

Acronym	Long Form
AAR	after-action review
ABRM	agency business relationship manager
ABS	Agency Business Services
ACS	Advanced Customer Services
AD	Active Directory
ADDS	Active Directory Domain Services
ADLDS	Active Directory Lightweight Directory Services
ADM	application data management
AM	account manager
APD	Auto Physical Damage Program
API	application programming interface
AR	account representative
ASD	Agency Services Database
ATO	authority to operate
BA	business analyst
BSD	business segment director
BATNA	best alternative to a negotiate agreement
BAFO	best and final offer
BOA	Bank of America
CA	customer advocate
CAB	Change Approval Board
CAM	commercial asset management
CAM	community affairs manager
CAP	Construction and Properties
CAR	Central Accounting and Reporting
CDP	continuous data protection
CEU	continued education unit
CEC	continued education credit
CFO	chief financial officer
CIO	chief information officer
CISO	chief information security officer
CJIS	Criminal Justice Information Services

CMS	content management system
COAO	chief operating and accountability officer
COI	certificate of insurance
COTS	commercially available off-the-shelf
CP	Central Purchasing
CPO	certified procurement officer
CRM	customer relationship management
CSI	Customer Support Identifier
CSR	customer service representative
CTI	computer telephony integration
CTR	contractor
CAM	Capital Assets Management
DHS	Department of Human Services
DOC	Department of Corrections
DSR	decentralized security representative
DSS	data security standards
EDDS	enterprise data-driven services
EITA	electronic and information technology accessibility
EMV	Europay, MasterCard and Visa compliance
EPMO	Enterprise Project Management Office
EPS	electronic payment systems
ERP	enterprise resource planning
EDW	enterprise data warehouse
FERPA	Family Educational Rights and Privacy Act
FMV	fair market value
FTE	full-time employee
FYSA	for your situational awareness
GCP	Google cloud platform
GS	general service
GSA	general service account
GSA	General Service Administration (US)
GSA	general service agreement
GTARB	Governmental Technology Application Review Board
HCM	Human Capital Management

HIPAA	Health Insurance Portability and Accountability Act
IAM	interagency mail
IP	Internet Protocol
IRE	internal resource estimate
IS	Information Services
ISD	Information Security department
IT	information technology
ITB	invitation to bid
ITOCC	Information Technology Operations Command Center
LAN	local area network
MAN	metro area network
MOS	MyOracle Support
MSA	master service agreement
MSR	magnetic strip reader
NASPO	National Association of State Procurement Officials
NDA	non-disclosure agreement
NFC	near-field communication
OCI	Oklahoma Correctional Industries
OEM	original equipment manufacturer
OMCS	Oracle Managed Cloud Services
OMES	Office of Management & Enterprise Services
OS	operating system
PC	personal computer
P-card	purchase card
PCI	payment card industry
PM	program manager
PIG	Performance Improvement Graph
PII	personally identifiable information
PIM	Procurement Information Memorandum
PIN	personal identification number
PIP	Performance Improvement Plan
PIR	project initiation request
PM	project manager
PMO	Project Management Office

PMP	Performance Management Process
PO	purchase order
POS	point of sale
PPM	project portfolio management tool
PS	PeopleSoft
QSA	qualified security assessor
RAC	Risk, Assessment and Compliance
REALS	Real Estate and Leasing Services
REST	representational state transfer
RFC	request for change
RFI	request for information
RFP	request for proposal
RFQ	request for quotation
RMA	return merchandise authorization
SAI	State Auditor inspectors
SAM	System for Award Management
SAM	Software Asset Management
SAM	Strategic Alliance Management
SDR	service delivery representative
SDT	service delivery tower
SEAT	Security Awareness Training
SLA	service level agreement
SLED	State and Local Education
SOM	service operations manager
SOP	standard operating procedure
SOW	statement of work
SSO	single sign-on
SR	service request
SRA	security risk assessment
SRM	State Risk Management
SSL	Secure Sockets Layer
SUTA	State Unemployment Tax Act
TAM	technical account manager
Texas DIR	Texas Dept. of Information Resources

