminology.

To answer the research questions, the research selected ITSM terms as data from the Arabic version of the ST (بون وفرهيجن, 2007). The selection criteria of ITSM's terms was mainly based on frequency. Highly frequent abbreviated term forms were also selected. The main difficulty was the manual calculation of the selected TT term occurrences as attempts have failed to acquire an electronic copy of the TT and this has extended the time of research. Following occurrences calculation, the selected terms were ready for analysis and identification of translation strategies.

In the analysis, the study provided a thorough discussion of top frequent terms, which included: analysis of term form, translation strategy, consistency, root tracing in TL dictionaries, and the study of term definition leading to the determination of concept relevance. Moreover, being crucial to technical contexts, translation strategies used in dealing with highly frequent abbreviated term forms were also investigated.

Based on the analysis, the study presented the findings in terms of a general discussion of translation strategies used. Calculation of translation strategies' percentages helped in identifying trends in translating ITSM terminology based on the ST and the TT, the first official arabicized attempt in the field. The findings of the

study demonstrated that linguistic incompetence was found in the database and this might be due to having the database of terms as an unofficial draft of candidate terms to assist translations of this initiative. Variation was also found in the number of strategies adopted in translating the terms. The main strategies identified according to frequency of usage were: calque, literal, modulation, borrowing, explicitation, omission, and expanding. Terms were also translated using more than one translation strategy. Records were also found for multiplicity of Arabic suggested terms within which two Arabic suggestions are given for a single SL term; thus leading to a hurdle to future standardization attempts.

Additionally, the discussion of problematic aspects included the analysis of abbreviations, within which omission was found to be used as a strategy in dealing with some abbreviated forms. Having in mind that such publication readership is mostly of technical background and the translation is more likely to be used as study material for professionals in the field attending ITIL training courses, omitting abbreviations in such a case may be regarded as acceptable as expanding to full form will lead to the tedious repetition of the full form of those terms.

Tracing abbreviation usage throughout the TT revealed that in some cases, the abbreviated form was included as an adjacent to the full form. Few occurrences of transliteration of abbreviations as initialisims were also noted, however, they are regarded as opaque since they are not established in the TL and they do not have clear reference to the words they stand for. As in most technical fields, consistency of key terms is of great importance; however, translators in this case might have opted to include the Arabic translation along with the abbreviated form to assist in relating concepts between the SL and TL. Considering the nature of the field of IT and having bilingual professionals in most cases, repetition of expanding to the full form or transliteration as strategies are not seen as necessary when the familiarity of terms is already achieved when having professionals as content readers.

However exploratory, this study is the first in the field and therefore, it offers insights to other ITSM broader elements including: publications, accreditations, and trainings; eventually leading to advancement in ITSM's arabicization project. Considering the importance of this newly found field, it is vital for more arabicization initiatives to be promoted and supported. Moreover, the standardization of ITSM

terminology is crucial to the unification of ITSM terminology, leading to the facilitation of association and interrelation of concepts in different languages. It is therefore recommended for the existing Arabic version of the book (بون وفرهيجن، 2007) to be revised for a new edited republication and further research to address standardizing ITSM terminology to develop effective arabicized attempts in the future.

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APPENDIX A

Original Terminology Database[4]

Terminology Translation Table for IT Service Management Language: Arabic Version: 2.0 Date: 2006-03-25				
ENGLISH TERM	**No**	**Final Arabic Translation**	**Synonym**	**Notes**
Total :	**934**			
Absorbed overhead	0	نفقات ثابتة مدمجة		
Absorption costing	0	تكاليف الإدماج		
Acceptance	0	قبول		
Acceptance criteria	0	معايير القبول		
Acceptance environment	0	بيئة القبول أو شروط القبول		
Acceptance test	15	اختبار القبول		
Access control	0	التحكم في الدخول		
Account manager	0	مدير حساب العملاء		
Accounting	0	محاسبي أو محاسبة		
Accounting period	0	الفترة المالية – الفترة المحاسبية		
Accredited	3	معتمد		
Accuracy	0	دقة - صحة - ضبط		
Acquisition	0	الحيازة / الاكتساب		
Action lists	0	قوائم العمل		
Activity	0	نشاط		
Activity Based Costing (ABC)	0	التكلفة المستندة على الأنشطة		
Actual Spend	0	الإنفاق الفعلي		
Adaptive maintenance	0	الصيانة التكيفية		
Additive maintenance	0	صيانة إضافية		
Adjustability	0	قابلية التغيير - تكيفية		
Agreed Service Time (AST)	0	فترة الخدمة المتفق عليها		
Agreement	45	اتفاق / اتفاقية		
Alert	0	تحذير - إنذار		
Alert phase	0	مرحلة الانذار		
Allocated cost	0	تكلفة مخصّصة		
Analytical modeling	0	النموذج التحليلي		
Application	291	تطبيق / طلب		
Application maintenance	3	صيانة التطبيقات		
Application management	78	إدارة التطبيق		
Application portfolio	9	مستندات التطبيق		
Application Service Provider (ASP)	0	شركة خدمات التطبيق		
Application sizing	9	تغيير حجم التطبيق		
Application software	0	البرامج التطبيقية		
Apportioned cost	0	التكلفة المخصصة		
Approval	13	قبول - موافقه		
Architecture	6	البنية / الطراز		
Archive	1	ارشيف - سجلات - محفوظات - ملفات التسجيل		
Assembly CI	0	مكونات التجميع		

Asset	12	اصول - موجودات		
Asset management	9	إدارة الموجودات		
Asset register	0	سجلّ الموجودات		
Assurance	10	تأكيد - إثبات - تأمين		
Attribute	7	خاصية		
Audit	18	مراجعة		
Auditability	0	قابل للمراجعة		
Auditing for Compliance	0	المراجعة للتأكد من المطابقة		
Authentication	3	التوثيق		
Authenticity	0	الأصالة		
Authorisation	0	التصريح / التفويض		
Authorised Examination Centre (AEC)	0	مركز امتحان معتمد		
Authority	20	السلطة		
Automatic Call Distribution (ACD)	0	توزيع المكالمات الآلي		
Availability	288	التواجد / الإتاحية		
Availability management	113	إدارة توفير الإمكانيات		
Availability Management Database (AMDB)	113	قاعدة بيانات إدارة توفير الامكانيات		
Availability plan	5	خطة توفير الامكانيات		
Back-out plan	17	خطة التراجع		
Backup	12	احتياطي		
Balance check	0	تأكد من/ فحص الرصيد		Context unclear
Balanced Scorecard (BSC)	0	بطاقة الأداء المتوازن		
Baseline	21	الخط الأساسي / الأدنى		
Baseline security	0	الحد الأدنى للأمن		
Batch processing rate	0	معدل تشغيل دُفعي		
Benchmark	2	أساس تقييم		
Best practice	34	الممارسة المثالية		
Billing	0	اصدار فواتير		
Biometrics	0	القياسات البيولوجية		
Brainstorming	0	طرح أفكار / عصف ذهني		
British Standards Institution (BSI)	0	هيئة المعايير القياسية البريطانية		
Budget	38	الميزانيّة		
Budgeting	25	وضع ميزانيّة		
Bug	0	خطأ خفي		
Build	35	عمل / بناء		
Build environment	0	بيئة العمل / البناء		
Business	610	عمل تجاري – مؤسسة		
Business Capacity Management (BCM)	2	إدارة الامكانيات التجارية		
Business case	5	الحالة الاقتصادية للمؤسسة		
Business continuity	16	الاستمرارية الاقتصادية		
Business Continuity Management (BCM)	2	إدارة الاستمرارية الاقتصادية		
Business Continuity Plan (BCP)	1	خطة الاستمرارية الاقتصادية		
Business continuity planning	0	التخطيط للاستمرارية الاقتصادية		
Business continuity team	0	فريق الاستمرارية الاقتصادية		
Business customer	1	عميل المؤسسة / الشركة		
Business driver	22	دافع تجاري		

Business function	15	أهداف المؤسسة / وظيفة المؤسسة		Context driven translation
Business Impact Analysis (BIA)	5	تحليل الأثر على المؤسسة		
Business IT Alignment (BITA)	0	تجهيز المؤسسة لاستعمال تقنية المعلومات التجارية		Intended meaning here
Business objective	13	الأهداف التجارية		
Business operations	8	العمليات التجارية		
Business perspective	34	منظور تجاري		
Business process	52	الإجراءات التجارية		
Business recovery objective	0	أغراض الإنعاش التجاري		
Business recovery plan	0	خطة الإنعاش التجاري		
Business recovery plan framework	0	اطار عمل خطة الإنعاش التجاري		
Business recovery team	1	فريق الإنعاش التجاري		
Business Relationship Management (BRM)	1	إدارة العلاقات التجارية		
Business relationship manager	1	مدير العلاقات التجارية		
Business representative	0	ممثل تجاري		
Business request	0	طلب تجاري		
Business requirement	20	متطلبات تجارية		
Business service	4	خدمة تجارية		
Business Unit (BU)	11	وحدة تجارية		
Bypass	1	تخطي		
Call	16	اتصال / مكالمة		
Call centre	2	مركز الاتصالات		
Call type	0	نوع الاتصال		
Capability Maturity Model (CMM)	0	نموذج القدرة الكاملة		
Capability Maturity Model Integration (CMMI)	1	تكامل نموذج القدرة الكاملة		
Capacity	119	القدرة ، الإمكانية، الأهلية ، سعة		
Capacity Database (CDB)	3	قاعدة بيانات السّعة		
Capacity management	66	إدارة السّعة		
Capacity Management Database (CDB)	1	قاعدة بيانات إدارة الإمكانيات		
Capacity plan	27	خطة ادارة السعة		
Capacity planning	7	التخطيط للسعة		
Capital cost	2	قيمة رأس المال		
Capital Expenditure (CAPEX)	0	الإنفاق الرّأسماليّ		
Capital investment appraisal	0	تقييم استثمار رأس المال		
Capital item	0	عناصر رأس المال		
Capitalisation	0	الرسملة		
Categorization	0	التّصنيف		
Category	21	فئة / صنف		
Cause / Effect Diagram (CED)	0	الرسم البياني للسبب والنتيجة		
CCTA Risk Analysis & Management Method (CRAMM).	0	منهجية تحليل المخاطر وإدارتها		
Central Communications and Telecommunication Agency (CCTA)	8	وكالة الاتّصالات المركزيّة و تكنولوجيا الاتّصالات		
Central point of contact	1	نقطة الاتصال المركزية		
Certificate	9	شهادة		
Certification	4	إعطاء شهادة		
Certification Authority (CA)	3	سلطة التّوثيق		

Certify	0	يصدق على - يشهد		
Change	500	التغيير		
Change Advisory Board (CAB)	4	المجلس الاستشاري للتغيير		
Change Advisory Board / Emergency Committee (CAB/EC)	0/2	مجلس التغيير الاستشاريّ / لجنة الطّوارئ		
Change authority	0	هيئة التغيير		
Change builder	0	مؤسس التغيير		
Change control	2	التحكم في التغيير		
Change document	0	وثيقة التّغيير		
Change history	0	تاريخية التغيير/تواريخ التغيير		
Change log	0	سجلّ التّغيير		
Change management	209	إدارة التّغيير		
Change manager	14	مدير التّغيير		
Change model	5	نموذج التّغيير		
Change processing	0	اجراء التغيير		
Change record	4	سجلّ التّغيير		
Change request	5	طلب تغيير		
Change schedule	0	جدول التغيير		
Change slot	0	فرصة التغيير		
Chargeable item	0	بنود خاضعة للرسوم		
Chargeable unit	0	وحدة خاضعة للرسوم		
Charging	65	فرض سعر / تسعير / اقتضاء ثمن		Context driven translation
Charging policy	5	سياسة التسعير / سياسة محاسبة العملاء		Context driven translation
Charging process	1	إجراءات محاسبة العملاء		Context driven translation
Charging System	5	نظام التسعير		Context driven translation
CI level	2	مستوى بنود التركيب		
CI Type	9	نوع بنود التركيب		
Clarity	0	الوضوح		
Classification	47	التصنيف / التبويب		
Clean desk	0	البدء من جديد		similar to "clean sheet of paper"
Client	3	العميل		
Client access licence	0	ترخيص دخول العميل		
Closed	19	مغلق		
Closure	12	اغلاق		
Closure code	0	رمز الاغلاق		
COBIT	0	أهداف الرقابة على المعلومات و التقنية المعنية		
Code of Practice (COP)	4	قواعد الممارسة		
Cold standby	0	بديل بارد		**
Command, control and communications	0	السيطرة، والتحكم و الاتصالات		
Communication facility	0	مرفق الاتصالات		
Compatibility	0	التوافق		
Completeness	1	انجاز تام		
Complexity	11	التعقيد		

Compliance	14	الالتزام		
Component	29	عنصر		
Component CI	0	أجزاء وحدة التركيب		
Component Failure Impact Analysis (CFIA)	5	تحليل أثر فشل المكونات		
Compromise	0	المساومة / الحل الوسط		
Computer	32	حاسوب / كومبيوتر		
Computer Aided Systems Engineering (CASE)	0	هندسة النظم بمساعدة الكمبيوتر		
Computer center	1	مركز الحاسوب		
Computer operations	3	عمليات الحاسوب (الكمبيوتر)		
Computer platform	0	النظام البرمجي للكومبيوتر		platform means system here
Computer system	8	نظام الحاسوب (الكمبيوتر)		
Computer Telephony Integration (CTI)	1	تكامل معاملات كومبيوتر الاتصالات		***
Concurrency	0	تزامن		
Confidentiality	11	الخصوصية / السرية		
Confidentiality, Integrity and Availability (CIA)	4	السرية والتكامل و التواجد		
Configuration	214	تركيبة / هيكلة		
Configuration and Change Management (C&CM)	0	إدارة الهيكلة و التغييرات		
Configuration baseline	0	أسس التركيب		
Configuration breakdown structure	0	هيكل مقومات التركيب		
Configuration control	0	رقابة التركيب		
Configuration documentation	0	مستندات التركيب		
Configuration identification	0	تحديد التركيب		
Configuration Item (CI)	15	عنصر التركيب		
Configuration Management	165	إدارة التركيب		
Configuration Management Database (CMDB)	11	قاعدة بيانات إدارة التركيب		
Configuration management plan	0	خطة إدارة التركيب		
Configuration manager	3	مدير التركيب		
Configuration record	0	سجل التركيب		
Configuration status accounting	0	المحاسبة حسب حالة التركيب		Translated as Accounting based on config. Status
Configuration structure	0	هيكل التركيب		
Configuration verification and audit	0	التدقيق والتحقق من التركيب		
Configure	1	يهيء أو يركب		translated as a verb
Connectivity	0	قابلية التوصيل		
Contingency manager	0	مدير الحالات الطارئة		
Contingency plan	8	خطة الطوارئ		
Contingency planning	4	التخطيط لحالات الطوترئ		
Contingency planning and control	0	التخطيط لحالات الطوارئ والتحكم بها		
Continuity	13	الاستمرارية		
Continuity manager	1	مدير الاستمرارية		
Continuous availability	0	تواجد مستمر		
Continuous improvement	4	التحسن المستمر		

Continuous operation	0	عملية مستمرة		
Continuous Service Improvement Programme (CSIP)	1	برنامج تحسين الخدمة المستمر		المستمر للبرنامج
Contract	18	عقد / تعاقد		
Contract manager	0	مدير العقود / مجدير التعاقدات		
Contractor	1	مقاول/ متعاقد		
Control	83	رقابة \التحكم		
Control Objectives for Information and related Technology (COBIT)	1	أهداف الرقابة للمعلومات و التقنية المعنية		
Control processes	0	إجراءات التحكم		
Controllability	0	الانضباطية		
Cookie	0	كوكي	كوكي	
Correctability	0	القابلية للتصحيح		
Corrective controls	0	ضوابط تصحيحية		
Corrective maintenance	0	صيانة تصحيحية		
Corrective measures	3	الاجراءات التصحيحية		
Cost	168	التكلفة		
Cost benefit analysis	0	تحليل التكاليف والمنافع		translated as analysis of costs and benefits
Cost by Customer Cost Model (CCCM)	0	التكلفة حسب نموذج العميل		
Cost by Service Cost Model (CSCM)	0	التكلفة حسب نومذج الخدمة		
Cost centre	0	مركز التكلفة		
Cost effectiveness	2	فاعلية التكلفة		
Cost element	11	عنصر التّكلفة		
Cost management	2	إدارة التكلفة		
Cost model	0	نموذج التكلفة		
Cost of failure	0	ثمن الفشل تكلفة الفشل		
Cost plus	1	فوق التكلفة		+
Cost type	10	نوع التكلفة		
Cost unit	11	وحدة تكلفة		
Cost-effectiveness	1	فاعلية التكلفة		
Costing	1	محاسبة التكاليف		
Countermeasure	0	الاجراءات المقابلة / المضادة		
Cracker	0	مخترق / محطم / قرصان النت	كراكر / كراكرز	
Crisis	5	الازمات		
Crisis Management	2	إدارة الازمات		
Critical Success Factor (CSF)	36	عامل النّجاح الحرج (سي إس إف)		
Cryptanalysis	0	تحليل الرموز المشفرة		
Cryptography	0	علم الشّفرة		
Culture	43	الثقافة		
Customer	294	العميل / الزبون		
Customer focus	4	التركيز على الزبون		
Customer liaison	0	التواصل مع الزبائن		
Customer Relationship Management (CRM)	10	إدارة علاقات العملاء		
Customer Satisfaction Survey (CSS)	2	استطلاع مدى رضاء الزبائن		
Customer-managed use	0	استعمال تحت ادارة الزبون		

Customer-supplier relationship	0	إدارة علاقات العملاء والموردين		
Data	82	البيانات		
Data center	1	مركز البيانات		
Data collection	0	جمع البيانات		
Data infrastructure	0	البنية التحتية للبيانات		
Data management	0	إدارة البيانات		
Data mining	0	التنقيب في البيانات		
Data processing	1	معالجة البيانات		
Data transfer time	0	وقت نقل البيانات		
Data warehouse	0	مخزن البيانات		
Database	0	قاعدة البيانات		
Decryption	0	فك الشفرة		
Definitive Hardware Store (DHS)	6	مخزن الأجهزة المحددة		+
Definitive Software Library (DSL)	11	مكتبة البرامج المحددة		+
Degradability	0	قابلية التدهور		
Degradation	1	التدهور		
Deliverable	0	ممكن تسليمه		
Delta release	8	إصدار "دلتا"		
Demand Management	7	إدارة الطلب		
Deming cycle	0	حلقة ديمينغ		
Dependency	0	الاعتمادية		
Deployment	80	النّشر		
Depreciation	6	الاستهلاك		
Detection	13	كشف/ اكتشاف		
Detection controls	0	ضوابط الكشف		
Detection measures	0	إجراءات الكشف		
Detection time	4	وقت الكشف		
Development	120	التطوير		
Development environment	12	بيئة التطوير		
Diagnosis	22	التشخيص		
Diagnostic script	0	نص التشخيص		
Differential charging	1	تسعيرمتغير		translated as variable charging as in the text
Digital signature	0	توقيع رقمي		
Direct cost	12	التكلفة المباشرة		
Disaster	38	كارثة		
Disaster recovery	12	استعادة التشغيل بعد كارثة		
Disaster recovery management	0	إدارة استعادة التشغيل بعد الكوارث		
Disaster recovery plan	4	خطة استعادة التشغيل بعد الكوارث		
Disaster recovery planning	0	التخطيط لاستعادة التشغيل بعد الكوارث		
Discounted cash flow	0	تدفق نقدي مخصوم		
Discounting	0	خصم		
Distributed computing	1	المحاسبة الآلية الموزعة		الحواسيب الموزعة
Distributed system	1	نظام موزع		
Do nothing	3	عملية اللاشيء		

Document	19	وثيقة		
Documentation	37	التوثيق		
Domain	4	المجال		
Dormant contract	6	العقود المعلقة		
Downsizing	0	التقلص		
Downtime (DT)	21	مدة التوقف عن العمل		
EDP-audit	0	تدقيق نقاط اكتشاف في الحالة أو تدقيق معالجة البيانات الكترونيا		
Effectiveness	15	الفاعلية		
Efficiency	20	الكفاءة		
Elapsed time	1	الزمن المستغرق		
Electronic Data Interchange (EDI)	0	تبادل البيانات الكترونياً (إي دي آي)		
Elements of cost	0	عناصر التكلفة		
Emergency change	2	تغير طارئ		
Emergency release	0	استعادة تشغيل طارئة		
Encipher	0	التشفير		
Encryption	0	التشفير		
End user	3	المستخدم		
End User Availability (EUA)	0	الإتاحية للمستخدم النهائي (إي يو إيه)		
End User Down Time (EUDT)	0	مدة التعطل لدى المستخدم النهائي		
End User Processing Time (EUPT)	0	زمن قضاء احتياجات المستخدم		Translated as the time to deal with end user
Environment	7	المحيط م البيئة		
Equipment level	0	مستوى المعدات / مستوى الأجهزة		
Error	77	خطأ		
Error control	0	التحكم بالخطأ		
Escalation	24	التصعيد		
Escalation threshold	0	نقطة التصعيد		
Escrow	0	الضمان		
Estimation	0	التقدير		
European Foundation for Quality Management (EFQM)	1	المؤسّسة الأوربّيّة لإدارة الجودة (إي إف كيو إم)		
Evaluation	29	تقييم		
Event	36	حدث		
Event management	0	ادارة الحدث		
Examination Board (EB)	1	هيئة الاختبار / مجلس الامتحان (إي بي)		
Examination Institute for Information Science (EXIN)	0	معهد الامتحان لعلم المعلومات (إي إكس آي إن)		
Exception report	4	تقرير استثنائي		
Exclusiveness	0	حصر		
Expert system	0	نظام خبير		
Expert user	0	المستخدم الخبير		
Exploitation	0	استغلال		
External audit	4	التدقيق الخارجي		
External customer	1	العميل الخارجيّ		
External Service Provider (ESP)	2	مزود الخدمة الخارجي / مسئول الخدمة الخارجي (إي إس بي)		

Facilities (environmental)	0	تسهيلات		
Facilities management	2	إدارة التسهيلات		
Failure	2	إخفاق / تعطل / فشل		
Fall back	1	إستعاضة / احتياطي		
Fault	20	خطأ / عطل		
Fault tolerance	1	سماحية الخلل / سماحية العطل		
Fault Tree Analysis (FTA)	5 & 3	تحليل شجري للخلل		
Financial management	44	الادارة المالية		
Financial management for IT services	13	الادارة المالية لخدمات تقنية المعلومات		
Financial year	2	السنة المالية		
Firmware	0	برامج مبنية		
First Time Fix Rate (FTFR)	0	معدل الاصلاح عند أول محاولة		
First-line support	7	خط المساعدة الأول		
Fishbone diagram	0	رسم هيكلي / رسم توضيحي		
Fit for purpose	0	مناسب للغرض		
Fix	18	تصليح / إصلاح		
Fix notes	0	ملاحظات الإصلاح		
Fixed cost	3	تكلفة ثابتة		
Fixed facility	2	تسهيل ثابت		
Fixed price	0	سعر ثابت		
Flexibility	10	مرونة		
Follow the sun support	1	مساعدة على مدار الساعة		Translated as round the clock support
Forward Schedule of Changes (FSC)	2	برنامج التغيرات المستقبلي		
Front office	2	مكتب الإستقبال		
Full cost	2	التكلفة الكاملة / الشاملة		
Full release	7	الإطلاق الكامل		
Function	20	وظيفة		
Functional escalation	6	التصعيد الوظيفي		
Functional maintenance	0	الصيانة الوظيفية		
Functional management	0	الإدارة الوظيفية		
Functionality	12	الوظيفية		
Going rate	1	المعدل الدارج/ السعر السائد		
Gradual recovery	1	استعادة تشغيل تريجية / تحسن تدريجي		
Guideline	3	الدليل / توجيهات		
Hacker	0	هاكر ـ مخترق	هاكر	
Hard charging	0			
Hardware	0	مكونات الكمبيوتر / أجزاء الكمبيوتر		
Help desk	4	مكتب المساعدة		
Helpfulness	0	القدرة على المساعدة		
Hierarchical escalation	5	التصعيد التدريجي / تصعيد تسلسي		
Hoax	0	خديعة / تحايل		
Hot standby	0	البديل الأول / البديل الأهم		Translated as "first" or "important" standby
ICT	122	تقنية المعلومات و الاتصالات		

Identification	48	تعريف/هوية		
Immediate recovery	1	استعادة تشغيل فورية / تحسن فوري		
Impact	2	التأثير / الاثر		
Impact analysis	؟	تحليل التأثير / تحليل الأثر		
Impact code	0	رمز الاثر		
Impact scenario	0	سيناريو الاثر / ظروف الحادث		
Incident	335	واقعة أو حادث		
Incident call	0	مكالمة الواقعة أو الحادث		
Incident control	0	التحكم بالوقائع / السيطرة على الوقائع		
Incident life cycle	0	دورة حياة الحادث أو الواقعة		
Incident management	138	ادارة الوقائع / ادارة الأحداث		
Incident processing	0	معالجة الوقائع		
Incident record	23	سجل الوقائع		
Incident Report (IR)	1	تقرير الوقائع		
Indirect cost	8	التكلفة الغير مباشرة		
Information	416	المعلومات		
Information & Communication Technology (ICT)	0	تكنولوجيا أو (تقنية) المعلومات والاتصالات		
Information function	0	وظيفة المعلومات		
Information management	1	ادارة المعلومات		
Information security management	5	ادارة حماية المعلومات / ادارة أمن المعلومات		
Information security manager	0	مدير أمن المعلومات / مدير حماية المعلومات		
Information security officer	3	المسؤول الأمني للمعلومات		
Information security plan	0	خطة أمن المعلومات		
Information security policy	3	سياسة أمن المعلومات		
Information system	25	نظم المعلومات		
Information Systems Examination Board (ISEB)	1	مجلس امتحان نظم معلومات (آي إس إي بي)		
Information Technology (IT)	4	تقنية المعلومات		
Information Technology Infrastructure Library (ITIL)	1	مكتبة البنية التحتية لتقنية المعلومات		
Informed customer	1	عميل مطلع / ذو معرفة		
Infrastructure	8	البنية التحتية		
Infrastructure service	4	خدمة البنية التحتية		
Initiator	1	البادىء / المنشيئ		
Insource	0			
Install	2	تركيب		
Installability	0	قابلية التركيب		
Installation	34	تركيبة		
Institute of IT Service Management (IoSM)	0	معهد/مؤسسة إدارة خدمات تقنية المعلومات		
Integrated life-cycle management (ILM)	0	الإدارة المتكاملة لدورة الحياة الإفتراضية		
Integration	4	تكامل / دمج		
Integration testing	0	امتحان التكامل		
Integrity	0	سلامة / نزاهة		
Intelligent customer	0	عميل ذكي		
Interactive processing rate	0	معدل المعالجة التفاعلي		

Interactive Voice Response (IVR)	1	التجاوب الصوتي التفاعلي		
Interconnectivity	0	قابلية التواصل		
Interface	5	واجهة		
Interfaceability	0	قابلية وضع واجهة		
Intermediate recovery	1	إستعادة تشغيل وسطية / تحسن متوسط		
Internal customer	0	عميل داخلي / زبون داخلي		
Internal service provider	0	مزود الخدمة الداخلي		
International Organization for Standardization (ISO)	1 & 19	الهيئة الدولية للمعايير (آيزو)		
Internet Service Provider (ISP)	0	مزود خدمة الانترنت		
Interoperability	0	قابلية التشغيل المتبادل		
Inventory management	0	إدارة قائمة الجرد		
Investment appraisal	1	تقييم الاستثمار		
Invocation (of business recovery plans)	0	التنفيذ (لخطط تنشيط العمل أو المؤسسة)		
Invocation (of stand by arrangements)	0	تنفيذ (ترتيبات الاستعداد)		
Invocation and recovery phase	0	مرحلة التنشيط واستعادة التشغيل		
Invoicing	0	اعداد الفواتير		
Ishikawa diagram	0	مخطط إيشيكاوا البياني		
ISO quality standards	0	معايير آيسو للجودة		
IT	13	تكنولوجيا أو (تقنية) المعلومات		
IT accounting	0	محاسبة تقنية المعلومات		
IT accounting System	0	نظام محاسبة تقنية المعلومات		
IT audit	3	التدقيق في تكنولوجيا المعلومات		
IT Availability Metrics Model (ITAMM)	0	نموذج لقياس إتاحية تقنية المعلومات (اي تي ايه ام ام)		
IT directorate	0	مجلس ادارة تقنية المعلومات		
IT infrastructure	1	بنية تقنية المعلومات التحتية		
IT Infrastructure Library (ITIL)	5	مكتبة البنية التحتية لتقنية المعلومات (آي تي آي إل)		
IT manager	0	مدير تقنية المعلومات		
IT operations	0	عمليات تقنية المعلومات		
IT service	3	خدمة تقنية المعلومات		
IT Service Continuity Management (ITSCM)	45	ادارة استمرارية خدمة تقنية المعلومات(آي تي إس سي إم)		
IT service continuity manager	1	مدير ادارة استمرارية خدمة تقنية المعلومات		
IT service continuity plan	0	خطة استمرارية خدمة تقنية المعلومات		
IT service continuity planning	0	التخطيط لاستمرارية خدمة تقنية المعلومات		
IT Service Management (ITSM)	72	ادارة خدمة تقنية المعلومات (آي تي إس إم)		
IT Service Management Forum (itSMF)	1	منتدى إدارة خدمة تكنولوجيا المعلومات (آي تي إس إم إف)		
IT service provider	18	مزود خدمة تقنية المعلومات		
IT steering group	0	مجموعة توجيه تكنولوجيا المعلومات		
ITIL	155	مكتبة البنية التحتية لتقنية المعلومات (آي تي آي إل)	آي تل	
ITIL Certification Management Board (ICMB)	0	مجلس إدارة توثيق آي تي آي إل (آي سي إم بي)		
Job description	2	وصف الوظيفة		
Key	؟	المفتاح		

Key business drivers	16	الدوافع الرئيسية للعمل		correct meaning from context
Key Performance Indicator (KPI)	17	مؤشر الأداء الرئيسي (كي بي آي)		
Key Success Factor (KSF)	0	عامل النجاح الرئيسي (كي إس إف)		
Knowledge base	4	قاعدة معرفة		
Knowledge engineering	0	هندسة المعرفة		
Knowledge management	4	إدارة المعرفة		
Knowledge-based system	0	نظام أساسه المعرفة		
Known Error (KE)	74	الخطأ المعروف (كي إي)		
Known error database	2	قاعدة بيانات الأخطاء المعروفة		
Known Error Record (KER)	1	سجل الخطأ المعروف (كير)		
Latency	0	كمون / إستتار / زمن الانتظار		
Learnability	0	قابلية التعلم		
Legacy system	1	نظام توارث / تتالي		
Level of detail	12	مستوى التفصيل		
License management	1	ادارة التراخيص		
Lifecycle	0	دورة الحياة		
Lifecycle management	0	إدارة دورة حياة		
Live	13	بشكل مباشر / حيّ		
Live Build Environment	0	بيئة بناء مباشرة		
Live Environment	0	البيئة الحية		
Load	3	حمل / حمولة/ يحمل		
Logging	8	تسجيل الأداء		
Logical control	0	السيطرة المنطقية		
logical I/O	0	إدخال وإخراج منطقيّ		
Logical measure	0	الإجراء المنطقي		
Maintainability	15	قابلية الصيانة		
Maintenance	68	الصيانة		
Maintenance window	2	فرصة أو نافذة صيانة		
Major incident	1	حادث رئيسي		
Major Incident Management (MIM)	0	ادارة الحوادث الرئيسية		
Manageability	2	قابلية الادارة / يمكن السيطرة عليه		
Managed Object (MO)	4	وحدة مدارة		translated as managed unit. Better than object in Arabic
Managed services	0	الخدمات المنشودة		
Management	1	ادارة		
Management information	8	معلومات ادارية		
Management Information System (MIS)	0	نظام المعلومات الادارية (لإم آي إس)		
Management system	12	نظام الادارة		
Manual workaround	0	عمل يدوي متفرق		
Marginal cost	1	التكلفة الحدية		
Market price	1	سعر السوق		
Matching	11	التّلاؤم		
Maturity	8	نضج/ ادراك		

Maturity level	10	مستوى النضج		
Mean Time Between Failures (MTBF)	1	متوسّط الأزمنة بين الأعطال (إم تي بي إف)		
Mean Time Between Service Incidents (MTBSI)	0	متوسّط الأزمنة بين وقائع الخدمة (إم تي بي إس آي)		
Mean Time To Fix (MTTF)	0	متوسّط زمن التصحيح (إم تي تي إف)		
Mean Time To Repair (MTTR)	1	متوسط زمن للتصليح (إم تي تي أر)		
Metric	2	متري / النظام المتري		
Mission statement	2	بيان المهمة		
Modelling	0	وضع نموذج		
Modification	10	التعديل		
Monitoring	99	المراقبة		
Network	56	الشبكة		
Network administrator	0	المشرف على الشبكة		
Network management	4	إدارة شبكة		
Network manager	0	مدير شبكة		
n-line support	0			
Nonrepudiation	0	عدم الرفض		
Notional charging	1	رسوم صورية		
Objective	52	الهدف		
Observation point	0	نقطة ملاحظة		
Office of Government Commerce (OGC)	0	مكتب التجارة الحكومية (أو جي سي)		
Office of Public Sector Information (OPSI)	0	مكتب معلومات القطاع العام (او بي اس آي)		
Ongoing service	0	الخدمة المستمرة		
Open Systems Interconnection (OSI)	0	ترابط الأنظمة المفتوحة (أو إس آي)		
Operability	2	قابلية التشغيل		
Operate	22	يشغّل / يدير		
Operation	23	العملية		
Operational	129	شغّال / عامل		
Operational acceptance	0	قبول تشغيلي	؟	
Operational cost	4	تكلفة التشغيل		
Operational Expenditure (OPEX)	0	الإنفاق التشغيلي (او بي أي اكس)		
Operational Level Agreement (OLA)	2	اتفاقية مستوى التشغيل (او ال أي)		
Operational process	6	الإجراءات التشغيلية		
Operational reliability	0	اعتمادية التشغيل		
Operations	5	العمليات		
Operations bridge	1	جسر عمليات		
Operations department	1	قسم عمليات		
Opportunity cost (or true cost)	0	تكلفة استغلالية (أو التكلفة الفعلية)		translated as opportunistic cost
Optimise	0	زيادة فاعليّة		
Organisation	0	المنظمة		
Organisational controls	0	الضوابط التنظيمية		
Organisational measures	0	الإجراءات التنظيمية		
Outsource	0	تعهيد/ استخدام مصادر خارجية		
Outsourcing	5	تعهيد/ استخدام مصادر خارجية		

Overhead	8	النفقات الغير مباشرة		
Owner	17	المالك		
Package release	5	اصدار جمعي		
Pareto principle	0	مبدأ باريتو		
Partnership	3	الشراكة		
Password	4	كلمة السر		
Patch	0	الرقعة		
Penalty clause	0	الشّرط الجزائيّ		
People	40	الناس		
Percentage utilisation	0	النسبة المئوية للاستخدام		
Performance	6	الأداء		
Performance criteria	2	معايير أداء		
Performance indicator (PI)	4	مؤشر أداء (بي اي)		
Performance management	6	إدارة أداء		
Personal Computer (PC)	0	الحاسوب الشخصي (بي سي)	الكومبيوتر الشخصي	
Physical control	0	رقابة فعلية		
Physical measures	0	إجراءات فعلية		
Plan	؟	الخطة		
Plan-Do-Check-Act (PDCA)	0	خطط و اعمل و تفحص و تصرف / خطة ديمنج		
Planned downtime	0	توقف مقرر أو مخطط		
Planning	38	التخطيط		
Policy	2	السياسة		
Portability	0	قابل للنقل		
Portable facility	3	مرفق متنقّل		
Portfolio management	3	ادارة محفظية	إدارة برتوفوليو	managing a number of projects together
Portfolio of services	1	ملفات الخدمات		
Post Implementation Review (PIR)	2	مراجعة مابعد التنفيذ (بي آي آر)		
Preventative action	0	الإجراء الوقائيّ		
Preventive controls	0	الرقابة الوقائية		
Preventive maintenance	4	الصيانة الوقائية		
Preventive measures	1	الإجراءات الوقائية		
Pricing	5	التسعير		
Prime cost	0	سعر التّكلفة		
Priority	50	الأولوية		
Private key	0	المفتاح الخاصّ		
Proactive	31	تفاعلي		
Proactive action	0	إجراءات تفاعلية		
Proactive problem management	11	ادارة المشكلة التفاعلية		
Problem	9	المشكلة		
Problem analysis	0	تحليل المشكلة		
Problem control	0	السيطرة على المشاكل		
Problem diagnosis	0	تشخيص المشكلة		
Problem management	4	التعامل مع المشكلات		
Problem manager	6	مدير مشكلة		

Problem processing	0	معالجة المشكلة		
Problem record	8	سجل مشكلة		
Procedure	28	الإجراء		
Process	118	العملية		
Process control	0	التحكم في العمليّة		
Process improvement plan	0	خطة تحسين العملية		
Process manager	10	مدير الإجراءات		
Process maturity	0			
Process model	4	نموذج العملية		
Process owner	0	مالك العملية		
Processing rate	0	معدل المعالجة / الاعداد		
Procurement	12	مشتريات		
Product	38	المنتج		
Production	57	الانتاج		
Production environment	0	بيئة الانتاج		
Production plan	1	خطة الانتاج		
Profit centre	0	مركز أرباح		
Programme	10	برنامج		
Project	60	مشروع		
Project control	0	رقابة المشروع		
Project management	5	إدارة المشروع		
Project manager	2	مدير المشروع		
Project plan	9	مخطط أو خطة المشروع		
Projected Service Availability (PSA)	1	مدى توفر الخدمات المتوقعة		
PRojects IN Controlled Environments (PRINCE2)	1	مشاريع في بيئات مُحكمة (برينس 2)	برينس 2	
Provider	8	مزوّد		
Public key	0	مفتاح عام		
Public Key Infrastructure (PKI)	0	البنية الأساسية للمفتاح العام		
Quality	62	الجودة ـ الكفاءة ـ النوعية		
Quality Assurance (QA)	0	ضمان الجودة		
Quality control	2	رقابة الجودة		
Quality level	1	مستوى الجودة ـ الكفاءة ـ النوعية		
Quality management	6	إدارة الجودة		
Quality Management System (QMS)	1	نظام إدارة الجودة		
Quality of Service (QoS)	4	جودة الخدمات		
Quality plan	14	خطة أو مخطط الجودة		
Quality policy	0	سياسة الجودة		
Quality surveillance	0	رقابة الجودة		
Quality system	8	نظام الجودة		
Quality system review	0	مراجعة نظام الجودة		
Query	0	استفسار		
Quick win	14	نتائج سريعة		translated as quick results as the English term implies
Reaction time	0	زمن رد الفعل		
Reactive	11	رد فعلي		
Real charging	0	رسوم فعلية		

Reciprocal agreement	0	الاتفاق المتبادل		
Record	1	السجل		
Recoverability	6	قابلية استعادة التشغيل		
Recovery	6	استعادة التشغيل		
Recovery centre	0	مركز استعادة التشغيل		
Recovery option	16	خيار الاسترجاع		
Recovery point objective	0	هدف نقطة استعادة التشغيل		
Recovery time	3	مدة استعادة التشغيل		
Recovery time objective	0	هدف مدة استعادة التشغيل		
Redundancy	0	وفرة / زيادة		
Reference data	0	بيانات مرجعية		
Registered Certification Body (RCB)	0	هيئة المصادقة		
Registration	3	التسجيل		
Registration Authority (RA)	0	سلطة التسجيل		
Relationship	0	العلاقة		
Relationship processes	0	اجراءات العلاقات		
Relationships	82	العلاقات		
Release	89	إصدار / تحرير / الاطلاق		
Release acceptance	0	قبول الإصدار		
Release identification	؟	تعريف الإصدار		
Release management	103	ادارة الإصدار		
Release mechanism	0	آلية الإصدار أو التحرير		
Release notes	0	ملاحظات الإصدار أو التحرير		
Release plan	1	خطة الاطلاق / الابراء		
Release policy	؟	سياسة الاطلاق / الابراء		
Release process	0	اجراءات الاطلاق / الابراء		
Release record	0	سجل الاطلاق / الابراء		
Release schedule	2	جدول الاطلاق / الابراء		
Release type	3	نوع الاطلاق / الابراء		
Release unit	6	وحدة الاطلاق / الابراء		
Reliability	23	الاعتماد- الثقة		
Remedial action	1	إجراء علاجي		
Remote fix	0	التصليح عن بعد		
Repair	7	تصليح		
Repair time	3	مدة التصليح		
Repairability	0	قابلية التصليح		
Replaceability	0	قابلية الابدال/ الاحلال		
Report	28	التقرير		
Reporting	47	اعداد التقرير		
Repressive controls	0	وسائل رقابة قمعية / اجبارية		
Repressive measures	0	اجراءات قمعية / اجبارية		
Request for Change (RFC)	6	طلب تغيير		
Request for Information (RFI)	0	طلب معلومات		
Request for Proposal (RFP)	0	طلب عرض		
Requirement	12	المتطلبات		
Resilience	9	مرونة التكيف		
Resolution	46	الحل		

Resolution processes	0	اجراءات الحل		
Resolution time	9	مدة الحل		
Resource	23	المصدر أو المورد		
Resource capacity management	4	إدارة مقررات المصادر / الموارد		
Resource Capacity Management (RCM)	؟	إدارة مقررات المصادر		
Resource cost	0	تكلفة المصادر أو الموارد		
Resource management	7	إدارة الموارد		
Resource requirements	3	متطلبات الموارد		
Resource unit costs	0	تكلفة وحدة الموارد		
Resources	116	المصادر أو الموارد		
Response rate	0	معدل التجاوب		
Response time	13	مدة التجاوب		
Responsibility	22	المسؤولية		
Responsiveness	0	رد الفعل/ التجاوب		
Restoration of service	0	استرجاع الخدمة		
Restore	9	اعادة التخزين		
Retire	1	يتقاعد (فعل)		
Retirement	0	التقاعد (المصدر)		
Return on Capital Employed (ROCE)	0	العائد على رأس المال المستثمر		
Return on Investment (ROI)	0	عائد الاستثمار		
Return to normal	0	الرجوع للوضع العادي		
Reusability	0	قابلية اعادة الاستخدام		
Review	9	مراجعة / يراجع		
Revision	1	المراجعة		
Risk	70	خطر		
Risk analysis	9	تحليل الخطر		
Risk assessment	2	تقييم المخاطر		
Risk management	5	إدارة المخاطر		
Risk reduction measure	2	اجراءات الحد من المخاطر		
Risk treatment	0	معاملة المخاطر		
Robustness	0	مدى الصلابة/ القوة/ قدرة التحمل		
Role	64	دور		
Roll In Roll Out (RIRO)	0			
Rollout	17	نشر/ توزيع/ عرض		
Root cause	15	سبب جذري		
Root Cause Analysis (RCA)	2	تحليل السبب الرئيسي		
Running costs	1	التكاليف الجارية / التشغيلية		
Safety	3	السلامة		
SAM database	0	قاعدة بيانات SAM		
Scalability	0	القياسية / قابلية تغيير الحجم		Ability to scale up or down
Scope	57	نطاق		
Second-line support	2	خط المساعدة الثاني		
Secondment	1	إعارة		
Secret key	0	مفتاح سري		
Securability	0	قابلية التأمين		ability to be secured
Security	8	أمن		

Security awareness	1	الوعي بالأمن/ الأمني		
Security incident	23	حادث أمني		
Security level	6	مستوى الأمن		
Security management	20	إدارة الأمن		
Security manager	10	مدير الأمن		
Security officer	1	مسئول الأمن		
Security plan	14	خطة الأمن		
Security policy	0	سياسة الأمن		
Security principle	2	مبدأ الأمن		
Security section	2	قسم الأمن		
Seek time	0	مدة البحث		
Segregation of duties	0	فصل الواجبات		
Self-insurance	0	تأمين ذاتي		
Senior management	7	الادارة العليا		
Serial number	3	الرقم التسلسلي		
Server	12	الحاسوب الخادم	سيرفر	
Service	1	خدمة		
Service achievement	0	انجازات الخدمة		
Service Capacity Management (SCM)	3	ادارة مستوى الخدمة		
Service catalogue	26	كتالوج الخدمة		
Service charter	0	ميثاق الخدمة		
Service contract	1	عقد الخدمة		
Service culture	1	ثقافة الخدمة		
Service delivery	29	توفير الخدمة		
Service dependency modelling	0	تحليل اعتمادية الخدمة		
Service desk	168	مكتب الخدمة		
Service hours	1	ساعات الخدمة		
Service Improvement Plan (SIP)	0	خطة تحسين الخدمات		
Service level	296	مستوى الخدمة		
Service Level Agreement (SLA)	6	اتفاقية مستوى الخدمة		
Service Level Management (SLM)	1	ادارة مستوى الخدمة		
Service level manager	14	مدير مستوى الخدمة		
Service Level Objective (SLO)	0	هدف مستوى الخدمة		
Service level report	5	تقرير مستوى الخدمة		
Service Level Requirement (SLR)	0	متطلبات مستوى الخدمة		
Service level target	1	هدف مستوى الخدمة		
Service Maintenance Objective (SMO)	0	هدف استمرارية الخدمة		the objective of mainntaining service
Service management	0	إدارة الخدمات		
Service manager	6	مدير الخدمات		
Service opening hours	0	ساعات عمل الخدمة		
Service Outage Analysis (SOA)	3	تحليل إنقطاع الخدمة		
Service planning	0	تخطيط الخدمات		
Service point	0	محطة الخدمة		
Service portfolio	1	بورتفوليو الخدمة		service package?

Service profit chain	0	سلسلة ارباح الخدمة		
Service provider	0	موفر الخدمات		
Service provision	10	توفير الخدمة		
Service Quality Plan (SQP)	2	خطة جودة الخدمة		
Service reporting	0	التبليغ عن الخدمة		
Service request	6	طلب الخدمة		
Service support	22	دعم الخدمات		
Service window	0	فرصة صيانة		
Serviceability	7	قابلية الصيانة		
Severity code	0	رمز الشدة		
Signature	0	التوقيع		
Simulation modelling	0			عمل نماذج للمحاكاة
Single Point of Contact (SPOC)	3	نقطة الاتصال الوحيدة		
Single Point of Failure (SPOF)	0	نقطة الاخفاق الوحيدة		
SLA Monitoring (SLAM)	0	رقابة اتفاقية مستوى الخدمة		
SLAM chart	0	لوحة رقابة اتفاقية متوى الخدمة		
SMART	6	سمارت		
Software	0	برنامج أو برامج		
Software asset management	2	إدارة الموجودات البرمجية		translated as "management of S/W assets"
Software Configuration Item (SCI)	0	اداة ضبط البرامج		
Software control and distribution	0	توزيع البرامج و التحكم بها		
Software environment	0	بيئة البرامج		
Software item	2	برنامج أو برامج		
Software Process Improvement and Capability determination (SPICE)	0	برامج تحسين العمليات و تحديد القدرة		
Spamming	0	ارسال الرسالات الغير مرغوب فيها		
Specification	11	المواصفات		
Specsheet	0	بطاقة المواصفات		
Spoofing	0	التهكم / الغش / تقليد خادع		Depends on context
Staff	37	الموظفون		
Stakeholder	8	شريك / شخص تهمه مصلحة العمل / ذو نصيب في المؤسسة / حامل الاسهم / مالك		+
Standard	70	معيار- مقياس		
Standard change	0	التغيير المعياري		
Standard cost	0	سعر قياسي		
Standard costing	0	تسعير قياسي		
Standardisation	0	توحيد المقاييس / معايرة		
Standby	0	البديل / الاحتياطيّ		
Standby arrangements	1	ترتيبات احتياطية / بديلة		
State	15	حالة		
Statement of requirements (SOR)	1	بيان المتطلبات		
Status	76	وضع/ حالة		
Status accounting	0	حساب الحالة		
Steadiness	0	الثّبات		
Storage management	1	إدارة المخازن		

Storage occupancy	0	شغل المخازن		
Strategic	38	استراتيجي		
Strategic Alignment Objectives Model (SAOM)	1	نموذج معايير الأهداف الاستراجية		Correct word order
Strategy	61	الإستراتيجية	الإستراتيجية	
Structured Systems Analysis and Design Method (SSADM)	0	طريقة نظامية لتصميم و تحليل الانظمة		Structured here means properly ordered
Super user	1	مستخدم مميز		
Supplier	50	المورد		
Supplier management	0	إدارة المورّدين		
Supply chain	0	سلسلة الإمداد		
Support	12	المساعدة / المساعدة الفنية / الدّعم		Depends on context
Support center	0	مركز المساعدة الفنية		
Support desk	3	مكتب المساعدة الفنية		
Support group	26	مجموعة المساعدة الفنية		
Support hours	0	أوقات المساعدة الفنية		
Surcharging	0	تكلفة اضافية		
Surveyability	0	قابلية المسح / قابلية الدراسة		
System	0	النظام		
System management	4	ادراة الأنظمة		
System opening hours	0	ساعات عمل الانظمة		
System software	2	برامج النظام		
Systems Outage Analysis (SOA)	0	تحليل تعطّل الانظمة		
Tactical	10	تكتيكي	تكتيكي	
Task	13	مهمة		
Technical management	1	الإدارة الفنية / الإدارة التقنية		
Technical Observation Post (TOP)	2	برج المراقبة التّقنيّ		
Technical support	16	المساعدة الفنية / الدعم التقني		
Technology	2	التقنية / التّكنولوجيا		
Telematics	0	تليماتيكس		
Tender	0	العطاء		
Terms of Reference (TOR)	0	الصلاحيات		Correct meaning here
Test	0	الاختبار		
Test environment	13	بيئة الاختبار		
Testability	0	قابلية الاختبار		
Testing	81	اختبار		
Third party	2	الطرف الثالث		
Third-line support	5	خط المساعدة الثالث		
Third-party supplier	0	مورد طرف ثالث		
Threat	2	تهديد		
Threshold	1	نقطة تحول		
Throughput	0	الطاقة الإنتاجية		
Tied users	0	مستخدم مقيد		
Tier one support	0	المستوى الاول للدعم		
Tier three support	0	المستوى الثالث للدعم		

Tier two support	0	المستوى الثاني للدعم		
Timeliness	1	تزمين		producing a time line
Tool	30	أداة		
Total Cost of Ownership (TCO)	1	التكلفة الكلية للملكية		
Total Quality Management (TQM)	0	إدارة الجودة الكليه		
Traceability	0	قابلية التتبع		
Training	48	التدريب		
Transaction	2	التعامل / الصفقة		
Transaction rate	1	معدّل التعاملات / معدل الصّفقات		
Transaction response times	0	فترات الاستجابة للتعاملات		Correct meaning here
Transfer cost	2	تكلفة التّحويل		
Transferability	0	قابلية التحويل		
Transparency	0	الشفافية		
Transportability	0	قابليّة النّقل		
Tree structures	0	النمط الشجري		
Trend analysis	9	تحليل الاتجاه		
Trigger	2	زناد/ إطلاق		
Trojan horse	0	حصان طروادة		
Trusted Third Party (TTP)	0	الطرف الثالث المُؤْتَمن		
Tuning	13	الضّبط		
Unabsorbed overhead	0	نفقات غير ممتصه		
Underpinning Contract (UC)	2	عقد توريد خارجي		External supply contract
Understandability	0	القدرة على الفهم / قابلية الفهم		
Uninterruptible Power Supply (UPS)	0	تيار كهربائي غير منقطع		
Unit cost	0	تكلفة الوحدة		
Untied users	0	مستخدمون غير مرتبطون		
Upgrade	2	التطوير		
Upgrade notes	0	ملاحظات التطوير		
Uptime	6	الوقت النتفع به		
Urgency	30	درجة الاستعجال		
Urgent change	13	تغيير عاجل		
Usability	2	قابلية الاستخدام		
User	64	المستخدم		
User acceptance	0	قبول المستخدم		
User support	2	دعم المستخدم		
User-friendliness	0	سهولة الاستخدام		
Utility Cost Center (UCC)	0	مركز تكلفة الخدمات		
Validity	1	الصلاحية / الشرعية		
Value chain	6	سلسلة القيمة		
Value for money	0	القيمة الشرائية		Value for money means good value
Variable cost	2	التكلفة المتغيرة		
Variance	1	التباين		
Variance analysis	0	تحليل التباين		

Variant	7	نوع / مغاير		A variant of something is a version of it
Vendor-managed use	0	استعمال تحت إدارة المنتج		
Verifiability	1	قابلية التحقيق		
Verification	15	التحقيق		
Version	49	النسخة / الاصدار		
Version control	0	التحكم في الاصدارات		
Version identifier	1	معرف الاصدار		
Version number	11	رقم الاصدار		For software versions
virtual memory system	0	نظام الذاكرةِ الإفتراضي		
Virtual service desk	5	مركز الخدمة الافتراضية		
Virtual Storage Interrupt (VSI)	0	توقف الخزن الافتراضي		
Virus	3	الفيروس		
Vision	33	الرؤية		
Vital Business Function (VBF)	0	وظيفة عمل حيوية		
Vulnerability	0	الضعف – الهشاشة		
Warm standby	0	البديل الجاهز		
Waterline	0	مستوى		
Work in Progress (WIP)	0	العمل قيد التنفيذ		
Work instruction	3	تعليمات العمل		
Workaround	17	الحل البديل		
Workflow Diagram (WFD)	0	رسم توضيحي لسير العمل		
Workflow position	2	الوضع على مسار العمل		Correct meaning here
Workload	20	كمية العمل		
Workload management	1	إدارة إحتياجات العمل		Appropriate translation here
Workplace	0	موقع العمل		
Workstation	10	محطة عمل		
Worm	0	الدودة		

Source: R. Haleem (Personal communication, March 21, 2010).

Footnotes

[4] The original terminology database is pasted here as is with no changes applied to the text, including typos and font formatting.

[5] It is reproduced as the stated in the original.

APPENDIX B

ST terms, their Arabic translations, and translation strategies

#	ENGLISH TERM	ARABIC TRANSLATION	TRANSLATION STRATEGY
1	Acceptance test	اختبار القبول	Calque
2	Accredited	معتمد	Literal
3	Agreement	اتفاق / اتفاقية	Literal
4	Application	تطبيق / طلب	Literal
5	Application maintenance	صيانة التطبيقات	Calque
6	Application management	إدارة التطبيق	Calque
7	Application sizing	تغيير حجم التطبيق	Explicitation
8	Approval	قبول - موافقه	Literal
9	Architecture	البنية / الطراز	Literal
10	Archive	ارشيف - سجلات - محفوظات - ملفات التسجيل	Literal
11	Asset	اصول - موجودات	Literal
12	Asset management	إدارة الموجودات	Calque
13	Assurance	تأكيد - إثبات - تأمين	Literal
14	Attribute	خاصية	Literal
15	Audit	مراجعة	Literal
16	Authentication	التوثيق	Literal
17	Authority	السلطة	Literal
18	Availability	التواجد / الإتاحية	Literal
19	Availability management	إدارة توفير الإمكانيات	Explicitation
20	Availability Management Database (AMDB)	قاعدة بيانات إدارة توفير الامكانيات	Explicitation + omission
21	Availability plan	خطة توفير الامكانيات	Explicitation
22	Back-out plan	خطة التراجع	Calque
23	Backup	احتياطي	Literal
24	Balanced Scorecard (BSC)	بطاقة الأداء المتوازن	Modulation + Omission
25	Baseline	الخط الأساسي / الأدنى	Calque
26	Benchmark	أساس تقييم	Literal
27	Best practice	الممارسة المثالية	Calque
28	Budget	الميزانيّة	Literal
29	Budgeting	وضع ميزانيّة	Calque
30	Build	عمل / بناء	Literal
31	Business	عمل تجاري – مؤسسة	1. Explicitation 2. Modulation
32	Business Capacity Management (BCM)	إدارة الامكانيات التجارية	Calque + omission
33	Business case	الحالة الاقتصادية للمؤسسة	Explicitation
34	Business continuity	الاستمرارية الاقتصادية	Calque
35	Business Continuity Management (BCM)	إدارة الاستمرارية الاقتصادية	Calque + Omission
36	Business Continuity Plan (BCP)	خطة الاستمرارية الاقتصادية	Calque + Omission
37	Business customer	عميل المؤسسة / الشركة	Calque
38	Business driver	دافع تجاري	Calque
39	Business function	أهداف المؤسسة / وظيفة المؤسسة	Calque
40	Business Impact Analysis (BIA)	تحليل الأثر على المؤسسة	Calque + Omission
41	Business objective	الأهداف التجارية	Calque

42	Business operations	العمليات التجارية	Calque
43	Business perspective	منظور تجاري	Calque
44	Business process	الإجراءات التجارية	Calque
45	Business recovery team	فريق الإنعاش التجاري	Calque
46	Business Relationship Management (BRM)	إدارة العلاقات التجارية	Calque + Omission
47	Business relationship manager	مدير العلاقات التجارية	Calque
48	Business requirement	متطلبات تجارية	Calque
49	Business service	خدمة تجارية	Calque
50	Business Unit (BU)	وحدة تجارية	Calque + Omission
51	Bypass	تخطي	Literal
52	Call	اتصال / مكالمة	Literal
53	Call centre	مركز الاتصالات	Calque
54	Capability Maturity Model Integration (CMMI)	تكامل نموذج القدرة الكاملة	Modulation + Omission
55	Capacity	القدرة ، الإمكانية، الأهلية ، سعة	Literal
56	Capacity Database (CDB)	قاعدة بيانات السّعة	Calque + Omission
57	Capacity management	إدارة السّعة	Calque
58	Capacity Management Database (CDB)	قاعدة بيانات إدارة الإمكانيات	Calque + Omission
59	Capacity plan	خطة ادارة السعة	Calque
60	Capacity planning	التخطيط للسعة	Calque
61	Capital cost	قيمة رأس المال	Modulation
62	Category	فئة / صنف	Literal
63	Central Communications and Telecommunication Agency (CCTA)	وكالة الاتّصالات المركزيّة و تكنولوجيا الاتّصالات	explicitation + Omission
64	Central point of contact	نقطة الاتصال المركزية	Calque
65	Certificate	شهادة	Literal
66	Certification	إعطاء شهادة	Modulation
67	Certification Authority (CA)	سلطة التّوثيق	Modulation + Omission
68	Change	التغيير	Literal
69	Change Advisory Board (CAB)	المجلس الاستشاري للتغيير	Calque + Omission
70	Change Advisory Board / Emergency Committee (CAB/EC)	مجلس التغيير الاستشاريّ / لجنة الطّوارئ	Calque + Omission
71	Change control	التحكم في التغيير	Calque
72	Change management	إدارة التّغيير	Calque
73	Change manager	مدير التّغيير	Calque
74	Change model	نموذج التّغيير	Calque
75	Change record	سجلّ التّغيير	Calque
76	Change request	طلب تغيير	Calque
77	Charging	فرض سعر / تسعير / اقتضاء ثمن	Literal
78	Charging policy	سياسة التسعير / سياسة محاسبة العملاء	1. Calque, 2. Modulation
79	Charging process	إجراءات محاسبة العملاء	Modulation
80	Charging System	نظام التسعير	Calque
81	CI level	مستوى بنود التركيب	Expanding + Calque
82	CI Type	نوع بنود التركيب	Expanding + Calque
83	Classification	التصنيف / التبويب	Literal
84	Client	العميل	Literal

85	Closed	مغلق	Literal
86	Closure	اغلاق	Literal
87	Code of Practice (COP)	قواعد الممارسة	Calque
88	Completeness	انجاز تام	Explicitation
89	Complexity	التعقيد	Literal
90	Compliance	الالتزام	Literal
91	Component	عنصر	Literal
92	Component Failure Impact Analysis (CFIA)	تحليل أثر فشل المكونات	Calque + Omission
93	Computer	حاسوب / كومبيوتر	Borrowing
94	Computer center	مركز الحاسوب	Calque
95	Computer operations	عمليات الحاسوب (الكمبيوتر)	Calque
96	Computer system	نظام الحاسوب (الكمبيوتر)	Calque
97	Computer Telephony Integration (CTI)	تكامل معاملات كومبيوتر الاتصالات	Calque + Omission
98	Confidentiality	الخصوصية / السرية	Literal
99	Confidentiality, Integrity and Availability (CIA)	السرية والتكامل و التواجد	Calque + Omission
100	Configuration	تركيبة / هيكلة	Literal
101	Configuration Item (CI)	عنصر التركيب	Calque + Omission
102	Configuration Management	إدارة التركيب	Calque
103	Configuration Management Database (CMDB)	قاعدة بيانات إدارة التركيب	Calque + Omission
104	Configuration manager	مدير التركيب	Calque
105	Configure	يهيء أو يركب	Literal
106	Contingency plan	خطة الطوارئ	Calque
107	Contingency planning	التخطيط لحالات الطوارئ	Modulation
108	Continuity	الاستمرارية	Literal
109	Continuity manager	مدير الاستمرارية	Calque
110	Continuous improvement	التحسن المستمر	Calque
111	Continuous Service Improvement Programme (CSIP)	برنامج تحسين الخدمة المستمر	Calque + Omission
112	Contract	عقد / تعاقد	Literal
113	Contractor	مقاول/ متعاقد	Literal
114	Control	رقابة \التحكم	Literal
115	Control Objectives for Information and related Technology (COBIT)	أهداف الرقابة للمعلومات و التقنية المعنية	Calque + Omission
116	Corrective measures	الاجراءات التصحيحية	Calque
117	Cost	التكلفة	Literal
118	Cost effectiveness	فاعلية التكلفة	Calque
119	Cost element	عنصر التّكلفة	Calque
120	Cost management	إدارة التكلفة	Calque
121	Cost plus	فوق التكلفة	Calque
122	Cost type	نوع التكلفة	Calque
123	Cost unit	وحدة تكلفة	Calque
124	Cost-effectiveness	فاعلية التكلفة	Calque
125	Costing	محاسبة التكاليف	Calque
126	Crisis	الازمات	Literal

127	Crisis Management	إدارة الازمات	Calque
128	Critical Success Factor (CSF)	عامل النّجاح الحرج (سي أس أف)[5]	Calque + Borrowing
129	Culture	الثقافة	Literal
130	Customer	العميل / الزبون	Literal
131	Customer focus	التركيز على الزبون	Calque
132	Customer Relationship Management (CRM)	إدارة علاقات العملاء	Calque + Omission
133	Customer Satisfaction Survey (CSS)	استطلاع مدى رضاء الزبائن	Calque + Omission
134	Data	البيانات	Literal
135	Data center	مركز البيانات	Calque
136	Data processing	معالجة البيانات	Calque
137	Definitive Hardware Store (DHS)	مخزن الأجهزة المحددة	Calque
138	Definitive Software Library (DSL)	مكتبة البرامج المحددة	Calque
139	Degradation	التدهور	Literal
140	Delta release	إصدار "دلتا"	Literal + Borrowing
141	Demand Management	إدارة الطلب	Calque
142	Deployment	النّشر	Literal
143	Depreciation	الاستهلاك	Literal
144	Detection	كشف/ اكتشاف	Literal
145	Detection time	وقت الكشف	Calque
146	Development	التطوير	Literal
147	Development environment	بيئة التطوير	Calque
148	Diagnosis	التشخيص	Literal
149	Differential charging	تسعيرمتغير	Calque
150	Direct cost	التكلفة المباشرة	Calque
151	Disaster	كارثة	Literal
152	Disaster recovery	استعادة التشغيل بعد كارثة	Explicitation
153	Disaster recovery plan	خطة استعادة التشغيل بعد الكوارث	Explicitation
154	Distributed computing	المحاسبة الآلية الموزعة	Calque
155	Distributed system	نظام موزع	Calque
156	Do nothing	عملية اللاشيء	Calque+ Modulation
157	Document	وثيقة	Literal
158	Documentation	التوثيق	Literal
159	Domain	المجال	Literal
160	Dormant contract	العقود المعلقة	Calque
161	Downtime (DT)	مدة التوقف عن العمل	explicitation + Omission (of the abbreviation)
162	Effectiveness	الفاعلية	Literal
163	Efficiency	الكفاءة	Literal
164	Elapsed time	الزمن المستغرق	Calque
165	Emergency change	تغير طارئ	Calque
166	End user	المستخدم	Literal
167	Environment	المحيط / البيئة	Literal
168	Error	خطأ	Literal
169	Escalation	التصعيد	Literal
170	Evaluation	تقييم	Literal

171	Event	حدث	Literal
172	Examination Board (EB)	هيئة الاختبار / مجلس الامتحان (إي بي)	Calque + Borrowing
173	External audit	التدقيق الخارجي	Calque
174	External customer	العميل الخارجيّ	Calque
175	External Service Provider (ESP)	مزود الخدمة الخارجي / مسئول الخدمة الخارجي (إي إس بي)	Calque + Borrowing
176	Facilities management	إدارة التسهيلات	Calque
177	Failure	إخفاق / تعطل / فشل	Literal
178	Fall back	إستعاضة / احتياطي	Literal
179	Fault	خطأ / عطل	Literal
180	Fault tolerance	سماحية الخلل / سماحية العطل	Calque
181	Fault Tree Analysis (FTA)	تحليل شجري للخلل	Calque
182	Financial management	الادارة المالية	Calque
183	Financial management for IT services	الادارة المالية لخدمات تقنية المعلومات	Calque
184	Financial year	السنة المالية	Calque
185	First-line support	خط المساعدة الأول	Calque
186	Fix	تصليح / إصلاح	Literal
187	Fixed cost	تكلفة ثابتة	Calque
188	Fixed facility	تسهيل ثابت	Calque
189	Flexibility	مرونة	Literal
190	Follow the sun support	مساعدة على مدار الساعة	Modulation
191	Forward Schedule of Changes (FSC)	برنامج التغيرات المستقبلي	Calque + Omission
192	Front office	مكتب الإستقبال	Calque
193	Full cost	التكلفة الكاملة / الشاملة	Calque
194	Full release	الإطلاق الكامل	Calque
195	Function	وظيفة	Literal
196	Functional escalation	التصعيد الوظيفي	Calque
197	Functionality	الوظيفية	Literal
198	Going rate	المعدل الدارج/ السعر السائد	Calque
199	Gradual recovery	استعادة تشغيل تدريجية / تحسن تدريجي	1. Explicitation, 2. Calque
200	Guideline	الدليل / توجيهات	Literal
201	Help desk	مكتب المساعدة	Calque
202	Hierarchical escalation	التصعيد التدريجي / تصعيد تسلسي	Calque
203	ICT	تقنية المعلومات و الاتصالات	Expanding
204	Identification	تعريف/هوية	Literal
205	Immediate recovery	استعادة تشغيل فورية / تحسن فوري	1. Explicitation, 2. Calque
206	Impact	التأثير / الاثر	Literal
207	Impact analysis	تحليل التأثير / تحليل الأثر	Calque
208	Incident	واقعة أو حادث	Literal
209	Incident management	ادارة الوقائع / ادارة الأحداث	Calque
210	Incident record	سجل الوقائع	Calque
211	Incident Report (IR)	تقرير الوقائع	Calque + Omission
212	Indirect cost	التكلفة الغير مباشرة	Calque
213	Information	المعلومات	Literal

214	Information management	ادارة المعلومات	Calque
215	Information security management	ادارة حماية المعلومات / ادارة أمن المعلومات	Calque
216	Information security officer	المسؤول الأمني للمعلومات	Calque
217	Information security policy	سياسة أمن المعلومات	Calque
218	Information system	نظم المعلومات	Calque
219	Information Systems Examination Board (ISEB)	مجلس امتحان نظم معلومات (آي إس إي بي)	Calque + Borrowing
220	Information Technology (IT)	تقنية المعلومات	Calque + Omission
221	Information Technology Infrastructure Library (ITIL)	مكتبة البنية التحتية لتقنية المعلومات	Calque + Omission
222	Informed customer	عميل مطلع / ذو معرفة	Calque
223	Infrastructure	البنية التحتية	Calque
224	Infrastructure service	خدمة البنية التحتية	Calque
225	Initiator	البادىء / المنشيئ	Literal
226	Install	تركيب	Literal
227	Installation	تركيبة	Literal
228	Integration	تكامل / دمج	Literal
229	Interactive Voice Response (IVR)	التجاوب الصوتي التفاعلي	Calque + Omission
230	Interface	واجهة	Literal
231	Intermediate recovery	إستعادة تشغيل وسطية / تحسن متوسط	1. Explicitation, 2. Calque
232	International Organization for Standardization (ISO)	الهيئة الدولية للمعايير (أيزو)	Calque
233	Investment appraisal	تقييم الاستثمار	Calque
234	IT	تكنولوجيا أو (تقنية) المعلومات	Expanding
235	IT audit	التدقيق في تكنولوجيا المعلومات	Calque + Expanding
236	IT infrastructure	بنية تقنية المعلومات التحتية	Calque + Expanding
237	IT Infrastructure Library (ITIL)	مكتبة البنية التحتية لتقنية المعلومات (آي تي آي إل)	Calque + Expanding + Borrowing
238	IT service	خدمة تقنية المعلومات	Calque + Expanding
239	IT Service Continuity Management (ITSCM)	ادارة استمرارية خدمة تقنية المعلومات (آي تي إس سي إم)	Calque + Expanding + Borrowing
240	IT service continuity manager	مدير ادارة استمرارية خدمة تقنية المعلومات	Calque + Expanding
241	IT Service Management (ITSM)	ادارة خدمة تقنية المعلومات (آي تي إس إم)	Calque + Expanding + Borrowing
242	IT Service Management Forum (itSMF)	منتدى إدارة خدمة تكنولوجيا المعلومات (آي تي إس إم إف)	Calque + Expanding + Borrowing
243	IT service provider	مزود خدمة تقنية المعلومات	Calque + Expanding
244	ITIL	مكتبة البنية التحتية لتقنية المعلومات (آي تي آي إل)	Expanding + Borrowing
245	Job description	وصف الوظيفة	Calque
246	Key	المفتاح	Literal
247	Key business drivers	الدوافع الرئيسية للعمل	Calque
248	Key Performance Indicator (KPI)	مؤشر الأداء الرئيسي (كي بي آي)	Calque + Borrowing
249	Knowledge base	قاعدة معرفة	Calque
250	Knowledge management	إدارة المعرفة	Calque
251	Known Error (KE)	الخطأ المعروف (كي إي)	Calque + Borrowing

252	Known error database	قاعدة بيانات الأخطاء المعروفة	Calque
253	Known Error Record (KER)	سجل الخطأ المعروف (كير)	Calque + Borrowing
254	Legacy system	نظام توارث / تتالي	Calque
255	Level of detail	مستوى التفصيل	Calque
256	License management	ادارة التراخيص	Calque
257	Live	بشكل مباشر / حيّ	1. Modulation 2. Literal
258	Load	حمل / حمولة/ يحمل	Literal
259	Logging	تسجيل الأداء	Explicitation
260	Maintainability	قابلية الصيانة	Literal
261	Maintenance	الصيانة	Literal
262	Maintenance window	فرصة أو نافذة صيانة	1. Modulation 2. Calque
263	Major incident	حادث رئيسي	Calque
264	Manageability	قابلية الادارة / يمكن السيطرة عليه	Literal
265	Managed Object (MO)	وحدة مدارة	Calque + Omission
266	Management	ادارة	Literal
267	Management information	معلومات ادارية	Calque
268	Management system	نظام الادارة	Calque
269	Marginal cost	التكلفة الحدية	Calque
270	Market price	سعر السوق	Calque
271	Matching	التّلاؤم	Literal
272	Maturity	نضج/ ادراك	Literal
273	Maturity level	مستوى النضج	Calque
274	Mean Time Between Failures (MTBF)	متوسّط الأزمنة بين الأعطال (إم تي بي إف)	Calque + Borrowing
275	Mean Time To Repair (MTTR)	متوسط زمن للتصليح (إم تي تي أر)	Calque + Borrowing
276	Metric	متري / النظام المتري	1.Literal 2. Explicitation
277	Mission statement	بيان المهمة	Calque
278	Modification	التعديل	Literal
279	Monitoring	المراقبة	Literal
280	Network	الشبكة	Literal
281	Network management	إدارة شبكة	Calque
282	Notional charging	رسوم صورية	Calque
283	Objective	الهدف	Literal
284	Operability	قابلية التشغيل	Modulation
285	Operate	يشغّل / يدير	Literal
286	Operation	العملية	Literal
287	Operational	شغّال / عامل	Literal
288	Operational cost	تكلفة التشغيل	Calque
289	Operational Level Agreement (OLA)	اتفاقية مستوى التشغيل (او ال أي)	Calque + Borrowing
290	Operational process	الإجراءات التشغيلية	Calque
291	Operations	العمليات	Literal
292	Operations bridge	جسر عمليات	Calque
293	Operations department	قسم عمليات	Calque
294	Outsourcing	تعهيد/ استخدام مصادر خارجية	1. Literal, 2. Explicitation
295	Overhead	النفقات الغير مباشرة	Modulation
296	Owner	المالك	Literal

297	Package release	اصدار جمعي	Calque
298	Partnership	الشراكة	Literal
299	Password	كلمة السر	Literal
300	People	الناس	Literal
301	Performance	الأداء	Literal
302	Performance criteria	معايير أداء	Calque
303	Performance indicator (PI)	مؤشر أداء (بي اي)	Calque + Borrowing
304	Performance management	إدارة أداء	Calque
305	Plan	الخطة	Literal
306	Planning	التخطيط	Literal
307	Policy	السياسة	Literal
308	Portable facility	مرفق متنقّل	Calque
309	Portfolio management	ادارة محفظية	Calque
310	Portfolio of services	ملفات الخدمات	Calque
311	Post Implementation Review (PIR)	مراجعة مابعد التنفيذ (بي آي آر)	Calque + Borrowing
312	Preventive maintenance	الصيانة الوقائية	Calque
313	Preventive measures	الإجراءات الوقائية	Calque
314	Pricing	التسعير	Literal
315	Priority	الأولوية	Literal
316	Proactive	تفاعلي	Literal
317	Proactive problem management	ادارة المشكلة التفاعلية	Calque
318	Problem	المشكلة	Literal
319	Problem management	التعامل مع المشكلات	Calque
320	Problem manager	مدير مشكلة	Calque
321	Problem record	سجل مشكلة	Calque
322	Procedure	الإجراء	Literal
323	Process	العملية	Literal
324	Process manager	مدير الإجراءات	Calque
325	Process model	نموذج العملية	Calque
326	Procurement	مشتريات	Literal
327	Product	المنتج	Literal
328	Production	الانتاج	Literal
329	Production plan	خطة الانتاج	Calque
330	Programme	برنامج	Literal
331	Project	مشروع	Literal
332	Project management	إدارة المشروع	Calque
333	Project manager	مدير المشروع	Calque
334	Project plan	مخطط أو خطة المشروع	Calque
335	Projected Service Availability (PSA)	مدى توفر الخدمات المتوقعة	Modulation + Omission
336	Projects IN Controlled Environments (PRINCE2)	مشاريع في بيئات مُحكمة (برينس 2)	Calque + Borrowing
337	Provider	مزوّد	Literal
338	Quality	الجودة ـ الكفاءة ـ النوعية	Literal
339	Quality control	رقابة الجودة	Calque
340	Quality level	مستوى الجودة ـ الكفاءة ـ النوعية	Calque
341	Quality management	إدارة الجودة	Calque

342	Quality Management System (QMS)	نظام إدارة الجودة	Calque + Omission
343	Quality of Service (QoS)	جودة الخدمات	Calque + Omission
344	Quality plan	خطة أو مخطط الجودة	Calque
345	Quality system	نظام الجودة	Calque
346	Quick win	نتائج سريعة	Calque
347	Reactive	رد فعلي	Literal
348	Record	السجل	Literal
349	Recoverability	قابلية استعادة التشغيل	Modulation
350	Recovery	استعادة التشغيل	Modulation
351	Recovery option	خيار الاسترجاع	Calque
352	Recovery time	مدة استعادة التشغيل	Modulation
353	Registration	التسجيل	Literal
354	Relationships	العلاقات	Literal
355	Release	إصدار / تحرير / الاطلاق	Literal
356	Release identification	تعريف الإصدار	Calque
357	Release management	ادارة الإصدار	Calque
358	Release plan	خطة الاطلاق / الابراء	Calque
359	Release policy	سياسة الاطلاق / الابراء	Calque
360	Release schedule	جدول الاطلاق / الابراء	Calque
361	Release type	نوع الاطلاق / الابراء	Calque
362	Release unit	وحدة الاطلاق / الابراء	Calque
363	Reliability	الاعتماد- الثقة	Literal
364	Remedial action	إجراء علاجي	Calque
365	Repair	تصليح	Literal
366	Repair time	مدة التصليح	Calque
367	Report	التقرير	Literal
368	Reporting	اعداد التقرير	Modulation
369	Request for Change (RFC)	طلب تغيير	Calque + Omission
370	Requirement	المتطلبات	Literal
371	Resilience	مرونة التكيف	Modulation
372	Resolution	الحل	Literal
373	Resolution time	مدة الحل	Calque
374	Resource	المصدر أو المورد	Literal
375	Resource capacity management	إدارة مقررات المصادر / الموارد	Calque
376	Resource Capacity Management (RCM)	إدارة مقررات المصادر	Calque + Omission
377	Resource management	إدارة الموارد	Calque
378	Resource requirements	متطلبات الموارد	Calque
379	Resources	المصادر أو الموارد	Literal
380	Response time	مدة التجاوب	Calque
381	Responsibility	المسؤولية	Literal
382	Restore	اعادة التخزين	Calque
383	Retire	يتقاعد (فعل)	Literal
384	Review	مراجعة / يراجع	Literal
385	Revision	المراجعة	Literal
386	Risk	خطر	Literal
387	Risk analysis	تحليل الخطر	Calque

388	Risk assessment	تقييم المخاطر	Calque
389	Risk management	إدارة المخاطر	Calque
390	Risk reduction measure	اجراءات الحد من المخاطر	Calque
391	Role	دور	Literal
392	Rollout	نشر/ توزيع/ عرض	Literal
393	Root cause	سبب جذري	Calque
394	Root Cause Analysis (RCA)	تحليل السبب الرئيسي	Calque + Omission
395	Running costs	التكاليف الجارية / التشغيلية	Calque
396	Safety	السلامة	Literal
397	Scope	نطاق	Literal
398	Second-line support	خط المساعدة الثاني	Calque
399	Secondment	إعارة	Literal
400	Security	أمن	Literal
401	Security awareness	الوعي بالأمن/ الأمني	Calque
402	Security incident	حادث أمني	Calque
403	Security level	مستوى الأمن	Calque
404	Security management	إدارة الأمن	Calque
405	Security manager	مدير الأمن	Calque
406	Security officer	مسئول الأمن	Calque
407	Security plan	خطة الأمن	Calque
408	Security principle	مبدأ الأمن	Calque
409	Security section	قسم الأمن	Calque
410	Senior management	الادارة العليا	Calque
411	Serial number	الرقم التسلسلي	Calque
412	Server	الحاسوب الخادم	Explicitation
413	Service	خدمة	Literal
414	Service Capacity Management (SCM)	ادارة مستوى الخدمة	Calque + Omission
415	Service catalogue	كتالوج الخدمة	Calque + Borrowing
416	Service contract	عقد الخدمة	Calque
417	Service culture	ثقافة الخدمة	Calque
418	Service delivery	توفير الخدمة	Calque
419	Service desk	مكتب الخدمة	Calque
420	Service hours	ساعات الخدمة	Calque
421	Service level	مستوى الخدمة	Calque
422	Service Level Agreement (SLA)	اتفاقية مستوى الخدمة	Calque + Omission
423	Service Level Management (SLM)	ادارة مستوى الخدمة	Calque + Omission
424	Service level manager	مدير مستوى الخدمة	Calque
425	Service level report	تقرير مستوى الخدمة	Calque
426	Service level target	هدف مستوى الخدمة	Calque
427	Service manager	مدير الخدمات	Calque
428	Service Outage Analysis (SOA)	تحليل إنقطاع الخدمة	Calque + Omission
429	Service portfolio	بورتفوليو الخدمة	Borrowing + Literal
430	Service provision	توفير الخدمة	Calque
431	Service Quality Plan (SQP)	خطة جودة الخدمة	Calque + Omission
432	Service request	طلب الخدمة	Calque

433	Service support	دعم الخدمات	Calque
434	Serviceability	قابلية الصيانة	Modulation
435	Single Point of Contact (SPOC)	نقطة الاتصال الوحيدة	Calque + Omission
436	SMART	سمارت	Borrowing
437	Software asset management	إدارة الموجودات البرمجية	Calque
438	Software item	برنامج أو برامج	Literal
439	Specification	المواصفات	Literal
440	Staff	الموظفون	Literal
441	Stakeholder	شريك / شخص تهمه مصلحة العمل / ذو نصيب في المؤسسة / حامل الاسهم / مالك	Literal, Modulation
442	Standard	معيار- مفياس	Literal
443	Standby arrangements	ترتيبات احتياطية / بديلة	Calque
444	State	حالة	Literal
445	Statement of requirements (SOR)	بيان المتطلبات	Calque + Omission
446	Status	وضع/ حالة	Literal
447	Storage management	إدارة المخازن	Calque
448	Strategic	استراتيجي	Borrowing
449	Strategic Alignment Objectives Model (SAOM)	نموذج معايير الأهداف الاستراجية	Calque + Omission
450	Strategy	الإستراتيجية	Borrowing
451	Super user	مستخدم مميز	Calque
452	Supplier	المورد	Literal
453	Support	المساعدة / المساعدة الفنية / الدّعم	Literal, Explicitation
454	Support desk	مكتب المساعدة الفنية	Calque
455	Support group	مجموعة المساعدة الفنية	Calque
456	System management	ادراة الأنظمة	Calque
457	System software	برامج النظام	Calque
458	Tactical	تكتيكي	Borrowing
459	Task	مهمة	Literal
460	Technical management	الإدارة الفنية / الإدارة التقنية	Calque
461	Technical Observation Post (TOP)	برج المراقبة التّقنيّ	Calque + Omission
462	Technical support	المساعدة الفنية / الدعم التقني	Calque
463	Technology	التقنية / التّكنولوجيا	Literal
464	Test environment	بيئة الاختبار	Calque
465	Testing	اختبار	Literal
466	Third party	الطرف الثالث	Calque
467	Third-line support	خط المساعدة الثالث	Calque
468	Threat	تهديد	Literal
469	Threshold	نقطة تحول	Calque
470	Timeliness	تزمين	Literal
471	Tool	أداة	Literal
472	Total Cost of Ownership (TCO)	التكلفة الكلية للملكية	Calque + Omission
473	Training	التدريب	Literal
474	Transaction	التعامل / الصفقة	Literal
475	Transaction rate	معدّل التعاملات / معدل الصّفقات	Calque
476	Transfer cost	تكلفة التّحويل	Calque
477	Trend analysis	تحليل الاتجاه	Calque

478	Trigger	زناد/ إطلاق	Literal
479	Tuning	الضّبط	Literal
480	Underpinning Contract (UC)	عقد توريد خارجي	Modulation + Omission
481	Upgrade	التطوير	Literal
482	Uptime	الوقت المنتفع به	Explicitation
483	Urgency	درجة الاستعجال	Explicitation
484	Urgent change	تغيير عاجل	Calque
485	Usability	قابلية الاستخدام	Modulation
486	User	المستخدم	Literal
487	User support	دعم المستخدم	Calque
488	Validity	الصلاحية / الشرعية	Literal
489	Value chain	سلسلة القيمة	Calque
490	Variable cost	التكلفة المتغيرة	Calque
491	Variance	التباين	Literal
492	Variant	نوع / مغاير	Literal
493	Verifiability	قابلية التحقيق	Calque
494	Verification	التحقيق	Literal
495	Version	النسخة / الاصدار	Literal
496	Version identifier	معرف الاصدار	Calque
497	Version number	رقم الاصدار	Calque
498	Virtual service desk	مركز الخدمة الافتراضية	Calque
499	Virus	الفيروس	Literal
500	Vision	الرؤية	Literal
501	Work instruction	تعليمات العمل	Calque
502	Workaround	الحل البديل	Modulation
503	Workflow position	الوضع على مسار العمل	Calque
504	Workload	كمية العمل	Calque
505	Workload management	إدارة إحتياجات العمل	Calque
506	Workstation	محطة عمل	Calque

APPENDIX C

ST Terms Involving Abbreviations

	ENGLISH TERM	ST term categories			Total
		Abbreviation	Full form	Full form with Abbreviation	
1	Availability Management Database (AMDB)	0	0	1	1
2	Balanced Scorecard (BSC)	1	2	1	4
3	Business Capacity Management (BCM)	0	2	0	2
4	Business Continuity Management (BCM)	6	6	2	14
5	Business Continuity Plan (BCP)	0	1	0	1
6	Business Impact Analysis (BIA)	0	5	0	5
7	Business Relationship Management (BRM)	0	1	0	1
8	Business Unit (BU)	0	11	0	11
9	Capability Maturity Model Integration (CMMI)	1	0	0	1
10	Capacity Database (CDB)	7	3	3	13
11	Capacity Management Database (CDB)	0	1	1	2
12	Central Communications and Telecommunication Agency (CCTA)	8	0	0	8
13	Certification Authority (CA)	3	0	0	3
14	Change Advisory Board (CAB)	38	2	4	44
15	Change Advisory Board / Emergency Committee (CAB/EC)	4	2	0	6
16	Code of Practice (COP)	0	4	0	4
17	Computer Telephony Integration (CTI)	1	0	1	2
18	Confidentiality, Integrity and Availability (CIA)	0	4	0	4
19	Configuration Item (CI)	207	9	6	222
20	Configuration Management Database (CMDB)	128	3	8	139
21	Continuous Service Improvement Programme (CSIP)	32	1	1	34
22	Critical Success Factor (CSF)	12	31	5	48
23	Customer Relationship Management (CRM)	0	10	0	10
24	Customer Satisfaction Survey (CSS)	4	0	2	6
25	Definitive Hardware Store (DHS)	5	1	5	11
26	Definitive Software Library (DSL)	17	11	0	28
27	Downtime (DT)	3	21	0	24
28	Examination Board (EB)	0	1	0	1
29	External Service Provider (ESP)	0	2	0	2
30	Fault Tree Analysis (FTA)	1	2	3	6
31	Forward Schedule of Changes (FSC)	2	2	0	4
32	Incident Report (IR)	0	1	0	1
33	Information Systems Examination Board (ISEB)	6	1	0	7

34	Information Technology Infrastructure Library (ITIL)	154	1	0	155
35	Interactive Voice Response (IVR)	0	0	1	1
36	International Organization for Standardization (ISO)	20	1	0	21
37	IT Infrastructure Library (ITIL)		1	3	4
38	IT Service Management (ITSM)	43	71	4	118
39	IT Service Management Forum (itSMF)	69	0	1	70
40	ITIL	154	1	3	158
41	Key Performance Indicator (KPI)	14	11	6	31
42	Known Error (KE)	0	74	0	74
43	Known Error Record (KER)	0	1	0	1
44	Managed Object (MO)	7	3	1	11
45	Mean Time Between Failures (MTBF)	3	0	1	4
46	Mean Time To Repair (MTTR)	2	0	1	3
47	Operational Level Agreement (OLA)	14	21	6	41
48	Performance indicator (PI)	15	52	3	70
49	Post Implementation Review (PIR)	9	0	0	9
50	Projected Service Availability (PSA)	0	0	1	1
51	Quality Management System (QMS)	0	1	0	1
52	Quality of Service (QoS)	0	4	0	4
53	Request for Change (RFC)	89	7	5	101
54	Resource Capacity Management (RCM)	0	4	0	4
55	Root Cause Analysis (RCA)	0	2	0	2
56	Service Capacity Management (SCM)	0	2	0	2
57	Service Level Agreement (SLA)	127	24	0	151
58	Service Level Management (SLM)	5	123	0	128
59	Service Outage Analysis (SOA)	4	0	0	4
60	Service Quality Plan (SQP)	1	9	0	10
61	Single Point of Contact (SPOC)	0	2	0	2
62	Statement of requirements (SOR)	0	0	0	0
63	Technical Observation Post (TOP)	2	0	0	2
64	Total Cost of Ownership (TCO)	1	2	0	3
65	Underpinning Contract (UC)	8	13	0	21
	Total	1227	565	80	1873

Source: Data from R. Haleem (Personal communication, March 21, 2010).