

GLOSSARY OF SLA TERMS

Active Directory	Active Directory is a Microsoft product that provides the means to manage identities, security and relationships. It allows organizations to manage users, computers, groups, printers, applications, and other devices.
Customer Care Agent	Customer Care Agents use an automated service desk system to document and manage all reported incidents, from the initial recording, assignment, and tracking, all the way through until closure. Agents are provided with a knowledge base, which provides detailed technical solutions to issues.
Alert	An automated announcement produced by Trouble ticket software, located in the CCC, to relay and update information concerning an incident /problem to effected customers.
Backup	Copies of data created on the network are made automatically, on a regular schedule, so in the event of a data loss through disaster or other incident the saved data may be used to restore the original files
Centrex	A telephone switch (system of electronic components that connects telephone calls) located at Verizon's premises; service and maintenance for this equipment is the responsibility of Verizon.
Change Review Board	Consists of semi-weekly meetings where approved changes to the operating environment are discussed with stakeholders who would not normally see the change, the purpose being to validate the change and anticipated impact. The meeting is held every Tuesday and Thursday morning at 9:00am; new Forward Schedules are produced and published by noon each Tuesday and Thursday. Changes can be scheduled to occur any date or time, but it is encouraged that any changes involving downtime to production environments be done in a window agreed to with the users of the environment.
Citrix Servers	Citrix lets multiple users share one copy of an application running on a server. Citrix eliminates the need to install the application on the user's PC, enabling a thin client environment.
Consumption	The Agency is responsible for notifying CIO/OFT of projected major changes in resource consumption including changes that have significant effect on system use, such as tape, print, batch, processing flow, new programs or modifications in transaction volumes.
CRM (Customer Relations Manager)	CIO/OFT Customer Relations Managers are the primary point of contact with a customer agency that uses CIO/OFT's services. They engage in a wide variety of activities intended to ensure that customers receive the goods and services they require to satisfy their business needs in the most effective and efficient manner possible. CRM's interact with customers to provide answers to inquiries and assist in problem solving involving CIO/OFT product or services.
Delegated Administrator	The Delegated Administrator controls secure access to an application. The DA uses a supplied tool to delegate access to other individuals. The DA is usually the owner of the identified application.

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Demarcation Point	The place where the CIO/OFT network connection ends and connects with the wiring at the customer agency site.
Disaster	A disaster is a perceived or real tragedy, being either a natural calamity or man-made catastrophe. In the event CIO/OFT declares a disaster CIO/OFT will implement the Disaster Recovery Plan which customers have implemented with CIO/OFT or a third party.
Disaster Recovery	The established process, policies and procedures CIO/OFT has in place, related to preparing for recovery / continuity of operations, consistent with CIO/OFT's Disaster Recovery Plan.
Fiber Optic	A cable, consisting of a center glass core surrounded by layers of plastic, that transmits data using light rather than electricity. Optical fibers are widely used in fiber-optic communications, which permits transmission over longer distances and at higher bandwidths (data rates) than other forms of communications.
Firewall	It is a device or set of devices which is designed to block unauthorized access while permitting authorized use of computer applications based upon a set of rules and other criteria. Firewalls can be implemented in either hardware or software, or a combination of both. They are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially intranets.
Incident	Any event which is not part of standard service delivery and causes, or may cause, an interruption or a decline in the quality of the service. Incidents are managed by the Customer Care Center.
Iron Mountain	A company that New York state has contracted with that specializes in transporting and storing copies of data and records in a highly secure offsite location, for retrieval in case of a disaster.
J2EE (Java 2 Platform Enterprise Edition)	Tool for creating enterprise-class applications coded in the Java programming language. Often used to create web applications.
Knowledgebase	A computerized database used for the collection, organization, and retrieval of knowledge. Commonly used by a help desk to share troubleshooting information, processes, or answers to frequently asked questions.
LDAP (Lightweight Directory Access Protocol)	Computer industry standard format for address books and directories, which are used to find people, assign security access, rights and controls. Several software applications may use a single LDAP to provide secure access, instead of coding security modules into each application. Also, commercial software that supports LDAP can share information with other software that supports LDAP.
Load Distribution	A technique to distribute workload evenly across two or more computers, network links, CPUs, hard drives, or other resources, in order to obtain optimal resource utilization, minimize response time, and avoid overload.

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Mainframe	A large, powerful, high-performance computer, often serving many connected workstations. Often provides greater availability and security than a smaller-scale machine can offer.
NAP (Network Access Point)	One of several major Internet interconnection points that serve to tie Internet service providers together (e.g. AT&T user in one state can reach the web site of a Bell South user in another state).
Notification	The CCC will make direct contact with the customer agency's designated contact either through an electronic notification (e-mail), phone messaging, a phone call or face-to-face contact to report an incident. It is the customer agency's responsibility to provide and maintain e-mail distribution lists for purposes of notification. In addition, the Agency must provide the CCC with alternate contact and escalation phone numbers for their organizations.
Open Systems	Servers (smaller than a mainframe), typically running a Windows, Unix, and Linux operating system. The servers are administered and monitored by the Data Center along with the storage and backup associated with the servers.
Participating Organization (PO)	The New York State government entity, political subdivision of the State, corporation, trust, estate, incorporated or unincorporated association or other legal entity that either establishes and maintains user accounts on New York State Directory Services, and/or provides applications which use New York State Directory Services.
Participating Organization Directory Services Administrator (PODSA)	The primary contact for each Participating Organization for New York State Directory Services. The PODSA can then appoint Delegated Administrators who will set up security for each application.
PDA (Personal Digital Assistant)	A handheld digital device that typically combines computing and telephony functionality such as a Blackberry or cell phone.
Planned Service Outage	A <i>planned outage</i> is when it is necessary to take equipment temporarily out of service for repair, maintenance, or upgrades. CIO/OFT will ensure affected customer agencies are aware of the outage details in advance through a Customer Notification sent via email to designated contacts.
Private Branch Exchange (PBX)	A telephone switch (system of electronic components that connects telephone calls) located at a customer agency's premises; service and maintenance for this equipment is the responsibility of CIO/OFT.
Resolver	Technical person(s) to whom a trouble ticket is referred to by the Customer Care Center when it cannot be resolved by the CCC agent. The Resolver is responsible for trouble shooting so that the problem can be corrected.
Reverse Proxy	A reverse proxy is a gateway for servers. It can securely control access from the Internet to servers protected behind a firewall; can also be used to improve web response time by caching (keeping a copy of a page or image you have already seen to).

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Run Books	A compilation of standard procedures and operations used by the State Data Center to ensure the proper execution of steps to support each computer system. Typically, a Run Book will contain the procedures to begin, stop, and supervise the system. It can also contain descriptions for special request handling, and handling of contingencies. It also documents all jobs that are run and monitored by the Data Center.
Severity 1	Designates the highest priority for an incident and requires the highest level(s) of response and effort to resolve the problem. A Severity 1 incident may be declared in the following instances: <ul style="list-style-type: none"> • The service is unavailable state-wide, or is unavailable to a substantial number (20%) of individual Agency users who have access to that service, or is unavailable at a pre-defined mission-critical location essential for health and safety; • The service must evacuate to an alternate location; • A physical or information system breach has occurred.
Severity 2	Designates the medium priority for an incident. A Severity 2 incident is defined as follows: <ul style="list-style-type: none"> • A subgroup of users (ex: a portion of a unit, office group or site [per Agency]) is unable to perform its business function due to a service failure.
Severity 3	Designates the lowest priority for an incident. A Severity 3 incident may be declared in the following instances: <ul style="list-style-type: none"> • Any other problem that does not meet the Severity 1 or Severity 2 criteria.
Severity Level	A term that indicates the degree or seriousness of an event. The Severity Level helps prioritize the seriousness of events and properly manage response resources.
TCP/IP	Short for Transmission Control Protocol/Internet Protocol; refers to standard protocols that describe how to transfer data across the Internet and private intranets.
Turnkey Virtual Server	CIO/OFT offers Turn-Key Virtual Servers to customer agencies looking for a server without the outlay of a capital expense. These servers can be used on a month to month basis. When they are no longer needed the customer simply contacts CIO/OFT to terminate the service.
VMware	Software that allows the creation of logical servers within a mainframe rather than actually having to use separate physical servers.
VPN (Virtual Private Network)	A network that uses the Internet for transporting data but uses encryption and other security measures to ensure only authorized users can access the network and data.
VPN Tunnel	Acts as a "tunnel" within the network or Internet allowing information to pass securely from point to point and is designed specifically for customer agencies.