Next-gen IT services - controlled IT services aimed on innovation

IT service management - control of IT services according to ISO standards

Business continuity - providing operation of the company and IT services even in critical cases

Remote management - remote systems management through the Internet

Image to virtual machine - restore of a virtual machine from backup

Full Metal Recovery - restore of system from backup to a blank server

Incremental Backup - backup of data that has changed since the last backup

Easyclick - simple entering of requests to Helpdesk C-Desk

Prepaid lump fees - control of IT services usage

Packet loss - causes connection outages at low transfer quality

Disk activity - indicates writing on hard drive and work with computer

Last online connection - last contact of CM client with the CM server

RAID status - current state of RAID field

Email loop test - test of sending and receivng of emails

Date:

[2]

04/10/2012

Links
[1] https://customermonitor.eu/sites/default/files/stock-vector-letters-abc-51096466_0.png
[2] https://customermonitor.eu/sites/default/files/slovnik-cm.jpg