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	PURPOSE	The purpose of this document is to identify and define terms listed in the sample requirements for the Managed Services RFP.
#	Glossary Term	Description
1	Agile	A set of methods and practices where solutions evolve through collaboration between self-organizing, cross-functional teams.
2	applications landscapes	Structure and/or coherent set of all important information systems, services, business objects, modules, functionalities, building blocks, applications , components, interfaces and databases and their platforms, technologies, types and interdependencies, with regards to business continuity.
3	Azure services	Azure services are an ever-expanding set of cloud-based computing services available to businesses, developers, government agencies, and anyone who wants to build an app or run an enterprise without having to manage hardware.
4	Cloud DR	Cloud disaster recovery (cloud DR) is a combination of strategies and services intended to back up data, applications and other resources to public cloud or dedicated service providers.
5	Cloud governance structure	Cloud governance structure includes specific aspects of IT governance that are unique to cloud computing value creation, benefits, risk, and resource optimization.
6	database tuning	Database tuning describes a group of activities used to optimize and homogenize the performance of a database.
7	EDI	Electronic Data Interchange (EDI) is the computer-to-computer exchange of business documents in a standard electronic format between business partners.
8	Hybrid Cloud	Hybrid cloud refers to a mixed computing, storage, and services environment made up of on-premises infrastructure, private cloud services, and a public cloud with orchestration among the various platforms.
9	Incident Management Services tracking system	Incident Management Services tracking system streamlines reporting on and resolving IT service issues as well as any security incidents in the field and across the organization.
10	Incident management system	An incident management system is a combination of equipment, personnel, procedures and communications that work together in an emergency to react, understand and respond.
11	Infrastructure systems	All computer servers, server infrastructure, network equipment and other information technology infrastructure and hardware, including file servers, facsimile servers, networks, computers, mobile devices, and peripherals.
12	ITIL	Information Technology Infrastructure Library (ITIL) is a framework designed to standardize the selection, planning, delivery and maintenance of IT services within a business.
13	JBE	Judicial Branch Entity (JBE) is a superior court, appellate court, the Judicial Council, or the Habeas Corpus Resource Center (HCRC).
14	malware eradication	Detection and removal of malicious software that is intentionally designed to cause damage to a computer, server, client, or computer network.
15	MFA	Multi-Factor Authentication (MFA) is a security system that verifies a user's identity by requiring multiple credentials.
16	multi-level support	Technical support subdivided into tiers, or levels, in order to better serve a business or customer base.
17	NWSSO	NWSSO for CommonCryptoLib 2.0 is an optional component of SAP Single Sign-On. NWSSO for CommonCryptoLib 2.0 enables you to use a number of functions with the SAP Cryptographic Library (CommonCryptoLib).
18	Office 365 cloud	Microsoft Office 365 applications or software, data, and computing needs accessed, stored, and occur over the Internet or the cloud.
19	Penetration testing	Penetration testing is the practice of testing a computer system, network or web application to find security vulnerabilities that an attacker could exploit.
20	Phishing attack test	A phishing attack test will gauge employees' responses, enabling them to take immediate action to reinforce learning.
21	PMP	Project Management Professional (PMP) is an internationally recognized professional designation offered by the Project Management Institute (PMI).

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	PURPOSE	The purpose of this document is to identify and define terms listed in the sample requirements for the Managed Services RFP.
#	Glossary Term	Description
22	pre-installation site surveys	Pre-Installation Site Surveys are evaluations of existing system performance that create full pictures of opportunities and challenges which might affect your network environment.
23	Remote Server Management	Remote server management is a market segment that includes products and services that enable IT professionals to monitor and control data centers from offsite.
24	Root Cause Analysis	Root cause analysis is a systematic process for identifying "root causes" of problems or events and an approach for responding to them.
25	SAP EWA	SAP EarlyWatch Alert (EWA) is a monitoring service for SAP customers, to monitor SAP systems in the solution landscape.
26	SAPGUI	SAP GUI is the graphical user interface client in SAP ERP's 3-tier architecture of database, application server and client.
27	SLR's	Service Level Requirements (SLR's) are customer requirements that fulfill customer business needs and are typically the basis for a service.
28	SMTP	Simple Mail Transfer Protocol (SMTP) is a communication protocol for mail servers to transmit email over the Internet.
29	SPAM filtering	Spam filtering is the process to detect unsolicited, unwanted, and virus-infested email (called spam) and stop it from getting into email inboxes.
30	SPOC	Single Point Of Contact (SPOC) refers to a single person or team within a company who are designated as the point of contact for all incoming communications.
31	Spyware	Spyware is unwanted software that infiltrates your computing device, stealing your internet usage data and sensitive information.
32	SSO	Single sign-on (SSO) is an authentication scheme that allows a user to log in with a single ID and password to any of several related, yet independent, software systems

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