IT service providers use various frameworks, such as IT Infrastructure Library (ITIL) or Control Objectives for Information and Related Technologies (COBIT), to establish best practices for IT service management.

The discipline of IT architecture management is crucial in linking an organization's strategy and its IT infrastructure*.*

The Zachman framework is a matrix that consists of six distinct perspectives (planner, owner, designer, builder, subcontractor, and functioning enterprise) against six different aspects (what, how, where, who, when, why).

The primary objective of problem management is to prevent incidents from happening, and to minimize the impact of incidents that cannot be prevented.

The process responsible for both asset management and configuration management is called service asset and configuration management (SACM) and it is an integral part of the ITIL framework.

A configuration management database (CMDB) is not only an inventory of assets but also provides a clear picture of the relationships and dependencies among assets.

While asset analysis ensures the optimal utility and financial viability of IT resources, risk management acts as the protective shield, safeguarding these assets from potential threats.

In the shared service or collaborative sourcing approach, multiple parts of an organization or even multiple organizations share IT services through a centralized unit.

The request for proposal (RFP) outlines an organization's detailed requirements, and suppliers respond with their plans and associated costs.