

## ANNEX 4 – ESM Glossary

Term	Explanation
<b>ESM (Enterprise Service Management)</b>	A framework that applies service management principles across the entire organization (e.g., HR, Facilities, Finance, Student Services) to standardize service delivery and improve user experience.
<b>Support Service</b>	A capability or deliverable provided to users, such as onboarding, access rights, or equipment requests, that supports business processes and creates value.
<b>Customer</b>	Any person submitting a request, incident, or report in the ESM system. This may include employees, students, managers, or external users.
<b>Agent</b>	A staff member responsible for handling customer requests, including reviewing, following up, resolving, and closing tickets.
<b>Manager</b>	A role with oversight responsibilities, such as approving requests, monitoring team performance, or reviewing dashboards and reports.
<b>System Administrator</b>	A role responsible for configuring, maintaining, and governing the ESM platform, including workflows, integrations, permissions, and system settings.
<b>Agent Group</b>	A group of agents collectively responsible for managing and resolving tickets within a specific domain or service area.
<b>Person Group</b>	A group of individuals associated with a specific department, service, or organizational unit, used for routing, approvals, or notifications.
<b>Guest / External User</b>	A person without an official organizational account (e.g., prospective students, visitors) who may still interact with the service portal.
<b>Entity</b>	Any object managed within the ESM system, such as Tickets, Assets, User Groups, Knowledge Items, Rooms, Catalogs, Categories, or Services.
<b>Ticket</b>	A system record used to track a request, incident, task, change, or issue from submission through resolution and closure.
<b>Service Request</b>	A formal user request for information, access, or a predefined service offering.
<b>Incident</b>	An unplanned interruption or degradation of service quality that requires restoration.
<b>Workflow</b>	A predefined sequence of automated or manual steps that governs how a ticket progresses.

<b>Chain Workflow</b>	A workflow consisting of multiple dependent steps across teams, services or systems, where completion of one step triggers the next.
<b>Architecture Capabilities</b>	The organizational, process, information, application, and technology abilities that support and enable IT architecture and business objectives. Architecture capabilities define what the IT organization is able to deliver, manage, and improve.
<b>Store Capability</b>	Catalog based selection of services and products, tailored to match the experience of the user. Multi-lingual, consistent, responsive and with suggestions based on TUE and personal context, AI driven for maximum impact.
<b>Orchestration Capability</b>	<p>Orchestration is the capability of the ESM platform to automatically coordinate multiple systems, processes, and teams across departments to complete a service request or resolve an issue.</p> <p>Orchestration goes beyond simple automation of a single task — it links multiple automated tasks into an end-to-end workflow, often spanning several tools or departments.</p> <p>AI Agents ("agentic AI") play an important role in service delivery and orchestration of these agents is an important capability of Orchestration.</p> <p>Orchestration goes beyond workflow. Workflows tend to be more of sequential steps or tasks to achieve a specific goal where orchestration is about automating and managing workflows, systems and services interaction.</p> <p>Orchestration is a core part of EMS, whereas workflows may also be present and used in Delivery Systems. An example being the HR onboarding process in the HR system is called by the New Employee orchestration process in EMS which not only onboard the person in the HR systems but also ensure the creation of an account in IAM and invites the person to order a laptop in EMS.</p>
<b>Knowledge Capability</b>	The Internet is GoTo source of lots of information and that's why the EMS should limit itself to presenting information uniquely linked to TUE and leverage public or enterprise allocated AI and Search services for all other information requests.
<b>Fulfillment Capability</b>	Fulfillment interacts with the services and applications that provide the service to trigger delivery and monitor progress. It also interacts with the Ticketing/Operator system should delivery include manual steps.
<b>Management Capability</b>	<p>Steering info, dashboarding, CMDB</p> <p>Also, the ticketing interface for the operators for non-automated service delivery and supporting the incident and problem management processes.</p>
<b>Event-Driven Architecture</b>	A design model where system actions are triggered by events (e.g., "new student enrolled" triggers account creation and provisioning).
<b>Omnichannel</b>	A unified service experience across all channels (portal, email, phone, chatbot, mobile app) with consistent data and history.

<b>Self-Service Portal</b>	A user-facing interface where customers can submit requests, track progress, access knowledge, and interact with services.
<b>Knowledge Base</b>	A structured repository of knowledge items used by customers and agents.
<b>Knowledge Item</b>	A structured, standalone piece of information stored within the Knowledge Base, such as an article, FAQ, troubleshooting guide, manual, or procedural instruction.
<b>SLA (Service Level Agreement)</b>	A formal agreement defining service performance targets such as availability, response times, and resolution times.
<b>KPI (Key Performance Indicator)</b>	A measurable metric used to evaluate service performance (e.g., SLA compliance, first-time-fix rate).
<b>DTAP</b>	A structured environment model (Development, Test, Acceptance, Production) ensures safe development, testing, and deployment.
<b>Asset Management</b>	A controlled process for modifying systems, services, or configurations while minimizing risk.
<b>Asset</b>	A physical or digital resource that is owned, managed, or tracked by the organization throughout its lifecycle. Examples include laptops, mobile devices, software licenses, network equipment, rooms, or digital services.
<b>Problem Management</b>	The process of identifying and eliminating root causes of recurring incidents.
<b>CMDB</b>	A database storing assets and their relationships.
<b>IAM (Identity &amp; Access Management)</b>	The processes and technologies used to manage digital identities and control user access to systems, applications, and data. IAM ensures that the right people have the right access at the right time.
<b>Identity Provider (IDP)</b>	A system that authenticates users and provides identity information to applications (e.g., SURFConext, Entra ID).
<b>Single Sign-On (SSO)</b>	A mechanism allowing users to authenticate once and access multiple systems without repeated logins.
<b>RBAC (Role-Based Access Control)</b>	A permission model where access is granted based on user roles rather than individual accounts.
<b>CRUD (Create, read, update, delete)</b>	An acronym for the four basic operations used in systems and databases: Create, Read, Update, and Delete. CRUD defines the actions users can perform on records or data.
<b>API</b>	A standardized interface enabling systems to exchange data or trigger actions programmatically.
<b>Integration</b>	The connection between systems to exchange data or automate workflows (e.g., OSIRIS, HRM, Finance).

<b>Bi-Directional Integration</b>	An integration where data flows both ways, ensuring synchronization between systems.
<b>AI-Based Ticket Classification</b>	The automated assignment of categories, priorities, or routing suggestions for tickets using artificial intelligence. The system analyses ticket content and context to recommend or apply the most appropriate classification.
<b>Predictive Analytics</b>	The use of artificial intelligence and statistical models to identify patterns in historical data and generate forecasts, such as expected workload, demand trends, or likely resolution times.
<b>Sentiment Analysis</b>	The automated process of using natural language processing (NLP) and machine learning to detect and extract emotional tones from text. It helps identify user satisfaction, urgency, or frustration in feedback or ticket descriptions.
<b>Chatbot / Virtual Agent</b>	An AI-powered interface that answers questions, creates tickets, or guides users through processes.
<b>Accessibility</b>	Ensuring the platform is usable by all users, including those with disabilities, and compliant with WCAG standards.
<b>Inclusivity</b>	Designing services and interfaces that accommodate diverse user needs, languages, and roles.
<b>Data Retention</b>	The defined period during which data is stored before being archived or destroyed.
<b>Data Destruction</b>	Permanent removal of data after the retention period, with audit logging for compliance.
<b>Metadata</b>	Descriptive information about data objects (e.g., creation date, owner, category) used for classification and retrieval.
<b>Version Control</b>	The ability to track and view changes to documents or records over time.
<b>Exit Strategy</b>	The documented process ensuring the client can export all data and transition to another provider without restrictions.
<b>Data Act Compliance</b>	Ensuring the IT-solution meets EU Data Act requirements for portability, interoperability, and user rights.
<b>SaaS</b>	A cloud-based delivery model where the contractor hosts, maintains, and updates the application.
<b>Logging</b>	The process where ESM automatically record events, errors, and system states to a file or database.
<b>Log</b>	An automatically generated, chronological record of events, errors, and status changes happening within ESM.
<b>Audit</b>	Independent assessment of security, privacy, compliance, or configuration, performed periodically.
<b>Audit Trail</b>	A chronological record of actions, changes, updates, and user activities within the system. An audit trail helps track who

	performed an action, what was changed, and when it occurred for monitoring, security, and compliance purposes.
<b>Service Catalogue</b>	A structured list of all services offered, including descriptions, SLAs, and request options.
<b>Portal Role Switching</b>	The ability for users to log in with different roles (e.g., secretary, student, manager) depending on their responsibilities.
<b>Lifecycle Management</b>	Managing an asset or service from creation to retirement, including updates, maintenance, and replacement.
<b>Ticket Drafts</b>	Saved but not yet submitted or finalized tickets that can be completed later.
<b>Watchers</b>	Users who are allowed to follow a ticket and receive updates without being the main caller or assigned agent.
<b>Favorites</b>	Frequently used items, tickets, services, dashboards, or records saved for quick access.
<b>Preview</b>	A temporary view of a ticket, document, or item before opening or submitting it fully.
<b>Inline help / Tooltips</b>	Context-sensitive guidance or short explanations displayed within the interface to help users understand fields or actions.
<b>Internal Note</b>	Information added to a ticket that is only visible to agents and internal teams, not to the caller.
<b>Work Note</b>	Notes recorded by agents to document actions, progress, troubleshooting, or internal communication related to a ticket.
<b>Public comment</b>	A message or update visible to the caller and possibly other shared users within the self-service portal.
<b>Dashboard</b>	A visual overview displaying key information, metrics, tickets, tasks, or performance indicators in one place.
<b>Reporting</b>	The process of generating insights, statistics, and overviews based on system data and activities.
<b>Filtering / Querying</b>	Searching, sorting, or narrowing down records based on selected criteria or conditions.
<b>AI Governance / Human-in-the-loop AI</b>	Processes and controls ensuring that AI usage remains secure, transparent, compliant, and supervised by human review where required.
<b>Shopping Cart</b>	A feature allowing users to collect and submit multiple service requests or products together in one request
<b>Workforce Scheduling</b>	Planning and managing employee availability, shifts, and work assignments.
<b>Capacity Planning</b>	The process of determining and managing the resources required to meet current and future service demands.

<b>Delegation</b>	Temporarily assigning responsibilities, approvals, or tasks from one user to another.
<b>Absence periods</b>	Configured periods during which a user or employee is unavailable due to leave, vacation, illness, or other absence.
<b>Inventory Management</b>	The process of tracking, managing, and maintaining assets, equipment, licenses, or stock within the organization.
<b>Escalation</b>	Increasing the urgency level or transferring a ticket to a higher-level or specialized support team for faster or more expert handling.
<b>De-escalation</b>	Lowering the urgency level or reducing the level of handling when immediate or specialized action is no longer required.
<b>1st Line Support</b>	The first point of contact for users, responsible for handling standard requests, basic troubleshooting, and initial ticket registration.
<b>2nd Line Support</b>	A specialized support level responsible for handling more complex issues that cannot be resolved by 1st line support.
<b>Service Desk</b>	The central point of contact between users and IT or service teams for reporting incidents, requesting services, and receiving support.