

Term	Definition
1025 Vendor	A company that was awarded as a supplier of IT Staff Augmentation Services through Statewide Contract SW1025.
Access Control List	A list of access control entries defining the access rights allowed, denied or audited for users.
Administrative Support	Access level allowing a group of individuals unrestricted access to change the configuration of operating system level settings on a designated group of desktops, laptops or other end-user devices.
After Action Review (AAR)	A report created for major incidents to reflect on the work of the Major Incident team and identify its strengths, weaknesses and areas of improvement.
Agency Business Relationship Manager (ABRM)	An agency's business representative.
Agency Services Database (ASD)	A website with a list of services that are received from OMES IS by each agency.
AIX	An operating system that runs on an IBM Power Series hardware platform.
Alerts page	Website used to share information of importance to OMES customers.
Application	A software application that is not part of the standard service offering, but is supported by a Provider Group within OMES IS.
Approved Hardware	The physical, touchable, material parts of devices that have been approved for use for an agency.
Approved Software	Any software that is not standard software, but is approved for use in an agency on a personal computer.
AS400	Hardware that runs OS400 operating systems.
Billing Change Order	A form used to change the billing of a customer that receives services from OMES IS.
Broadcast Message	a message sent to a large targeted audience that is informational in nature.
Bulletin	An outbound communication related to a specific subject matter delivered to a targeted audience.
Business Segment Director (BSD)	The head of a business segment.
Business Standard	Any OMES IS standard that pertains to the administrative, financial, or customer relationship aspects of the division's operation. These are non-technical standards.
Change	The addition, modification or removal of anything that could have an effect on IT Services.
Change Approval Board (CAB)	Group of personnel responsible for approving or denying changes to production environments.
Change Ticket	A request for authorization to change a configuration item used to support production systems.
Computer Operations Room	The room outside the Raised Floor from where the operators monitor systems and run jobs.

Configuration Item	Any piece of hardware, software or firmware used within any information technology environment within OMES-supported services.
Content Management System (CMS)	An online system the Service Desk uses to update the OMES IS Alerts page and the OMES IS Major Incidents page.
Contractor	Worker with economic independence who is in business for themselves.
CRM	Customer Relationship Management tool
CTI	Computer Telephony Integration
Database Software	Software that supports databases on the mainframe, such as IMS, DB2 and Oracle running under z/VM/Linux.
Decentralized Security Representative (DSR)	An individual, designated by the head of the agency, who is authorized to submit requests for the creation of new User IDs, modification of user access or termination of user access.
Deliverable	A tangible or intangible object produced as a result of a project that is intended to be delivered to a customer (either internal or external). A deliverable could be a report, a document, a server upgrade or any other building block of an overall project.
Detail Level Plan	A detailed overview of what a project will entail. It includes the Business Case, Cost Benefit Analysis, Risk Identification, and the High Level Milestone Plan. The deliverables will be based on a +/- 10 accuracy.
Developer	Technical staff primarily or partially responsible for writing software code in Microsoft.net
Disabled account	An inactive account requiring approval from an agency's Decentralized Security Representative to enable.
Dispatcher	The role of an employee who analyzes and assigns a pending case on behalf of a service provider group.
Document	A written dissertation that is used to furnish decisive information. A written composition created with and about an application, which contains certain prescribed elements and information.
Domain Administrator Rights	Access level allowing an individual elevated privileges to perform domain-wide or local configuration and/or operating system level changes to any Windows-based system within the domain infrastructure.
Electronic Storage Media	Any electronic device that can be used to store data.
Elevated Case	A case with stressed importance, heightened through the chain of command either by automation or customer request.
Emergency Outage	An outage that takes place during the normal business hours when users are generally on the system, but must be performed to correct a critical problem.
Emergency Separation	The immediate termination of an employee.
Employee	Worker who is economically dependent on the business of the employer.
Enhancement	Non-routine change that costs less than \$15,000 to implement.
Enterprise Business Services	Services and applications shared across multiple agency lines. (e.g. Oracle PeopleSoft, Hyperion, Statewide Imaging)

Enterprise Domain Rights	Access level allowing for the maintenance of the forest root domain and members.
Executive Committee	OMES IS's decision-making committee comprised of the Chief Information Officer (CIO), the Chief Operating and Accountability Officer (COAO), the Chief Information Security Officer (CISO), the Chief Financial Officer (CFO), and the Deputy General Counsel.
Financial Summary	A list of actual and forecast costs associated with a project.
Frequency	How often an item is billed.
Function	An action for which a person or thing is particularly fitted or employed; an assigned duty or activity; a specific role.
Gartner for Technical Professionals	A comprehensive collection of analysis and advice for the users and vendors of technology.
High Level Plan	A broad overview of what a project will entail. It includes the Business Case, Cost Benefit Analysis, Risk Identification, and the High Level Milestone Plan. The deliverables will be based on a +/- 50% accuracy.
Implementation Plan	Describes how the information system will be deployed, installed and transitioned into an operational system. The plan contains an overview of the system, a brief description of the major tasks involved in the implementation, the overall resources needed to support the implementation effort (such as hardware, software, facilities, materials and personnel) and any site-specific implementation requirements.
Incident	An unplanned or impending interruption to an IT Service. Each incident has a case created in CRM.
Informational Service Message	A message, informational in nature, sent to a large, targeted audience, regarding a system or service.
IP	Internet Protocol
IS	Information Services
ITOCC	(Information Technology Operations Command Center) - A command center within OMES IS that specializes in handling Priority 1 and Priority 2 incidents while promoting improved communication and cooperation between service provider groups.
Knowledge Article	A short document that explains how to solve a problem. This document is generally more concise than a standard operating procedure and shorter in length than a user guide. Knowledge Articles can include screenshots or pictures, if necessary.
LAN	Local Area Network
Listed Topic	A topic visible to the public and available for self-subscribing.
Local Administrative Rights	Access level allowing an individual unrestricted access to change the configuration of operating system level settings on a specific desktop, laptop or other end-user device.
Locked out account	An account that is blocked from user access and requires the OMES Service Desk to unlock. (Examples that may cause this include password expiration or a user incorrectly entering a password too many times.)

Maintenance Notification	A notification sent to affected employees when Service Quality has approved maintenance which could affect service.
Major Incident	An incident for which the degree of impact on the user community is extreme, or where the disruption is excessive and which requires a response that is above and beyond that given to normal incidents.
Major Incident Manager	The communications liaison and buffer between the resolving team and all other personnel for all Major Incidents.
MAN	Metro Area Network
Master Service Agreement	Known prior to FY15 as the Service Level Agreement. A contract providing a specific service to a customer, at a guaranteed level of availability or within a guaranteed amount of time, for a set price.
Mission Critical	Refers to a device, service or system whose failure or disruption would cause the failure of a business operation that cannot be interrupted under any circumstance without severe negative impact to the business.
Non-Active User	A PPM user who hasn't logged in within the last 90 days.
Non-Approved Hardware	Hardware that has not been approved for an agency.
Non-Approved Software	Any software or subscription that has not been approved for use in an agency.
Non-Standard Software	Software that is not included in the standard image for OMES IS-supported personal computers.
Offboarding	The process surrounding the removal of access for an employee who has left the organization.
OMES	Office of Management and Enterprise Services
Onboarding	The process of integrating a new employee into the workplace and its culture.
On-Call	An employee who is not at work, but available to come in to work when needed.
Open Record	Document in the possession of a governmental entity that is supposed to be made available to members of the public on request.
Outages page	Website used to inform customers of outages.
Part Number	A sequential number assigned by the OMES IS Billing group to a part; also called a "product component number".
Performance Management Process (PMP)	Performance review for OMES IS employees.
PII	Personally Identifiable Information
Power Series	IBM hardware that runs AIX and OS400 operating systems.
PPM	Project and Portfolio Management Tool
PPM License Tracker	A spreadsheet located on the J: Drive that displays the number of licenses purchased by each agency.
Priority Customer	A state employee whose customer service needs have priority over other employees. Usually an elected official or agency head.

Procedure	A series of steps, operations, actions, changes, or functions performed in a specified manner with the objective of producing a particular result.
Process	A set of established methods for conducting the affairs of an organized body such as a business, organization, or government; a set or collection of procedures that achieve a specific task as a way of producing or affecting a desired outcome.
Product Component Number	A sequential number assigned by the OMES IS Billing group to a part; also called a "part number".
Product Group	A product's services grouping; matches the service catalog.
Product Number	Matches the Time & Labor Project ID
Project and Portfolio Management Tool (PPM)	An online tool for tracking IT project information.
Public Project Dashboard	A public-facing website displaying a list of projects with a forecasted cost or estimated budget greater than or equal to \$100,000.
Purchase Card (P-Card)	A form of credit card issued to designated state employees. The P-Card is used by the cardholder to make purchases of most types of goods and services necessary for official use of the state.
Raised Floor	The room on the first floor of the OMES Data Center where the data processing equipment is located.
Resolve Time	Amount of time it takes to correct the problem and close a case.
Resource Reports	Monthly reports which use data from PeopleSoft to break down OMES IS employee's time into 4 categories - Administrative, Maintenance, Enhancements and Projects.
Response Time	Amount of time it takes to assign a case to a technician.
Restored Notification	A notification sent when service has been restored.
Restricted Topic	A topic not visible on public pages and with inactive subscriber links.
Rule	Any agency statement or group of related statements of general applicability and future effect that implements, interprets, or prescribes law or policy, or describes the procedure or practice requirements of the agency.
Scheduled Outage	An outage that takes place during the defined maintenance window.
Search Criteria	Information requested of OMES by another agency in regards to an open record request.
Search Terms	The terms OMES inputs to obtain responsive documents to suffice given search criteria.
Security Awareness Training module	A series of online videos and quizzes that educate employees how to securely function virtually and physically in the workplace.
Security Software	Software that secures the mainframe environment, RACF or ACF2.
Sensitive Project Indicator	An indicator in the PPM Tool that designates security or compliance projects possessing sensitive or vulnerable information.

Service	A product or service that OMES IS offers to their customer base within the Standard Service Catalog for purchase.
Service Catalog	Listing of services OMES IS provides.
Service Catalog Request	Request for services not currently offered to a customer.
Service Desk	A unit within OMES IS that handles customer support.
Service Level Agreement (SLA)	The term used for Master Service Agreement prior to FY15. A contract providing a specific service to a customer, at a guaranteed level of availability or within a guaranteed amount of time, for a set price.
Service Owner	The manager of the Provider Group that provides the support for the application or service.
Service Provider	Provider group that provides the support for the application or service.
Service Request	Request for routine, ongoing support for a customer to keep production operating efficiently and effectively.
Short Part Description	The 30 character description of a part.
Staffing Profile	A list of staffing needs by role needed to complete a project.
Standard	An acknowledged measure of comparison for quantitative or qualitative value; a criterion; an object that under specified conditions defines, represents, or records the magnitude of a unit.
Standard Operating Procedure	A document containing steps, operations, or practices that is widely recognized or employed, especially because of its excellence.
Standard Separation	The termination of an employee who has given notice.
Standard Software	Software that has been approved and will be loaded in the standard image for all OMES IS personal computers.
State ID Badge	A State photo ID with no door access.
Statewide Contract	A contract for specific acquisitions for a specific period with a provision allowing the agencies and local governmental entities to place orders as the acquisitions are needed for delivery during the period specified.
Team	A group of individuals that are dedicated to providing support for a service or application. Examples include: PC Support, Education Development, etc.
Technical Standard	Any standard pertaining to technical hardware, software, or operational processes.
Technician	A role of anyone who gets CRM Cases assigned to them.
Telework	To regularly work from home or outside the traditional office or workplace, using a computer and telephone connection. This does not apply to occasionally working from home.
Test Plan	Documents the strategy used to verify and ensure that a product or system meets its design specifications and other requirements.
Third Party Software	Software that may be used to support various agencies' needs and is purchased from a vendor.

Tivoli Workload Scheduler	IBM job scheduling system that auto submits jobs that run on the mainframe.
Topic	A specific subject matter for which subscribers can receive bulletins.
Unexpected Outage	An outage that is outside the control of OMES IS and may take place at any time.
Unit of Measure	The measurement by which an item is billed.
Unit Price	The price of an item.
Unlisted Topic	A topic visible only to GovDelivery administrators. Potential recipients of information distributed to an unlisted topic are invited through active subscriber links.
Unscheduled Outage	An outage that takes place outside the defined maintenance window, but usually during a time period that is not normal business hours.
Update Notification	A notification sent to follow up on a previous maintenance or service disruption notification.
User ID	A unique login ID assigned to each user of State Systems.
Virtual Desktop	A VMWare-based virtual desktop accessible via the Juniper VPN Remote Desktop realm.
WAN	Wide Area Network
Warm Handoff	A customer service practice where one representative bridges a call to the next representative and updates that representative with details of the customer's situation.
Work Plan	A list of ordered tasks required for the scope of a project.
Workbench	An administrative tool within the PPM Tool used for managing users.
Workstation	Desktop, laptop, or other Windows computer used by the employee to complete their daily tasks.
z/OS	An operating system that runs on an IBM mainframe platform.
z/VM/Linux	A Linux operating system that runs on an IBM mainframe platform.