

Glossary



Information Systems Standards Manual

Chapter 1 Glossary/Definitions



IN THIS CHAPTER

- Glossary
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1.1 Glossary

Abbreviation	Definition
ASM	Application Systems Management
BMS	Basic Mapping Support
CICS	Customer Information Control System
CIS	Center for Internet Security
CISO	Chief Information Security Officer
DBA	Database Administration
DCM	Documentation Configuration Management
DMM	Deployment Management Methodology
DMZ	Demilitarized Zone
DNS	Domain Name Server
DSS	Data Security Standard
IAF	Internet Access Feature (OnDemand)
ICT	Information Communication Technology
ICT DMM	Information Communication Technology Deployment Management Methodology
ICT NH	Information Communication Technology Non-Host
IDS	Intrusion Detection System
IPSEC	Internet Protocol Security
I/S	Information Systems
ISO	International Standards Organization
KVM	Keyboard, Video, Mouse
MS	Microsoft
NAT	Network Address Translation

Abbreviation	Definition
NIST	National Institute of Standards and Technology
NTP	Network Time Protocol
OWASP Guidelines	Open Web Application Security Project Guidelines
PDF	Portable Document Format (Adobe)
PHI	Protected Health Information
PIN	Personal Identification Number
PMO	Project Management Office
POS	Point of Sale
PROD	Production
RACF	Resource Access Control Facility
RADIUS	Remote Authentication and Dial-Up Service
SANS	SysAdmin Audit Network Security
SDLC	System Development Life Cycle
SNMP	Simple Network Management Protocol
SQL	Structured Query Language
SSH	Secure Shell
SSID	Service Set Identifier Default
TACACS	Terminal Access Controller Access Control System
TIFF (or TIF)	Tagged (or Tag) Image File Format
TLS	Transport Layer Security
URL	Uniform Resource Locator
VPN	Virtual Private Network
WEP	Wireless Equivalent Privacy

Abbreviation	Definition
WPA	Wi-Fi Protected Access
XSS	Cross-Site Scripting

Term*	Definition
Acceptance Criteria	Describes the test that demonstrates that the system changes have met the business requirements as defined by the customers, end users and stake holders.
ACR/Summary and ACR/Detail Databases	The ACR/Summary and ACR/Detail Databases is a system component composed of two physical files, the Definition database and the History database. They contain the balancing definitions (specifications) and the execution results (values).
Activity Logs	Refers to Transaction Logs, History Files, Trace Files, and Debugging Logs.
Advanced Function Presentation (AFP)	A proprietary IBM document format, like Adobe PDF.
Application System	A group of interacting, interrelated or interdependent computer programs and other software designed for a specific business task or use.
Application Systems Management Framework	The Application Systems Management Framework is used to drive and support the delivery, validation, I/S Factory Support or operations services required for a particular business.
Audit Management	Processes related to conducting audits of Information Systems (I/S) by internal and external entities to ensure that the information systems resources supporting a Client organization can respond in a timely and efficient manner to the audit needs in the Client's market.
Audit Management Leader	The I/S Role serving as the liaison between I/S and an Auditor. The Audit Management Leader executes the Audit Request Methodology.
Audit Management Office (AMO)	The Audit Management Office is the BlueCross area responsible for executing the Audit Request Methodology.
Audit Program	The process or steps an Auditor will follow while conducting an audit. This may also be referred to as the testing plan.
Audit Request	A request to perform an audit of work performed within I/S.
Audit Request Methodology	Audit Request Methodology is the methodology used to define the expectations and deliverables of I/S during the course of an audit and used to help communicate the status of the audit based on

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Term*	Definition
	achieving defined milestones. The intent of the methodology is to standardize the process for I/S involvement in audits so that audits are recognized as one of the core units of work and can be properly planned and resources adequately scheduled.
Balancing	The process of applying predefined rules that calculate, compare, and/or verify control values from different applications.
Balancing Control Report	The ACR/Summary and ACR/Detail Databases' balancing report and primary output. It shows the detailed results for a particular execution of the Balancing Function. This report is the INFOPAC U report.
Balancing Error Report	The ACR/Summary and ACR/Detail Databases' Balancing Error Report is the INFOPAC V report and is created only if there is a coding or software problem. This report is used by the Automated Balancing & Reconciliation System (ABRS) team to determine the type of problem incurred and helps to assist the ABRS team in determining a resolution.
Balancing Rules	Rules that enable you to specify the criteria that the ACR/Summary and ACR/Detail Databases will use to determine if your reports, files, and other information sources are in or out of balance. There are two types of rules: standard and conditional. Standard rules enable you to balance values from your organization's reports and files. They then set return codes or ABEND the balancing job if the values are out of balance. Conditional rules set return codes, ABEND the balancing job, or evaluate additional rules based on the combined status of up to 10 standard or conditional rules.
Basic Mapping Support	According to IBM's website, Basic Mapping Support is an application programming interface between CICS programs and terminal devices.
BlueCross	BlueCross BlueShield of South Carolina
Calculated Items	Computations that use combinations of other items. You can calculate up to 10 items on either side of the calculation. These calculated items can be added, subtracted, multiplied, or divided.
Change Sheet	A request for modification or improvement to an existing product or a request for correction of a malfunction within an existing product, which is typically estimated to require less than 450 hours of effort to complete. Cost allocation is not unique, but it is expected to be shared and repeated on other Change Sheet efforts.

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Term*	Definition
Client Advocate	A Client Advocate reports to a Client Manager and assists with managing and coordinating all activities related to one or more steering committees. A Client Advocate is expected to become a specialist in understanding the client's business strategies and system requirements in order to effectively communicate with all levels of management. Daily tasks for the client organization may include, but are not limited to, gathering business needs for Work Requests, responding to questions/inquiries, and communicating with customers, systems, and the Steering Committee on an as-needed basis.
Client Manager	A Client Manager is responsible for leading staffs of Client Advocates in building solid relationships with clients and I/S resources and provides a communications conduit between clients and I/S. Client Managers participate actively in strategic and budget planning and help provide a connection for implementation of technical solutions to meet business needs. They ensure that client expectations are met properly and work with business unit managers to form alliances on projects, operational decisions, and scheduling requirements. They develop in their staff the skills necessary to perform assignments and functions.
Compliance	The act of conforming to a policy, standard or regulation.
Compromise (Encryption Keys)	A compromise of an Encryption Key occurs when: an unauthorized individual, who might use the key to decrypt encrypted data, gains access to the key; the key has been modified by an unauthorized individual; or an unauthorized party has substituted another key.
Contributor	A user that has a role in editing documentation.
Control	A specific activity (or set of activities) that is performed to ensure that a business objective is met.
Control Reports	Reports produced by an application program. These reports often list the control values needed for balancing.
Control Values	Counts, amounts, or text strings printed by an application program. Control values are the actual values used in balancing, and can be associated with Job IDs, Cycle IDs, Control Fields, and Internal Items.
Corrective Action Plan	The consolidated list of remediation activities produced as a result of an audit.
Credit Card Account Information	Credit Card Account Information is any credit card information

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Term*	Definition
(CCAI)	that might permit unauthorized access to an individual's financial information.
Customer Testers	Testers designated by the customer area or LOB who execute user acceptance tests.
Cycle ID	An 11-digit ascending number that uniquely identifies the processing cycle associated with a particular execution of the Balancing Step. It consists of the eight-digit cycle number and the three-digit run number. Cycle IDs are usually associated with dates, but any ascending number may be used.
Database Administration (DBA)	Database Administration is the area responsible for the design, construction, maintenance, operation and use of a database.
Database Management System (DBMS)	Database Management System refers to a system or software designed to manage a database and provide multiple access paths to the data within the database.
Defect	The common term used to describe an error, flaw, mistake, failure, or fault in a computer program or system that produces an incorrect result, or causes it to behave in unintended ways.
Defect Management Tool	The Defect Management tool provides the ability to capture, manage, and prioritize defects and document the defect resolution.
Deliverable	An artifact expected to be produced during a methodology phase.
Deployment Management Methodology (DMM)	Deployment Management Methodology is the methodology used by BlueCross to deploy or modify the necessary infrastructure for applications.
Documentation Configuration Management (DCM)	Documentation Configuration Management is the I/S process of handling documentation in such a way that information can be created, shared, organized, stored and retrieved efficiently and appropriately.
Documentation Configuration Management (DCM) System	Documentation Configuration Management (DCM) System is the integrated system solution consisting of hardware, software and database management that supports the DCM standards.
Documentation Configuration Management (DCM) System Administrator	The DCM System Administrator is the SharePoint administrator.
Dynamic Testing	Testing that involves the execution of the software of a component

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	or system.
eBiz	An eBiz transaction with SOA Express provides a reusable, callable interface to a frequently used sequence of CICS transactions.
Electronic Time Keeping System (ETKS)	The Electronic Time Keeping System (ETKS) is an online Enterprise Server-based system used to record the time spent each day on Work Requests, leave time and other predefined activities, such as training courses. ETKS is designed to assist I/S departments in properly allocating the cost of time spent to their customers. Each Work Request or activity has a project code that defines the cost allocation method. All time logged to individual Work Requests and non-Work Request activities are sent with an allocation code to the GA01 costing system and used each month to calculate the allocation of costs to our customers.
Encryption	The use of an algorithmic process to transform data into a form in which there is a low probability of assigning meaning without use of a confidential process or key.
Estimate Coordinator	As a member of the Estimating Team, the Estimate Coordinator coordinates and monitors the estimating process within the I/S organization to ensure timely estimate completion and communication back to the Client Management organization.
External Audit	An audit conducted by an entity external to BlueCross or one of its subsidiaries.
File Transfer Protocol (FTP)	A protocol used to transfer files from one computer to another.
Finding (or Observation)	Comments made by the Auditor to identify a non-compliance or an opportunity for improvement.
Firewall	Refers to a security system — usually composed of hardware and software — that protects an intranet from external threats, such as those coming from hackers using the Internet. A firewall prevents computers in an intranet from communicating directly with computers external to that network, and vice versa. Instead, all communication is routed through a server outside the intranet (called a proxy server), and the proxy server decides whether it is safe to let a particular message or file pass to or from the intranet.
Functional Validation	I/S performs specialized validation activities prior to customer validation. This validation is designed to ensure that the software product meets business requirements and functions without error. The validation is performed in the system test environment and

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Term*	Definition
	possibly in the QUAL environment.
GA01 System	The GA01 System is used to create I/S cost allocation databases and reports for the Information Systems' divisions.
Go/No Go Decision (Code & Unit Validation, System Validation)	A determination to assess the quality of the application changes and the value of beginning validation versus delaying the time line. The intent of this decision is to ensure that hours are not spent validating software that is not ready. This is a joint decision by the Program Manager, the Solution System Designer, and the Test Designers.
History Items	Control values processed in prior executions of other Balancing Steps or previous cycles of the same Balancing Step. The ACR/Summary Database obtains External Items from the History database.
Hypertext Transfer Protocol (HTTP)	An Internet protocol used to transfer files from one computer to another.
Information Communication Technology (ICT) Deployment Management	Processes supporting a structured development methodology (life cycle) to administer all aspects of requirements definition, design, and building, validating, production implementation and production turnover for ICT Infrastructure platforms.
Information Communication Technology (ICT) Service Catalog	This is a list of each Infrastructure Service Offering with its definition of technical capabilities. The ICT Service Catalog is used as the primary menu of Infrastructure Service Offerings to aid in the alignment of the applications' infrastructure requirements to the appropriate Infrastructure Service Offering. The Infrastructure Solution Designer uses the ICT Service Catalog to develop infrastructure solutions.
Implementation Validation	A form of validating in which an application's stability is verified by the execution of non-intrusive tests.
Information Technology Infrastructure Library (ITIL)	The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development and operations.
Infrastructure	A general term for the hardware, system software, database software, test environments and development tools that are needed to support and develop an application system. The term is used to refer to ICT, as well as workstations.
Infrastructure Solution	A collection of Infrastructure Service Offerings assembled and


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Term*	Definition
	deployed for a particular application system.
Integration Validation	A type of test that verifies an application can communicate with applications in other software layers (e.g., Application, Integration and Presentation Layer) and with other applications within its own layer.
Internal Audit	An audit conducted by an area within BlueCross (e.g., Corporate Audit).
Information Systems (I/S) or IS	Information Systems division of BlueCross
Information Systems Point of Contact (I/S POC)	Person designated as the Point of Contact for an I/S area impacted by an audit.
Information Systems Release Management Office (ISRM)	Provides oversight for Release Management activities including the Release Management Cycle and any informational or managerial reporting.
Information Systems Standards Manual (ISSM)	Refers to the BlueCross I/S document that contains requirements and operating standards to be followed by all I/S employees.
I/S Validation	I/S Validation is the process of verifying that software and hardware modules are designed correctly and function as expected. This validation is technical and focuses on specific components of the software or hardware. I/S Validation should occur on the same workstation infrastructure that will be available in the operational environment. I/S Validation may be performed by an application/development resource or an I/S Tester.
Key	A series of characters used by an encryption algorithm to transform plain text into encrypted data and vice versa.
Layer	A layer is a logical structuring mechanism for the elements that make up the software solution. Many BlueCross software applications are comprised of a Business Application Layer (primarily business-logic based), an Integration Layer (providing services for communication of data and/or logic), and a Presentation Layer (both the Graphical User Interfaces and CICS screens).
Local Area Network (LAN)	Refers to a group of computers and associated computer hardware within a purely localized area. The LAN normally covers a limited area and connects a company's computers by a communications link that enables any device to interact with any other on the network.

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Lightweight Directory Access Protocol (LDAP)	A set of protocols for accessing information directories. LDAP is based on the X.500 protocol, but supports TCP/IP, which is necessary for Internet access. Because it's a simpler version of X.500, LDAP is sometimes called X.500-lite. You can enable LDAP on a Domino server to allow LDAP clients to access information, such as email addresses, in the Domino Directory.
Load Testing	Specialized testing activity performed to determine a system's behavior under both normal and anticipated peak load conditions as defined by the business usage.
Line of Business Management (LOB Management)	Management of LOBs is carried out through the LOB Manager. The LOB Manager is a selected senior I/S manager who is financially accountable for all the cost the I/S organization expends on a given client. The LOB Manager reviews the annual budget with senior customer management ensuring there is agreement. During the year, the LOB Manager must approve additional unbudgeted expenditures for any area within the I/S organization that will be charging to a given client.
Major Version	Published version of documentation in DCM that is ready for a broader audience (other than the contributors) to view.
Management Practices System (MPS)	<p>The Management Practices System (MPS) is an in-house developed application. MPS was designed to support the Information Systems Work Request workflow and the related standard practices and procedures. It serves as the central repository and communication vehicle for steering committee status, Work Request status, and resource utilization within the I/S organization.</p> <p>MPS provides the following:</p> <ul style="list-style-type: none"> • Support and encouragement for the use of the recommended management workflow process but allows for circumvention in special cases where there is senior management agreement, while providing an audit trail of the process steps executed. • Centralization of the evaluation, updating and storage of all Work Request estimates. • Centralization of the evaluation, updating and storage of all Work Request scheduling and resource planning information (e.g., Master Planning, Start/End Dates, Deliverable Dates). Refer to the Note below for important, additional details. • Consistent means of communication, data entry, issue tracking and history review for Work Requests regarding:
Management Practices System (MPS) (Continued)	

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	<ul style="list-style-type: none"> o Steering approval activities o Methodology phase status o Active work step status o Resource expenditures <ul style="list-style-type: none"> • The necessary standard management-level reports, while also providing an informational database for ad hoc reporting. <p>All changes to this system are authorized and prioritized by the MPS Advisory Committee, which is a sub committee of the I/S Standards Committee. The IT Business Systems (ITBS) organization provides technical support for MPS.</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>NOTE It is imperative that Implementation dates are input into MPS because Release Management uses them in communicating to the organization imminent and future implementations to the production environment. For details on Release Management, refer to <i>Service Management > Service Support > Release Management</i>.</p> </div> </div>
Mega Project	A Work Request that is estimated to require more than 15,000 hours of effort to complete. Also, a grouping of projects or strategic projects related to a general business need, opportunity or technical direction (e.g., Year 2000, HIPAA).
Metadata	The properties stored with the documentation that assist in identifying the documentation. This data may be used as part of the search criteria when attempting to retrieve the documentation.
Minor Version	Draft version of documentation in DCM that can be used to reflect changes made viewable by its contributors.
My e-Time	The data entry system for ETKS is My e-Time . It is a web-based application and can be accessed on the I/S Portal.
Negative Validation	Validation that ensures an application can handle invalid input or unexpected user behavior. This term is often used by the customer to refer to Regression Testing.
Non-breaking Space	This is a special character used in Hypertext Markup Language (HTML) code to represent a non-breaking or blank space. A non-

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Term*	Definition
	breaking space prevents line breaks from occurring at a particular point.
Operations Support	Term used to refer to the support organizations in Information Communication Technology responsible for the support of the infrastructure. Members of these groups provide consulting services, as needed, throughout the life cycle of a project and conduct the final Operations Acceptance.
Operating System/390 (OS/390)	Operating System/390 is the IBM mainframe application for imaging, storage, and retrieval.
OnDemand (OD)	OnDemand is the IBM Content Manager.
Peer Review	The process of subjecting an author or programmer's work to the scrutiny of others who are experts in the same field.
Position Control Database (PCD)	The Position Control Database (PCD) is an in-house developed application that contains the current and historical status of each employee position within the I/S organization and a base level of employee demographic information. The PCD also maintains the organizational relationship (who reports to whom) of all of the positions and the permanent Role assignments made by I/S managers for their staff members.
Positive Validation	A test that proves what is supposed to happen does happen.
Process Audit department or Process Audit	Process Audit department or Process Audit
Product	A product is a generic term used to identify the output from an Information Systems (I/S) Work Request.
Project	A project is a request for modification to an existing product or the development of a new product that is estimated to require more than 450 hours (three man-months) of effort to complete.
Readiness Validation	The initial validation performed to confirm that software has been promoted to the test environment and is ready for further validation. The tests are designed to quickly evaluate the system for viability and provide immediate feedback to the Software Developers.
Reconciliation	The accounting for all balancing results, inputs, outputs, and exceptions across all interrelated processes at a distinct and reoccurring point in time.

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Regression Validation	Selective re-validation of modified software to ensure that all defects have been corrected and no other previously working functions have failed as a result of the changes. It ensures that newly added features have not created problems with previous versions of the software.
Release Management (RM)	Processes related to identifying Work Requests, Requests for Change (RFCs) and Break/Fix items to be included in a given deployment of application systems and/or infrastructure hardware and/or software versions.
Remediation	The activity taken to correct or mitigate an audit finding or observation.
Requirement	A condition or capability that must be met or implemented to satisfy a contract, standard, specification or other formally imposed documented need.
Return Code	A four (4)-digit code to indicate the result of program executions. The ACR/Summary and ACR/Detail Databases use and set return codes to indicate an in-balance or out-of-balance condition.
Risk	An event that may occur that negatively impacts the organization.
Risk Alerts	<p>Risk Alerts serve to identify Work Requests with potential areas of concern to management and are required to be entered into MPS and reviewed throughout the life cycle. These alerts and associated values are displayed on the applicable MPS reports, which provide a cumulative score for each Work Request. Risk Alerts are one part of the I/S strategy to identify risks and to manage Work Requests responsibly. Risk Alerts are to be used in conjunction with risk matrices and other risk tools.</p> <p>Any requests to modify or add Risk Alerts are to be submitted to the ISPC Project Management Sub Committee. Modification of Risk Alerts may have subsequent changes to online screens, calculations and reporting. Both the committee and senior management will review the request. If approved, the ISPC Project Management Sub Committee will submit an official RFC to the MPS Advisory Sub Committee.</p>
Risk-Based Control	A control that is in place to prevent or mitigate an inherent risk.
Research & Development Work Request	Related to the integration feasibility study of new technology into I/S products or services for client business functionality or I/S processes.

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Resource Access Control Facility Identification (RACF ID)	Identification required for access to any of the BlueCross I/S systems and computers.
Secure Sockets Layer (SSL)	Refers to a protocol that is used to transmit private documents over the Internet. SSL works by using a private key to encrypt data that is transferred over the SSL connection.
Sensitive Credit Card Data	Data defined or identified as needing to be protected by an encryption method. The custodians of the applications storing credit card data must determine what data is considered sensitive and should be encrypted.
Service Creation	Service Creation is the process for developing new Infrastructure Service Offerings. This process is supported by the Engineering Phase of the Deployment Management Methodology (DMM) process.
Service Library	A single System of Record for all web services in our BlueCross Service Oriented Architecture. The Service Library is used to manage web services by acting as a Services Registry, a Services Metadata and Artifact Repository, a Reporting Tool, and an Impact Analysis Tool for determining leveragability. The Service Library is used by the Web Service Librarian to provide governance of the services and consumer subscriptions through a cohesive set of data and metadata with proven integrity.
Service Offering	A Service Offering is a combination of pre-architected, pre-engineered infrastructure technologies that support multiple applications or application components having common infrastructure requirements. The Service Offering is represented in the form of a Service Definition Document.
Site Owner	The term used to describe the I/S staff member who manages a Work Request's DCM site. This individual also has the primary responsibility for the Work Request at any point within the Work Request Process Workflow. Refer to <i>Technical Standards — Applications > Other Considerations > Document Configuration Management Content Storage > DCM Standards for Work Request Life Cycle Documentation</i> .
Solution Deployment	In support of an application system, the Work Request in which an Infrastructure Solution is designed, deployed, remediated, accepted, and supported.
Source Configuration Management	The process and technology used to store and house software source code in areas corresponding to the testing environments and the

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	Production environment.
Special Instructions (now called Messages)	Lines of instructional text keyed to a Return Code set by a Balancing Rule. Special Instructions may be direct — that is, they are associated with the Job ID currently running, or they may be indirect — that is, they may already be associated with a different Job ID.
Staff Resource Management (SRM) Coordinator	The Staff Resource Management (SRM) Coordinator is responsible for the maintenance and upkeep of all job descriptions and competency models within I/S. A competency model is a job family-related collection of distinguishing behaviors that predicts success in a given role or job. The SRM Coordinator ensures the accuracy of information kept in the Position Control Database, which is a database used by I/S Management to track positions and staff, both full-time and contract, within BlueCross. In addition to these responsibilities, the position is the primary interface between I/S and Human Resources in resolving discrepancies and also provides assistance to managers on certain payroll-related functions and salary administration.
Static Review	The manual process of methodically reviewing a Requirements Document and acceptance criteria for clarity and accuracy to identify missed or unclear requirements.
Static Testing	A form of software testing where the software isn't actually used. This is in contrast to dynamic testing. It is generally not detailed testing but checks mainly for the logical integrity of the code, algorithm, or document.
Steering Committee	A steering committee is a selected group of customer representatives that have common business needs. Their role is to identify, evaluate and prioritize the needs of their area. Each steering committee will have a predetermined amount of I/S resources that they have authorization to expend.
Strategic Project	A request for major modification to an existing product, redevelopment of an existing product, development of a new product, introduction of new technology or other Work Requests designated by the CIO as a strategic initiative.
Structured Validation	A method for developing a test matrix that utilizes a combined flow diagram of business requirements and systems processing to identify all logic paths impacted by a Work Request. Test cases used in the matrix ensure maximum requirements coverage while using a minimum number of cases.

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System Support Acknowledgement	Transfer of knowledge from ASDM to Support.
System Validation 1	A sub-phase that begins System Validation. In this sub-phase, I/S performs specialized testing activities prior to customer testing to ensure the delivery of quality code to the customer.
System Validation 2	A second Validation sub-phase that begins immediately following System Validation 1. In this sub-phase, the customer performs User Acceptance Validation, which is followed by a final regression validation by I/S.
System Validation	Testing of all aspects of a complete integrated system and its subsystems under all feasible conditions. It is the testing of all changes to ensure that they run correctly, that they relate to each other properly, and that the operating procedures and controls are adequate. System Validation consists of positive, negative, and regression validation, which can be executed by I/S personnel and/or customers.
System/Qual Readiness Validation	A combination of non-scripted and regression testing used to quickly determine the overall stability of the system or application.
System Security Officer (SSO)	Refer to <i>Security Management > Information Security Management > Security Roles</i> for further details.
Team	A group consisting of all the participants that have a stake in or participate in the development process. For example, the ASM Team consists of all the participants that have a stake in or participate in the Application Systems Development process.
Technical Design Documents (TDDs)	<p>Technical Design Documents provide detailed technical specifications for the development of a particular solution. These directions allow technical personnel to reliably and repeatedly build the designed solution.</p> <p>There are four types of TDDs: Application, Integration Layer, Database and Presentation Validation. They are supplements to the Design Document and are not intended to be distributed to customers.</p>
Test Case	A detailed description of the input data that will test one or more test steps. The expected results of the test are predictable, measurable, and verifiable.
Test Matrix	A logical collection of test cases used to prove that the target system or application meets the requirements, while ensuring that

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	no existing functionality has been negatively impacted.
Test Plan	A document that describes the schedule, resources, environment, data and risks associated with a specific test effort or collection of related test efforts.
Test Scenario	A group of test cases that test a particular function of a system or application.
Testing (Audit Request Methodology Fieldwork Phase)	The activity that an Auditor performs to determine if a control is in place and effective.
Testing Management Tool	Tool used to create, track, organize, and execute test cases.
Trustwave	Trustwave is a provider of information security and compliance management solutions to businesses and the public sector.
Unit Validation	A type of validation that verifies software modules are written correctly and function as expected. This validation involves the inspection and execution of code before and during compilation and deployment.
User Acceptance Validation	A form of black box validation performed by customer testers on a system prior to its implementation.
User Report Items	Job definitions that format a four (4)-column by up to 100-row report of any or all internal, external, and/or calculated Items.
URL	Uniform Resource Locator, also known as an Internet address.
Work Request	A general term used to describe a request for I/S to perform application development work. A Work Request can be a Change Sheet or project. A Work Request may also be termed an R&D Work Request. Projects may also be termed Strategic or Mega.
Work Request Leader	The person in charge of managing the development effort associated with a Work Request.
Work Request Management System (WRMS)	The Work Request Management System (WRMS) is related to the MPS — Management Practices System — and is used to facilitate the processing and controlling of I/S Work Requests. WRMS is a repository for Work Requests to be uniquely logged, tracked, updated, and closed. Once entered into WRMS, Work Requests can be steered, resource plans can be created within MPS, and hours can be logged through ETKS.

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Work Schedule Coordinator	As a member of the Estimating Team, the Work Schedule Coordinator coordinates and monitors the work scheduling process to ensure timely completion and consistent Work Request scheduling within the I/S organization.
Workstation Infrastructure	The hardware and software necessary for direct human interaction with the application. This includes the physical (PCs, laptops, etc.) and logical workstations (CITRIX, etc.).
WRMS Administrator	The WRMS Administrator is the individual responsible for monitoring, coordinating and entering the necessary data into the WRMS. The WRMS Administrator can be contacted via email through the account WRMS.ADMIN.

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