Glossary of Terms (Acronyms and Definitions)

ACRONYM	TERM NAME	DEFINITION OR DESCRIPTION
AVPN	AT&T Virtual Private Network Service	
BD	AT&T BusinessDirect®	A web-based portal offer, when set up for a Customer, can provide access to AT&T , applications, file sharing, and reports, including applications for ordering services and placing requests.
	Authorized Requestor	A person or persons with the authority to enter requests for services on behalf of State of Wisconsin
	Back-Out plan	Defines specific actions to be taken to restore an IT service, should the implementation of a change fail either partially or totally or in the event the change is aborted.
	Change	The addition, modification or removal of any Configuration Item.
CAB	Change Advisory Board	A committee established to evaluate and authorize a request for change *(RfC)* to the system components that have been identified as Configuration Items, and to assure that the appropriate Change, Release, and Configuration Management processes are followed.
ChM	Change Management	Change Management is a control process that ensures modifications, additions, or removals from an existing production environment in IT Services following an organized and structured set of procedures to create a new environment.
	Change Window	The scheduled timeframe to perform the implementation of a Change. The Change Window is from the scheduled change start time through the Back-Out end time.
CNOC		Customer Network Operations Center
CR Web or CRS	Client Request System	The Web based tool for submitting Client Requests to AT&T for Services. Accessed via the "Client Request System" link from the Customer's BusinessDirect® portal.
CI	Configuration Item	Any component that needs to be managed in order to deliver an IT Service. Information about each CI is recorded in a Configuration Item record within the Configuration Management System and is maintained throughout its Lifecycle by Configuration Management. CIs are under the control of Change Management.
CMDB	Configuration Management Database	A database is used to store CIs throughout their lifecycle. The Configuration Management System maintains one or more CMDBs, and each CMDB stores Attributes of CIs, and Relationships with other CIs.
CLCM	Centralized Life Cycle Management Team	Primary Life Cycle Manager is a front end role who interact directly with State of Wisconsin.
	X` Change	A Change required as the result of an Incident. Service may be down or degraded or there is a high risk of imminent failure. The primary objective is to restore service as quickly as possible and then complete Change Management requirements and documentation. There will generally be verbal or email approvals involved.
FSC	Forward Schedule of Change	The definitive schedule of all Changes that are in the queue to Authorize or have been Authorized by the appropriate CAB. The FSC contains the schedule date/time, summary of the change and a link to the change record. The changes could be grouped by Releases as well as viewable individually. The FSC is the schedule from which communications to the customer is based.
GPS	Global Provisioning	An AT&T tool used to enter, track and execute Service Requests as well as

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	System	information about Configuration Items.
	Incident	An unplanned interruption to an IT Service or a reduction in the quality of an IT Service. In the case of Security, risk assessment may necessitate a deliberate interruption in service The Incident Management Process is the process used for managing the restoration of Service in response to interruptions, impaired performance or a security Incident. Incident Management is closely tied to the Service Desk process and is responsible for the diagnosis and resolution of Incidents within specified targets.
IA	Interface Agreement	An Interface Agreement is prepared to provide guidelines on how AT&T will interact with State of Wisconsin to provide services to the Customer and its community.
LCM/ PLCM	Primary Life Cycle Manager	Primary Life Cycle Manager is a front end role who interact directly with State of Wisconsin.
LCON	Local Contact	
	Major / Minor Incident	Classification of Major & Minor incidents is based on the definition of Major & Minor incident defined in the Incident Management Process.
MACD	Move Add Change Delete	Also referred to as IMAC, these types of requests are standard actions to in-scope services or Configuration Items. Examples are adding or removing a site, changing the configuration of a device, or moving a device from one location to another. These are processed through Request Fulfillment under the control of Change Management and attributes are tracked by Service Asset and Configuration Management.
	MACD – Hard	A MACD that involves the installation, move, or removal of hardware devices.
	MACD – Soft	A MACD that involves the installation, change or removal of software. These are accomplished remotely and do not require a person to be dispatched or touch the equipment, such as resetting a password.
	Maintenance Window	A regularly scheduled timeframe mutually agreed between a Supplier and customer where services may be unavailable. Suppliers use these timeframes to perform authorized change and/or maintenance activities.
MDS	Minimum Data Set	Set of basic information required by resolver teams to be able to address incidents or complete requests. Generally, different service offerings have different MDS requirements
MIS	Managed Internet Service	MIS on BadgerNet: A Symmetrical service without QOS or SLAs. This is a special service, currently only available to schools, school districts, libraries and library systems. For schools and school districts, the ISP Portal Access pricing is based on the student enrollment of the School District. For libraries and library systems, the ISP Portal Access pricing is based on the student enrollment in the public school district in which the main branch of the library is located. Transport must be Category B with standard pricing. The service is Symmetrical in that the Upload and Download speeds are the same. The Portal doesn't have a bandwidth associated with it. The Portal bandwidth matches the schools requirements and is only capped by the Transport Speed.
MRS	Managed Router Services	
MLAN	Managed Local Area Network	
	Multi-Tenant	A Multi-Tenant is site that has more than one customer type at that location.
	Project	Examples include adding a new site or hosting new hardware. These are generally infrastructure related requests that are managed by a Project Manager. It usually involves multiple users, service lines or requires close coordination between the stakeholders *(service provider(s)* and State of Wisconsin because of complexity.

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	Problem Management	The Problem Management process is to prevent Incidents from re-occurring by developing action and improvement plans based on the analysis of data and implementing the corrective actions. The process is also used to minimize the impact of Incidents that cannot be prevented through the development of workarounds.
	Problem	A cause of one or more Incidents. The cause is not usually known at the time a Problem is identified and the Problem Management Process is responsible for further investigation.
	Problem Management - Proactive	Monitor the quality of the IT infrastructure and analyze its configuration in order to develop and implement plan to prevent Incidents and Problem s from occurring.
	Problem Management - Reactive	To analyze Incidents those have occurred in order to discover their causes and propose solutions to them. Requests to perform Root Cause Analysis on Critical or Major Incidents are an example.
PVC	Private Virtual Circuit	
RfC	Request For Change	A formal proposal for a Change to be made. An RfC includes details of the proposed Change and is managed by the Change Management Process.
	Resolution	The Incident has been resolved and the Supported Service has been returned to normal operating conditions.
	Resolve	To return the Supported Service to normal operating conditions.
	Restore	(i) The permanent Resolution of an Incident or (ii) a Workaround which is followed up in a commercially reasonable period of time by a permanent Resolution of that Incident.
RqF	Request Fulfillment	Acronym used by AT&T to describe the Request Fulfillment process. The Request Fulfillment process addresses the client initiation of requests for in-scope services, receipt and validation of requests, engagement of performing AT&T (internal or external) suppliers, delivery of service, and update of the supporting systems and tools.
SIP	Service Improvement Plan	As a result of proactive Continuous Service Improvement efforts, data and trending is analyzed to develop formal plan to improve services.
	Severity Level	The level that an incident is rated at by Customer as part of the incident management process to be defined during Transition
	Severity Level 1	An incident resulting in a critical outage of the Service or causing the Network to be unusable, thus making the functions unusable. No workaround or resolution is possible without intervention by AT&T.
	Severity Level 2	An incident that has a major impact on the Network, which is limited and does not stop the performance of functions.
	Severity Level 3	An incident that has a minor impact on the Network and it is not necessary to implement a workaround to execute business processes. However, the incident is impacting Customer's ability to fully utilize the Network.
	Severity Level 4	A Service Request, an out of scope incident which AT&T is not responsible to resolve (e.g., a desktop computer issue) or an incident which does not cause a business impact for the Customer.
SLA	Service Level Agreement	A service-level agreement (SLA) is a part of a service contract where a service is formally defined
SM	Service Manager	AT&T Service Manager role
SME	Subject Matter Expert	In the context of AT&T Services these are highly trained and experienced technical resources well versed in the Services they support. These individuals will often be engaged for Critical or Major Incidents.

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SR	Service Request	A formal request to perform work such as deleting, adding, or modifying services or service elements.
	Shared Site	A Shared Site is a location consisting of only State Agencies for the purpose of redistributing bandwidth to multiple customers.
	Standard Change	A Change that is considered Normal to the State of Wisconsin. Normal changes are those that have been pre-approved.
	Ticket	A record of an Incident.
	Time to Notify	Applicable to Priority 1 and Priority 2 troubles and is the time elapsed from a Trouble Ticket's creation that was detected or automatically generated by AT&T tools, to the time the Customer Service Desk has been notified that the Ticket is being worked.
	Total Minutes of Unavailability	The sum of the outage minutes for all Priority 1 Incidents, which occurred at all Customer Service Locations by type, during the reporting period minus Deferred Time.
TTU or T&TU	Test and Turn Up	This is the process of making sure you are fully connected to the new BadgerNet service.
	Workaround	Workarounds are temporary solutions aimed at reducing or eliminating the impact of Problems for which a full resolution is not yet available. As such, Workarounds are often applied to reduce the impact of Incidents or Problems if their underlying causes cannot be readily identified or removed.