General Definitions and Terms

GoldSeal

Item	Acronym	Description
People		
Certified Engineer		A certified engineer is an engineer who has been awarded a certification by a manufacturer or other organization through the manufacturer's formal certification process. When this term is used, the certification applies to the technology on which the engineer is working.
Certified Instructor		Also called a certified trainer. A Certified Instructor has been evaluated by the manufacturer and is certified to provide manufacturer authorized training.
Certified Project Manager		A certified project manager will hold the Project Management Professional (PMP) certification from the Project Management Institute (PMI) and will perform all of the duties of a Project Manager (PM). When a certified project manager is specified, he/she will be the primary or lead project manager; however, non-certified project managers may perform some tasks under the direction of the certified project manager.
Certified Technician		A certified technician is a technician who has been awarded a certification by a manufacturer or other organization through the manufacturer's formal certification process. When this term is used, the certification applies to the technology on which the technician is working.
Consultant		A consultant is equivalent to an Engineer.
Engagement Manager		An Engagement Manager is equivalent to a Project Coordinator.
Engineer	Eng	Engineers plan, design and supervise projects from concept to completion. Engineers solve problems by relying on their creative skills and extensive knowledge and experience. An engineer is able to perform all of the tasks completed by a technician.
Instructor		Also called a trainer or facilitator. An instructor has significant experience with the product, technology or other material being presented in the course. An instructor may be certified for some courses; however, he may not be certified for the course being offered.
On-Site Technical Resource		An engineer or technician while performing work on a end user site.
Program Manager	Prg Mgr	A program manager is responsible for managing multiple projects required for the successful implementation of a solution. The program manager manages the assigned project managers.
Project Coordinator	PC	A Project Coordinator schedules the project kickoff call with the stakeholders, schedules internal and external resources, maintains contact with the customer regarding scheduling, conducts a wrap up call if required, completes change orders, ensures resources complete paperwork and processes final invoices.
Project Management Office	PMO	An organizational name for a team of project and program managers. Often used in documents to indicate one or more individuals in addition to the team.
Project Manager	PM	A project manager performs all of the duties of a project coordinator, if a project coordinator has not been assigned, plus creates a project plan with milestones if required, maintains a contact list of stakeholders, manages inventory tracking, schedules milestone calls, provides detailed milestone communications, acts as the central point of communications for the project, maintains regular communications with team members, creates and manages final punch list.
Resource (People)		Also referred to as Personnel. Resources when referring to people include citizens of the country where the end customer is located, non-permanent residents locally and personnel in locations worldwide used for the delivery of services. Resources may include officers, directors, employees, workers, agents, third-party contractors, and any persons hired as consultants or contract staff.
Service Delivery Manager	SDM	The Service Delivery Manager is responsible for all engineers and technicians in his support area. He acts as the first level of management escalation. The Service Delivery Manager is notified for all P1 issues and will monitor activities to resolution.
Smart Hands	SH	Smart Hands technicians are IT industry professionals who provide on-site implementation, configuration or troubleshooting support under the direction of a remote engineer. The smart hands technician acts as the eyes and hands of the engineer. The technician will be highly skilled in a particular IT technology and will have familiarity with concepts in other technologies but may not have skills in the specific technology upon which he is working.

Item	Acronym	Description
Solutions Architect		Responsible for transforming the requirements articulated by an end user into a set of architecture and design documents that can be used to create the solution. An Engineer or Technician may perform the functions of a Solutions Architect.
Sr. Engineer	Sr Eng	A Senior Engineer is an engineer with experience across multiple technologies. He is able to integrate technologies into a functional system and to define requirements for integration of solutions where he has little experience. The Sr Engineer is often a leader; however, he is able to perform all of the functions of an engineer or technician.
Student		Also called a participant. An individual participating in a training course.
Technician		A Technician is a doer and implementer, who focuses on the practical elements of a job. He or she provides technical assistance in specialized area, and performs the day–to–day tasks required in carry in out a project. Often technicians work as part of a team that is engaged in a particular project or operation. Technicians apply practical knowledge to projects, rather than the application theoretical knowledge or development.

Business Entities

Item	Acronym	Description
Customer	Cust	The "customer" may be the end user and/or the reseller. When this term is used without a clear indication of which party is being referenced, it should be assumed that both parties are included. Also called a client.
Distributor	Disty	An entity that buys products or product lines, warehouses them, and resells them to resellers. Resellers are sometimes referred to as distributors; however, this usage is not included.
End User	EU	The end user of a solution is individual or company that makes use of the solution in their business. They are the organization at the end of the supply chain who identified the need for the technology and ultimately purchased the solution.
Internet Service Provider	ISP	An organization that provides services for accessing and using the Internet.
Managed Service Provider	MSP	A business entity that provides outsourced proactive management of information technology assets belonging to an end user.
Manufacturer	Mfg	The entity that makes a good through the processing of raw materials, components, or assemblies. Also called a producer. Examples include Cisco Systems and Avaya Inc.
Reseller	VAR, BP	The reseller, value added reseller, (VAR), retailer, service provider (SP), business partner (BP), or partner is the organization that purchases products from manufacturers or distributors, maintains a relationship directly with an end user, and sell directly to the end user.
Service Provider	SP	See Reseller.
Telecommunications Company	Telco	An organization that provides voice and/or data transmission services. Telcos include but are not limited to facilities and non–facilities based local and interexchange carriers, wireless carriers and satellite carriers.
Third–Party		A third–party is an individual or business who is not a signatory to the agreement.
Vendor	Vnd	The vendor is the business entity in the supply chain immediately preceding the business entity using the term.

Time & Dates

Item	Acronym	Description
Business Hours (US and Canada)	BH	Business hours are defined a 9am to 5pm Monday–Friday excluding holidays in the time zone local to the site requiring service. Business hours follow the site not the requestor.
Day		Eight (8) consecutive hours.
Estimated Days		An approximation, using established methods and available data, of the number of Hours or Days required to complete the described services.
Holiday (Canada)		Holidays in Canada are New Years Day, Family Day, Good Friday, Victoria Day, St. Jean–Baptiste Day, Canada Day, Civic Day, Labor Day, Thanksgiving Day, Christmas Day, Boxing Day.

Item	Acronym	Description
Holidays (US)		Holidays in the US are New Years Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve Day, Christmas Day, Day After Christmas, New Years Eve Day
Out of Hours (US and Canada)	OOH	Out of hours is defined as 12am to 7:59am and 5:01pm to 11:59pm Monday to Friday, all day Saturday, all day Sunday and holidays in the time zone local to the site requiring service.
Out of Hours (Charges or Rates)		Unless defined otherwise in a SOW, out of hours rates for weekdays and Saturday will be 150% of the standard rate and for Sundays and holidays it will be 200% of the standard rate.
Workday		One (1) calendar Day during which Services are performed.
Support & Service Desk		
24x7 Support		24x7 support is provided during all hours of the day, on weekends and holidays for P1 and P2 issues. P3 and P4 issues are supported during business hours unless otherwise specified in the offer.
8x5 Support		8x5 support is provided during business hours regardless of the incident severity.
99.90% Service Level		No more than 44 minutes, 38 seconds of downtime in a month.
99.95% Service Level		No more than 22 minutes, 19 seconds of downtime in a month.
99.99% Service Level		No more than 4 minutes, 27 seconds of downtime in a month.
Beyond Economic Repair	BER	A situation where the cost of the labor and/or repair parts to repair an item of a device would exceed the designated value of the device.
Break/Fix		Technology is fixed after it has broken.
Chronic Failure		A chronic failure is a device or component that continues to fail after repeated completed repairs. Failures due to incomplete repairs are not considered chronic. A device or component is considered to have a chronic failure issue if new failures are reported more than 5 times in any week, more than 10 times in one month or more than 15 times in any year. Chronic failures will require replacement or a specific fix from the manufacturer. Devices or components with chronic failure issues will be removed from coverage until replaced or a fix is provided by the manufacturer. Manufacturer support will usually require a manufacturer contract with the customer if not provided with the service.
Customer Replaceable Unit	CRU	A module, board or part that can be replaced by the end user in a device to affect a repair. A CRU is not a component level part. A CRU does not require specialized knowledge or specialized tools to complete the repair.
Day 0 (Support)		Day 0 support is provided prior solution turnover. This support is often provided to the individuals preparing, programming, and physically installing the solution.
Day 0 (Vulnerability)		An undisclosed computer and/or software vulnerability that hackers may exploit to adversely affect computer programs, data, computers and/or networks. Also called zero-hour, 0-day, or zero day.
Day 1 (Support)		Day 1 support is provided by the Service Delivery Team after a solution has been turned over to the Customer. Also called First Day of Business.
Day 2 (Support)		Day 2 support is provided by a Service Desk after a solution has been turned over to the Customer.
Downtime (Failure)		The time during which a device or system fails to provide or perform its primary function. Downtime, when applied to services levels, excludes planned maintenance and force majeure events.
Downtime (Metric)		A measure of the time a component or devices is not available for use. The opposite of uptime.
Field Replaceable Unit	FRU	A module, board or part that can be replaced at the installed location to affect a repair. A FRU is not a component level part. A FRU may require specialized knowledge or specialized tools to complete the repair.
First Call Resolution	FCR	The average number of incoming calls for service that can be resolved without having the caller call back to finish resolving the call.
First Day of Business (Support)	FDOB	See Day 1 (Support).

General Definitions and Terms

Item	Acronym	Description
Help Desk	HD	A Help Desk is an entity that supports the customer's end user community. Help Desk services are not a component of or included in Service Desk services. Unless support for the customer's end user community is explicitly referenced in an agreement, the use of Help Desk is intended to refer to Service Desk.
Incident		An incident is defined as a single support issue and the commercially reasonable effort(s) needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate problems. If it can be broken down into subordinate problems, each subordinate problem shall be considered a separate incident. An incident may require multiple contacts and off-line research to achieve final resolution.
Information Technology Infrastructure Library	ITIL	A set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.
Information Technology Service Management	ITSM	The entirety of activities — directed by policies, organized and structured in processes and supporting procedures — that are performed by an organization to plan, design, deliver, operate and control information technology (IT) services offered to customers.
Key Performance Indicator	KPI	A business metric used to evaluate factors that are crucial to the success of an organization.
Letter of Agency	LOA	Also called a Letter of Authority. A document authorizing a service desk to act on a consumer's behalf. Typically addressed to a telecommunications carrier or manufacturer.
Managed NOC or Managed SOC	MNOC/MSOC	A NOC or SOC provided and managed by a business under contract with the end user organization.
Mean Time Between Failures	MTBF	The average elapsed time between failure events for a component or device.
Mean Time to Detection	MTTD	The average time required to detect that a component or device has failed or degraded.
Mean Time to Repair	MTTR	The average time required to repair a failed component or device.
Mean Time to Respond	MTTRd	The average time required to respond to a component or device failure incident. Response includes acknowledging that the event has occurred.
Mean Time to Restore	MTTRe	The average time required to restore a failed component or device to its prior operational state.
Network Management System	NMS	The platform used by a NOC and/or SOC that constantly monitors devices and/or networks for an event. The NMS records the event and may (based on business rules) forward the event for resolution.
Network Operations Center	NOC	One or more locations from which network monitoring and control, or network management, is exercised over a computer, telecommunication or satellite network.
Patch (Software)		A piece of software desgined to update a computer program or its supporting data to resolve an issue.
Probe (Network)		A device and/or software application residing on an end user network designed to collect and transmit monitoring data to a NOC/SOC. Probes may also facilitate remote access to systems for troubleshooting and repair.
Reactive Support		Support in response to a failure of a device or component. Reactive support is generally initiated by an end user upon detecting a device or component not operating as expected.
Remote Access		The ability to access a piece of equipment from the service desk. Remote access may use a variety of methods including, dedicated or on-demand VPN, remote PC control (assisted or unassisted), or dedicated appliance.
Replacement Part		Modules, subassemblies, boards, components and all related hardware and materials required to return a device to good working order. A replacement part may be new or refurbished at the discretion of the company supplying the part. The part will be warranted for the remaining term of the original part.
Resolve (Issue)		Return solution to original working order.
Restore (Service)		Return function of solution. This could be through workarounds or back-up systems.
Security Operations Center	SOC	A facility where enterprise information systems (web sites, applications, databases, data centers and servers, networks, desktops and other endpoints) are monitored, assessed, and defended.

Item	Acronym	Description
Service Desk	SD	Also called a Support Center. The Service Desk receives support requests from customers or end users IT or technical staff via telephone or email. The Service Desk Engineers triage the request and assign it a priority then service the request until completion.
Service Level Agreement	SLA	An official commitment that prevails between a service provider and the customer. Particular aspects of the service — quality, availability, responsibilities — are agreed between the service provider and the service user. A SLA may have penalties associated with failing to meet defined thresholds. Also called a Service Level Guarantee. Where penalties are not explicitly defined, the definition of a SLA is replaced with the definition for a SLO.
Service Level Objective	SLO	Particular aspects of the service — quality, availability, responsibilities — that a service provider strives to meet. A SLO is a desired level of service but not a guaranteed level of service.
Service Location		The geographic location where the device has been physically installed. See "Engagement Location."
Severity Level – P1 (Critical)	P1	As related to Service Level Objectives/Agreements, device or component is down, critically effects end user production environment. No workaround available yet.
Severity Level – P2 (High)	P2	As related to Service Level Objectives/Agreements, device or component is down or impaired, end user production up, but impacted. No workaround yet.
Severity Level – P3 (Medium)	P3	As related to Service Level Objectives/Agreements, a device or component function has failed, end user production not affected. Vendor is aware of the issue and a workaround is available.
Severity Level – P4 (Low or Routine)	P4	As related to Service Level Objectives/Agreements, non-critical issue, does not impact end user business. Feature, information, documentation, how-to and enhancement requests from the end user.
Tier 0	T0	End user self-help using product documentation or Internet resources to resolve an issue without contacting a Help Desk or Service Desk.
Tier 1	T1	A service desk technician role primarily tasked with collecting information and diagnostics about an incident. A T1 technician may be able to resolve minor incidents or may escalate to a higher level.
Tier 2	T2	A service desk engineering role that focuses on incident diagnosis and resolution with strong experience in troubleshooting. T2 engineers will often attempt to duplicate customer issues and then determine if a solution or workaround is available.
Tier 3	T3	A service desk engineering role generally fulfilled by the manufacturer. T3 engineers research and develop solutions to new or unknown issues. They are able to analyze code and data in depth to identify the root cause of an issue.
Tier 4	T4	Manufacturer hardware engineers or software developers who represent the highest possible level of support. T4 engineers were involved in the product development and are able to create "patches" to permanently solve product defects.
Uptime		A measure of the time a component or devices is available for use. The opposite of downtime.
Professional Services		
Acceptance Period		A period of ten (10) business days following, (i) with respect to a fixed fee engagement, delivery of the Project Completion Form, or (ii) with respect to time and materials engagements, the submission of timesheets to Customer.
Basic MAC	BMAC	Minor configuration changes to systems requiring less than 15 minutes to complete, can be completed by a Tier 1 engineer and does not require any research or review of documentation.
Change Control		Also called Change Request Management. The process by which a scope of work is modified or amended.
Change Order		A change order is work that is added to or deleted from the original scope of work of a project, which alters the original price and/or completion date. A change order may fork a new project to handle significant changes to the current project.
Design & Programming Freeze Date		The date after which changes to the configuration or programming of a system, device or component may incur additional costs.
Engagement Location	Site	Also called site, location, customer location, work location, etc. The physical site where the system or equipment is to be installed. Changes to the engagement location requires a written change order. See "Service Location."

Item	Acronym	Description
Integration		The process of establishing communication between two pieces of equipment.
Moves / Adds / Changes / Decommissioning	MAC-D or MACD	A general term for the routine work performed on equipment in an enterprise, which may include installations, relocations, upgrades, programming changes and removal. Also called Complex MAC. Alternate expansions for the D in MAC-D include (although may not be included in the definition) delete, disposal, and disconnect.
Professional Services	PS	Work performed for the end user by the reseller, GoldSeal or other subcontractors when the deliverables are specified in a scope of work document.
Resource (Equipment)		Resources when referring to equipment include tools, software and systems of limited quantity that may be used to fulfill a request. A reference to resources does not imply an agreement to create or acquire a resource that is not currently possessed.
Services (Statement of Work)		The specific tasks and actions to be performed as identified in the statement of work.
Service Delivery Team		The resources providing the professional services.
Site Preparation		Site Preparation refers to the activities required to make a site ready for an installation. Site preparation may include installation of cabling, racks, electrical, etc. Site Preparation offers will have a scope of work that defines the activities.
Staging		The process by which a piece of equipment is prepared for installation. The staging may include assembly of subcomponents into a chassis, loading of software, updating firmware, loading of configuration files, testing, and/or burn-in.
Statement of Work	SOW	Also called a Scope of Work. The SOW defines the activities that will be provided during an engagement. It may also define customer and end user responsibilities as well as assumptions. Activities beyond those listed in the SOW may require a change order.
Turnover (Professional Services)		The point at which a solution is placed in the care, custody and control of the Customer. Also referred to as hand over, hand off and turn-over.

General

Item	Acronym	Description
Abandon Rate		The average number of calls that disconnect while waiting to be answered.
Additional Charges		A charge levied in relation to the supply of a service or product or goods of and incidental to an agreement that is not included in the agreement.
Average Handling Time	AHT	The average time it takes to complete a request for services including talk time, on-hold time and wrap-up time.
Average Speed to Answer	ASA	The average time it takes for a call to be answered. Also called Average Wait Time.
Commercially Reasonable Effort		Also referred to as best effort or reasonable best effort in documentation. A good faith effort will be made to resolve the customer's issue using our existing personnel, our existing tool sets, literature available to us, and, if a contract with a manufacturer has been purchased by the customer, escalation to the manufacturer. We will not hire outside contractors or consultants or engage in any form of development work to resolve the issue. Should an issue not be resolvable using the resources described, our obligation to resolve the specific issue will end without penalty.
Contractor		A person or company that performs work on a contract basis. Contractor may also refer to an individual or business that contracts to perform part or all of the obligations of another's contract - also called a subcontractor.
Cost-Plus (Billing)		A method of charging for work where all allowable expenses at actual cost plus an additional charge for profit is calculated. Similar to Time and Material except profit is not added to each billable item.
Deliverable		Any reports, analyses, scripts, templates, physical installations, or other work products, tangible or intangible, to be delivered to the end user as set forth in the SOW or support agreement.
Emergency Services		Also referred to as 911 or E911 services. A system that connected callers in need of assistance with appropriate public resources. A critical capability of all telephone systems is the ability to route callers to a Public Safety Answering Point (PSAP). All services provided assume the reseller and end user will complete appropriate tests upon the completion of any service to ensure that caller are able to reach the correct PSAP.

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Item	Acronym	Description
End of Life	EOL	A product that is at the end of its useful life (per the manufacturers documentation) and the manufacturer is not longer selling or supporting it.
End of Sale	EOS	The date after which the manufacturer will no longer make newly manufactured product available for sale.
End of Support		The date after which the manufacturer will no longer offer support or patches for a product.
End User Agreement		An agreement or other contract between a Reseller and the End User.
Fixed-Price (Billing)		A method of charging for work that does not depend on the resources used or time expended. The amount billed for the defined statement of work is stated on the agreement.
GoldSeal	GS	GoldSeal is the brand name for all services we provide. It is not a specific service.
Good Industry Practices		The exercise of that degree of skill, care diligence, prudence and foresight and using the practices, processes, procedures and guidelines, which would reasonably and ordinarily be expected from a skilled and experienced person engaged in the same type of such activity or requirement under the same or similar circumstances and conditions. Also referred to as Industry Best Practices.
Good Operating Condition		A device or system that functions in accordance with the manufacturer's specifications, successfully completes all usual diagnostic tests, and has been maintained in accordance with normal industry practice.
Milestone		A specific point on a project timeline. These points include the start and end dates of a project, but may also include other events such as reviews, budget checks or billing points.
Not To Exceed (Billing)		A method of charging for work by totaling the number of hours (rounded up to the nearest half hour) performing a service, the number of hours (rounded up to the nearest half hour) traveling to the site, the end users cost for parts/materials/supplies, and other directly attributable expenses; however, the total charges will not exceed an agreed to amount.
Original Equipment Manufacturer	OEM	The company that produced the device for sale to customers. The OEM may be the company that produced the end product or the company that produced a subsystem or component of an end product.
Out of Scope		Services provided that do not form a part of the fees schedule or base costing of an agreement to any extent applicable.
Rebroadcast		The transmission of copyrighted radio or television programs. The customer is responsible for obtaining the appropriate licenses or permissions to rebroadcast programming on their systems.
Service Observation		Also referred to as eavesdropping or call recording. The ability to actively listen to or record telephone calls and the ability to read emails and instant messages. The customer is responsible for ensuring that applicable local, state and federal regulations are followed.
SIGMA		SIGMA is an acronym for Services Integrated and Global Management Assistant. This is the service ticketing and reporting system used to provide the services under contract. The system is accessible by internal engineering resources and customers.
Single Point of Contact	SPOC	The SPOC is the coordinator or focal point for communication regarding a project or activity. The SPOC will disseminate the information to other individuals in his company as required. The SPOC has suitable business & technical expertise and has full authority to act on all aspects related to the project or activity.
Solution (IT)		A set of related products and/or services provided to address a business problem. Also referred to as a system.
Task		An activity that needs to be accomplished within a defined period of time or by a deadline to work towards work-related goals.
Time and Material (Billing)	T&M	A method of charging for work by totaling the number of hours (rounded up to the nearest half hour) performing a service, the number of hours (rounded up to the nearest half hour) traveling to the site, the end users cost for parts/materials/supplies, and other directly attributable expenses.

Item	Acronym	Description
Workspace		The area immediately around a piece of equipment.

Education

Item	Acronym	Description
Authorized Training Center	ATC	An authorized training center is accredited by the manufacturer to provide certification and other training courses on behalf of the manufacturer. Sometimes called an Authorized Learning Center (ALC).
Computer−Based Training	CBT	Computer−Based Training is a self−paced training course delivered on a computer either over the Internet or by an application installed on a computer. CBTs will often have interactive features to assist with information retention.
Course		Also called a class. An organized body of information that is present to a student.
Knowledge Transfer		The distribution of conceptual information to individuals. The information presented may be theoretical concepts about a product and/or how the solution was designed or implemented. Generally knowledge transfer sessions will be conducted in an informal ad−hoc fashion.
Learning Management System	LMS	The software application used for the administration, documentation, tracking, reporting and delivery of training programs.
On−Demand		On−Demand courses are training courses created by recording an instructor either while delivering a class to students or for the purpose of recording the information. CBT coursed may also be provided on−demand.
Remedial Knowledge Transfer		Remedial Knowledge Transfer is follow on training to assist a customer with recalling information previously learned by attending training. It is not intended to provide new training.
Training		An activity aimed to assist an individual attain a particular skill. Training generally does not include the theory behind the skill. Training courses are often conducted in a formal manner with a specific agenda.
Workshop		A course where students learn the material by doing and interacting with others.

Technology

Item	Acronym	Description
Internet	Inet	When used with a capital I (Internet) the reference is a proper noun and refers to the global system of interconnected computer network. When used with a lower case I (internet), it refers to any interconnected network of computer systems.
Intranet		A computer network belonging to s single organization, usually a corporation, accessible only by the organizations members, employees, or others with authorization. An intranet is generally separated from other networks by a firewall.
Virtual Private Network	VPN	The extension of a private network across a public network or internet allowing for the sending and receiving of data as if the computing devices were directly connected to the private network.
Simple Network Management Protocol	SNMP	An Internet−standard protocol for collecting and organizing information about managed devices on IP networks and for modifying that information to change device behavior.
Syslog		An Internet−standard for logging messages from devices. Syslog data is often used in the monitoring and troubleshooting of devices and components.