**Applications**

These acronyms relate to applications that you might use at work.

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| **Acronym** | **Stands For** | **Meaning** |
| AD | Active Directory | A directory service for Windows servers |
| CRM | Customer Relationship Management | The process and systems that relate to storing and managing customer information |
| CVS | Concurrent Versioning System | A source code control system |
| IIS | Internet Information Services | A Web server created by Microsoft |
| RTC | Rational Team Concert | A tool by IBM used for issue tracking and project management |
| SAAS | Software as a Service | Software that is available online and accessed by users as needed. An alternative to software that is downloaded |
| SAP | Systems Applications & Products | A German software product used by enterprises for many functions |
| SVN | Subversion | A source code control system |
| VSS | Visual Source Safe | A source code control system |

**Email**

These acronyms relate to terms you might see and use in emails.

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| **Acronym** | **Stands For** | **Meaning** |
| AP | Action Point | Something that needs to be done by someone, often as a result of a meeting |
| BCC | Blind Carbon Copy | Sending a copy of an email to someone without the original recipient knowing |
| CC | Carbon Copy | Sending a copy of an email to someone else |
| COB | Close of Business | The end of a working day. Often used in deadlines, e.g. “COB Thursday” |
| EOD | End of Day | The end of a working day. Often used in deadlines, e.g. “EOD Tuesday” |
| EOM | End of Message | Indicates the end of a message |
| FYI | For Your Information | Used to notify someone of some information |
| IDK | I Don’t Know | Not knowing the answer |
| IMHO | In My Humble Opinion | Providing your opinion |
| MOM | Minutes of Meeting | A list of topics that were discussed in a meeting |
| PFA | Please Find Attached | Indicates that a file has been attached |
| TBA | To Be Advised, or To Be Announced | The details will be provided at a later date |
| TBC | To Be Confirmed | The details will be provided at a later date |
| TBD | To Be Determined | The details will be provided at a later date |
| WRT | With Respect To/With Regards To | Referring to another topic that was mentioned |

**General IT**

These acronyms relate to general IT industry terms.

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| **Acronym** | **Stands For** | **Meaning** |
| CS | Computer Science | The study and discipline of how computers and software work |
| MIS | Management Information Systems | The study of IT and how it relates to business |
| MIT | Massachusetts Institute of Technology | A well-known technology university in the United States |
| MSDN | Microsoft Developer Network | A website by Microsoft that provides resources for developers |
| SSO | Single Sign On | The ability to sign on to a website in one location and access all of its services |