

UIS Glossary of Terms ^[1]

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Application Manager:

Service OwnerService OwnerStaff member internal to UIS who represents a UIS-owned service (or set of services) and is responsible for all support and delivery actions taken to ensure they meet business needs and IT requirements. May also be referred to as the Application Manager.s. ^[3].

Asynchronous:

Doesn't happen at the same time. In IT, this may refer to a recorded meeting or training.

Bug:

A deviation from the expected functionality of a software application.

Business Owner:

The person or group external to UIS who defines and agrees to the service level objectives for a UIS-provided service (or set of services). May also be referred to as Customer.

CAB:

Change Advisory BoardChange Advisory Board (CAB)A group of selected representatives from all groups within UIS who assess, approve, prioritize and schedule Change Requests. ^[4].

Central Information Warehouse (CIW):

CU's systemwide centralized data repository for information sourced from administrative systems. Included are the Human Capital Management (HCM) system, Finance (FIN) system, Student Information System (CU-SIS) and more.

Change:

The addition, modification or removal of authorized, planned or support services or service components. Changes are of the following type:

Normal Change: A change that must adhere to the change management process, including authorization and scheduling. Normal changes are categorized according to risk and impact as follows:

Minor – a change with a low factor of impact and risk. Minor changes differ from standard changes in that they have not been performed before.
Major – a change with a medium to high factor of risk for critical services, involves less understood risks, has less predictable outcomes, and/or is a change that is not regularly made during the course of business. Major changes may affect downstream or upstream services.

Change Advisory Board (CAB):

A group of selected representatives from all groups within UIS who assess, approve, prioritize and schedule Change Requests for a Change. [5].

Change Request:

Request for a ChangeThe addition, modification or removal of authorized, planned or support services or service components. [6].

CIW:

Central Information WarehouseCentral Information Warehouse (CIW)CU's systemwide centralized data repository for information sourced from administrative systems. Included are the Human Capital Management (HCM) system, Finance (FIN) system, Student Information System (CU-SIS) and more. [7].

Cognos:

The CU Reporting System (Cognos) is a robust tool offering standardized business intelligence reports to assist with analysis and presentation of data contained in the CIW.

Constituent Relationship Management (CRM):

From a technology standpoint, ConstituentAny one of the people who live and vote in an area; one of the parts that form something. (Merriam-Webster) [8]
Relationship Management (CRM) systems help CU manage and maintain relationships with all of the different groups that are a part of CU. These include students faculty and staff, but also alumni, parents, donors, events attendees and many more.

CR:

Change RequestChange RequestRequest for a Change. [5].

CRM:

Constituent Relationship ManagementConstituent Relationship Management (CRM)
From a technology standpoint, Constituent Relationship Management (CRM) systems help CU manage and maintain relationships with all of the different groups that are a part of CU. These include students faculty and staff, but also alumni, parents, donors, events attendees and many more. [9].

Customer:

Business OwnerBusiness OwnerThe person or group external to UIS who defines and agrees to the service level objectives for a UIS-provided service (or set of services). May also be referred to as Customer. [10].

Defect:

An application is defective when it is not performing as expected.

DEV:

Development EnvironmentDevelopment EnvironmentThis is the server environment in which new or changed software is developed or updated and validated. [11].

Development Environment:

This is the server environment in which new or changed software is developed or updated and validated.

DRT:

Design Review Team. Team of technical and functional experts within UIS who partner to determine the optimal configuration for an application or process as part of the project process.

ECS:

Enterprise Cloud ServicesEnterprise Cloud Services (ECS)Team within UIS that manages System Administration's and ERP system's network infrastructure, database and network Oracle PeopleSoft team. [12].

eFort:

Physical location of the non-production data center.

Electronic Research and Administration (eRA):

The Electronic Research and Administration (eRA) system automates the processes the

university uses to apply for research grants and other funding. It manages the pre- and post-award administrative and regulatory aspects of grants, contracts, protocols and conflicts of interest. eRA provides integration across business offices, creating efficiencies and streamlining processes. It provides the research community with the technology to manage their research portfolios, allowing them to spend more time on the science.

End user:

People using UIS's services, like students, faculty and staff.

Enhancement:

Any product change or upgrade that increases software or hardware capabilities beyond original client specifications. Includes improvements, customizations and new features.

Enterprise Cloud Services (ECS):

Team within UIS that manages System Administration's and ERP system's network infrastructure, database and network Oracle PeopleSoft team.

Enterprise Portal (EP):

Employee portal that is the primary interface to centralized applications.

Enterprise Resource Planning (ERP):

Term used to describe a suite of integrated enterprise applications.

EP:

Enterprise PortalEnterprise Portal (EP)CU's employee portal that is the primary interface to centralized applications. [13].

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Electronic Research and Administration (eRA)Electronic Research and Administration (eRA)The Electronic Research and Administration (eRA) system automates the processes the university uses to apply for research grants and other funding. It manages the pre- and post-award administrative and regulatory aspects of grants, contracts, protocols and conflicts of interest. eRA provides integration across business offices, creating efficiencies and streamlining processes. It provides the research community with the technology to manage their research portfolios, allowing them to spend more time on the science. [14].

FTP:

File Transfer ProtocolProtocolA system of rules that explain the correct conduct and procedures to be followed in formal situations (Merriam-Webster). [15]. A set of rules for transferring files between computers over the Internet.

Hosting:

Physical location of the production data center.

IAM:

Identity and Access ManagementIdentity and Access Management (IAM)The security discipline that enables the right individuals to access the right resources at the right times for the right reasons. (Gartner) [16].

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The security discipline that enables the right individuals to access the right resources at the right times for the right reasons. (Gartner)

Incident:

An unplanned interruption to an IT service or a reduction in the quality of an IT Service. Failure of a configuration item or component used in the support of a service is also considered an incident, even if the failure has not yet impacted the service.

Internet Protocol:

Internet ProtocolProtocolA system of rules that explain the correct conduct and procedures to be followed in formal situations (Merriam-Webster). [15]. A set of rules that govern how data is sent over networks or the Internet. Retrieved from TechTerms <http://techterms.com/definition/ipaddress> [17]

Internet Protocol (IP) Address:

A unique address that identifies a device on the Internet or a local network that allows it to be recognized by other systems connected via IP. Retrieved from TechTerms <http://techterms.com/definition/ipaddress> [17]

IP:

Internet ProtocolInternet Prototcol (IP)Internet Protocol. A set of rules that govern how data is sent over networks or the Internet. (TechTerms <http://techterms.com/definition/ipaddress>) [18].

IT Infrastructure:

The hardware, software, services and other resources that are responsible for CU's System Administration and enterprisewide network environment.

ITIL:

Information Technology Information Library. Best practices framework for managing IT services.

ITSM:

Information Technology Service Management.

Master Data Management (MDM):

The process of matching person data across databases to maximize the efficiency of sharing constituency data and minimize the potential for duplication constituent records. (Merriam-Webster) [8]

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Master Data Management (MDM) The process of matching person data across databases to maximize the efficiency of sharing constituency data and minimize the potential for duplication constituent records. [19].

MFA:

Multi-factor Authentication (MFA) A security system that requires more than one method of authentication from independent categories of credentials to verify the user's identity for a login or other transaction. For example, a user may use their network password and a code texted to their phone. Also known as 2-factor authentication. [20].

Migration:

The process of moving software changes from one network environment to another. Examples include moving code between software environments (QA, STG, PRD) or a refresh of code from one environment to another (PRD to STG).

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NFS:

Network File Server. A computer attached to a network that provides shared access for files.

PMO:

Project Management Office (PMO) Team within UIS that manages the project implementation process for projects within the UIS portfolio. [21].

PMR:

Project Management ReviewProject Management Review (PMR)Formalized review of a project request by a committee of project resources and directors. An Initial PMR determines if the request will be approved for resources to plan the requested project. Once planning is complete, a Final PMR is conducted to determine if a project warrants resources to become a full project and move into execution. [22].

Power user:

Person who uses a service and has been delegated some authority for the service by the **Service Owner**Service OwnerStaff member internal to UIS who represents a UIS-owned service (or set of services) and is responsible for all support and delivery actions taken to ensure they meet business needs and IT requirements. May also be referred to as the Application Manager.s. [3].

PRD:

Production EnvironmentProduction EnvironmentThis is the server environment in that houses live software that users work on day-to-day. [23].

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QA:

Quality AssuranceQuality Assurance (QA)A program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met. (Merriam-Webster) [24].

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A program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met. (Merriam-Webster)

Response Time:

The amount of time between when the customer first creates a ticket with the UIS Service Desk and when the technician acknowledges the ticket with the customer and begins work.

Resolution Time:

The amount of time between when the customer first creates a ticket with the UIS Service Desk and when the Incident or Service Request is solved or fulfilled.

SDLC:

Software Development Life Cycle Software Development Life Cycle (SDLC) Standard framework defining the tasks that are performed at each step in the process of software development. [25].

Service Owner:

Staff member internal to UIS who represents a UIS-owned service (or set of services) and is responsible for all support and delivery actions taken to ensure they meet business needs and IT requirements. May also be referred to as the Application Manager.

Service Provider:

An organizational unit that provides a service to a Business Owner/customer. UIS is a service provider, as are vendors.

Service Request:

A formal request for something to be provided. Examples include a request for information, for a change, or for access.

Single Sign-on:

A session/user authentication process that permits a user to authenticate once in order to access multiple applications. For example, a user can login into the portal by entering their username and password and then login into SkillSoft without re-entering their credentials.

Software Development Life Cycle (SDLC):

Standard framework defining the tasks that are performed at each step in the process of software development.

SME:

Subject Matter ExpertSubject Matter Expert (SME)An individual with a high-level of overall knowledge of the service impacted, both in terms of general architecture and business service provided. [26].

SSO:

Single Sign-onSingle Sign-on (SSO)A session/user authentication process that permits a user to authenticate once in order to access multiple applications. For example, a user can login into the portal by entering their username and password and then login into SkillSoft without re-entering their credentials. [27].

Stage Environment:

This is the pre-production server environment for final testing just before a new or changed software is moved into production.

STG:

Stage EnvironmentStage EnvironmentThis is the pre-production server environment for final testing just before a new or changed software is moved into production. [28].

Subject Matter Expert (SME):

An individual with a high-level of overall knowledge of the service impacted, both in terms of general architecture and business service provided.

Synchronous:

Happens at the same time. In IT, this may refer to a live meeting or training.

VIP:

Virtual Internal ProtocolInternet Prototcol (IP)Internet Protocol. A set of rules that govern how data is sent over networks or the Internet. (TechTerms <http://techterms.com/definition/ipaddress>) [18] address. An IP address that does not correspond to a physical network port.

Groups audience:

University Information Services

Sub Title:

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[3] <https://www.cu.edu/glossary-uis/service-owner> [4] <https://www.cu.edu/glossary-uis/change-advisory-board-cab> [5] <https://www.cu.edu/glossary-uis/change-request> [6] <https://www.cu.edu/glossary-uis/change>

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