

INTERNAL QUICK GUIDE

Long View Acronyms & Terminology

A quick guide to what we are talking about

AA – Account Associate

ACL - Access Control List - optional layer of security for VPC that acts as a firewall for controlling traffic in and out of one or more subnets

ACM – Adoption Change Management – Use OCM (Organizational Change Management) instead

ACR - Annual Compensation Review

ACV - Annual Contract Value

AM – Account Manager

ARP - Annual Review Process

ASA - Average speed of answer – GSD term

BADM - Business Applications & Data Modernization (internal practice) – now called Data and Dynamics (D&D)

Bill Rate - The rate we charge a client for a given resource

Billable Role - Roles that are billable to client whether project based or operational. Consultant updates time entry daily and client work is billed back to customer. Most technical roles fall into this category

BMC – A software company we have worked with (Remedy is one of their products)

BOM – Bill of Materials

BOSS - Software system used by Procurement team

BR – Business Review (QBR also used for quarterly business reviews)

Bullet - Bullets are small bets of innovation to create value

CAB - Change Advisory Board

Cannonball – An internal term for our large solution sets. Cannonballs receive lots of investment/focus and have a proven track record of success

CISO - Chief Information Security Office

CLP - Career Life Planning

CM - Contribution Margin

Colo – Colocation

Contractor - An employee who works for their own incorporated company and is paid by Long View by the hour. These employees have Consulting Services Agreements (contracts) that are renewed and renegotiated annually. These employees do NOT receive benefits or equipment

COS – Cost of Sales

CSAT - Customer Satisfaction

CSF – Client Satisfaction Framework

CSI - Continuous Service Improvement

CSM - Manager, Client Success (Previously Client Services Manager). Responsible for people leadership, client oversight/escalations, and financial management of their assigned clients and teams

CSP – Cloud Solutions Provider. As a CSP we provide services for applicable Microsoft Cloud Reseller licenses and subscriptions

CTO – Chief Technology Office

CX – Client Experience

CXO – Client Experience Office

D&D – Data and Dynamics – internal practice, formerly BADM (Business Applications & Data Modernization)

DA - Digital Architect - revenue generating job role

DAAS – Device as a Service

DM - Deal Margin

DPOR / CPOR – Digital Partner of Record / Customer Partner of Record – Microsoft programs Long View clients can belong to. Long View receives funds when we are the DPOR / CPOR for a client

DTC - Deal Time Costing

Dynamics – Cloud based Microsoft system for enterprise resource planning (ERP) and customer relationship management (CRM, CE, FO, HRM)

EBITDA - Earnings Before Interest, Tax, Depreciation and Amortization

EBT - Earning Before Tax

ERG – Employee Resource Group

EUX – End-user Experience – this is a full offering at Long View that consists of many solutions, including service desk, deskside support, modern workplace

Focus on 50 – Long View's top accounts

FTE - Full time employee - receives a Long View Salary and benefits

FY – Fiscal Year (starts in October of the previous year – e.g., FY23 started Oct 2022)

G2G - Get to Great Plan

Governance Agreements - Master Services Agreement (MSA) and Non-Disclosure Agreement (NDA)

GSD - Global Service Desk - a team within IGS.

GTM – Go to Market - Internal team strategically supporting our licensing business and an acronym used to describe marketing initiatives in support of sales

H/W (or HW) – Hardware

H1 - September - March

H2 – April - October

Hourly Employee - These are employees of Long View who we pay on an hourly basis, via time sheets. Most hourly offers are short term and do not include benefits. These employees may be qualified for LVS benefits, if their employment term is for more than 20/hours/week and longer than a 6 month duration. They sign offers and are employed directly by Long View

HSE- Health and Safety Environment

IGS – Integrated Global Services, a department within Long that is geographically spread out across all of our offices to support our clients

IoT – Internet of Things

IPSoft –A technology we implemented to automate repetitive tasks in our global service desk

IS - Internal Systems

ISP - Internet Service Providers

iSPIN - Major Informational Incident

ISR - Inside Sales Representative (Procurement and Licensing Job role at Long View)

ITIL - Information Technology Infrastructure Library - a framework designed to standardize the selection, planning, delivery, maintenance, and overall lifecycle of IT services within a business

ITO - Information Technology Office

ITSM - IT Service Management

KPI – Key Performance Indicators

L&D – Learning & Development

LDP - Leadership Development Program

LUN - Logical unit number - a unique identifier for designating an individual or collection of physical or virtual storage devices

LV – Long View (internal acronym only)

LVS – Long View Systems (internal acronym only)

MCS – Manager, Client Services (internal role also referred to as CSM)

MDAC - Move, Delete, Add, Change

MIR - Major Incident Report

MITs – Managed IT Services, a Long View offering (internal acronym only)

Mobility TEM – Telecom Expense Management for mobile devices. Basically a device that has cellular connectivity

MRR – Monthly recurring revenue

MS – Microsoft (also sometimes referred to as MSFT)

MSA – Master Services Agreement - a contractual document between Long View and the client/partner outlining the terms and conditions governing the overall relationship between the two parties. It is a foundational contract covering general terms that apply to all future transactions, projects, or services. Specific details for each individual project or

service are covered in separate more specific agreements - Service Order Request (SOR), Statement of Work (SOW), or Statement of Services (SOS) - referencing back to the MSA terms and conditions as appropriate

MSFT – Microsoft (also sometimes referred to as MS)

NA – North America

NDA – Non-Disclosure Agreement - It is a legal contract between Long View and the client/partner that aims to protect confidential and proprietary information shared during the course of the business relationship. The primary purpose is to ensure sensitive information remains confidential and is not disclosed to unauthorized individuals or entities

NOC – Network Operations Centre- 24/7 Global Remote Support Centre (Technically somewhere between EUC, MITS and NS). A part of Integrated Global Services

Non billable role – Roles which are not directly billable to a customer. See Overhead and Revenue Generating

NPS – Net Promoter Score, a method to measure customer experience and satisfaction

OCM - Organizational Change Management

OD - OnDemand

ODI – OnDemand Infrastructure, a Long View offering. We offer CPU, memory, storage and networking in a monthly pay as you consume model

Operational Roles - Long term maintenance or support roles, required at a client site for undetermined amount of time. Requires less client facing and project experience than project roles

Overhead role – Non billable roles that are not directly revenue generating. This would include People Services, Management, and other support roles

P&L - Profits and Loss - Determined by Dept. Code. CSM's will talk about their P&L when discussing hiring decisions and budgets. To ensure P&L's are accurate Dept. Codes must be accurate on the New Hire Form

PA – Principal Architect (note NOT Principle)

PAAS - Platform as a Service

PBI - Personal Billings Incentive – incentive that a consultant receives based on profit made to the company. Paid out quarterly; a quarter behind

PD - Practice Director

PL - Practice Lead

PM - Project Manager

PMO – Project Management Office

Pods – Smaller client focused support teams within the NOC

Portfolio site – Where details of our practice offerings are housed (<https://portal.lvs1.com>)

Project Roles - Project based client facing work, often designing or implementing a solution

Prophix – it's a forecasting tool the finance team uses

PS – People Services

Q1 – October - December

Q2 – January - March

Q3 – April - June

Q4 – July - September

QBR – Quarterly Business Review

Qorus – Software system used to manage bid pursuits and our sales enablement platform

Remedy – Our old ITSM tool

Revenue Generating role – Non billable roles that are directly responsible for generating revenue including Account Managers & Digital Architects

RMO – Resource Management Office

ROI – Return on Investment

RTC - Real Time Costing

S/W (or S/W) – Software

SA - Solution Architect (or just Architect) - Senior Design expert with at least 2 areas of technical expertise. For instance, Cloud Architects

SBT – Strategic Bid Team (formerly known as RMS, Response Management Services)

SC – Sales Coordinators

SE – Service Estimate

Service Agreements - Service Order Request (SOR), Statement of Work (SOW), Project Change Request (PCR), Statement

of Services (SOS), and Statement of Services Change Order (SOS-CO)

ServiceNow – Long View’s IT Service Management (ITSM) tool (for service ticket tracking)

SF - Site Focal

SIEM - Security Incident Event Management

SIS – Server Infrastructure Support

SKO – Sales Kick Off – this is our annual sales conference

SL - Sales Leaders

SLA – Service Level Agreement

SM - Site Manager

SME – Subject Matter Expert

SMO – Security Management Office

Snow – A SYNC Up software tool to provide clients with a unified view of software, cloud and hardware assets, license entitlements, and application usage metrics

SOC – Security Operations Centre

SOP - Standard Operating Procedure - a set of step-by-step instructions to help workers carry out routine operations

SOR - Service Order Request - a contractual document between Long View and the client to quickly engage Long View resources for client-led projects. This contract references back to the Master Services Agreement (MSA) if in place, or includes any appropriate MSA terms and conditions to this contract

SOS – Statement of Services - a contractual document between Long View and the client outlining the details of the managed services the client is subscribing to

SOS-CO – Statement of Services Change Order – a contractual document between Long View and the client outlining any changes to the existing Statement of Services (SOS)

SOW – Scope of Work

SPIA - Security and Privacy Impact Assessments

SPIN - Procedures to be followed when a major incident is detected impacting either internal Long View or external customer business operations (Situation, Problem, Impact, Needs to Happen)

SPOC – Single Point of Contact

STE – See hourly employee

STEP – Sales Training & Enablement Program

Sub-contractor - A contractor who works for an agency or another services vendor. We pay the agency for their services, and the contractor gets paid by them. This is billed via invoice. These contractors do NOT receive Long View benefits or equipment

SYNC/SYNC2 - Not an acronym, SYNC is a client facing web-based portal. SYNC is one of our value-added offerings available to all our licensing and hardware customers. We gather a client's software licensing and support contracts from various data sources as well as vendor records of all licenses and support the client owns. Long View uploads these data sources into our SYNC Portal to establish a solid license ownership position and correct records with vendors. This is also used to manage hardware support and warranty renewals

SYNC Services - Not an acronym, SYNC Licensing and Contract Management Services, value-added services available to all our licensing and hardware customers, in multiple areas such as: Negotiation Support, License Management, Analysis (renewals, co-terms, new products, etc.), and Expert Advice & Customer Service

SYNCSource - Not an acronym, SYNCSource is the updated version of PaaS (Procurement as a Service). SYNCSource is a purchasing contract/agreement between Long View and select customers for our transparent cost-plus purchasing model. In addition to all the other value-adds we offer to all clients, SYNCSource is supported by detailed Governance reporting, transaction reconciliation to cost plus margins, regular business reviews, and may include additional offerings like technology funds, primary support teams, and funded technical engagements (DA, ITO, SAM, etc.)

SYNCUp - Not an acronym, SYNCUp is a service offering related to IT Asset Management, Software Optimization, and Vendor audits utilizing our IT Asset Management (ITAM) toolset. The service includes quarterly governance, license reconciliation reporting, and recommendations for optimization and cost savings. Service offerings: SYNCUp Essentials, SYNCUp Enabled, and SYNCUp Health Check

T&M – Time and Materials

TA – Technical Architect - Senior design and implementation consultant with very deep knowledge in a specific area

TAP – Technology Alignment Program

TL – Team Lead

UC – Unified Communications

UCC – Unified Communications & Collaboration

VOR – Vendor of record

VMO – Vendor Management Office

VPC - Virtual Private Cloud

VPN - Virtual Private Network

WBS – Work Breakdown Structure