For the purposes of this RFP, the following abbreviations or terms have the meanings indicated below:

Acronyms/Terms	Full Term
A/R	Accounts Receivable
AAG	Assistant Attorney General
Abatement	The process whereby the Central Collections Unit (CCU) Abatement Committee reviews a Debt account to determine whether a Debt can be reduced, deleted or settled. NOTE: See Abate status codes below.
Accrued Judgment Interest Amount	The dollar amount of the interest that has accumulated on a Debt Account from the judgment effective date.
ACD	Automated Call Distribution is telephony software that routes calls to available staff, known as *agents*, based on call-handling instructions programmed into the system: • Inbound calls can be routed based upon real-time conditions, route parameters, agent skills, and actual call volume within a contact center. • Agents can work from a static location (for example, on campus), or be remote-based (for example, work from home), and can use any phone to take calls (for example, 5ESS, VoIP, cell phone, home phone, and so forth). • Features include customizable wait messages, music on hold, agent chat, and real-time supervisory control, including statistics, alerts, and historical reports. The existing ACD system is a NEC CallCenterWorX. CallCenterWorX is a software component of the NEC 2400 PBX. Agents are defined to groups (splits) based on their experience levels and areas of expertise. Currently, there are six attendant splits in use within the CCU.
ACE	Abate – Client Agency Error (a status code)
ACD	Abate – Court Decision (a status code)
ACF	Abate – Corporate Charter Forfeited (a status code)
ACH	Automated Clearing House is a secure payment transfer system that connects all U.S. financial institutions. In 1998, the network processed nearly 5.3 billion ACH transactions with a total value of more than $16 trillion.
ACIS	Automated Compulsory Insurance System is a stand-alone program that only communicates to Motor Vehicle Administration's mainframe. Upon the titling of a new vehicle, for example, the purchaser certifies they have purchased insurance and at that time provides the name of the insurer and the policy number. ACIS forwards a request to the insurer for insurance verification. If the

Acronyms/Terms	Full Term
	insurance company does not respond in a positive manner, ACIS will generate a case and send a letter of inquiry to the vehicle owner
ACT	Accounting; a functional requirement prefix for a requirement ID in the Accounting category.
ACT	Active (as opposed to inactive) (a status code)
AD	Microsoft® Active Directory® is a service that stores information about objects on a network and makes this information available to users and network administrators. Active Directory gives network users access to permitted resources on the network using a single logon process. It provides network administrators with an intuitive, hierarchical view of the network and a single point of administration for network objects.
AD CS	Active Directory® Certificate Service in the Windows Server® 2008 operating system provides customizable services for creating and managing public key certificates. Organizations can use AD CS to enhance security by binding the identity of a person, device, or service to a corresponding private key. AD CS also includes features that allow you to manage certificate enrollment and revocation in a variety of scalable environments.
Ad hoc Report	Ad Hoc reports are generated on as-needed basis without prior planning or scheduling and require the user to specify the data element variables used to create the output of the report.
ADB	Abate – Discharged in Bankruptcy (a status code)
ADC	The Annapolis Data Center provides mainframe computer services for its parent agency, the Comptroller of Maryland and other State Clients. The ADC is the largest of the five mainframe data centers in the Maryland State government.
Address Correction Match	A comparison performed to identify a valid debtor address.
ADF	An Automatic Document Feeder is used in copiers and scanners to feed pages into the machine. It allows multiple pages to be copied or scanned at one time without the need to place each individual page in the copier or scanner.
ADH	Ad Hoc Reporting; a functional requirement prefix for a requirement ID in the Management Dashboard & Reporting category.
ADI	Abate – Debtor's Interest (a status code)
ADMIN	Administrator
ADN	Abate – Deceased No Assets (a status code)
Adversary	Legal proceeding or hearing between plaintiff and defendant.

Acronyms/Terms	Full Term
Proceeding	
AES	The Advanced Encryption Standard is a National Institute of Standards and Technology specification for the encryption of electronic data.
AET	Abate – Exceeded Time, Estate (a status code)
AICPA	American Institute of CPA's
AICS	Automobile Insurance Compliance System
AID	Abate – Inadequate Documentation (a status code)
AIIM	The Association for Information and Image Management is the community that provides education, research, and best practices to help organizations find, control, and optimize their information. AIIM was founded in 1943 as the National Microfilm Association and later became the Association for Information and Image Management.
Alert	A notification used to focus a user's attention on an action due or an approaching date as a result of a trigger in the system.
Amount per Payment Type	The dollar amount of a payment transaction, broken down by each applicable payment type (for example: FTIP, TOP, TRIP, LO, cash, credit cards, and so forth).
AMN	Amnesty (a status code)
ANF	Abate – Debtor Has No Funds (a status code)
ANI	Automatic Number Identification
ANL	Abate – No Liability (a status code)
ANSI	American National Standards Institute
ANW	Abate – No Wages and No Property (New to DCIS; not currently used in system)
AOA	Abate – Outside Agency Efforts Nonproductive (a status code)
API	Application Programming Interface
Appellate Court	The Court of Appeals and the Court of Special Appeals for the State of Maryland.
Application Administrator	A DCIS user type; A job role with the responsibility, and permission, to • manage application users' security privileges • maintain look-up tables • configure screens • maintain user-specified value parameters • access all data fields in the system

Acronyms/Terms	Full Term
	• provide first level application troubleshooting • provide user application training • control security for application data fields
ARO	Active Return from Outside Agency (a status code)
ARS	Accounts Receivable System
ASAI	Adjunct/Switch Application Interface
ASCI	Automation Standards Compliance Institute
ASI	Abate – Best Interest of State (a status code)
ASO	Abate – Settlement Offer (New to DCIS; not currently used in system)
ASP	Application Service Provider
Assistant Attorney	A position within the Maryland State Attorney General's Office (OAG).
Attorney General	The top position within the Maryland State Attorney General's Office (OAG). It is the OAG that provides legal services to the various State entities, and is the agency that represents the CCU in all legal matters.
AUD	Auditability; a technical requirement prefix for a requirement ID.
AUL	Abate – Unable to Locate (a status code)
AUP	Abate – Uneconomical to Pursue (a status code)
Authorized User	A person or a job role granted permission by a system or a business to access certain files, functions, and information, or a person permitted to give signature approval over certain requests or payments.
AVL	System Availability; a technical requirement prefix for a requirement ID.
Awarded Attorney Fees Amount	The maximum total dollar amount that the CCU may charge as a collection fee for a Debt Account that has a judgment against it.
Awarded Principal Amount Due	The maximum total dollar amount that the CCU may collect as the principal for a Debt Account that has a judgment against it.
Awarded Total Accrued Court Cost Amount	The maximum total dollar amount that the CCU may collect for court costs on a Debt Account that has a judgment against it.
Bankruptcy	A legal process whereby a debtor may restructure or discharge one or more debts.

Acronyms/Terms	Full Term
Batch Processing	See Scheduled Processing
BI	Business Intelligence
BMP	Bitmap (a file extension)
BOA	Bank of America
BPW	Board of Public Works
Broken Promise to Pay	Occurs when a Debtor does not pay by a verbally agreed upon date.
BTC	Back to Collector (a status code)
Bulk Abatement Request	A written request sent by a State Client to the CCU Director for review and approval asking to abate a group of debts where each debt is under a user-specified value, initially set to $30.
Business Rules	Business rules describe the operations, definitions and constraints that apply to an organization. Business rules apply to people, processes, corporate behavior and computing systems in an organization, and are put in place to enforce business policy, make a decision, or infer new data from existing data.
C&A	Certification and Accreditation
CA	Certification Authority or Certificate Authority
CAC	Circular Advertising Company, Inc. is a contractor with the State of Maryland that performs letter vendor services.
CAN	Account Cancelled by Agency Request (a status code)
CAP	Capacity; a technical requirement prefix for a requirement ID.
CARES	Client Automated Resource and Eligibility System
CASE	Computer-aided Software Engineering
Cashier	A person whose role at satellite offices of the Central Collection Unit (CCU) is to receive and accept payments on delinquent accounts.
CASS	Coding Accuracy Support System; Services performed by the Outside Letter Vendor (CAC) for city, state, and ZIP code certification.
CATS II	Consulting and Technical Services II
CBA	Cost Benefit Analysis
CBT	Computer-based Training
CC	Credit Card
CCB	Change Control Board
CCD	Charge-coupled Device

Acronyms/Terms	Full Term
CCM	Counter with Cipher Block Chaining Message Authentication Code (CBC-MAC); an advanced encryption Standard
CCM Mode	Counter with CBC-MAC Mode; Mode of operation for cryptographic block ciphers
CCU	The Central Collection Unit of the Department of Budget Management (DBM) is the organization responsible for collecting delinquent accounts for the State of Maryland. The CCU's clients are State Clients, independent boards, commissions, divisions, subdivisions, or sections. Typical debts include student loans, tuition and fees, public assistance, and food stamp overpayments, Motor Vehicle Administration (MVA) insurance lapse fines, restitution, and reimbursement for institutional care, workers' compensation premiums, Home Improvement Commission awards, and State grant overpayments. CCU business hours are 8:00 am – 5:00 pm Monday – Friday (excluding state holidays).
CD	Compact Disc
CDE	Cardholder Data Environment is a network environment that possesses or transmits credit card data.
Certiorari	A writ of certiorari is an order a higher court issues in order to review the decision and proceedings in a lower court and determine whether there were any irregularities.
CFF	Computer File Format
CFW	Collector FWD to O/S (a status code)
CGATS	Committee for Graphics Arts and Technologies Standards
CICS	Customer Information Control System
Circuit Court	The circuit courts of Maryland, located in all 23 counties and Baltimore City, are the trial courts of general jurisdiction. Circuit courts generally handle the state's major civil cases and more serious criminal matters, along with juvenile cases, family matters, such as divorce, and most appeals from the District Court, orphans' courts and administrative agencies. The circuit courts also can hear, under certain circumstances, civil or criminal cases from the District Court, in which one of the parties has requested a jury trial; cases ordinarily tried in the District Court if the penalty is three or more years in prison, a fine of $2,500 or more, or both; and domestic violence cases.
Certificate of Service	Issued when the CCU serves notice of a pending legal action to a Debtor.
Client	A State Client is a State of Maryland affiliated enterprise or organization that refers delinquent accounts to the CCU. The CCU's

Acronyms/Terms	Full Term
	clients are state agencies, independent boards, commissions, divisions, subdivisions, or sections.
Client Acknowledgment	A CCU acknowledgement of receipt of information from a State Client.
Client Accrued Interest Amount	The total dollar amount of the interest that has accumulated on a Debt Account from the date of referral by a State Client.
Client Assigned Interest Amount	The total dollar amount of interest due on a Debt Account when it is initially referred by a State Client.
Client Referred Interest Rate	The percentage of the principal amount on a Debt Account referred by a State Client that is charged monthly as interest.
Client Web Interface	The online point of interaction for state agencies to file a request to become clients of the CCU and for State Clients to refer Debts and Debt Adjustments to the CCU.
CKS	Checks
Clean Read	Clean read is a read on only committed data and no other. See Committed Data.
CMIS	Computerized Management Interoperability Services
CMMI	Capability Maturity Model Integration
CMS	Content Management System
COL	Collections; a functional requirement prefix for a requirement ID in the Collections category.
Collection Fee Rate	The percentage of the principal amount due that the CCU charges to a Debt Account that has been referred for collection by a State Client.
Collections	The process of collecting on a debt owed.
Collector	A person who works in the CCU to pursue payments for delinquent accounts.
COM	The Comptroller's Office of the Treasury has responsibility for the State of Maryland's Bank of America master bank account for the Department of Budget and Management (DBM). The Comptroller's Office is also responsible for executing part of the Involuntary Payment processes such as Liability Offset and TRIP.
COMAR	Code of Maryland Regulations, available on-line at http://www.dsd.state.md.us
Committed Data	Data that is permanently stored, not data being edited or prepared for commitment (permanent storage). Therefore only the user

Acronyms/Terms	Full Term
	working on potentially changed, new, or deleted data can view it. Once stored permanently (not a temp file) other users are permitted to see it based on security. Clean read is a read on only this data and no other.
COMP	Comptroller's Office
Concurrency Control	See Multi-version Concurrency Control, Optimistic Concurrency Control and Pessimistic Session Locking
Configuration	Configuration-based systems use workflow and/or business rules to define the functionality of software components. That is, a requirement is satisfied through user configuration changes through an administration module without requiring code changes.
ConOps	Concept of Operations
Contract Manager (State CM)	The State representative, as identified in Section 1.6, serves as the Manager for the resulting Contract. The State CM monitors the daily activities of the Contract and provides technical guidance to the software vendors.
CoO	Continuity of Operations
COOP	Continuation of Operations Plan
Corrective Action Plan (CAP)	A list of actions and associated timetable for implementation to remedy a specific defect/issue/problem.
COTS	Commercial-off-the-Shelf Software
COTS Fit-Gap Analysis	Identifies in detail the extent to which the COTS solution meets each of the validated requirements and how all gaps will be addressed in the new system.
Court Form	A prepared document that can be downloaded from the system and then printed and completed.
Court Form Content	The content in free textual fields within general court forms such as certificates of service, orders from the court, requests (as in motions or subpoenas), and responses.
CPB	Central Payroll Bureau
CPO	Central Payroll Offset provides the CCU involuntary debt payments through wage intercept of State of Maryland employees' paychecks including contractual and University of Maryland employees.
CPO	Central Payroll Offset (a status code)
CR	Change Request
CR	Check Request
CRB	Change Review Board

Acronyms/Terms	Full Term
CRM	Customer Relationship Management
CRUD	Create, Read, Update, and Delete are privileges granted to a user or an application for which actions are permitted on a file or a database by that user.
CS	Collection System
CSE	Court System Efforts Exhausted (a status code)
CSH	Cash
CSR	Customer Service Representative
CSV	Card Security Value
CSV	Comma-Separated Values (delimited text file type); In a comma-separated values (CSV) file the data items are separated using commas as a delimiter, while in a tab-separated values (TSV) file, the data items are separated using tabs as a delimiter. Column headers are sometimes included as the first line, and each subsequent line is a row of data. The lines are separated by newlines. Due to their widespread use, comma- and tab-delimited text files can be opened by several kinds of applications, including most spreadsheet programs, and statistical analysis tools such as PSPP, without the user designating which delimiter has been used.
CTD	Cost to Date
CTI	Computer Telephony Integration
CUBS	Columbia Ultimate Business System (Software)
CUR	Data Currency; a technical requirement prefix for a requirement ID.
Custom Software	Software written to change the functionality of a COTS (Commercial off the Shelf Software) product for an individual or small group of COTS owners. Usually custom software must be modified with each new release of the standard COTS products to keep the unique functionality. Custom software also refers to software developed to meet the requirements of an individual organization or function.
Customization	Customization: Refers to software changes made to a COTS standard release that is developed specifically for a customer. All newly-developed software created, or software code changes made, by the software provider, including but not limited to all interfaces between different components of the system and between the system and other systems, and Application Programming Interfaces (APIs).
DALP	Disability Assistance and Loan Program
DAPI	Desktop Application Programming Interface

Acronyms/Terms	Full Term
DAS	Dashboard; a tool used to provide the management team with performance measures, tracking, and reporting with drill-down capability, which displays the most important information required to achieve one or more objectives; consolidated and arranged on a single screen so the information can be monitored and interpreted at a glance. A dashboard displays Key Performance Indicators and suggests Performance Indicator Trends in near real-time via user-defined criteria.
DAS	Dashboard; a functional requirement prefix for a requirement ID in the Management Dashboard & Reporting category.
DAS	Direct-attached Storage
DASD	Direct Access Storage Device
Data Element	Fields/values needed for pages, reports, forms, and the data base. Some fields may be calculated, as per the data schema.
Data Member Name	Data members include members that are declared with any of the fundamental types, as well as other types, including pointer, reference, array types, bit fields, and user-defined types.
Date of Charge	Date on which the debt occurred; when there is a range of dates over which the debt occurred, use the most recent date.
Date of Delinquency	Date the account was determined to be delinquent; necessary for credit bureau purposes.
DB	Database; an organized body of data that can be accessed immediately and manipulated by a data processing system.
DBA	Database Administrator
DBM	Department of Budget and Management
DBMS	Database Management System
DC/CV	Prefix for District Court/Circuit Court forms, followed by the form number
DCM	Deliverables Comments Matrix
DCS	Distributed Control System; usually used in manufacturing systems
DDL	Data Definition Language/Data Description Language
Debt Account	A record in the system that contains information on money owed to the state and details of the debt.
Debt Account Status Code	A field code that determines the activity, status and progress of the Debt Account.
Debt Account Status Indicator	A field code that classifies the overall Debt Account Collection Activity as Active, Inactive or Uncollectible.

Acronyms/Terms	Full Term
Debtor	A person, organization, or business owing money to the State of Maryland.
Debtor Web Interface	A web-enabled interface to the CCU, providing a user-friendly experience for debtors who want to view their debt information and submit payments for outstanding debts. It also allows debtors to engage in Web chat sessions with CCU agents.
Debtor-n	Numerical designator representing multiple debtors on a Debt Account; see Debtor. For example, Debtor1, Debtor2, Debtor3, and Debtor4.
Defaulted Payment Plan	Occurs when a Debtor does not pay by the agreed upon due date documented in the legally binding agreement either between the CCU and the Debtor. The lateness of the payment has no effect.
Defense in Depth	The practice of using different firewalls from different vendors to create a DMZ, demilitarized zone. Also called "security through obscurity".
DES	Design; a technical requirement prefix for a requirement ID.
DEV	Development
Deviation	A request for deviation from standard debt referral and collection process practices. A deviation from the regulations for the debt referral and collection process must be documented, reviewed and approved by the appropriate head of a requesting State Agency. These requests are subsequently submitted to the Director of the Central Collections Unit for review and approval.
DHCP	Dynamic Host Configuration Protocol
DHMH	Department of Health and Mental Hygiene
DHR	Department of Human Resources
DIA	Disputed/Information Requested (a status code)
District Court	The District Court of Maryland has 34 locations in 12 districts statewide, with at least one judge presiding in every county and Baltimore City. There are no juries in the District Court; each case is heard and decided by a judge. The District Court hears both civil cases—including claims up to $30,000, domestic violence cases, landlord/tenant disputes, replevin (the recovery of goods claimed to be wrongfully taken or held), and civil cases involving amounts at or less than $5,000—and criminal cases. The District Court hears criminal cases, including motor vehicle/boating violations and other misdemeanors and limited felonies, although the circuit courts share jurisdiction if the penalties authorized are three years or more in prison, a fine of $2,500 or more, or both.

Acronyms/Terms	Full Term
DjVu	A digital document format with advanced compression technology and high performance value that is a computer file format alternative to a .pdf designated to store scanned documents. DjVu allows for the distribution on the Internet and on DVD of very high resolution images of scanned documents, digital documents, and photographs.
DLLR	Department of Labor, Licensing, and Regulation, which protects and empowers Marylanders by safeguarding workers, protecting consumers, providing a safety net, and cultivating a thriving workforce that can meet the demands of Maryland's dynamic economy.
DMZ	Demilitarized Zone; a physical or logical sub-network that contains and exposes an organization's external services to a larger untrusted network, usually the Internet.
DNC	Do Not Call
DNIS	Dialed Number Identification Service
DNR	Department of Natural Resources
DOB	Date Of Birth
DOC/DOCX	MS-Word Document (file extensions)
DoIT	Department of Information Technology
DPI	Dots Per Inch; a measure of the resolution of a printer, scanner, or monitor. It refers to the number of dots in a one-inch line. The more dots in a one inch line increases the resolution.
DPP	Division of Parole and Probation, the state agency overseeing Crime Victims' Restitution Process.
DR	Disaster Recovery
DRBG	Deterministic Random Bit Generator
Drill Down	In Information Technology, usually means to move from summary data level to the next level of underlying detail data.
Drill Up	In Information Technology, usually means to move from a level of data detail to the next level of summary data.
DRP	Disaster Recovery Plan
DSA	Digital Signature Algorithm
DSS	Data Security Standard
DSS	Decision Support Systems
DUP	Duplicate Listing (a status code)

Acronyms/Terms	Full Term
Duplicate Debt Account	Occurs when the exact same information to create a debt record has been entered incorrectly.
Dunning Notice	A collection letter sent to a defaulting debtor demanding payment by the creditor.
DVD	Digital Video Disc
DVI	Digital Visual Interactive
DVP	Delivery Validation Point
DVP	Delivery Video Processor
DW	Data Warehousing
DWDM	Dense Wavelength Division Multiplexing
EAC	Estimate at Completion
EAI	Enterprise Application Integration
EBCDIC	Extended Binary Coded Decimal Interchange Code
EDS	Electronic Data Systems Corporation
EOD	End-of-Day
EOL	End-of -Life
EOS	End-of-Service
ERP	Enterprise Resource Planning Enterprise; an integrated computer-based system used to manage internal and external resources, including tangible assets, financial resources, materials, and human resources, which facilitates the flow of information between all business functions inside the boundaries of the organization and manage the connections to outside stakeholders. Built on a centralized database and normally utilizing a common computing platform, ERP systems consolidate all business operations into a uniform and enterprise-wide system environment.
ESA	Employment Standards Administration
ESM	Enterprise Systems Management
ETL	Extract, Transform, and Load
EVM	Earned Value Management; a project management technique for measuring project progress in an objective manner. EVM has the ability to combine measurements of scope, schedule, and cost in a single integrated system. When properly applied, EVM provides an early warning of performance problems. Additionally, EVM promises to improve the definition of project scope, prevent scope creep, communicate objective progress to stakeholders, and keep the project team focused on achieving progress.

Acronyms/Terms	Full Term
EXT	Extensibility; a technical requirement prefix for a requirement ID.
Fail-Safe Routines	Routines that have been developed by the CCU over the past several years to make certain the debtors with assets pay their accounts. Accounts of $750 or more that have been through the normal efforts, including the private collections agency, are reviewed again by fail-safe staff to make certain that debtor does not have wages or real estate, or the business is not open. If the debtor meets any of these criteria, the account is referred for lawsuit and the debtor is forced to pay. Accounts previously designated uncollectible (except for bankruptcy discharges) are included in this review.
FASB	Financial Accounting Standards Board
FCoE	Fiber Channel over Ethernet
FDE	Full Disk Encryption
FED Code	Federal Treasury codes that are used as TOP status codes for a Debt Account are: Not on TOP; Open on TOP; Inactive on TOP; Closed on TOP; and Waiting to go to TOP.
FED List	Federal Treasury Address List; alternatively FED List address; Federal Treasury Address List is a list of addresses from the Federal Government for Food Stamp recipients. It is proprietary and confidential; so it cannot be used for other purposes or intercepts. [It is not the NCOA, which see below]
FED List Status Code	Federal Treasury Address List Status Codes – address status codes received from the Federal Treasury department that indicate whether an address for a Debtor is a good match, not matched, or deceased.
FEIN/FIN	Federal Employer Identification Number/Federal Identification Number
FFA	Function Fault Analysis
File	Electronic data whose contents are used by a business process (automated or manual) and manipulated in some manner by that process. Contents are usually unformatted, but do conform to some predetermined file layout and must be in the required layout in order to successfully be used by the process.
FIPS	Federal Information Processing Standards
Firewall	A device or set of devices with software designed to permit or deny network transmissions based upon a set of rules and used to control traffic that flows between trusted and un-trusted networks. Many personal computer operating systems include software-based firewalls to protect against threats from the public Internet. Many

Acronyms/Terms	Full Term
	routers that pass data between networks contain firewall components and, conversely, many firewalls can perform basic routing functions. A firewall will sit between the web interface on the presentation layer and the application server on the application layer of an N-Tiered network. For more information see MD DOIT CCU Modernization Project Information Security Requirements.
Fiscal Approver	A user role designated by the State Client to approve New Client Requests, Debt Referrals, and Debt Adjustments before submission to the CCU. The Fiscal Approver is first designated by a State Client user during the New Client Request process. The name and contact information for the Fiscal Approver are entered into those data fields on the New Client Request.
Fiscal Clerk	A CCU staff member who can touch or handle money and process a check or payment.
FISMA	Federal Information Security Management Act
Fixed Price	A type of payment for performing under a contract whereby the exclusive payment to the Contract Manager for product delivered or performance of services is at a firm price or a price that is subject to contractually specified adjustments.
Flag	A (Y/N) field to indicate or mark an action or Debt Account.
FLT	Fault Tolerance; a technical requirement prefix for a requirement ID.
FMIS	The Financial Management Information System is administered by the Comptroller of Maryland's General Accounting Division (GAD), to support the State's purchasing, accounting, and payment functions.
FNS	Food Nutrition Service
FOIA	Freedom of Information Act
FPF	Forwarded to PCA and Paid in Full (a status code)
FTC	Federal Trade Commission
FTE	Full Time Equivalent
FTIP	Federal Tax Intercept Program (FTIP, a CCU term) involuntary payment process is a State of Maryland program used to collect debts owed to State agencies including debts owed to the CCU by intercepting debtor federal contractor reimbursements and payments.
FTOP	A CCU involuntary offset program to collect a debt. Name of one of the investigation forms that the system shall provide.
FTP	File Transfer Protocol; A client-server protocol which allows a user on one computer to transfer files to and from another computer over

Acronyms/Terms	Full Term
	a TCP/IP network. Also the client program the user executes to transfer files.
FTPS	File Transfer Protocol (secure over SSL or server)
Functional Requirements	Business processes, information, and interactions
FW3	Active/Forwarded to 2nd (a status code); Old status code previously used to forward to multiple 3rd party agencies and law firms, no longer used by CCU.
FW4	Forwarded to PCA (a status code)
FW5	Active/Forwarded to PAYCO (a status code); Old status code previously used to forward to multiple 3rd party agencies and law firms, no longer used by CCU.
FW6	Active/Forwarded to Resnick (a status code); Old status code previously used to forward to multiple 3rd party agencies and law firms, no longer used by CCU.
FW7	Active/Forwarded to CHLAN & Associates (a status code); Old status code previously used to forward to multiple 3rd party agencies and law firms, no longer used by CCU.
FW8	Active/Forwarded to FCA After 7-1-88 (a status code); Old status code previously used to forward to multiple 3rd party agencies and law firms, no longer used by CCU.
FW9	Active/Forwarded to NCMC (a status code); Old status code previously used to forward to multiple 3rd party agencies and law firms, no longer used by CCU.
FY EAC	Fiscal Year Estimate at Completion
FY ETC	Fiscal Year Estimate to Completion
Generally Available (GA)	Generally Available is the point where all necessary commercialization activities for a software product have been completed and the product is available to the general market. This is also the stage that the software is considered to be "live" and in production. The product is very stable, relatively bug-free and no longer in beta or other test mode.
GAA	Government Agency Account (a status code)
GAAP	Generally Accepted Accounting Practices
GAD	General Accounting Division
GAO	General Accounting Office
GAO	General Accounting Offset (a status code)

Acronyms/Terms	Full Term
Garnishment	After an Order of Garnishment is issued by the court, Legal Measures and/or the court serves the employer with the garnishment and the court sends the debtor notice that a Writ of Garnishment has been issued.
GbE	Gigabit Ethernet
GIS	Geographical Information System
GIS	Graphical Information System
GL	General Ledger; The main accounting record of organizations using double-entry bookkeeping. This formal ledger contains the accounts of the business.
GLBA	The Gramm–Leach–Bliley Act, also known as the Financial Services Modernization Act of 1999 enacted November 12, 1999, is an act of the 106th United States Congress (1999–2001) signed into law by President Bill Clinton which repealed part of the Glass-Steagall Act of 1933 opening up the market among banking companies, securities companies, and insurance companies. The Glass-Steagall Act prohibited any one institution from acting as any combination of an investment bank, a commercial bank, and an insurance company
GNAV	Global Navigator, part of NEC's CCDesign® suite of customer contact center solutions, is a Management Information System (MIS) that delivers call activity and agent performance tracking, and provides enterprise-wide contact center management and control across single or multiple call center operations. GNAV allows an individual to: • Manage single or multiple networked contact centers • Improve agent performance and productivity through call activity tracking and reports • Measure and report on the performance of individual agents, agent groups, pilot numbers, individual trunks, and trunk groups to maximize agent productivity and minimize caller wait time • React instantaneously to changes in the contact center status with real-time data it provides • Access historical call information through virtually unlimited online data storage to help facilitate performance analysis and planning • Provide contact center data to managers and supervisors anywhere in the office with GNAV Pro
HAB	Hold for Abatement (a status code)
HAC	Hold for Abatement Decision – Return for FCA under $1000 (a status code)

Acronyms/Terms	Full Term
HAD	Hold for Abatement Decision – Return for FCA over $1000 (a status code)
HBA	Host Bus Adapter
HBF	Hold – Debtor Bankruptcy Filing (a status code)
HBR	Hold – Backup Requested from Client (a status code)
HCR	Hold – Credit Reporting (a status code)
HD	High Definition is video with high resolution (increased pixels which add image clarity, WQUXAGA resolution 1920 x 1080).
HDD	Hard Disk Drive
HDMI	High Definition Multimedia Interface is a compact audio and video interface for transmitting uncompressed digital data. It represents a digital alternative to consumer analog standards.
HMA	Hold – Mass Abatement (MAB) (a status code)
HMAC	Hash-based Message Authentication Code; A specific construction for calculating a Message Authentication Code (MAC) involving a cryptographic hash function in combination with a secret key. A cryptographic hash function is an algorithm that takes an arbitrary block of data and returns a fixed size string. As with any MAC, it may be used to simultaneously verify both the data integrity and the authenticity of a message.
HOP	Hold on Appeal (a status code)
HP ES	Hewlett Packard Enterprise Systems; replaces EDS
HSC	Hold – Student Loan/Cancellation (a status code)
HSD	Hold – Student Loan/Deferment (a status code)
HSE	House (a status code)
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
HUE	Hold Unemployed (a status code)
HVAC	Heat, Ventilation, and Air Conditioning
I/O	Input/Output
ICD	Insurance Compliance Division
ICD Flag	The Motor Vehicle Administration's (MVA's) Insurance Compliance Division (ICD) Flag for the Automated Compulsory Insurance System (ACIS).

Acronyms/Terms	Full Term
ICD	Interface Control Document
ID	Identifier
IDS	Intrusion Detection System is a system that can detect known signatures and prevent intrusion attempts. An IDS is hardware and software that detects and logs inappropriate, incorrect, or anomalous activity. An IDS is typically characterized based on the source of the data it monitors: host or network. A host-based IDS uses system log files and other electronic audit data to identify suspicious activity. A network-based IDS uses a sensor to monitor packets on the network to which it is attached.
IEC	International Electrotechnical Commission
IETF	Internet Engineering Task Force
IIS	Internet Information Services
IMAP	Internet Message Access Protocol
IMP	Implementation; a technical requirement prefix for a requirement ID.
IMS	Information Management System
INA	Inactive (a status code)
INF	Interface; a technical requirement prefix for a requirement ID.
Interest Bearing Debt Account	Refers to a Debt Account that was Client Referred with an associated interest rate charged on the account. See Client Referred Interest Rate.
Involuntary Payment	Revenue collected by the CCU by capturing payments intended for the Debtor or via litigation to collect on a debt. The following payment methods granted the authority by the State of Maryland legislation to the CCU to intercept: State of Maryland Tax refunds, Federal Tax Refunds, Federal funds (food stamp program), payments to individuals or contractors with the State of Maryland, Federal contractor payments, Maryland State Lottery winnings, State of Maryland employee payroll checks, and unclaimed property accounts held by the Comptroller's Office.
IP	Internet Protocol
IPD	Integrated Predictive Dialer
IPS	The Intrusion Prevention System is a system that can detect intrusion attempts based on history of prior attempts. The main functions of ''intrusion prevention systems'' are to identify malicious activity, log information about said activity, attempt to block/stop activity, and report activity. The majority of intrusion prevention

Acronyms/Terms	Full Term
	systems utilize one of three detection methods: signature-based, statistical anomaly-based, and stateful protocol analysis.
ISAM	Indexed Sequential Access Method
ISDN-PRI	Integrated Services Digital Network Primary Rate Interface
ISO	International Standards Organization
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITPR	IT Project Request
IV&V	Independent Verification & Validation
IVR	Interactive Voice Response System
IWIF	Injured Workers' Insurance Fund; These debts are unpaid workers' compensation insurance premiums.
J/A/C	Judgment add-on costs
JCR	Judgment Creditor's (Monthly) Report
JDBC	Java Database Connectivity
Journal Entry	A logging of transactions into accounting journal items. The journal entry can consist of several items, each of which is either a debit or credit. The total of the debits must equal the total of the credits or the journal entry is unbalanced. Journal entries can record unique items or recurring items such as depreciation or bond amortization. In accounting software, journal entries are usually entered using a separate module from accounts payable, which typically has its own sub-ledger that indirectly affects the general ledger; journal entries directly change the account balances on the general ledger. The FMIS account is (the CCU's) general ledger. A journal entry would be an adjustment to a Debt Account.
JPEG	Joint Photographic Experts Group
JRT	Job Request Transmittal
JTAPI	Java Telephony Application Programming Interface
Judgment Interest Rate	The percentage of the awarded principal amount due that will be charged on a Debt Account starting from the judgment effective date
JVM	Java Virtual Machine
Known Errors	According to ITIL (The Information Technology Infrastructure Library), "Known Errors" are Configuration Items identified by the successful diagnosis of a problem and for which a temporary work-around or a permanent solution has been identified.

Acronyms/Terms	Full Term
KPI	Key Performance Indicator; a functional requirement prefix for a requirement ID in the Management Dashboard & Reporting category. A Key Performance Indicator helps organizations achieve organizational goals through the definition and measurement of progress. The key indicators are agreed upon by an organization and are indicators which can be measured that will reflect success factors. The KPIs selected must reflect the organization's goals, they must be key to its success, and they must be measurable. Key performance indicators usually are long-term considerations for an organization.
KPM	Key Performance Measure
L-10 Letter	A lawsuit warning letter sent to a Debtor for a routine debt
L/O	Liability Offset
L2TP	Level 2 Tunneling Protocol
LAN	A Local Area Network is a computer network that spans a relatively small area. Most LANs are confined to a single building or group of buildings. However, one LAN can be connected to other LANs over any distance via telephone lines and radio waves. A system of LANs connected in this way is called a wide area network (WAN). Most LANs connect workstations and personal computers. Each node (individual computer) in a LAN has its own CPU that executes programs, but it also is able to access data and devices anywhere on the LAN. This means that many users can share expensive devices, such as laser printers, as well as data. Users can also use the LAN to communicate with each other, by sending email or engaging in chat sessions.
LATA	Local Access and Transport Area is a U.S. term that refers to a geographic region assigned to one or more telephone companies that provide communication services. A connection between two telephone companies within the same region is referred to as intraLATA. A connection between two local exchange carriers in different regions is called interLATA, which is the same as long-distance service. Provisions guiding the use of LATAs are outlined in the Telecommunications Act of 1996.
LBD	Legal – Debtor Bankruptcy/Discharged (a status code)
LBP	Legal – Debtor Bankruptcy/Decision Pending (a status code)
LDAP	Lightweight Directory Access Protocol
LE1	Legal – Assigned to Attorney (a status code)
LE2	Legal – Assigned to Attorney (a status code)

Acronyms/Terms	Full Term
LE3	Legal – Assigned to Attorney (a status code)
LE4	Legal – Assigned to Attorney (a status code)
LE5	Legal – Assigned to Attorney (a status code)
LE6	Legal – Assigned to Attorney (a status code)
LE7	Legal – Assigned to Attorney (a status code)
LEC	Legal – Estate Claim/Court Claim Filed (a status code)
LED	Legal – Estate Claim/Notice of Death
LED	Legal – Estate Claim/Notice of Death (a status code)
LEG	Legal Action Taken
LEG	Legal Action Taken (a status code)
LEG	Legal Measures & OAG; a functional requirement prefix for a requirement ID in the Legal Measures & OAG category.
Legal Action	A CCU term referring to processes performed, documentation generated, and actions taken by Legal Measures that supports the collecting of a debt before, during, or after a case or lawsuit. Legal Action encompasses the processes enumerated under Litigation and includes the following: • Notification of Debtor about Pending Lawsuit • Additional Information Gathering or Investigation • Skip Tracing • Credit Reporting • Estate Claim • Legal Measures or OAG Payment Plan Monitoring • OAH Hearing • Case Management • Deceased Debtor Matching
Legal Document	A memorandum of law, briefs, various motions, and specific pleadings.
Legal Measures	Section of the CCU responsible for executing legal collection activities. The Legal Measures section works closely with the Collections section and the Office of Attorney General (OAG) to prosecute Debtors for non-payment.
Legal Payment Plan	Payment plan on a Debt Account created by Legal Measures.
LGA	Legal – Post Judgment Garnishment/Exec/Active/Ongoing (a status code)
LGR	Legal – Post Judgment Garnishment/Exec/Recommended (a status

Acronyms/Terms	Full Term
	code)
Liability Offset	An offset to a debt owed. Name of one of the investigation forms that the system shall provide.
Litigation	A case or lawsuit executed by the CCU in court of law, for purposes of enforcing the right to collect a debt. It is also a CCU term that refers to certain processes performed by Legal Measures, including: • Legal Measures Pre-Judgment • Legal Measures Payment Plan • OAG Pre-Litigation • OAG Payment Plan • Judgment • Post-Judgment • Bankruptcy Monitoring • Appeals • Current Litigation Tracking • Notification of Current Litigation
LJG	Legal – Suit/Judgment Granted (a status code)
LJI	Legal – Post-Judgment/Interrogatories/Examination (a status code)
LJL	Legal JMT Lien (a status code)
LM	Log Management
Local Time	Time in the Eastern Time Zone as observed in Maryland
LOL	Liability Offset Late (a status code)
Look-up Table	A collection of data in a sorted order containing terms that are frequently searched and which can be accessed very rapidly. This table can be modified by authorized users.
LOP	Liability Offset Payment (a status code)
LPF	Legal – Paid in Full (a status code)
LPP	Legal – Legal – Suit/Payment Plan (a status code)
LRH	Return to School
LSD	Legal Suit Drafted (a status code)
LSF	Legal – Settled in Full (a status code)
LSP	Legal – Suit Preparation (a status code)
LTR	Letters; a functional requirement prefix for a requirement ID in the Management Dashboard & Reporting category.
MABS	Maryland Automated Benefits System

Acronyms/Terms	Full Term
MAC	Media Access Control; Media Access Control address
MAC	Message Authentication Code; authenticating a message in cryptography
MAIF	Maryland Automobile Insurance Fund was created in 1972 by the Maryland General Assembly as a residual market mechanism with the goal of providing automobile insurance to individuals who may not have qualified for automobile insurance in the private market. In 2006, MAIF was the sixth largest writer of private passenger automobile insurance in the State of Maryland.
MAN	Metropolitan Area Network
Maryland State Lottery Offset	Involuntary intercept for CCU debt collection via Maryland State Lottery.
Match Programs	A set of processes, which may result in an extract file. These programs perform an analysis that the Accounting section and the Comptroller's Office execute in order to find specific Debt Accounts. The Match Programs typically use the Debtor's social security number, or optionally one or more of the following: the Debtor's name, date of birth, telephone, or address to determine a match. The programs match the criteria against a list of records associated with TRIP, TOP, FTIP, Maryland Lottery Offset, MVA Bad Check, MTA Offset, Unclaimed Property Offset, MSRA Retiree's Payment, VOR, Liability Offset, Reconciliation, Bad Address, Death Notification, or Clearing Account and the Debt Accounts in RPCS (sub-ledger).
MBE	A Minority Business Enterprise certified by the Maryland Department of Transportation (MDOT) under COMAR 21.11.03
MD	Maryland
MD LO	Maryland Lottery Offset
MDOT	Maryland Department of Transportation
MFR	Managing for Results
MGT	Management; a functional requirement prefix for a requirement ID in the Management Dashboard & Reporting category.
MHIC	Maryland Home Improvement Commission
MHS	Message Handling Service
MIPS	Million Instructions Per Second; MIPS architecture, a RISC instruction set architecture
MITD	Maryland Income Tax Division
MITS	Modernized Integrated Tax System

Acronyms/Terms	Full Term
MMCH	Multimedia Call Handling
MNT	Maintainability; a technical requirement prefix for a requirement ID.
Month-End	Process whereby the CCU reconciles the total transactions posted to RPCS with the total dollar amount captured in FMIS. CCU executes a month-end process at the end of each month which allows RPCS to run two months concurrently. This process is known as the preliminary month-end process and is done by changing the current month to the old month and opening a new month. The preliminary month-end process is the only time that statements may be printed. The statements provide State Clients with detailed information about the debts that have been collected.
MOSH	Maryland Occupational Safety and Health
MOSHA	Maryland Occupational Safety and Health Act
MOU	Memorandum of Understanding
MPA	Maryland Port Authority
MR	Mail Return/No Good Address (a status code)
MS	Microsoft
MSRA	Maryland State Retirement Agency
MTA	Mail Transfer Agent
MTA	Maryland Transit Administration; also one of the involuntary intercepts for CCU debt collection via Maryland State Administration.
MTD	Month to Date
MTIFF	Multi-page TIFF (a file extension)
MTOM	Message Transmission Optimization Mechanism
Multi-version Concurrency Control	A database will implement updates by marking old data as obsolete and adding the newer "version." Thus multiple versions are stored, with only one being the latest. This allows the database to avoid filling holes in memory or disk structures but requires (generally) the system to periodically sweep through and delete the old, obsolete data objects.
MVA	Motor Vehicle Administration
MVA	MVA Fine over Yr Old (a status code)
MVS	Multiple Virtual Storage
NAS	Network-Attached Storage
Nature/Cause of	Description of the nature of the cause of the debt, including the date

Acronyms/Terms	Full Term
Debt	of debt/service (why it occurred and when) or any additional information required by CCU for a State Client
NCOA	National Change of Address is a service provided by the United States Postal Service (USPS) that enables individuals to notify others of a new address. The USPS compiles the NCOA file and is available to certain licensees that use it to update mailing lists with changed addresses.
NDA	Non-Disclosure Agreement
NDSL	National Direct Student Loans
Network Administrator	The role responsible for the installation, management, and control of a network.
NFS	Network File System
NIC	Network Interface Card
N/I/C	Non-Interest Costs
NIDS	Network Intrusion Detection System
NIS	Network Information Service
NIST	National Institute of Standards and Technology
NOC	A Network Operations Center is a place from which administrators supervise, monitor, and maintain enterprise wide security, safety, computing and communications system(s), and network(s). An NOC is a central location containing visualizations of the network(s) that are being monitored, workstations at which the detailed status of the system(s) and network(s) can be seen, and the necessary software to manage the networks. The NOC is the focal point for troubleshooting, software distribution and updating, router and domain name management, security and performance monitoring, and coordination with affiliated network(s) or system(s).
NOR	No Response to Efforts (a status code)
Note	User-enterable text field used to log comments on a change or an event.
Notification	An automated message sent to one or more users; may include an embedded link (similar to a hyperlink), which, when clicked, will route the user to a message, update, note, upcoming critical due date, Debt Account, pending request, or required action/task.
NPI	Network Provider Interface
NPI	Non Public Information
NSF	Non-Sufficient Funds

Acronyms/Terms	Full Term
N-Tier	Thin client with Application Layer and Database Layer
NTP	Network Time Protocol
NTP	Notice To Proceed; A formal notification from the agency to the designated Contract Officer for the selected Offeror authorizing work on the contract to start. An agency Purchase Order may also serve as an NTP.
OAG	The Office of the Attorney General provides litigation support to the State of Maryland CCU.
OAG User	An individual who works in the Office of the Attorney General.
OAH	The Maryland Office of Administrative Hearings where Debtors may formally contest the method and amount by which the CCU will intercept tax refund funds and offset salary.
OAH Hearing	Allows the Debtor to challenge the validity of a Debt. The Debtor may request an OAH Hearing after receiving notification to dispute CCU's method to intercept tax and salary offsets. Any ruling may be appealed.
OCR	Optical Character Recognition
ODBC	Open Database Connectivity
ODT	Open Document Text (Open Office file extension)
Offeror	An entity that submits a proposal in response to this RFP.
OIT	Office of Information Technology
OLAP	Online Analytical Processing
OLTP	Online Transaction Processing
OPD	Office of the Public Defender, the purpose or mission of which is to provide superior legal representation to indigent defendants in the State of Maryland. OPD safeguards fundamental individual rights and ensures access to the guaranteed protections afforded by the United States Constitution, the Bill of Rights, the Maryland Constitution and Declaration of Rights, and the laws of Maryland.
Optimistic Concurrency Control	Occurs where a record is locked only when changes are committed to the database; the lock is released after the changes are committed to the database. Also Optimistic Data Currency.
Original Collection Fee Amount	A field on the Legal Measures screen of the Debt Account that contains the calculated dollar amount for the collection fee based on the original debt amount when the debt is referred by the State Client.
ORR	Operational Readiness Review

Acronyms/Terms	Full Term
OS	Operating System
OTR	On Time Reporting
OTR	One Time Release
Out of the Box	A commercial-off-the-shelf (COTS) product without any configurations and/or customizations applied.
Outside Letter Vendor	Company responsible for processing and mailing CCU letters.
Overpayment Amount Balance	The amount remaining, after either a voluntary or involuntary payment was made on one or more Debt Accounts for the same Debtor, that exceeds the total balance due.
PABP	Payment Application Best Practices
PAG	Paying Agency (a status code)
PAN	Primary Account Number
Password	A secret sequence of alphanumeric characters used as a means of authentication.
PAY	Payment Plan in Effect (a status code)
Payment Gateway	Accepts credit card and debit card payments from the Debtor Web Interface and IVR that interface with a third-party credit card payment website for processing**.**
Payment Location	Any location, either physical or virtual, through which a debtor can make a payment.
Payment Location Identifier	A unique identifier assigned to each payment location to track payments made through Satellite Offices, IVR, Kiosks, Mail, PCA, Web, State Client, and to the Lockbox.
PBX	Private Branch Exchange
PCA	A Private Collection Agency
PCI	Payment Card Industry
PCI DSS	The Payment Card Industry Data Security Standard is a widely accepted set of policies and procedures intended to protect the security of credit, debit, and cash card transactions and cardholders against misuse of their personal information. The PCI DSS was created jointly in 2004 by four major credit-card companies: Visa, MasterCard, Discover, and American Express.
PD&S	Program Development and Support section in CCU
PDF	Portable Document Format
PDR	Preliminary Design Review

Acronyms/Terms	Full Term
PDU	Power Distribution Unit
PED	PIN Entry Device; found in automated teller machines or Point of Sale terminals
Pending	(1) Used to indicate a request or action has not completed an entire work flow to receive a status of approved or rejected; (2) interim status of a payment before it is posted to a Debt Account; (3) an action that has not completed.
PED	Portable Electronic Device
PER	Performance; a technical requirement prefix for a requirement ID.
Pessimistic Session Locking	Occurs where a record is locked while it is edited; the lock is released after the changes are committed to the database. Also Pessimistic Data Currency.
PHY	Physical; a technical requirement prefix for a requirement ID.
PIF	Paid in Full (a status code)
PII	Personal Identifiable Information
PIM	Privileged Identity Management
PIN	Personal Identification Number
PIPA	Personal Information Protection Act; also Maryland Personal Information Protection Act, wherein Maryland businesses have a statutory obligation to maintain the security of personal information of individuals.
PKI	Public Key Infrastructure
PM	Project Manager (also Deputy PM)
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMO	Project Management Office
PMP	Project Management Plan
POC	Proof of Concept
POE	Place of Employment
POP3	Post Office Protocol version 3
POS	Point of Sale / Point of Service
Post-Award Evaluation Phase	The period of time covering the award of this software contract through the end of the DCIS Project's Requirements Analysis Phase.
Post-Award	Refers to fully functional multiple-user software licenses purchased

Acronyms/Terms	Full Term
Evaluation Software	in advance of the total number of licenses required to fulfill this contract. It is the initial number of licenses purchased under this contract. Post-Award Evaluation software licenses will be used to evaluate the "COTS" software against the Offeror's response to this RFP during the COTS Fit-gap analysis.
PPD	Primary Power Distribution
PPL	Payment Plan Late
PPP	Payment Promised (a status code)
PRD	Payment Refused by Debtor (a status code)
Pre-Certification File	A compilation of eligible Debt Accounts extracted into TRIP, TOP, FTIP, or CPO Master File respectfully. Pre-certification is performed to list eligible Debt Accounts for possible interception of monies and to generate notification letters to Debtors about pending interceptions.
Principal Amount Due	The balance remaining on the original principal amount of a Debt Account after payments received for the Debt Account have been posted.
Private Collection Agency (PCA)	A third party collection agency or outside collections agency/service that pursues Debts referred by the CCU for Debt Accounts, which meet the following three criteria: • The Debt Account has aged six months from receipt at the CCU, • The Debtor has not made payment arrangements, and • The Debt Account is not in litigation
Procurement Officer	The state representative, as identified in Section 1.5, responsible for this RFP, for the determination of contract scope issues, and the only state representative who can authorize changes to the contract.
PROD	Production
Production Phase	The period of time covering the DCIS Project's Design Phase, Development Phase, Test Phase, Implementation Phase, and Operation and Maintenance Phase.
Promissory Note	An agreement by the Debtor to an unconditional promise in writing to pay a sum of money to the CCU, either at a fixed or determinable future time or on demand of the payee, under specific terms.
PSTN	Public Switched Telephone Network
PTC	Paid to Client (a status code)
PVCS	Polytron Version Control System; is now Serena Software
PWS	Personal Web Server

Acronyms/Terms	Full Term
QoS	Quality of Service in the field of computer networking and other packet-switched telecommunication networks is the traffic engineering term referring to resource reservation control mechanisms rather than the achieved service quality. QoS is the ability to provide different priority to different applications, users, or data flows, or to guarantee a certain level of performance to a data flow. QoS guarantees are important if the network capacity is insufficient, especially for real-time streaming multimedia applications such as Voice over IP (VoIP), since these often require fixed bit rate and are delay sensitive. QoS is the capability of frame relay, ATM, Ethernet 802.1, networks, SONET and IP routed networks to provide priority including dedicated bandwidth to some network flows over other network flows. In the field of telephony, ITU Standard X.902 defines QoS as "A set of quality requirements on the collective behavior of one or more objects." QoS comprises requirements on the aspects of a connection, such as service response time, loss, signal-to-noise ratio, cross talk, echo, interrupts, frequency response, loudness levels, and so forth.
Q-signaling (QSIG)	A protocol for Integrated Services Digital Network (ISDN) communications based on the Q.931 standard, is used for signaling between digital private branch exchanges (PBXs). QSIG is employed in voice over IP (VoIP) networks, virtual private networks (VPNs), and high-speed, multi-application networks for corporations, educational institutions, and government agencies.
Queued Depth	The "Queued Depth" of a call queue is the number of calls that can be on hold for any given split. A split identifies the routing of the call, i.e., split 25 or split 26.
R*Stars	The Statewide Relational Standard Accounting and Reporting System (R*Stars) is where Debtor's vendor payments are recorded.
RAM	Random Access Memory
RBAC	Role Based Access Control
RCA	Resume Collection Activity (New to DCIS; not currently used in system)
RCS	Revenue Collection System
RDBMS	Relational Database Management System is a type of database management system (DBMS) that stores data in tables and the relationship amount the data is stored in the form of tables. An RDBMS is powerful because they require few assumptions about how data is related or how it will be extracted from the database. As a result, the same database can be viewed in different ways. An

Acronyms/Terms	Full Term
	important feature of RDMS is that a single database can be spread across several tables. This differs from a flat-file database in which each database is self-contained in a single table.
RDC	Remote Deposit Capture
Real-time	The actual time it takes a process to occur or when computer systems update information at approximately the same rate they receive it.
Real Property	Immovable property: land together with all the property on it that cannot be moved, together with any attached rights; Land and all the things that are attached to it. Anything that is not real property is personal property and personal property is anything that isn't nailed down, dug into or built onto the land. A house is real property, but a dining room set is not.
Reconciliation	A process where Debt Accounts, deposit and transaction receipts, all adjustments to Debt Accounts, and the FMIS ledger are balanced and settled and often means proving or documenting that a Debt Account balance is correct.
REL	Reliability; a technical requirement prefix for a requirement ID.
Remote Deposit Capture	The use of a check scanner at a kiosk, POS, and CCU Satellite Office. The check scanner provides the merchant with check validation capability.
Report	Output from a process which is the result of some query or manipulation of data to produce a snapshot based on user criteria. The output may be in hard copy (paper) or soft copy (text file, print file, or some other document form); report layouts may contain a report title, date, page numbering, header, and footer.
Restitution	The money due to a victim from an offender. The CCU collects parole and probation overdue restitution debts, as well as overdue payments as a result of damages to State property.
RET	Data Retention; a technical requirement prefix for a requirement ID.
Retiree Payment	The retirement monies that the match program runs against a list held by MSRA and identified as a Debtor receiving retirement payments.
RFP	Request for Proposal
RNG	Random Number Generator
RoHS	Restriction of Hazardous Substances
ROL	Return Outside Agency Loan (a status code)
ROM	Read Only Memory

Acronyms/Terms	Full Term
ROM	Rough Order Magnitude
RPC	Right Party Contact
RPCS/RPC	Revenue Plus Collection System or Revenue Plus Collection; the primary software application that the CCU uses to manage its debt collection activities. RevQ™, a Columbia Ultimate company, delivers and maintains RPCS.
RPM	Revolutions Per Minute
RPO	Recovery Point Objective
RPT	Standard Reports; a functional requirement prefix for a requirement ID in the Management Dashboard & Reporting category.
RSA	Rivest, Shamir, and Adleman Cryptography
RSJ	Return to School/Judgment (a status code)
RSU	Return to School/Uncollectible (a status code)
RTF	Rich Text Format (a file extension)
RTM	Requirements Traceability Matrix
RTO	Recovery Time Objective
RU	Rack Unit
RVTM	Requirements Verification Trace Matrix
RW	Read Write
SaaS	Software As A Service
SAN	Storage Area Network
SARA	Systems and Applications Risk Assessment
SAS	Serial Attached SCSI Disk Drive Interface Bus
Satellite Office	CCU satellite offices located on MVA premises are CCU Payment Centers where the main objectives are to collect payments and arrange contracts from Debtors who come in person.
SBD	System Boundary Document
Scheduled Processing (formerly Batch Processing)	A form of data processing in which a number of input jobs are grouped for serial processing during the same machine run without user interaction.
SCR	System Concept Review
SDAT	State Department of Assessments and Taxation
SDD	System Design Description

Acronyms/Terms	Full Term
SDLC	System Development Life Cycle
SDR	System Design Review
SEC	Security; a technical requirement prefix for a requirement ID.
Section	An individual business unit within the CCU (for example, Accounting, Collection, Legal Measures, OAG, or PD&S).
SEI	Carnegie Mellon Software Engineering Institute
SEI	Service Endpoint Interface; a term used in Java Platform, Enterprise Edition when exposing Enterprise JavaBeans as a Web service (see also Service Implementation Bean (SIB)).
SFP	State Finance and Procurement
Settlement	An alternative to a law suit against the Debtor, which may occur when the Debtor agrees to pay a portion of the full amount claimed by CCU. CCU may agree to an amount less than originally owed on a Debt Account when it is in the best interest of the State. The agreement ends any litigation, usually before a law suit is initiated. When the amount is over $500, the Debt Account is sent to the OAG for approval.
SFTP	Secure File Transfer Protocol; SFTP is a version of File Transfer Protocol (FTP) that uses an encrypted network connection. SFTP protocol allows for a range of operations on remote files, making it more like a remote file system protocol. SFTP clients can resume interrupted transfers, obtain directory listings and remove remote files.
SGA	System Global Area
SHA	State Highway Administration
SHS	Secure Hash Standard
SHTML	SSI-enabled HTML (see SSI entry below)
SIF	Settled in Full (a status code)
SIMPLE	Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions
Single Sign On	Allows a user to log on once for access to systems without having to log onto each system.
SKI	Skip – Tracing for Location (Legal Measures Debt Account status code)
Skills-based Routing (SBR); or Skills-based Call	A call-assignment strategy used in call centers to assign incoming calls to the most suitable CSR, instead of simply choosing the next available agent. It is an enhancement to the Automatic Call

Acronyms/Terms	Full Term
Routing	Distributor (ACD).
Skip Tracing	A means of locating individual debtors by various methods such as multiple credit bureau resources and searching public records for the address of the Debtor.
SLA	Service Level Agreement
SMB	Server Message Block
SME	Subject Matter Expert
SMS	Short Message Service
SMTP	Simple Mail Transport Protocol
SNMP	Simple Network Management Protocol
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol
SOC	Security Operations Center
SOFC	Statement of Financial Condition
Software Source Code Documentation	All design tools, documents and diagrams used in the development of the source code including but not limited to data flow diagrams, entity relationship diagrams, work flow diagrams, window layouts, report layouts, process flows, interface designs, logical and physical database design diagrams, technical and user manuals, data dictionary, and a copy of the development software used to write and compile the source code.
SOP	Standard Operating Procedures
SOW	Statement of Work
SOX	Sarbanes Oxley Act
SQA	Software Quality Assurance
SQL	Structured Query Language
SRD	State Retirement Deduction (a status code)
SRD	System Requirements Document
SRR	System Requirements Review
SRT	System Readiness Test or System Requirements Test
SRT	System Request Transmittal
SSH	Secure Shell
SSI	Server Side Includes
SSL	Secure Sockets Layer

Acronyms/Terms	Full Term
SSM	Amount Too Small for Legal (a status code)
SSN	Social Security Number
SSO	Single Sign-On
SSP	Service Switch Point
SSP	System Security Plan
SSR	Soldier & Sailors Relief
STA	Abate – Statute of Limitations Has Expired (a status code)
Standard Recommended Payment Plan	A contract between the CCU Collections section and the Debtor to pay off the delinquent Debt on agreed upon terms based on CCU standard business practices such as the minimum amount down (20%) and maximum duration of the agreement with the Debtor (18 months). The agreement with the Debtor is a legally binding document enforceable in court and requires the Debtor to sign the agreement with the Debtor in person at a CCU Satellite Office.
Standard Reports	Reports that may be generated at any time.
State	State of Maryland
State Client	A state agency, board, or commission which is a CCU client.
State Client Level Attribute	Characteristics of a State Client account including, but not limited to, type of client (full service or TRIP), payment method (via check or FMIS funds transfer), State Client indicator (ACT active, INA inactive), or collection fee percentage.
State Client Profile	A combination of State Client preferences and State Client level attributes for a State Client.
State Retiree	A person retired from Maryland state employment.
State Retiree Match	A comparison performed to determine whether a debtor is a retiree from the state of Maryland.
STIP	State Tax Intercept Program
STO	State Treasurer's Office
Sub-ledger	A document used by the Accounting Section to store individual details about the debtors and their debtor accounts. Typically, the sub-ledger posts to the general ledger which has all the control accounts. The general ledger would contain a total for all debtors owing the State of Maryland.
Suit Drafting	Suit drafting is the Pre-Judgment/Pre-Litigation process (in the Legal Measures section) of gathering supporting documentation for use in preparing lawsuit forms and completing court required documentation prior to filing in district and circuit court.

Acronyms/Terms	Full Term
Supervisor	A person is a role to work in the Central Collections Unit (CCU) to monitor operations for a given Section.
SUS	Debtor Has No Assets or Income (a status code)
SWGI	State Wide Government Intranet
System	A proposed solution
Systems Development Life Cycle (SDLC)	A formal model of a hardware/software project that depicts the relationship among activities, products, reviews, approvals, and resources. Also, the period of time that begins when a need is identified (initiation) and ends when the system is no longer available for use (disposition). The State model is a ten-phase methodology intended to reduce the risk of project failure through the application of a proven and incremental project development process. It includes: (1) Initiation (2) Concept Development (3) Planning (4) Requirements Analysis (5) Design (6) Development (7) Test (8) Implementation (9) Operation and Maintenance (10) Disposition.
TAPI	Telephony Application Programming Interface
TBD	To Be Deleted
TBD	To Be Determined
TBR	To Be Resolved
TC	Transaction Code
TCP/IP	Transmission Communications Protocol/Internet Protocol
TDD	Telecommunications Device for the Deaf
TDES	Triple Data Encryption Security
Technical Requirements	Non-functional specifications that address system operations and/or technical characteristics (such as accessibility, encryption, security, hosting, environment, disaster recovery, level of service, performance, compliance, supportability, business continuity)
Template	A computer document with a basic format (such as a business letter or form) that is interchangeable for multiple uses, and that can be used many times.
Third Party Application	Refers to all Software included within the System or required for the System to function in full compliance with the Specifications and Requirements that is provided by the Software Provider (Offeror) as a result of this RFP and was not manufactured, developed or otherwise created by the Software Provider (Offeror), any Related Entity of the Software Provider (Offeror), or any of the Software Provider's (Offeror) subcontractors.

Acronyms/Terms	Full Term
Three-Way Match (3-way match)	A reconciliation of the Debt Account, FMIS, and Bank of America using receipts and payment transactions and records of deposits.
Tickler (Trigger)	Synonymous industry term used to specify alerts in a collection system.
TIFF	Tagged Image File Format
TIN	Taxpayer Identification Number
TLS	Transport Layer Security
TOC	Total Outyear Cost
TOP	The Federal Treasury Offset Program, an involuntary payment process, is used to collect debt that originated from an over-issuance of federal food stamp benefits to the debtor.
TOP	Treasury Offset Program
TORFP	Task Order Request for Proposal
Total Accrued Court Cost Amount	The dollar amount of the court costs that have accumulated on a Debt Account as a result of filing a law suit through any of the court systems.
Total Collection Fee Amount	The dollar amount of the collection fee charged by the CCU that is calculated based on the original debt amount referred by the State Client.
TPC	Total Planned Cost
TPC	Total Project Cost
TPI	Transport Provider Interface
Trend Performance Indicators	The ability to identify trends, using Key Performance Indicators (KPIs). Due to the consolidation of data and constant information updates, the use of dashboards is ideal for looking at year-over-year or month-over-month comparisons. Although KPIs look at set targets and monitor performance, the ability to look at trends or to make comparisons enables broader analysis of the data. By combining trends-based analytics with KPIs, it becomes possible to develop predictive analytics as well.
TRIP	Tax Refund Intercept Program is a process in which the CCU captures a Debtor's state tax refund to repay a debt to the State.
TRIP-Only	The TRIP-Only are certain State Clients who contract with the CCU for only TRIP services and the monies collected are tracked differently.
TRR	Test Readiness Review
TSAPI	Telephony Server Application Programming Interface

Acronyms/Terms	Full Term
TSO	Time Sharing Option
TSO/E	Time Sharing Option/Extension
TSV	Tab-Separated Values (a delimited text file type, similar to CSV); In a tab-separated values (TSV) file the data items are separated using tabs as a delimiter. Due to their widespread use, comma- and tab-delimited text files can be opened by several kinds of applications, including most spreadsheet programs, and statistical analysis tools such as PSPP, without the user designating which delimiter has been used.
TTD	Total to Date
TTS	Text-To-Speech is a type of speech synthesis application that is used to create a spoken sound version of the text in a computer document, such as a help file or a web page. TTS can enable the reading of computer display information for the visually challenged person, or may simply be used to augment the reading of a text message. Current TTS applications include voice-enabled email and spoken prompts in voice response systems. TTS is often used with voice recognition programs.
TTY	Computer Data Terminal (Teletypewriter) or dumb terminal
TWAIN	Technology Without An Interesting Name; A standard software protocol and applications programming interface (API) that regulates communication between software applications and imaging devices such as scanners and digital cameras.
TXT	Text/Textual (a file extension)
UC	Unified Communications as paired with Computer Telephony (CTUC)
UDDI	Universal Description Discovery and Integration
UMBC	University of Maryland Baltimore County
UML	Unified Modeling Language
Unclaimed Property	Holdings of real property or otherwise that is kept at the Comptroller's Office. In the AS-IS system, a match program is run against the SSN listed for the property to determine whether there are any Debtors with unclaimed property.
Uncollectible	A general term used for accounts under $30 and abated in bulk. A Debt Account is deemed uncollectable by Collections or Legal Measures or by a Judge. A Debt Account is abated for one of these reasons: • Statute of Limitations Has Expired • Best Interest of State

Acronyms/Terms	Full Term
	• Corporate Charter Forfeited • Debtor Has No Funds • Deceased No Assets • Discharged in Bankruptcy • Exceeded Time, Estate • Inadequate Documentation • Outside Agency Efforts Nonproductive • Unable to Locate • Uneconomical to Pursue • Uncollectible/Representative Payee • Uncollectible/Judgment Awarded
Uneconomical to Pursue	Type of abatement case that is not economical to pursue as it relates to time and effort. (For example, the Debtor does not have any collectible assets and pursuit of legal or voluntary collection activities would yield a negative return (cost of pursuit exceeds returns).
Unit	Central Collection Unit (CCU)
Upcoming Due Date	The future due date of a task, event, or payment plan.
UPO	Unclaimed Property Offset
UPS	Uninterruptible Power Supply
URL	Universal Resource Locator
URP	Uncollectible/Representative Payee (a status code)
USA	Uncollectible/Judgment Awarded (a status code)
USAF	United Student Aid Funds (USA Funds®) is a nonprofit corporation that works to enhance postsecondary education preparedness, access and success by providing and supporting financial and other valued services. USA Funds links colleges, universities, private career schools, private lenders, students, and parents to promote financial access to higher learning.
USB	Universal Serial Bus
USE	Usability; a technical requirement prefix for a requirement ID.
User Console	Summary listing of WIP lists, actionable items, alerts, messages, and notifications sent to a user by the system or another user on the system.
User-specified Criteria	Criteria decided upon by an individual user.

Acronyms/Terms	Full Term
User-specified Interval	An interval decided upon by an individual user.
USPS	United States Postal Service
VAC	Volts Alternating Current is an electric current that reverses direction in a circuit at regular intervals.
Validation	The act of determining if data values are accurate or field and file formats are correct.
Verification	The act of reviewing, inspecting or testing in order to establish and document that a file, product, service, or system meets regulatory or technical standards. Verification is also the act of checking the formal correctness or integrity of a file after a process is completed.
Vital Records Match	A comparison performed to determine whether a debtor is deceased.
VLAN	Virtual LAN is 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 make 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.
VoIP	Voice over Internet Protocol is a category of hardware and software that enables individuals to use the Internet as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmissions of Public Switched Telephone Network (PSTN). One advantage of VoIP is that the telephone calls over the Internet do not incur a surcharge beyond what the user is paying for Internet access, much in the same way that the user does not pay for sending emails via the Internet.
VOR	Vendor Offset Request, also known as liability offset, is an action that is specific to vendors who owe the State of Maryland.
Voluntary Payment	A payment made by the Debtor using one of the accepted CCU payment methods: cash, credit card, debit card as a credit payment, check, and other negotiable instruments in order to obtain a release for services from the Client. The payment methods provided by the CCU for the Debtor are: Pay by Phone/IVR, Pay by Online/Web Interface, Pay by Mail, Pay by Person, as well as Pay by Kiosk in the TO-BE system.
Voucher	A FMIS transaction to request that a refund be issued by the Comptroller's Office, or that funds be transferred between FMIS accounts; 2) a document issued by DHR that can be used to

Acronyms/Terms	Full Term
	purchase services. Example, an individual receives a voucher from DHR to pay for day care services.
VPN	Virtual Private Network is a network that is constructed by using public networks to connect nodes. It is a network layered on top of an existing computer network, where the traffic is private via encapsulation from the under lying traffic. For example, there are a number of systems that enable individuals to create networks using the Internet as the medium for transporting data. These systems use encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted.
VSAM	Virtual Storage Access Method is a file management system used on IBM mainframes. VSAM speeds up access to data in files by using an inverted index of all records added to each file. Many legacy software systems use VSAM to implement database systems (called data sets).
VSS	Video Surveillance System
VSS	Virtual Storage System
Wage Match	Process whereby the Debt Account goes through a number of matching programs to identify Debtor assets; See Match Programs.
WAN	Wide Area Network is a computer network that spans a relatively large geographical area, typically connecting several local area networks (LANs).
WAP	Wireless Access Protocol is an application environment designed to bridge the gap between the mobile and internet worlds. It is a set of communication protocols for wireless devices designed to provide vendor-neutral and technology-neutral access to the internet and advanced telecommunications services.
WIP	Work in Progress/Work in Process (WIP List), mainly a To-Do list, gives CCU: 1) instant access to all the information required to work effectively and efficiently; 2) functionality to prioritize their tasks by type, status and client number within a specified date range. A CCU supervisor uses this tool to assign and prioritize Debt Accounts and any actionable items to a CCU user to balance the workload.
Workflow	A series of steps which define a process within, or across, business lines, departments, or sections; may be automated, manual, or both.
WSDL	Web Services Description Language is an XML-based language that provides a model for describing Web services. WSDL is used to describe a Web service's capabilities as collections of

Acronyms/Terms	Full Term
	communication endpoints capable of exchanging messages. WSDL is an integral part of UDDI, an XML-based worldwide business registry. WSDL is the language that UDDI uses. WSDL was developed jointly by Microsoft and IBM.
XLS	MS-Excel Spreadsheet (a file extension)
XML	Extensible Markup Language is a set of rules for encoding documents electronically. XML, a specification developed by W3C, allows designers to create their own customized tags which enable the definition, transmission, validation, and interpretation of data between applications and organizations.
XMPP	Extensible Messaging and Presence Protocol is an open, XML-based protocol for server-to-server near real-time extensible instant messaging and presence. XMPP is a rival protocol to SIMPLE.
XPS	XML Paper Specification describes the XPS document format and how it is organized internally and rendered externally. An XPS document is a paginated set of related pages. The pages have a fixed layout, are organized into one or more fixed documents, and stored according to the Open Packaging Conventions. XPS documents support digital signatures and information rights management of the contents. XPS documents also support optional components that can group page contents together for easier streaming and provide information and control data that can be used when the document is printed.
XSS	Cross-Site Scripting is a security breach that takes advantage of dynamically generated Web pages. Once XSS has been launched, the attacker can change user settings, hijack accounts, poison cookies with malicious code, and access restricted sites. The simplest way to avoid XSS is to add code to a Web application that causes the dynamic input to ignore certain command tags.
YTD	Year-to-Date is the period from the beginning of a fiscal year (or, perhaps, calendar year) to the end of a reporting period.
ZIP	Zone Improvement Plan is a code assigned by the US Postal Service. Commonly referred to as ZIP code.