Resilience

Change

Repair

Restoration

Event
error
incident
alert
warning
failure
exception

Recovery

Monitoring

Remediation (rollback)

active
passive
reactive
proactive

Release

Baseline

Problem

Service

Configuration Item (CI)

Service desk

Configuration

Availability

Service Level Agreement (SLA)

Config. Mgt. Database (CMDB)

Document

Record

Capability

Role