



**Attachment to Data Center Services  
Service Component Provider  
Master Services Agreement**

**DIR Contract No. DIR-DCS-SCP-MSA-003**

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Between

**The State of Texas, acting by and through  
the Texas Department of Information Resources**

*and*

**Xerox Corporation**

**Attachment 1-A  
Common Terms and Acronyms**

January 23, 2012

**ATTACHMENT 1-A**  
**COMMON TERMS AND ACRONYMS**

This document contains common terms and acronyms that may be included in the Agreement, or are otherwise common terms in the IT industry.

<b>Term / Acronym</b>	<b>General Meaning</b>
24x7	Means support provided as part of the Services during the time period 24 hours per day, 7 days per week.
ABEND(s)	ABnormal ENDing(s)
ACF/NCP	Advanced Communications Function/Network Control Program
ACF/SSP	Advanced Communications Function/Systems Support Program
ADA	Americans with Disabilities Act
ADC	Austin Data Center
ADM	Application Development and Maintenance
ADROC	Austin Disaster Recovery and Operations Center
AFP	Advanced Function Presentation
AIMS	Asset and Inventory Management System
AM	Application Maintenance
API	Application Program Interface
ARC	Additional Resource Charge
ATOT	At Time of Test
BAFO	Best and Final Offer
BCP(s)	Business Continuity Plan(s)
BIA	Business Impact Analysis
CAB(s)	Change Advisory Board(s)
CD	Compact Disk
CD-ROM	Compact Disk Read Only Memory
CI(s)	Configuration Item(s)

<b>Term / Acronym</b>	<b>General Meaning</b>
CICS	Customer Interface Control System
COLA	Cost of Living Adjustment
COTS	Commercial Off-the-Shelf
CMDB	Configuration Management Database
CMIS	Capacity Management Information System
CMO	Current Mode of Operations
CMS	Configuration Management System
CPU	Central Processing Unit
CUTS	Chargeback and Utilization Tracking System
CSS	Cascading Style Sheets
DADS	Department of Aging and Disability Services
DARS	Department of Assistive and Rehabilitative Services
DASD	Direct Access Storage Device
DBA	Database Administrator
DBMS	Database Management System
DCS	Data Center Services
DFPS	Department of Family and Protective Services
DHCP	Dynamic Host Configuration Protocol
DHS	Definitive Hardware Store
DIR	Texas Department of Information Resources, an agency of the State of Texas
DMZ	Demilitarized Zone. In network security, a network that is isolated from, and serves as a neutral zone between, a trusted network (for example, a private intranet) and an untrusted network (for example, the Internet). One or more secure gateways usually control access to the DMZ from the trusted or the untrusted network.
DNS	Domain Name System
DOB	Date of Birth

<b>Term / Acronym</b>	<b>General Meaning</b>
DOE	Date of Employment
DR	Disaster Recovery
DRL	Disaster Recovery Level
DRP	Disaster Recovery Plan
DSHS	Department of State Health Services
EAP	Employee Assistance Program
ECA	Economic Change Adjustment
EDI	Electronic Data Interchange
EEO	Equal Employment Opportunity
EPLS	Excluded Parties List System
ERISA	Employee Retirement Income Security Act
EOL	End of Life
EoSL	End of Support Life
EUC	End User Computing
FAQ(s)	Frequently Asked Question(s)
FERPA	Family Educational Rights and Privacy Act
FIPS	Federal Information Processing Standards (Specific FIPS 140-2)
FISMA	Federal Information Security Management Act
FMLA	Family Medical Leave Act
FMO	Future Mode of Operations
FRM	Financial Responsibility Matrix
FSC	Forward Schedule of Change
FTE	Full-Time Equivalent
FTP	File Transfer Protocol or Full-Time Professional
HHSC-A	Health and Human Services Commission – Agency

<b>Term / Acronym</b>	<b>General Meaning</b>
HHSC-E	Health and Human Services Commission – Enterprise
HIPAA	Health Information Portability and Accountability Act
HITECH	Information Technology for Economic and Clinical Health
HR	Human Resources
HSC	Hardware Service Charge
HTML	Hyper Text Markup Language
HVAC	Heating, ventilation, air conditioning systems
IBM	International Business Machines Corporation
IMS	Information Management System
IOCP	Input Output Configuration Program
IP	Internet Protocol
IS	Information Services
IT	Information Technology
ITSCM	IT Service Continuity Management
IVR	Interactive Voice Response
JSR 168	Java Specification Report 168
LAN	Local Area Network
MAN	Metropolitan Area Network
MICR	Magnetic Ink Character Recognition
MIPS	Millions of Instructions per Second
MPLS	Multi-Protocol Label Switching
MSA	Master Services Agreement
MSI	Multisourcing Service Integrator
NCP	Network Control Program
NOS	Network Operating System

<b>Term / Acronym</b>	<b>General Meaning</b>
OAG	Office of the Attorney General
OAG – A&L	Office of the Attorney General – Administrative and Legal
OAG – CS	Office of the Attorney General – Child Support
OEM	Original Equipment Manufacturer
OMB	Office of Management and Budget
OS	Operating system
OSHA	Occupational Safety and Health Agencies
PCI	Payment Card Industry
PII	Personally Identifiable Information
PIR	Post Implementation Review
PM	Preventive Maintenance
PUC	Public Utility Commission
RA	Risk Analysis
RAM	Random Access Memory
RCA	Root Cause Analysis
RFC	Request for Change
RIF	Reductions in Force
ROI	Return on Investment
RPO	Recovery Point Objective
RTO	Recovery Time Objective
RRC	Reduce Resource Credits
RRC	Railroad Commission
RU	Resource Units
SAN	Storage Area Network
SAS	Statement of Auditing Standards

<b>Term / Acronym</b>	<b>General Meaning</b>
SCP	Service Component Provider
SDC	San Angelo Data Center or State Data Center in San Angelo
SDM	Service Delivery Management
SLA(s)	Service Level Agreements
SLR	Service Level Reports
SMF	Systems Management Facility
SMM	Service Management Manual
SNA	Systems Network Architecture
SNMP	Simple Network Management Protocol
SOS	Secretary of State
SPD	Summary Plan Description
SPOC	Single Point of Contact
SRM	Service Responsibility Matrix
SRU	Staffing Redeployment Unit
SSA	Social Security Administration
SSC	Software Service Charge
STM	Service Tier Matrix
SYSGEN(s)	System Generation
TABC	Texas Alcoholic Beverage Commission
TAC	Texas Administrative Code
TCEQ	Texas Commission on Environmental Quality
TCP	Transmission Control Protocol
TDA	Texas Department of Agriculture
TDCJ	Texas Department of Criminal Justice
TDD	Telecommunications Device for the Deaf

<b>Term / Acronym</b>	<b>General Meaning</b>
TDI	Texas Department of Insurance
TDLR	Texas Department of Licensing and Regulation
TEA	Texas Education Agency
TEX-AN	Texas Agency Network
TGC	Texas Government Code
TPWD	Texas Parks and Wildlife Department
TRG	Technical Recovery Guide
TSD	Technology Solution Design
TSLAC	Texas State Libraries and Archive Commission
TSO	Time Sharing Option
TWC	Texas Workforce Commission
TWDB	Texas Water Development Board
TXDOT	Texas Department of Transportation
TxDPS	Texas Department of Public Safety
TYC	Texas Youth Commission
UPS	Uninterruptible Power Supply
USPS	United States Postal Service
VPN	Virtual Private Network
VRU	Voice Response Unit
VTAM	Virtual Telecommunications Access Method
W3C	World Wide Web Consortium
WAN	Wide Area Network
WINS	Windows Internet Naming Service
XHTML	Extended Hyper Text Markup Language