

ITSM - Table of acronyms

Acronym	Definition
AAD	Administrative Accompanying Document
AAR	Anticipated Arrival Record
ACF	Access Control Form
ACL	Access Control List
AD	Application Development
AEO	Authorized Economic Operator
AES	Automated Export System
AIX	Advanced Interactive eXecutive
AM	Application Management
AMDB	Availability Management Database
AN	As Needed
API	Application Programming Interface
APM	Application Portfolio Management
APO	Author's Position
ART	Activity Reporting Tool
ASP	Active Server Pages
ASYCUDA	Automated SYstem for CUstoms DAta
ATR	Anticipated Transit Record
ATS	Acceptance Test Specifications
AvM	Availability Management
BCM	Business Continuity Management
BCP	Business Continuity Plan
BEA	Business Enterprise Architecture
BEATO	Benchmark Assessment Tool
BIA	Business Impact Analysis
BL	Baseline
BMC	Founders Scott Boulett, John Moores, and Dan Cloer
BMM	Bilateral Monthly Meeting
BO	Business Object
BP	Business Perspective
BThM	Business Thread Manager
BTI	Binding Tariff Information
BTM	Business Thread Management
CAB	Change Advisory Board
CAB/EC	Change Advisory Board/Emergency Committee
CAL	CSIP Action Log
CAP	Capacity Management
CAPS	Customs Application Project Support
CCN	Common Communications Network
CCN Bridge	Common Communications Network Bridge
CCN/CSI	Common Communications Network / Common System Interface
CCN/TC	Common Communications Network / Technical Centre
CCO	Consolidated Comments
CCTA	Central Communication and Telecommunication Agency

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Acronym	Definition
CD	Common Domain
CDB	Capacity Management Database
CDMS	Content Data Management System
CD-ROM	Compact Disc-Read Only Memory
CDTS	Common Data Transfer System on CCN/CSI
CEAF	Commission Enterprise Architecture Framework
CFFP	Cosmic Full Function Point
CFIA	Component Failure Impact Assessment
Cfsu	COSMIC functional size unit (ISO 19.761:2003)
CGI	Common Gateway Interface
CHD	Central Help Desk
ChM	Change Management
CI	Configuration Item
CIA	Classification of Information Assets
CIO	Change Implementation Order
CIRCA	Communication and Information Resource Centre Administrator
CIT	CAL Category of Action: Actions required by the CSIP iteration.
CMDB	Configuration Management Database
CML	Capability Maturity Level
CMM	Capability Maturity Model
CMMi	Capability Maturity Model integration
CMP	Change Management Procedure
CMR	Change Management Repository
CN	Combined Nomenclature
CO	Customs Office
CoA	Confirm On Arrival
COBIT	Control Objectives for Information and related Technology
CoD	Confirm On Delivery
COL	Customs Offices List
cOLA	Contractual OLA
CoM	Configuration Management
COM	European Commission
CORBA	Common Object Request Broker Architecture
COTS	Commercial Off-The-Self (software packages)
CPMP	CSIP Production Management Process
CPT	Central Project Team
CPU	Central Processing Unit
CQP	Contract Quality Plan
CRAMM	CCTA Risk Analysis and Management Method
CS	Central Services
CS/MIS	Central Services / Management Information System
CS/RD	Central Services / Reference Data
CSF	Critical Success Factor
CSI	Common Systems Interface

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CSI Bridge	Common Software/Systems Interface Bridge
CSIP	Continuous Service Improvement Programme
CSIPSC	Continuous Service Improvement Programme Steering Committee
CSS	Customer Satisfaction Survey
CT	Conformance Test
CTIP	Conformance Testing Internal Planning
CTO	Conformance Testing Organisation Document
CTTT	Conformance Testing Time Table
Cust	Customs
CUST-DEV	Development contractor for customs systems
CWP	Committee Working Party
D/K	Disable/Keep
DC	Data Centre
DCT	Data Conversion Tool
DDB	Deliverable Data Base
DDS	Data Dissemination System
DE	German
Dev-team	Development team
DG	Directorate-General
DG TAXUD	Directorate-General for Taxation and Customs Union
DHS	Definitive Hardware Store
DIGIT	Directorate-General for Informatics
DIGIT/DC	Data Centre of the European Commission
DL	Distribution List
DLV	Deliverable
DM	Demand Management
DMP	Deficiency Management Plan
DMS	Document Management System
DMZ	De Militarised Zone
DPO	Data Protection Officer
DQR	Delivery Qualification Report
DRP	Disaster Recovery Plan
DSL	Definitive Software Library
DTD	Document Type Definition
DTM	Deliverable Tracking Matrix
DVD-ROM	Digital Versatile Disc - Read Only Memory
EAD	Export Accompanying Document
EBTI	European Binding Tariff Information
EC	European Commission
ECG	Electronic Customs Group
ECICS	European Customs Inventory of Chemical Substance
ECN	EDI/CSI Node
ECN+	EDI/CSI Node Plus
ECS	Export Control System

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ECWP	Excise Computerisation Working Party
ED	Etudes & Developpement
EDI	Electronic Data Interchange
EDIFACT	Electronic Data Interchange For Administration, Commerce and Transport
EJB	Enterprise JavaBeans
EMCS	Excise Movement and Control System
EMCS-DEV	Development contractor for Excise Systems
EN	English
EO	Economic Operators
EU	European Union
EWSE	Early Warning System for Excise
Exc	Excise
FAQ	Frequently Asked Questions
FAT	Factory Acceptance Test
FC	Framework Contract
FFP	Full Function Point
FITS	Fiscalis IT System
FITS-DEV	Development contractor for Fiscalis Systems
FITS-DEV2	Development contractor for Fiscalis Systems Excise team
FITS-TC	Service contractor for Fiscalis Systems
FMB	Functional Mail Box
FQP	Framework Quality Plan
FR	French
FS	Functional Specifications
FSC	Forward Schedule of Changes
FTA	Fault Tree Analysis
FTSS	Functional Transit System Specification
G2C	Government to Consumer
G2G	Government to Government
GMS	Guarantee management system
GQI	Global Quality Indicator
GTT	Generic Testing Tool
GUI	Graphical User Interface
GW	Gateway
HD	Help Desk
HO	Handover
HTML	Hypertext Markup Language
HTTP	HyperText Transfer Protocol
HTTPs	HyperText Transfer Protocol Secure
HTX	HTML Extension Template
HW	Hardware
IA	Individual Acceptance
IAS	Internal Audit Service (a Directorate-General of the European Commission, see http://ec.europa.eu/dgs/internal_audit/)

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ICT	Information & Communications Technology
ICT IM	ICT Infrastructure Management (ITIL process)
ID	Individual Delivery
IDL	Interface Description Language
IE	Information Exchange
IEC	International Electrotechnical Commission
IEO	Initial Economic Operators
ILOW	Informal Lunch Operational Workshop
ILSO	ITSM Local Security Officer
IM	Incident Management
IMP	Incident Management Procedure
IMS	Initial Member State
Inf	ICT Infrastructure Management
INP	CAL Category of Action: Actions input to other WP's.
IPM	Installation Procedure Manual
IRM	Infrastructure Resource Management
IRMa	IRM Accelerator
ISA	Internet Security and Acceleration
ISD	Infrastructure & Service Delivery
ISMS	Information Security Management System
ISO	International Organization for Standardization
ISO 17.799	Information security management systems
ISO 20.000	IT Service Management Standards
ISO 27.000	Information technology — Security techniques — Information security
ISPP	Information System for Processing Procedure
IT	Information Technology
ITAMM	IT Availability Metrics Models
ITIL	Information Technology Infrastructure Library
ITMS	Integrated Tariff Management System
ITOP	Installation and Testing Operational Plan
ITSC	IT Service Continuity
ITSCM	IT Service Continuity Management
ITSM	Information Technology Service Management
ITSM PM	ITSM Project / Programme Manager
ITT	Invitation To Tender
IVE	Implementation and Verification
J2EE	Java 2 Enterprise Edition
JDBC	Java Database Connectivity
JDK	Java Development Kit
JFC	Java Foundation Classes
JIRA	Java-based Issue Reporting and Analysis (ITSM action tracking tool)
JIT	Just In Time
JMS	Java Message Service
JNDI	Java Naming and Directory Interface

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JRE	Java Runtime Environment
JSP	Java Server Pages
KEL	Known Error List
KIL	Known Issue List
KM	Knowledge Module
KPI	Key Performance Indicator
KT	Knowledge Tree (= ITSM Collaborative Tool)
LAT	Logging and Audit Trail
LCMS	Local CCN Mail Server
LISO	Local Information Security Officer
LSA	Local System Administrator
MA	Mutual Agreement
MASP	Multi Annual Strategic Plan
MCC	Minimal Common Core
MCP	Monthly Consolidated Plan
MCP	Monthly Central Project Plan
MDB	Message Driven Beans
MFC	Microsoft Foundation Classes
ML	Maturity Level – of a process as defined by CMMI or ITIL
MO	Managed Object
MOP	Master Operations Planning
MPR	Monthly Progress Report
MRN	Movement Reference Number
MS	Member State
MSA	Member States Administration
MSR	Monthly Service Report
MTBF	Mean Time Between Failures
MTBSI	Mean Time Between System Incidents
MTTR	Mean Time To Repair
MUG	MCC User Group
MVS	Movement Verification System
N/A	Not Applicable
NA	National Administration
NCF	Notification of Crossing Frontier
NCTS	New Computerised Transit System
NCTS SD	NCTS Service Desk
NDEA	Nationally Developed Excise Applications
NECA	National Export Control Application
NHD	National Help Desk
NPM	National Project Manager
NPP	National Project Plan
NPT	National Project Team
NR	Number
NRAC	National Risk Analysis Center

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NTA	National Transit Application
OD	On Demand services
ODL	Operation Document Library
OGC	Office of Government Commerce
OLA	Operational Level Agreement
OPL	Official Price List
OR	On Request
OTS	Old Transit System
OWITSM	Open World ITSM
P&C	Planning & Coordination
PC	Personal Computer
PDCA	Plan-Do-Check-Act methodology
PIR	Post Implementation Review
PISM	Planning to Implement Service Management
PM	Problem Management
PMA	Project Management Assistant
PMG	Project Manager
PMO	Project Management Office
PMRG	Problem Management Review Group
PO	Process Owner
PQP	Programme Quality Plan
preCT	Pre Conformance Test
preSAT	Pre Site Acceptance Test
Prod	Production environment
PSP	Project Support Platform
PSR	Project Status Report
PSU	Project Support Unit
QA	Quality Assurance
QAC	Quality Assurance Contractor
QC	Quality Control
QM	Quality Manager
QMM	Quality Manager Meeting
QMP	Quest Management Pack
QoS	Quality of Service
RACI	Responsible Accountable Consulted Informed
RCM	Resource Capacity Management
RDBMS	Relational DataBase Management System
RfA	Request for Action
RfC	Request for Change
RfE	Request for Estimation
RfO	Request for Offer
RfP	Request for Proposal
RfS	Request for Service
RIF	Risk Information Forms

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RM	Release Management
RTRT	IBM Rational Test RealTime
SA	Self Assessment
SAD	Single Administrative Record
SAO	CAL Category of Action: Actions identified by self-assessment and audit
SAPS	Seed Application Project Support
SAT	Site Acceptance Testing
SC	Specific Contract
SCM	Service Capacity Management
SCOM	Service Centre Operations Manager
SD	Service Desk
SDK	Software Development Kit
SDO	Service Desk Operator
SDR	Single Declaration Record
SDU	Service Desk User
SE	Service
SEC	Security Management
SEED	System for Exchange of Excise Data
Service Window	Basic time coverage as defined in the framework and specific contracts
SfA	Submit for Acceptance
SfR	Submit for Review
SID	System generated IDentifier
SIHP	Security Incident Handling Procedure
SIHT	Security Incident Handling Team
SIP	Service Improvement Programme
SLA	Service Level Agreement
SLM	Service Level Management
SLR	Service Level Report
SM	Security Manager
SMART	Statistics Management Analysis Reporting Tool
SMDB	Service Management Data Base
SME	Subject Matter Experts
SMM	Service Monthly Meeting
SMS	Specimen Management System
SMT	Security Management Team
SMT	Service Management Tool
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management System
SOA	Simple Object Access
SORs	Statement Of Requirements
SP	Service Provider
SPOC	Single Point of Contact
SPOF	Single Point of Failure

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SQI	Specific Quality Indicator
SQL	Structured Query Language
SQP	Specific Quality Plan
SR	Service Request
SRD	System Requirements Definition
SSL	Secure Socket Layer
STEERCO	Steering Committee
STTA	Standard Transit Test Application
SUG	Start Up Guide
SUPCO	Support of Customs Operations
Surv	Surveillance
SUSP	Suspensions
SW	Software
SWOT	Analysis method: Strengths, Weaknesses, Opportunities and Threats
TARIC	Tariff Intégré Communautaire
Tax	Taxation
TBN	To Be Named
TC(s)	Test Case(s)
TCO	Total Cost of Ownership
TCP-ON	TCP Office Network
TEMPO	TAXUD Electronic Management of Projects Online
TES	TransEuropean System
TIM	Technical Infrastructure Meetings
TIP	Technical Infrastructure Plan
TIR	Test Incident Report
TMM	Technical Montly Meeting
TNG	Unicenter TNG (helpdesk tool)
TO	Take-Over
ToC	Terms of Collaboration
ToR	Terms of Reference
TQS	Traffic Quota and Surveillance
TS	Technical Specifications
T S	TEuroSymbolS
TTA	Transit Test Application
TTL	Test Team Leader
TUXEDO	Transaction manager server
UAM	User Access Management
UC	Underpinning Contract
UV	Unit Values
VAT	Value Added Tax
VBA	Visual Basic for Applications
VBF	Vital Business Functions
VDV-ROM	Digital Versatile Disc - Read Only Memory
VIES	VAT Information Exchange System

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Acronym	Definition
VPN	Virtual Private Network
WAR	Weekly Activity Report
WBS	Work-Breakdown Structure
w-days	Working days
WLS	WebLogic Server
WP	Work Package
XML	Extensible Markup Language
XOR	eXclusive OR
XSL	eXtensible Stylesheet Language