

Glossary - Key Terms

Below are a list of key terms and acronyms that are commonly used in the IT Managed Service model. Some of the terms also are specifically defined to certain conditions or features described in the State of Ohio *Service Attachment 1 (SA1) Managed Voice over IP (VoIP) Service*.

Key Term/Acronym	Definition
911	This configuration for VOIP is the same to contact emergency services.
Acceptance	Formal agreement that an IT service, process, plan or other deliverable is complete, accurate, reliable and meets its specified requirements. Acceptance is usually preceded by change evaluation or testing and is often required before proceeding to the next stage of a project or process.[ITIL.com]
Accessibility Features	Refers to special Cisco IP Phone features and models to accommodate the needs of visually, hearing and mobility impaired users.
Ad Hoc reports	Information summary that allows end users to easily build their own reports and modify existing ones with little to no training. Ad hoc reporting generates reports that meet individual information requirements quickly and easily, allowing end users to dynamically modify and drill through report data for powerful information analysis.
Agent Profile	Refers to an employee of a Contact Call Center. Because of the unique features associated with this function this is also referred to as an <i>agent profile</i> .
Agent Matrix	Refers to a spreadsheet of special requirements that are associated with the build and configuration of agent profiles for a contact call center.
Agent Profile	A special configuration that is directly associated with an employee or associate of a Contact Call Center
Analog Port	Analog Port refers to the use of a phone handset-to-Ethernet adapter that allows traditional (analog) telephone devices to be used with Voice Over IP (VoIP) services and equipment. The adapters are roughly the same size as a home Internet router and contain one or more traditional phone jack ports. The analog phone plugs into the adapter, which then communicates with an Internet router via an Ethernet connection. [Webopedia.com] The supporting Analog Telephone Adaptor (ATA), a device that converts analog telephone signals into another format (such as digital Internet protocol), is provided by CBTS at no charge to the customer. [Webopedia.com]
Analog Telephone Adapter (ATA)	Analog Telephone Adapter (ATA) is a device that converts analog telephone signals into another format (such as digital Internet protocol). These adapter boxes may provide a single function such as providing Internet telephone service or they may convert digital signals into several different forms such as audio, data, and video. When adapter boxes convert into multiple information forms, they may be called multimedia terminal adapters (MTAs) or integrated access devices (IADs). <i>Note: CBTS provides this device to the customer at no cost.</i>
Asset Management	Also known as Inventory. A generic activity or process responsible for tracking and reporting the value and ownership of equipment and devices throughout their lifecycle.
Audio Conferencing or Meeting Place	Refers to the Basic Features Plan component that offers up to 500 Moderators (This refers to a designated bridge number for a conference call is a telephone call in which the calling party wishes to have more than

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	one called party listen and participant, Also known as Meeting Place, this is a secured primary number that allows participants to join a bridge using an access code and participant pass code.
Auto Attendant	<p>An automated attendant is a function of a business telephone system that automatically greets callers with a prerecorded message and then routes the call to the proper extension. This is based upon menu options that the caller selects by pressing the appropriate keys on their telephone or by speaking particular words. [About.com]</p> <p>Programmed automatic messages are also referred to as <i>scripts</i>.</p>
Automatic Call Distribution (ACD)	Refers to a feature that route calls based upon caller identification, dialed number, time of day, and custom defined parameters established in an IVR (Interactive Voice Response) program script. Per SA1, this requires a basic or enhanced profile and is available after a minimum of 200 established profiles.
Barcode reader	A barcode reader (or barcode scanner) is an electronic device for reading printed barcode. The device is used for conducting inventory.
Basic Features Plan	Refers to a set of standard service internet telephony components programmable to the individual phone models that are available. They are also referred to as <i>Profiles</i> . These are priced together as one unit. The individual functions are briefly described in the separate <i>Basic Features Plan</i> document. Generally, these feature categories include the following: 1) Audio Conferencing (Meeting Place) 2) Core Telephony Functions, 3) voice mail functions, 4) Point-to-Point (PtP) Video Conferencing, 5) Auto Attendant service, 6) Cisco Emergency Responder (E911) and 7) Integration of Ohio Microsoft Lync Instant Message (IM) or an IM equivalent solution.
Bill of Lading (B/L) Shipping or Delivery Receipt	<p>A document issued by a carrier, or its agent, to the shipper as a contract of carriage of goods. It is also a receipt for cargo accepted for transportation, and must be presented for taking delivery at the destination.</p> <p>Among other items of information, a bill of lading contains (1) consignor's and consignee's name, (2) names of the ports of departure and destination, (3) name of the vessel, (4) dates of departure and arrival, (5) itemized list of goods being transported with number of packages and kind of packaging, (6) marks and numbers on the packages, (7) weight and/or volume of the cargo, (8) freight rate and amount. It serves as a proof of ownership (title) of the cargo, and may be issued either in a negotiable or non-negotiable form. In negotiable form, it is commonly used in letter of credit transactions, and may be bought, sold, or traded; or used as security for borrowing money. A bill of lading is required in all claims for compensation for any damage, delay, or loss; and for the resolution of disputes regarding ownership of the cargo. The rights, responsibilities, and liabilities of the carrier and the shipper under a bill of lading (often printed on its back) are governed generally either by the older Hague rules, or by the more recent Hague-Visby rules. [Businessdictionary.com] Also known as a Shipping Receipt or delivery receipt.</p>
Bill of Materials (BOM)	<p>A list of materials required by a contractor to complete a contract, or by a supplier or vendor to complete an order.</p> <p>2. A list of all raw materials, parts, intermediates, subassemblies, etc., (with their quantities and description) required to construct, overhaul, or repair something. See also bill of quantities. [Businessdictionary.com]</p>

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Bluetooth technology	This refers to the wireless technology that enables communication between Bluetooth-compatible devices. It is used for short-range connections between desktop and laptop computers, personal digital assistants (PDA ; like the Palm Pilot, cellular phones, Smartphones, wireless headsets digital cameras, scanners, and printers. [www.Techterm.com]
Bursting	Refers to exceeding the use of a service up to a 2 nd planned capacity (threshold).After the maximum has been reached, there is a charge associated with a unit cost per incidence that is incurred.
Business Requirements Document (BRD)	A document containing all features, prerequisites, conditions and stated terms of expected performance for a product purchase, or a new or changed IT service.
Call Block	Also known as Call Blocker is a class service feature of the public switched telephone network (PSTN) and internet phones. Selective call rejection screens incoming calls against a user-defined list of acceptable telephone numbers. Calls from those numbers are diverted to a recorded message. Calls from all other numbers ring through as usual. Configuration of the Call Manager is completed at the Agency level.
Call Detail Records (CDR)	In Internet telephony, a <i>call detail record</i> is a data record that contains information related to a telephone call, such as the origination and destination addresses of the call, the time the call started and ended, the duration of the call, the time of day the call was made and any toll charges that were added through the network or charges for operator services, among other details of the call. [Webopedia.com] <i>Note: This reporting information is available through the VeraSmart online website.</i>
Call Requested Date (CRD)	Refers to the date for a projected porting of numbers
Cisco Call Manager	Refers to a unified communications call control platform that provides session management, voice, video, messaging, mobility, and web conferencing.
Capacity Planning	Capacity Planning is assessing the discrepancy between the capacity of an organization and the demands of its customer's results in inefficiency, either in under-utilized resources or unfulfilled customers. The goal of capacity planning is to minimize this discrepancy. Demand for an organization's capacity varies based on changes in production output, such as increasing or decreasing the production quantity of an existing product, or producing new products.
Cascading	In videoconferencing systems, cascading is the term used to describe the method for allowing multiple participants to enter the conference beyond what a single multipoint control unit (MCU) can support. [Webopedia.com]
Certificate of Incumbency or Incumbency Certificate	An official document that lists the names of incumbent directors and officers within an organization, and their corporate position within it. An Incumbency Certificate is used as confirmation of the identity of the signing authorities of a company and to prove that they are authorized to

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	enter into legally-binding transactions on the company's behalf. [Investopedia.com] This refers to a lease document.
Change	The addition, modification or removal of anything that could have an effect on IT services. The scope includes all IT services, Configuration Items, Processes, Documentation, etc.
Change Management (CM)	The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services [ITIL.com] Change Management (CM) is the approach to transition individuals, teams, and organizations from a current state to a desired future state. It is the process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services. [ITIL Service Transition] The process for controlling the lifecycle of all Changes. The primary objective of Change Management is to enable beneficial Changes to be made, with minimum disruption to IT services.
Change Request (CR)	A formal proposal for a change to be made. It includes details of the proposed change, and may be recorded on paper or electronically. [ITIL.com]
Cisco Emergency Responder (E911)	It assures that Cisco Unified Communications Manager sends emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Deploying this capability helps ensure more effective compliance with legal or regulatory obligations, reducing the risk of liability related to emergency calls as a result.
Change Management Data Base (CMDB) Load	All Managed devices and authorized people that make requests will be tracked as Configuration Items (CI's). All tickets related to CI's contain all information pertaining to outages and requested changes as submitted to the ENOC. Any operations within a Subscribing Entity environment must follow authentication procedures. Alteration of this process and or methodology must be mutually agreed upon between Subscribing Entity and CBTS.
Communication Plan	A set of strategies that are planned, developed, and implemented to facilitate socialization of the new project and services through the project cycle.
Conference Station	Refers to the actual endpoint device (equipment) that is a hands-free speakerphone used for an audio conference that allows multiple –users to connect to a host 11-digit number using a passcode.
Configuration Item (CI)	Any Component that needs to be managed in order to deliver an IT Service. Information about each CI is recorded in a Configuration Record within the Configuration Management System and is maintained throughout its Lifecycle by Configuration Management. CIs are under the control of Change Management. CIs typically include IT Services, hardware, software, buildings, people and formal documentation such as process documentation and SLAs.
Configuration Management	The process responsible for maintaining information about <u>Configuration Items</u> required delivering an <u>IT Service</u> , including their Relationships. This information is managed throughout the Lifecycle of the CI. Configuration Management is part of an overall Service Asset and

	Configuration Management Process.
Configuration Management Database (CMDB)	Abbreviated as CMDB, in ITIL terminology the <i>configuration management database</i> is a database that contains all relevant information about each configuration item (CI) including the CI location, status, and also its interconnectivity with other configuration items. The CMDB is also used to consolidate disparate data sets and be a current and accurate source of information about data within an organizations' IT environment. [Webopedia.com]
Contact Call Center (CCC)	Refers to a telecommunications entity that provides customer service over the telephone. A contact center (also referred to as a <i>customer interaction center</i> or <i>e-contact center</i>) is a central point in an enterprise from which all customer contacts are managed. The contact center typically includes one or more online call centers but may include other types of customer contact as well, including e-mail newsletters, etc. Example: A helpdesk. <i>Note: These are treated as special projects in the VoIP Agency Migration Process.</i>
Continuous Service Improvement (CSI)	The constant service improvement manual (CSI) provides instructions in automated form for the creation and maintenance of customer added value in the form of improvements in the service design, introduction and operation. It combines principles, practices and methods of quality management, change management and process improvements in order to optimize the service quality. These instructions are directly linked during the service strategy, design and transition phases. [ITIL.org]
Core Configuration	Refers to the network construction of the next-generation telephony solutions (NGTS) of key architectural changes in telecommunication core and access networks. The core transports all information and services (voice, data, and all sorts of media such as video) by encapsulating these into packets, similar to those used on the Internet. This Core is commonly built around the Internet Protocol, (IP) and is also describes the transformation toward NGTS.
Critical Business Function	Vital function (such as production and sales) without which a firm cannot operate or remain viable. If a critical business function is interrupted, a firm could suffer serious financial, legal, or other damages or penalties.
Dashboard	Refers to a user interface, somewhat resembling an automobile dashboard, that organizes and presents information in a way that is easy to read. It is an integration of information from multiple components into a unified display. It is often used for reporting on various activities.
Deactivation	Refers to the status of a service when the number.
Decommission	Refers to the termination of a service and permanently removes access.
Deliverable	Refer to a formal IT Managed Provider document that is provided to the Customer and is authorized by stakeholders.
Design and Planning – Phase 2	The second phase of the project cycle includes the architect solution of IT managed services, procurement of hardware and build of pH phone profiles.
Dial Plan	A dial plan (also called a dialing scheme) is the numbering system that is used by a company to identify devices within their network by unique numbers. After a system has been setup, a dialing plan is developed for

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	each communication unit (or groups of communication units). The State uses the E.164 (11 digit dialing – no need to dial 9 to access an outside line).
Dynamic Host Configuration Protocol (DHCP)	Short for D ynamic H ost C onfiguration P rotocol, a protocol for assigning dynamic IP addresses to devices on a network. With dynamic addressing, a device can have a different IP address every time it connects to the network. In some systems, the device's IP address can even change while it is still connected. DHCP also supports a mix of static and dynamic IP addresses. [Webopeida.com]
Direct Inward Dialing (DID)	Direct Inward Dialing (DID) allows the multiple lines to be connected to the public billing exchange PBX all at once without requiring each to have a physical line connecting to the PBX. Example: There is a primary 10-digit number
Discovery – Phase 1	The activity for project initiation that includes the gathering of customer business requirements and includes a technical assessment and of the on-site environment. This documents the current state and also includes services for the future state. The agency emails the information to AskNGTS@cbts.cinbell.com to complete the first project cycle.
Distinctive Ring Tone	Distinctive Ring Tone – This refers to a feature that allows a user to program different ring tones connected to different user phone numbers. Presently, there are 25 configurable options available to a user.
E911	Refers to a CBTS customized profile service that sends the additional information address, the floor the agency
Edge Configuration	Refers to a setting properties that control CBTS TI Managed Services that connect and interface with other service providers such as OARnet, OIT, Level 3, or an exchange carrier like ATT.
Emergency Change	A Change that is introduced as soon as possible. An Emergency Change is reserved for changes intended to repair an error in an <u>IT</u> service that is negatively impacting the business to a high degree. Emergency changes are normally associated with an <u>Incident</u> . For example, to resolve a Major Incident.
Enhanced Features Plan	Refers to the set of optional service components programmable to the individual phone models that are available in addition to standard components in the Basic Features Plan. In particular, the options include; 1) Basic Features Plan, 2) <i>Unified Communications</i> , 3) multi-party <i>Video Conferencing</i> , and 4) <i>Singlewire InformaCast</i> .
Enterprise	A business organization. In the computer industry, the term is often used to describe any large organization that utilizes computers. An intranet, for example, is a good example of an enterprise computing system. [Webopeida.com]
Enterprise Network	Refers to a communications backbone that connects an organizations every computer (and associated devices) at every location. Example: OIT and OARNet.
Enterprise Network Operations Center (ENOC)	Refers to one or more locations from which network monitoring and control is exercised over a computer, telecommunication or satellite network. CBTS ENOC is located in Cincinnati, Ohio.

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eRate or Erate	<i>E-Rate</i> is the commonly used name for the Schools and Libraries Program of the Universal Service Fund, which is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). Cincinnati Bell Any Distance, Inc. (SPIN Numbers 143027197 and 143025071) and/or Cincinnati Bell Telephone Company LLC (SPIN Number 143001687) are the Eligible Telecommunications Carriers providing any E-rate eligible services provided under the MSA.
Escalation Process	This occurs when a service levels cannot be satisfied due to circumstances that are beyond the expertise of a particular technical and business level. In these cases, a process defines the steps to contact the next level of personnel at the executive level on both sides of the customer and the service provider, when the problem still is not resolved. The purpose here is to identify the issue, contributing factors, mitigate the impact on business operations and focus all available resources on work-around solution until the issue is resolved.
Event (record)	Refers to a record or a <u>Change</u> of state which has significance for the management of a Configuration Item or service. The term Event is also used to mean an alert or notification created by any <u>IT service</u> , <u>Configuration Item</u> or monitoring tool. Events typically require IT operations personnel to take actions, and often lead to <u>Incidents</u> being logged.
Event Management	The process responsible for managing activities throughout their lifecycle. Event management is one of the main activities of IT operations. [ITIL.org] To filter and categorize <u>activities</u> and to decide on appropriate actions. Event Management is one of the main activities of Service Operations.
Expedited Change	A type of <u>Emergency Change</u> that is required quickly due to a pressing need such as legal requirements or a business need but are not related to restoring service. Expedited changes are not normally associated with an <u>Incident</u> .
Fair Market Value	The right but not the obligation to buy a leased asset at the end of the lease term for a price that represents the item's then-current worth. The Fair Market Value purchase option does not provide the purchase price in advance, but as long as the assessed fair market value is accurate, the consumer will not overpay for the asset and the lesser will not receive less than the asset is worth. [Investopedia.com] In addition to having the option to purchase the equipment at the end of the lease term at its then deemed Fair Market Value (FMV); the State will also have the option to extend the lease term at reduced lease payments.
Firewall	A firewall is a data filtering device that is installed between a computer server or data communication device and a public network (e.g. the Internet). A firewall continuously looks for data patterns that indicate unauthorized use or unwanted communications to the server. Firewalls vary in ability in terms of the amount of buffering and filtering they are capable of providing. An ideal (perfect) firewall is called a "brick wall firewall." [VoIPDictionary.com]

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Firm Order Commitment (FOC)	Refers to the date at which the change event is scheduled for transport and when the local carrier commits to have the circuit ordered, provisioned, and physically connected. This is also known as the <i>port date</i> .
Full Support Location (FSL)	A Subscribing Entity Site where CBTS provides dedicated, on-site support personnel for the Service.
Graphical User Interface (GUI)	A graphical user interfaces also make it easier to move data from one application to another. A true GUI includes standard formats for representing text and graphics. Because the formats are well-defined, different programs that run under a common GUI can share data. This makes it possible, for example, to copy a graph created by a spreadsheet program into a document created by a word processor. [Webopedia.com] To some extent, GUIs may also resemble a dashboard.
Hardware Catalog URL	Refers to the location of the CBTS website that displays the eligible equipment and devices authorized under the State of Ohio Service Attachment 1 VoIP Managed Services contract. Hardware Catalog URL: http://www.cbts.cinbell.com/docs/912/NGTS-IP-Phone-Matrix-v2 .
Implementation – Phase 3	The third phase of the project cycle include core and session border controller configurations, porting of numbers, testing, delivery of hardware, user training for operations support and production and signoff of the user acceptance testing (UAT).
Incident	An unplanned interruption to an IT service or reduction in the quality of an IT service. Failure of an IT Service that has not yet impacted service is also an Incident, for example failure of one disk from a mirror set.
Incident Management	Incident Management (IM) involves the monitoring and detection of issues reported on a computer or computer network, and the execution of proper responses to those events. The primary purpose is to identify, analyze and correct hazards using predictable responses to damaging events that occur in the IT environment. Incident management requires a process and response teams which follows this process.
Incident Management	The process for dealing with all <u>Incidents</u> ; this can include failures, questions or queries reported by <u>the</u> users (usually via a telephone call to the Service Desk), by technical staff, or automatically detected and reported by Event monitoring tools.
InformaCast	InformaCast is the singlecast service that alerts a pre-defined group of recipients via a text and audio message broadcast. Supported InformaCast devices include IP phones, speakers (both analog and IP), desktops, etc. that receive a text and/or audio message whenever a monitored call is dialed.
Install, Move, Add, Change (IMAC)	Refers to Install, Move, Add, Change – This is a Standard Change tracked through the service request mechanism.
Interactive Voice Response (IVR)	Short for <i>interactive voice response</i> , a telephony technology in which someone uses a touch-tone telephone to interact with a database to acquire information from or enter data into the database. [Webopeda.com] Per SA1 the first 200 profiles are included at no charge, thereafter a charge of \$31.20 per profile is applied starting with the next profile. [Webopeida.com]
International Long Distance (ILD)	Refers to world-wide calls to any country that are based on a country specific minutes of use (MOU) flat rate per minute as stated in the Exhibit, <i>International Long Distance</i> .

Intrastate Long Distance	Refers to calls outside the local area code but within the State of Ohio that are charged a flat rate per minute based on Minutes of Use (MOU)
IP Address	Refers to is an identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. [Webopeida.com]
IP Communicator (IP Com)	Cisco IP Communicator is a Microsoft Windows-based application that delivers enhanced telephony support through personal computers. It provides a visual-audio interface that endows computers with the functions of IP phones, providing high-quality voice calls on the road, in the office, or from wherever you can access the corporate network. Cisco IP Communicator supports Session Initiation Protocol (SIP) as well as the Cisco Unified Communications Manager Skinny Client Control Protocol (SCCP). This is administered through DAS.
Integrated Services Digital network (ISDN)	<p>Abbreviation of <i>integrated services digital network</i>, an international communications standard for sending voice, video, and data over digital telephone lines or normal telephone wires. ISDN supports data transfer rates of 64 Kbps (64,000 bits per second).</p> <p>There are two types of ISDN:</p> <ul style="list-style-type: none"> • Basic Rate Interface (BRI) -- consists of two 64-Kbps B-channels and one D-channel for transmitting control information. • Primary Rate Interface (PRI) -- consists of 23 B-channels and one D-channel (U.S.) or 30 B-channels and one D-channel (Europe). <p>The original version of ISDN employs baseband transmission. Another version, called B-ISDN, uses broadband transmission and is able to support transmission rates of 1.5 Mbps. B-ISDN requires fiber optic cables and is not widely available. [Webopeida.com]</p>
IT Service	A service provided to one or more Subscribing Entities, by an IT Service Provider. An IT Service is based on the use of Information Technology and supports the Subscribing Entity's Business Process. Also, an IT Service made up from a combination of people, process and technology that is defined in a Service Level Agreement.
Jabber	Jabber refers to Cisco Instant Message that is a form of real-time direct text-based communication between two or more people using personal computers or Smartphones.
Jitter	<p>(1) Flickering on a display screen. Jittering can be caused by the following:</p> <p>(a) a number of hardware problems, such as a slow refresh rate, a bad connection between the video adapter and monitor, a hardware malfunction in the monitor, or poor synchronization in the signals being sent;</p> <p>(b) A nearby electrical conduit or transformer creating a higher-than-usual local magnetic field level.</p> <p>(2) In VoIP terminology jitter refers to a type of packet delay where the delay has an impact on the quality of the voice conversation.</p>

	(3) Generally, any distortion of a signal or image caused by poor synchronization. [Webopedia.com]
Lease Purchase Value (LPV)	This value is calculated on Fair Market Value (FMV). The FMV is an estimated cost for a leased asset at the end of the lease term based on a price that represents the item's then-current worth.
Lease Rate Factor (LRF)	The lease rate factor is used by equipment lessors as a means of determining interest payments, using a simple formula of interest rate divided by 24. CBTS Financial Services provides lease arrangements for the State of Ohio.
Leased Service	The exclusive use of any channel or combination of channels designated to a subscriber. [VoIPDictionary.com]
Letter of Authorization (LOA)	Refers to an official form that is used to approve the porting of numbers from one telephone exchange carrier to another.
Licensing	Allowing an individual or group to use a piece of software. Nearly all applications are licensed rather than sold. There are a variety of different types of software licenses. Some are based on the number machines on which the licensed program can run whereas others are based on the number of users that can use the program. Most personal computer software licenses run the program on only one machine and to make copies of the software only for backup purposes. Some licenses also run the program on different computers that do not use the copies simultaneously. [Webopedia.com]
Limited Support Location (LSL)	A Subscribing Entity Site where no CBTS on-site support personnel are provided. CBTS is responsible for dispatching CBTS personnel or CBTS subcontractors to the site as required in order to meet contractual obligations.
Media Access Control (MAC) number	<p>Short for Media Access Control address, a hardware address that uniquely identifies each node of a network. In IEEE 802 networks, the Data Link Control (DLC) layer of the OSI Reference Model is divided into two sub-layers: the Logical Link Control (LLC) layer and the <i>Media Access Control (MAC) layer</i>. The MAC layer interfaces directly with the network medium. Consequently, each different type of network medium requires a different MAC layer. [Webopedia.com]</p> <p>This is a twelve alpha and digit character number that uses any combination of the alpha characters and numbers below:</p> <ul style="list-style-type: none"> • Characters have to be the letters A though F. • Numbers have to be 0 though 9.
Master Station Number	Refers to a billing telephone number that is associated with multiple DIDs.
Mean Time Between Failures (MTBF)	Is the predicted elapsed time between inherent failures of a system during operation.[1] MTBF can be calculated as the arithmetic mean (average) time between failures of a system. The MTBF is typically part of a model

	that assumes the failed system is immediately repaired (MTTR), as a part of a renewal process.
Mean Time to Recovery (MTTR)	Is the average time that a device will take to recover from any failure.
Mean Time to Repair (MTTR2)	Is a basic measure of the maintainability of repairable items. It represents the average time required to repair a failed component or device.
Meet Me	<p>Refers to the conference service that allows up to 32 participants to connect on one call. Meet-me conferences require that a range of directory numbers be allocated for exclusive use of the conference. When a meet-me conference is set up, the conference controller chooses a directory number and advertises it to members of the group. The users call the directory number to join the conference. Anyone who calls the directory number while the conference is active joins the conference. This situation applies only when the maximum number of participants that is specified for that conference type is not exceeded and when sufficient streams are available on the conference device.</p> <p>CBTS deploys 2 Meet Me bridges per agency that are managed through Outlook.</p>
Meeting Place	<p>Meeting Place is an integral component (service) of the Cisco Unified Communications solution, Cisco Unified Meeting Place that incorporates multiparty discussions and application sharing into a broad range of communication scenarios. In addition to audio, Cisco Unified Meeting Place is also integrated with Cisco WebEx Web conferencing and the WebEx Node for MCS that allows all users to view the same website or desktop simultaneously.</p> <p>Meeting Place is centrally accommodates up to 500 Moderator (host user of the bridge) codes and 2000 current lines for participants. These Moderator codes are assigned by DAS. Example work scenario: If one user hosts a conference call with 2000 participants, this is the maximum access to that host bridge number.</p>
Microsoft Lync Instant Message (IM)	Microsoft Lync is an enterprise-ready unified communications platform. Lync connects people everywhere, on Windows 8 and other devices, as part of their everyday productivity experience. It provides immediate access to instant messaging, voice, video Lync 2013 users can also connect to anyone on Skype. This is included in the Basic Features Plan.
Miscellaneous Phones	Refers to device that has minimal features configured in the profile. These also refer to phones that are generally located in common areas, such as a hallway, break rooms, etc. This may also include a dedicated analog port used for a FAX.
Mitigation	The elimination or reduction of the frequency, magnitude, or severity of exposure to risks, or minimization of the potential impact of a threat or warning. [BusinessDictionary.com]
Multipoint Control Units (MCUs)	Multipoint Control Units (MCUs) are devices in videoconferencing that connects two or more audiovisual terminals together into one single videoconference call. The MCU collects information about the capabilities of the systems at each of the videoconference endpoints and sets the conference at the lowest common denominator so that everyone can

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	participate. [Webopedia.com]
Network Calculator	Refers to a simple strategy used as a utility compute the network and broadcast addresses that a given IP address is associated with the network and host number. It may be used to estimate network traffic capacity.
Network Capacity Guide	The Network Capacity Calculator is a tool provided by CBTS to assist agencies with determining the amount of estimated bandwidth required by VoIP for their locations. The estimated bandwidth impacts the connectivity from that location to the State of Ohio Backbone or OARnet, depending on how their agency connects. It is located on a tab included in the <i>Technical Assessment Workbook</i> .
Next Generation Telephony Solution (NGTS)	Refers to a network that transports all information and services (voice, data, and all sorts of media such as video) by encapsulating these into information packets, similar to those used on the Internet. These services are commonly built around the Internet Protocol (IP). In particular, this refers to the State of Ohio of VoIP Managed Services via Service Attachment 1.
NGTS SharePoint	Refers to the official State of Ohio website that houses all the information for Service Attachment 1, VoIP Managed Services and is located at: https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Home.aspx Both CBTS and the State share the responsibility to keep program information updated.
Night Bell Service	Night Bell Service – The feature provides the ability to configure a different set of phones when night service is enabled. A user activates night service by dialing a code, using speed dial, or automatically setting it for certain days of week and hours per day. CBTS configures hunt groups and Call Forward is configured at the agency user level.
Normal Change	Any Change that is not a Standard Change, Emergency Change (or Expedited Change) is considered a “Normal” change and must be submitted via the Request for Change (RFC) process.
Outbound Dialer per Port (ODP)	Also known as <i>Predictive Dialer</i> refers to an automatic dialing service to establish a connection. It automatically calls a list of telephone numbers in sequence, screening out no-answers, busy signals, answering machines and disconnected numbers while predicting at what point a human caller will be able to handle the next call.
Performance Metric	Refers to a specific representation of a capacity, process, or outcome deemed relevant to the assessment of performance. This is a performance measure that is quantifiable and can be documented.
Phone Profile	Refers to a unique identifier, a number assigned to an IP Phone that associates the operations and functional features of the device. It tells equipment at the phone company’s central office about the capabilities of each terminal (computer or phone) on the B-channels. A Basic Rate home or business user may divide service into two B-channels with one used for normal phone service and the other for computer data. VoIP offers to types of Profiles <i>Basic</i> and <i>Enhanced</i> .
Point of Sale (PoS)	Point of sale , or POS as it is more commonly abbreviated, refers to the capturing of data and customer payment information at a physical location

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	when goods or services are bought and sold. The POS transaction is captured using a variety of devices which include computers, cash registers, optical and bar code scanners, magnetic card readers, or any combination of these devices. [Webopedia.com]
Point-to-Point (PtP) Video	Refers to a phone to phone video conference conducted over the Internet where one caller can see the other and is included in Basic Features Plan.
Porting Process	<p>Refers to the actual change of a 10-digit dial number from an analog line to a digital network like the Internet to complete a phone call.</p> <p>A port as application-specific or process-specific software construct serving as a communications endpoint (internet phone number) in a managed service network that enables it to share a single physical connection to a packet-switched network like the Internet to complete a phone call. This occurs when a cell phone keeps its same 10 digit number but the IP service provider changes. Example: Service with the old provider (ATT) is terminated and new service is established with new provider (CBTS.) The change is usually implemented seamlessly without service disruption.</p>
Power of Ethernet (PoE)	Short for Power over Ethernet, a solution where electrical current is run to networking hardware over the Ethernet Category 5 or higher data cabling. No extra AC power cord is needed at the product location, minimizing the amount of cables needed and/or the hassle of installing extra outlets. [Webopedia.com]
Primary Rate Interface (PRI)	The Primary Rate Interface (PRI) is a standardized telecommunications service level within the Integrated Services Digital Network (ISDN) specification for carrying multiple DS0 voice and data transmissions between a network and a user.
Problem	A cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created.
Problem Management	To manage the lifecycle of all Problems. The primary objectives of Problem Management are to prevent Incidents from happening, and to minimize the impact of Incidents that cannot be prevented. Proactive Problem Management analyses Incident Records, and uses data collected by other IT Service Management processes to identify trends or significant Problems.
Profile	Refers to an individual functional configuration, setting and identifier that is directly associated with a specific device.
Program Contract Management (PCM)	<p>Program Contract Management (PCM) has oversight of the purpose and status of all projects provided under a Master Service Agreement and Service Attachment. The PCM oversight is to manage and support project-level activity to ensure the development and implementation of overall program goals. As the CBTS executive onsite the PCM serves as the senior IT service management consultant to State of Ohio project manager (s) and NGTS customers to offer options and make recommendations to resolve project issues that have program impacts. Typically, there is a need to identify and manage cross-project dependencies, set expectations, and advice on potential risk, issues, requirements, design or solution to be able to usefully manage various program areas.</p> <p>Additionally, PCM describes the process of coordinating and controlling</p>

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	changes to, and interpretations of the Master Service Agreement (MSA) and Service Attachment (SA) agreement in a way that minimizes adverse impacts of misinterpretation or changes to business operations and related earnings forecasts.
Program Service Acceptance Agreement	Refers to a formal document that an IT Managed Service program contract deliverable is complete, accurate, reliable, satisfies specified requirements and is authorized by the Service Provider and Customer
Project Lease Summary	Refers to a Leasing deliverable.
Quality Monitoring Per Agent	Refers to a service to enable the evaluation of all business conversations regarding criteria of quality determined by the company in a standardized and comparable way. This may include selective recording of calls (voice and screen) according to a variety of user-defined or project-specific parameters.
Quality of Service (QoS)	On the Internet and in other networks, QoS (Quality of Service) is the idea that transmission rates, error rates, and other characteristics can be measured, improved, and, to some extent, guaranteed in advance. QoS is of particular concern for the continuous transmission of high-bandwidth video and multimedia information. Transmitting this kind of content dependably is difficult in public networks using ordinary "best effort" protocols.
Remote Access	All CBTS installed systems are required to have remote capabilities to allow remote access and remote management systems by CBTS Where applicable. This may include modem, VPN, direct IP, secure Access link or dedicated phone line(s) that allow CBTS personnel to remotely administer, troubleshoot, and repair systems. Charges incurred for this connectivity are the responsibility of the Subscribing Entity.
Remote Support Location (RSL)	A Subscribing Entity Site where no CBTS on-site support personnel are provided. The Subscribing Entity is responsible for providing resources to provide any on-site work required to complete CBTS' activities.
Reports Management	Refers to the process of providing information in a structured format that is accessed and delivered in softcopy or hardcopy and/or viewed through an electronic medium such as a graphical user interface (GUI) or dashboard.
Request for Change (RFC)	A formal request for a Change to be implemented. An RFC includes details of the proposed Change, and are recorded electronically.
Reserve Numbers	Refers to ten-digit numbers that are generated and stored for future use, but not activated. There is a per number (unit), per charge that is associated with activation or deactivation.
Risk Assessment	The initial steps of risk management: analyzing the value of assets to the business, identifying threats to those assets, and evaluating how vulnerable each asset is to those threats. Risk assessment can be quantitative (based on numerical data) or qualitative. [ITIL.org]
Risk Management	The process responsible for identifying, assessing and controlling threats or hazards to service options. Risk management is also sometimes used to refer to the second part of the overall process after risks have been identified and assessed, as in "risk assessment and management". [ITIL.org]
Run Book	Refers to a set of defined procedures developed by the administrator or IT professional for maintaining the everyday routine, as well as the exceptional

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	operations of the computer system or network. The run book should contain all the information a staff would need to perform daily operations as information on dealing with any problems that arise during usage from the operational system or network. [Webopedia.com]
Scripts	Programmed automatic messages. Refer to definition of <i>Auto Attendant</i> .
Secondary Dial Tone	Secondary Dial Tone – This refers to a former scenario when the user dialed 9 to access an outside line and hears a 2 nd dial tone. This is not applicable because the State uses the E.164 Dial Plan.
Security Management Information System (SMIS)	The process responsible for ensuring that the confidentiality, integrity and availability of an organization’s assets, information, data and IT services satisfy the agreed needs of the business. Information security management supports business security and has a wider scope than that of the IT service provider, and includes handling of paper, building access, phone calls etc. for the entire organization. This also refers to a set of tools, data and information that is used to support information security management. [ITIL.org]
Service Acceptance Agreement	This refers to a formal authorized document that includes a set of criteria used to ensure that an IT service meets its functionality and quality requirements and that the IT service provider is ready to operate the new IT service when it has been deployed. [ITIL.org]
Service Design	An Activity or Process that identifies Requirements and then defines a solution that is able to meet these Requirements.
Service Level Agreement	This is a formal agreement that refers to the contracted delivery time (of the service) or performance of scheduled task (s) For the purpose of IT managed services, technical definitions also include terms of mean time between failures (MTBF), mean time to repair or mean time to recovery (MTTR); various data rates; throughput; jitter; or similar measurable details.
Service Level Agreement (SLA)	An agreement between an IT service provider and a customer. A service level agreement describes the IT service, documents service level targets, and specifies the responsibilities of the IT service provider and the customer. A single agreement may cover multiple IT services or multiple customers. [ITIL.org]
Service Operation	Day-to-day management of an IT Service, System, or other Configuration Item. Operation is also used to mean any pre-defined Activity or Transaction. For example loading a magnetic tape, accepting money at a point of sale, or reading data from a disk drive.
Service Request	A request from a user for information, or advice, or for a Standard Change or for access to an IT service. For example to reset a password, or to provide standard IT services for a new user. Service Requests do not require a Request for Change (RFC) to be submitted.
Service Request Management (SRM)	Service Request Management (SRM) is the underlying workflow and processes that enable an IT procurement or service request to be reliably submitted, routed, approved, monitored and delivered. SRM is the process of managing a service request through its lifecycle from submission through delivery, implementation, and follow-up.
Service Transition	A change in state, corresponding to a movement of an IT Service or other Configuration Item from one Lifecycle status to the next.

Session Border Controllers (SBC)	A device that refers to the provision of critical command functions to deliver trusted, first-class interactive communications – voice, video, multi-media sessions – across IP network borders
Session Initiation Protocol (SIP)	Short for Session Initiation Protocol, it is an application-layer control protocol; a signaling protocol for Internet Telephony. SIP can establish sessions for features such as audio/videoconferencing and call forwarding to be deployed over IP networks, that enables service providers to integrate basic IP telephony services with Web, e-mail, and instant message services. In addition to user authentication, redirect and registration services, SIP Server supports traditional telephony features such as personal mobility, time-of-day routing and call forwarding based on the geographical location of the person being called. [Webopeida.com]
Severity Code	A simple code assigned to Incidents, Problems and Known Errors, indicating the seriousness of their effect on the quality of IT service. It is a common name given to the means of recording priority for resolution.
Severity Levels	Refers to characteristics that are used to describe group events and rank them rank in order of importance to typically indicate affect, intensity or critical degree and adverse impact at the onset of an event.
Shadow Line Appearance or Secondary PSTN Line	The Shadow Line Appearance is a secondary line (similar to a Centrex direct line) that displays on an individual profile primary phone. Example: The user may dial out on a secondary line and still receive calls on a primary number. <i>For example: The exceptions are the IP phone 6945 and the Conference Model 7937 that only support up to 2 lines.</i>
Shadow Line Appearance or Secondary PSTN Line	The Shadow Line Appearance is a secondary line (similar to a Centrex direct line) that displays on an individual profile primary phone. Example: The user may dial out on a secondary line and still receive calls on a primary number.
SharePoint	<p>A SharePoint site is a Web site that provides a central storage and collaboration space for documents, information, and ideas. A SharePoint site is a tool for collaboration, just like a telephone is a tool for communication, or a meeting is a tool for decision making. A SharePoint site helps groups of people (whether work teams or social groups) share information and work together. For example, a SharePoint site can help:</p> <ul style="list-style-type: none"> * Coordinate projects, calendars, and schedules. * Discuss ideas and review documents or proposals. * Share information and keep in touch with other people. <p>SharePoint sites are dynamic and interactive – members of the site can contribute their own ideas and content as well as comment on or contribute to other people.</p>
Site Readiness	Refers to a status of a business physical and operational environment that satisfies all the basic commercial telecommunication and network prerequisites that are required for CBTS Agency Migration to deploy VoIP communications services.
Site Remediation	Refers to a status of a business physical and operational environment that identifies specific assessment of the commercial telecommunication and

	network prerequisites that are required before CBTS Agency Migration deploys VoIP communications services.
Site Remote Survivability	Refers to a cost-effective solution for supporting redundant call control in remote branch offices and the homes of teleworkers in order to guarantee access and availability. Cisco Unified SRST is a critical component of a centralized call-processing architecture in which a Cisco Unified Communications Manager cluster, located at a central site, provides telephony services for all sites of an organization. The architecture provides numerous benefits for enterprises, including centralized and simplified management.
SLA Management	The process responsible for negotiating achievable service level agreements and ensuring that these are met. It is responsible for ensuring that all IT service management processes, operational level agreements and underpinning contracts are appropriate for the agreed service level targets. Service level management monitors and reports on service levels, holds regular service reviews with customers, and identifies required improvements. [ITIL.org.]
SMARTnet (Smartnet) Service	Refers to the Cisco maintenance service that provides expert technical support, flexible hardware coverage, and smart, proactive device diagnostics with anytime access to Cisco engineers in the Technical Assistance Center (TAC) and an extensive range of resources, tools and training.
Smartphone	Smartphones are a handheld device that integrates mobile phone capabilities with the more common features of a handheld computer or PDA. Smartphones allow users to store information, e-mail, install programs, along with using a mobile phone in one device. For example a Smartphone could be a mobile phone with some PDA functions integrated into the device, or vice versa. [Webopeida.com]
Softphone	Refers to a software application that displays the picture of an IP phone on the desktop and allows the user to place a call by using the mouse, keyboard and keypad on the computer. It allows the user to talk into a computer microphone using VoIP without necessarily having a physical phone handset. Example: Skype
Standard Change	A pre-approved Change that is low risk, relatively common and follows a procedure or work instruction. For example, password reset or provision of standard equipment to a new employee. Request for Changes (RFC's) are not required to implement a Standard Change, and they are logged and tracked using the Service Request Mechanism.
State Term Schedule (STS)	One of the State of Ohio procurement processes that refer to negotiated agreements with vendors. These contracts are negotiated directly with a manufacturer or service provider who must agree to terms and conditions prepared by DAS. Pricing is either based upon Federal GSA pricing schedules or a manufacturer's most favored customer pricing schedule for a similarly situated customer. The manufacturer or service provider may name any number of authorized distributors who will provide the products or services to the agencies on their behalf. All manufacturers, services providers and their named distributors must review training materials to be eligible to receive a STS. The average time required to establish a STS is

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	120 days. [State of Ohio Vendor Handbook]
Statement of Work (SOW)	This is a formal authorized document that captures and defines the work activities, deliverables, and timeline a vendor must execute in performance of specified work for a client. The SOW usually includes requirements and pricing, with standard regulatory and governance terms and conditions.
Stock Keeping Unit (SKU)	A stock-keeping unit or SKU is a number or code used to identify each unique product or item for sale in a store or other business.
Survivability (SRST) and/or Survivable Site	Site Remote Site Telephony (SRST) is a Cisco term that refers to the Enhanced feature to ensure business continuity and customer satisfaction by providing reliable communications to branch offices, teleworkers, and cloud telephony deployments. Specifically, SRST* provides: Automatic failover to local SRST gateway in case of WAN failure. (Automatic failover without manual intervention.)
Technical Assessment Workbook (TAW)	Refers to the site functional specifications provided as an Excel workbook with several tabs that describe technical aspects of the current and future environment. Specifically, the requirements detail the quantities of profile types, 10-digit numbers, features, phone models, etc. Examples are provided to help each entity gather the required information to prepare a preliminary technical evaluation site that is submitted to NGTS.
Trivial File Transfer Protocol (FTP)	Abbreviation of <i>Trivial File Transfer Protocol</i> , a simple form of the File Transfer Protocol (FTP). TFTP uses the User Datagram Protocol (UDP) and provides no security features. It is often used by servers to boot diskless workstations, X-terminals, and routers. [Webopedia.com]
Technology Service Request (TSR)	Refers to the service request application used by the State of Ohio to select VoIP services. Located at: http://tsr.ohio.gov/rev2/
Tool for Auto-Registered Phones (TAPS)	This is a Cisco application (tool) that allows phones to auto-register, and enables the end user to program the correct extension/direct inward dial (DID) on the endpoint out of the box.
Training Options	This refers to is a formal organized activity aimed at imparting information and/or instructions to improve the performance of participant to master a required level of knowledge or skill. CBTS offers four standard training alternatives: <u>Self-Paced Guides</u> – Easy to read step/action instructions with print screens. <u>CBTS Demo Center</u> (video training) – This is a free website that provides video and audio training tutorials on the various IP phone models. It is located at: http://supportandtraining.com/stateofohio . <u>Self-Paced Quick Start Guides</u> for easy reference and instruction are provided for each IP phone type. <u>Web Ex Conference (Instructor)</u> - Instruction is delivered virtually by using simultaneous share desktop capability, and the instructor is present to

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	<p>answer questions via on a conference all bridge.</p> <p><u>Computer Based Training (CBT) or Classroom with Instructor</u> – This is usually conducted as a hands-on computer activity led by an instructor (15-20 per group).</p> <ul style="list-style-type: none"> • Each trainee has a workstation or his/her own laptop or other workstation device. • Devices are connected to simulate the work environment. • Instructor demonstrates new features. • Exercises include hands-on activities to perform tasks. <p><u>Train-the-Trainer (T3)</u> Instruction is delivered as CBT that is instructor led to include tips for troubleshooting in addition to phone set-up and demonstrating feature content.</p>
Transition to Operations (TTO) – Phase 4	The final phase involves delivery of the Operations Run Book, escalation and contact lists, diagrams, process workflows, build of materials, testing results, and dial plans. The customer executes the Service Acceptance Agreement to initiate 'go-live' for service to officially commence.
Trello	This is a temporary collaborative website application that is used for communications between the State of Ohio users and the CBTS VoIP Team. The majority of documents on this site primarily focus on the State of Ohio Managed VOIP services offered under Service Attachment 1. <i>Refer to the new NGTS State of Ohio website located at:</i> https://soh.sp.ohio.gov/sites/ngts/SitePages/Welcome%20Page.aspx .
Two-in-a-Box	Refers to a leadership strategy that identifies the various roles and positions responsible for a functional area on each side of a partnership. This is also used as a point of contact for escalation.
User Datagram Protocol (UDP)	Abbreviated UDP, a connectionless protocol that, like TCP, runs on top of IP networks. Unlike TCP/IP, UDP/IP provides very few error recovery services, offering instead a direct way to send and receive datagrams over an IP network. It's used primarily for broadcasting messages over a network. [Webopedia.com]
Unified Communications (UC)	Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace. [Cisco.com]
Universal Service Fund (USF)	Universal Service Fund (USF) The 1996 Act states that all providers of telecommunications services should contribute to federal universal service in some equitable and nondiscriminatory manner; there should be specific, predictable, and sufficient Federal and State mechanisms to preserve and advance universal service; all schools, classrooms, health care providers, and libraries should, generally, have access to advanced telecommunications services; and finally, that the Federal-State Joint Board and the FCC should determine those other principles that,

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	consistent with the 1996 Act, are necessary to protect the public interest.
VLAN	Short for <i>virtual</i> LAN, a network of computers that behave as if they are connected to the same wire even though they may actually be physically located on different segments of a LAN. VLANs are configured through software rather than hardware, which makes them extremely flexible. One of the biggest advantages of VLANs is that when a computer is physically moved to another location, it can stay on the same VLAN without any hardware reconfiguration. [Webopeida.com]
Service Administrative Company (USAC)	It collects universal service contributions from telecommunications carriers and administers universal support mechanisms (programs) designed to help communities across the country secure access to affordable telecommunications services, including eligible schools and libraries. As authorized under the FCC's rules, Cincinnati Bell will include a separate line item charge on monthly bills for its USF contribution attributable to services provided to the State of Ohio under the Master Services Agreement.
VeraSmart	VeraSMART is Wireline Call Accounting software provides reporting on call detail record (CDR) activity for standard landline, PBX-based telecom activity. Compatible with TDM, IP or hybrid networks, VeraSMART collects, analyzes, and reports on calls and expenses; and reduces costs. It is located at the following URL: http://www.veramark.com/Call-Accounting/VeraSMART/ . State Agencies access VeraSmart for CDR reporting.
Video Conferencing	<p>Video conferencing software facilitates initiating and conducting live conferences between two or more participants at different sites by using computer networks to transmit audio, video and text data.</p> <p>Video conferencing software applications enable both point-to-point (two-person or PtP) and multi-point (three or more participants) video conferences. In many ways a point-to-point video conference is similar to a phone call with video of the other participant. Each participant has a video or Web camera, microphone and speakers mounted on his or her computer.</p> <p><u>Basic</u> - Point-to-point (two-person or PtP) is included in Basic Features Plan.</p> <p><u>Enhanced</u> – Multi-Point Video Conferencing is an Enhanced Features Plan.</p>
Virtual Private Network (VPN)	Virtual private networks are private communication path(s) that transfer data or information through one or more data network that is dedicated between two or more points. VPN connections allow data to safely and privately pass over public networks (such as the Internet). The data traveling between two points is usually encrypted for privacy. [VoIPDictionary.com]
Voice Mail Functions	Refers to a category of NGTS Basic Feature Plan function for e-mail systems that support audio. Users can leave spoken messages for one another and listen to the messages by executing the appropriate

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	command in the email system. This also includes feature to send an alert notice to user's email that a wav.file of the voicemail message is attached.
WAN Ratio	This is utility in the <i>Network Capacity Calculator</i> tab in the <i>Technical Assessment Workbook (TAW)</i> that provides bandwidth requirement estimates for VoIP connectivity for the Agency's connection to OIT (or OARnet, depending on their connection back to the State's network). It is located on a tab in the <i>Technical Assessment Workbook</i> .
Zen Desk	Refers to the CBTS web-based Service Request application that records and monitors changes for the IT environment.