



Attachment to Managed Application Services Service Component Provider Master Services Agreement

DIR Contract No. DIR-MAS-SCP-RCR-001

Between

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

and

Allied Consultants, Inc.

Attachment 1-A

Common Terms and Acronyms

January 30, 2017

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.

Term / Acronym	General Meaning
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)
ADA	Americans with Disabilities Act
ADC	Austin Data Center
ADM	Application Development and Maintenance
ADS	Application Development Services
AMS	Application Maintenance Services
API	Application Program Interface
BAFO	Best and Final Offer
CAB(s)	Change Advisory Board(s)
CD	Compact Disk
CD-ROM	Compact Disk Read Only Memory
CI(s)	Configuration Item(s)
COTS	Commercial Off-the-Shelf
CMDB	Configuration Management Database
CMS	Configuration Management System
CPU	Central Processing Unit
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

Term / Acronym	General Meaning
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
DR	Disaster Recovery
DRP	Disaster Recovery Plan
DSHS	Department of State Health Services
ECA	Economic Change Adjustment
EPLS	Excluded Parties List System
EoS	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

Term / Acronym	General Meaning
FTP	File Transfer Protocol or Full-Time Professional
HHSC	Health and Human Services Commission
HIPAA	Health Information Portability and Accountability Act
HITECH	Information Technology for Economic and Clinical Health
HR	Human Resources
HTML	Hyper Text Markup Language
HVAC	Heating, ventilation, air conditioning systems
IBM	International Business Machines Corporation
IS	Information Services
IT	Information Technology
ITSCM	IT Service Continuity Management
IVR	Interactive Voice Response
LAN	Local Area Network
MSA	Master Services Agreement
MSI	Multisourcing Service Integrator
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
PCI	Payment Card Industry
PUC	Public Utility Commission
RA	Risk Analysis
RCA	Root Cause Analysis

Term / Acronym	General Meaning
RFC	Request for Change
ROI	Return on Investment
RTO	Recovery Time Objective
RRC	Reduce Resource Credits
RRC	Railroad Commission
RU	Resource Units
SaaS	Software as a Service
SAS	Statement of Auditing Standards
SCP	Service Component Provider
SDC	San Angelo Data Center or State Data Center in San Angelo.
SLA(s)	Service Level Agreements
SMM	Service Management Manual
SOS	Secretary of State
SPD	Summary Plan Description
SRM	Service Responsibility Matrix
STC	Statewide Technology Centers
TABC	Texas Alcoholic Beverage Commission
TAC	Texas Administrative Code
TCEQ	Texas Commission on Environmental Quality
TDA	Texas Department of Agriculture
TDCJ	Texas Department of Criminal Justice
TDI	Texas Department of Insurance
TDLR	Texas Department of Licensing and Regulation
TEA	Texas Education Agency
TEX-AN	Texas Agency Network

Term / Acronym	General Meaning
TGC	Texas Government Code
TJJJ	Texas Juvenile Justice Department
TPWD	Texas Parks and Wildlife Department
TSLAC	Texas State Libraries and Archive Commission
TWC	Texas Workforce Commission
TWDB	Texas Water Development Board
TXDOT	Texas Department of Transportation
TxDPS	Texas Department of Public Safety
UPS	Uninterruptible Power Supply
VPN	Virtual Private Network
VRU	Voice Response Unit
WAN	Wide Area Network