



## Glossary of Terms for the Service Description for Cisco Managed Services

### General

This Glossary of Terms sets forth the definitions for certain terms contained in the Service Description for Cisco Managed Services and any applicable Addenda to the Service Description. Any Addenda to the Service Description may contain additional defined terms that are limited only to the scope covered in that document.

Term	Definition
<b>ACI Point of Delivery (ACI POD)</b>	The point to which a utility service is supplied, or for which a utility service can be determined
<b>Activate, Activation</b>	The Services and Managed Components have successfully passed Cisco's ready for use testing established by Cisco and Cisco can manage and monitor the Managed Components as provided in the Service Description
<b>Application Policy Infrastructure Controller (APIC)</b>	The unifying point of automation and management for the Application Centric Infrastructure (ACI) fabric
<b>Back-out</b>	The process in which a change is removed from a Managed Component after implementation in order to revert the Managed Component to its previous state
<b>Basic Input / Output System or BIOS</b>	The software that allows computer motherboard components to communicate and interoperate
<b>Bits per second (bps)</b>	A measure used to show the average rate at which data is transferred between a computer and a data transmission system
<b>Border Gateway Protocol (BGP)</b>	A protocol for exchanging routing information between gateway hosts (each with its own router) in a network of autonomous systems
<b>Bridging (Conference)</b>	A facility that allows a group of people to participate in phone call
<b>Bridging (Network)</b>	The action taken by network equipment to create an aggregate network from either two or more communication networks, or two or more network segments
<b>Business Day</b>	The generally accepted days of operation per week within the relevant region where the Services shall be performed, excluding local holidays as observed by Cisco
<b>Call Detail Records (CDR)</b>	A record in a file produced by telecommunications systems that contains time, status, duration, and the source and destination number details pertaining to a telephone call that passes through that system

<b>Capacity Planning</b>	The process of determining the production capacity needed by an organization to meet changing demands for bandwidth, processing capability, services or similar items
<b>Captive Portal</b>	The splash page a user sees when they first associate with a Wi-Fi SSID and open a web browser to surf the Internet
<b>Change Advisory Board (CAB)</b>	A designated group of Customer's employees tasked with evaluating changes to Customer's IT environment
<b>Change Management or Change Management Process</b>	The process by which Cisco oversees and governs the deployment of operational changes to the Managed Components or Network described in the Service Description under the heading "Change Management"
<b>Change Record</b>	The record of a change to the Customer's Network
<b>Change Request</b>	The formal request for the implementation of a change to Customer's Network or the Managed Components, including Emergency, Standard, and Normal changes
<b>Circuit</b>	A discrete path between two or more points along which signals can be carried connecting a service provider and a customer facility for use in remote management
<b>Cisco Access Policy Server (CPS)</b>	Cisco's fully virtualized, carrier-grade network discovery, selection, and authentication solution
<b>Cisco ACI End Point Groups (EPGs)</b>	A collection of endpoints representing an application tier or set of services
<b>Cisco Adaptive Security Appliance (ASA)</b>	A family of Cisco network security products provides users with highly secure access to data and network resources - anytime, anywhere, using any device
<b>Cisco Application Centric Infrastructure (ACI)</b>	A policy-driven solution that integrates software and hardware
<b>Cisco Application and Control Networking System (ACNS)</b>	A Cisco product that optimizes digital media delivery over a Wide Area Network (WAN)
<b>Cisco Application Control Engine (ACE)</b>	A Cisco product that optimizes delivery of and access to applications
<b>Cisco Application Policy Infrastructure Controller (APIC)</b>	The unifying point of automation and management for the Application Centric Infrastructure (ACI) fabric

<b>Cisco Business Video VIP Events (VIP Events)</b>	High visibility calls that may include sales conferences or large media events
<b>Cisco Catalyst Operating System (CatOS)</b>	The discontinued operating system for many of the Catalyst brand of legacy network switches
<b>Cisco Connected Mobile Experience (CMX)</b>	A suite of applications that are hosted on the Mobility Services Engine and use its ability to locate Wi-Fi devices
<b>Cisco Content Services Switch (CSS)</b>	A Cisco product that optimizes web application delivery and security
<b>Cisco Emergency Responder (CER)</b>	Enables emergency agencies to identify the location of 911 callers and eliminates the need for any administration when phones or people move from one location to another
<b>Cisco Extension Mobility</b>	A Cisco product that allows users to temporarily access their Cisco Unified IP Phone configuration such as line appearances, services, and speed dials from other Cisco Unified IP Phones
<b>Cisco Identity Services Engine (ISE)</b>	Cisco's security policy management platform that automates and enforces context-aware security access to network resources
<b>Cisco Global Site Selector (GSS)</b>	A networking device that provides load balancing services across multiple data centers
<b>Cisco Integrated Management Controller (CIMC)</b>	The management service for Cisco C-Series servers
<b>Cisco Intelligent Contact Management Enterprise (ICME)</b>	A Cisco product that integrates traditional inbound and outbound voice applications with Internet applications such as real-time chat, Web collaboration, and e-mail
<b>Cisco Internetwork Operating System (IOS)</b>	The software used in most Cisco Systems routers and current Cisco network switches
<b>Cisco IP Communicator</b>	A Windows PC-based softphone application that lets you use your personal computer to make premium voice and video calls
<b>Cisco Jabber (MOVI)</b>	A software-based videoconferencing application that enables a desktop computer to function as a desktop videoconferencing system
<b>Cisco Managed Services Platform (CMSP)</b>	The system of components that is used in the monitoring and remote management of the Managed Components by Cisco

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<b>Cisco Meraki Systems Manager (System Manager)</b>	A Cisco product that provides over-the-air centralized management, diagnostics, and monitoring for mobile devices
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<b>Cisco Mobility Services Engine (MSE)</b>	A Cisco platform that provides a centralized and scalable way to deliver high-value, Wi-Fi services
<b>Cisco Multimedia Convergence Server (MCS)</b>	Server platforms that host applications within the Cisco Unified Communications system
<b>Cisco NetScaler</b>	A Cisco virtual appliance that provides application delivery controller functions, including load balancing and other services
<b>Cisco Nexus</b>	The Cisco family of products consisting of physical and virtual switches
<b>Cisco Options Package (COP) Files</b>	A zipped file that contains the codec and control device (e.g. Cisco TelePresence Touch 12 or Cisco Unified IP Phone) image files
<b>Cisco Policy Suite for Wi-Fi (Wi-Fi CPS)</b>	Cisco's carrier-grade policy and subscriber data-management software solution that helps service providers control, monetize, and personalize Wi-Fi offerings on their networks
<b>Cisco Prime Infrastructure (PI)</b>	A Cisco product that simplifies the management of wireless and wired networks
<b>Cisco TelePresence Management Suite (TMS)</b>	A Cisco product that provides control and management of TelePresence conferencing and media services infrastructure and endpoints
<b>Cisco TelePresence MSE Blade Servers (MSE)</b>	All-in-one devices that offer a multipoint control unit (MCU), Cisco TelePresence Server, along with ISDN, and serial gateways
<b>Cisco TelePresence Video Communication Server (VCS)</b>	A Cisco product that provides flexible and extensible video conferencing applications
<b>Cisco Unified Border Element (CUBE)</b>	A Cisco product that performs the four critical functions of a session border controller (SBC): session control, security, interworking, and demarcation
<b>Cisco Unified Communications (CUC)</b>	Cisco products that deliver integrated voice, video, mobility, and presence services across endpoints, devices, and applications
<b>Cisco Unified Communications Gateways</b>	Cisco products that provide public-switched-telephone-network (PSTN), private-branch-exchange (PBX), and service-provider Session Initiation Protocol (SIP) trunk-gateway and interconnect capabilities
<b>Cisco Unified Communications Manager (CUCM) and Communications Manager Express (CME)</b>	Cisco products that provides services such as session management, voice, video, messaging, mobility, and web conferencing

<b>Cisco Unified Communications Manager (CUCM) Clustering</b>	A Cisco product feature that provides a mechanism for distributing call processing and database replication amongst multiple Cisco Unified Communications Manager servers that running the Cisco Unified Communications Manager
<b>Cisco Unified Contact Center Express (UCCX)</b>	A single-server, integrated 'contact center in a box' for both formal and informal contact centers
<b>Cisco Unified Contact Center</b>	A Cisco product that delivers intelligent contact routing, call treatment, network-to-desktop computer telephony integration (CTI), and multichannel contact management over an IP infrastructure
<b>Cisco Unified Presence (Presence)</b>	Provides native standards-based dual-protocol enterprise instant messaging and network-based presence as part of Cisco Unified Communications.
<b>Cisco Unified Workspace Licensing (CUWL)</b>	A program for procurement of Cisco Unified Communications applications and services within unified communications
<b>Cisco Validated Design (CVD)</b>	Provides the foundation for systems design based on common use cases or current engineering systems priorities
<b>Cisco Web Cache Communication Protocol (WCCP)</b>	A Cisco protocol that allows certain Cisco routers and switches to transparently redirect certain requests to a cache engine
<b>Cisco Wide Area Application Services (WAAS)</b>	The Cisco WAN optimization family of products
<b>Comma Separated Values (CSV)</b>	A file format often used to exchange data between applications
<b>Computer Telephony Integration (CTI)(Computer Telephony)</b>	Technologies and protocols that allow computer applications to manage telephone calls
<b>Configuration Database (CDB)</b>	A real-time database where service instances and device configurations are stored that is always in sync with the network
<b>Configuration Management Database (CMDB)</b>	A repository that acts as a data warehouse for IT organizations
<b>Configuration Management</b>	The process of creating and maintaining an inventory of the Managed Components
<b>Customer</b>	The legal entity purchasing Services for its own internal use either directly or through a Cisco Authorized Reseller

<b>Custom Scoped Changes</b>	Changes that are custom in nature and require separate written agreement, setting forth additional charges and CAB approval to be required
<b>CUWL</b>	See Cisco Unified Workspace Licensing (CUWL)
<b>Cyclic Redundancy Check (CRC)</b>	An error-detection code algorithm commonly used in digital networks and storage devices to detect data corruption
<b>Data Center</b>	A facility that centralizes an organization's IT operations, computer equipment, data storage, and networking facilities
<b>Data Collection Tools</b>	Hardware and/or software tools that support Cisco's ability to provide the Services (e.g. troubleshooting on cases, data analysis, and report generation) capabilities as part of the Services
<b>Device</b>	Any machine or component that attaches, directly or indirectly, to a Managed Component. Examples of Devices include disk drives, printers, and routers
<b>Device Manager</b>	Manages device configuration using YANG model from NEDs, fail-safe transaction, validation, synchronization, code free for NETCONF, CLI, and SNMP devices
<b>Dialed Number Identification Service (DNIS)</b>	A telephony service that identifies the number that the caller dialed to the receiver of that call
<b>Distributed Resource Scheduler (DRS)</b>	A VMware load balancing utility that assigns and moves computing workloads to available hardware resources in a virtualized environment
<b>Domain Name System (DNS)</b>	A hierarchical distributed naming system for computers, services, or any resource connected to the Internet or a private network
<b>Dynamic Host Configuration Protocol (DHCP)</b>	A client/server protocol that automatically provides an Internet Protocol (IP) host with its IP address and other related configuration information such as the subnet mask and default gateway
<b>Dynamic Multipoint VPN (DMVPN)</b>	A Cisco IOS Software solution for building scalable IPsec Virtual Private Networks (VPNs)
<b>eBonding, Smart Bonding, or ServiceGrid Smart Bonding for CMS</b>	A B2B software interface that automates the data exchange between two business applications, typically associated with ticketing systems
<b>Emergency Change</b>	A change to Customer's Network or the Managed Components initiated to remediate or prevent a Customer-impacting outage or high Priority Incident. Emergency changes follow the defined emergency change management process.
<b>End of Life (EoX)</b>	The milestone of reaching end of sale or end of support for a specific application, Device, or Service
<b>End User Service Desk</b>	A single point of contact for the submission of Service Requests by Customer's end users
<b>Engagement Management</b>	The process that provides direct oversight of the relationship between the Customer and Cisco

<b>ESXi (formerly ESX)</b>	A version the VMware hypervisor product that provides server virtualization platforms.
<b>Event</b>	A change of state of a Managed Component which has significance with respect to the Services
<b>Evolved Packet System (EPS)</b>	The combined LTE and System Architecture Evolution (SAE), comprising both an evolved core network and an evolved radio access network
<b>Fabric switches</b>	A category of high capacity network switches
<b>FASTMAP</b>	FASTMAP is the patented algorithm that records the modifications in the create() callback, and is responsible for automatically handling the modify and delete case.
<b>Fiber Channel (FC)</b>	A high-speed network technology used to connect computer data storage
<b>Firewall</b>	A system designed to prevent unauthorized access to or from a private network
<b>Firmware</b>	Programming written to the read-only memory (ROM) of a computing device
<b>Forward Error Correction (FEC)</b>	A method of obtaining error control in data transmission in which the source (transmitter) sends redundant data and the destination (receiver) recognizes only the portion of the data that contains no apparent errors
<b>Fragmentation</b>	A deteriorated condition in which data is stored in non-contiguous extents causing access inefficiencies and capacity reduction
<b>Framework</b>	A real or conceptual structure intended to serve as a support or guide for the building of something that expands the structure into something useful
<b>Fully Qualified</b>	A change request from the customer containing all requisite information
<b>Geo-Redundancy</b>	Provision of the Cisco Data Collection Tools located in an additional Customer-owned data center
<b>Giants</b>	The packets that are longer than the maximum Ethernet size of 1,518 bytes
<b>GI interface</b>	The interface to external packet data networks (e.g., Internet) containing the end-user's IP point of presence
<b>Health Check</b>	The process that is executed to determine the current state of the Managed Component to determine if it is functioning as expected
<b>Hot Standby Router Protocol (HSRP)</b>	A routing protocol that allows host computers on the Internet to use multiple routers that act as a single virtual router, maintaining connectivity even if the first hop router fails, because other routers are on "hot standby" or ready to go
<b>Hypervisor (also called a virtual machine manager)</b>	Software that allows multiple operating systems to share a single hardware host system
<b>Identity Services Engine (ISE)</b>	A Cisco network administration product that enables the creation and enforcement of security and access policies for endpoint devices connected to the company's routers and switches.
<b>Impact</b>	The breadth of effect of an Incident
<b>Incident</b>	Any event that is not part of the standard operation of a Service and that causes or may cause an interruption to, or reduction in, the quality of the Service
<b>Incident Management or Incident Resolution</b>	The process to restore the Services that have been interrupted or reduced by an Incident
<b>Indexed Event Data</b>	The combination of raw compressed data collected from Managed Components, indexes pointing to the raw compressed data created by the Managed Infrastructure, and metadata created by the Managed Infrastructure
<b>Informational Changes</b>	Changes to Customer's network that are initiated and executed by the Customer



<b>Information Technology Infrastructure Library (ITIL)</b>	A library and certification program that defines a set of best practices of IT Service Management (ITSM) for delivering business aligned services
<b>Infrastructure Business Service Management (BSM)</b>	A Customer-centric and business-focused methodology used to manage business IT Services
<b>Infrastructure Management (IM)</b>	The management of essential operation components, such as policies, processes, equipment, data, human resources, and external contacts, for overall effectiveness
<b>Intermediate System-to-Intermediate System (IS-IS)</b>	A routing protocol that is an Interior Gateway Protocol (IGP) standardized by the Internet Engineering Task Force (IETF) and commonly used in large service provider networks
<b>Internet Control Message Protocol (ICMP)</b>	An error-reporting protocol network Devices like routers use to generate error messages to the source IP address when network problems prevent delivery of IP packets
<b>Intrusion Prevention System (IPS)</b>	A preemptive approach to network security used to identify potential threats prevent them and/or respond to them swiftly
<b>Intrusion Prevention System Signature</b>	An Intrusion Prevention System Signature is a set of rules that an IPS uses to detect typical intrusive or malicious activity
<b>IP Phone</b>	An Internet Protocol (IP) telephone system that uses packet-switched Voice over IP (VoIP), or Internet telephony, to transmit telephone calls over the data network instead of a circuit-switched telephony used by the traditional Public Switched Telephone Network (PSTN)
<b>Internet protocol service level agreement (IP SLA)</b>	A feature of IOS that allows an IT professional to collect information about network performance in real time
<b>IT Service Management (ITSM)</b>	Activities that are performed by an organization or part of an organization to plan, deliver, operate and control information technology services
<b>Jabber</b>	A software technology from Jabber, Inc. that Cisco incorporates into its on-premises and cloud-based collaboration services
<b>Key Performance Indicator (KPI)</b>	A measurable value – usually associated with acceptability threshold values – that can be used to measure how effectively the Services, Managed Components, or Devices are in meeting objectives for performance
<b>Known Error</b>	Incident(s) that have a defined root cause and a defined resolution
<b>Latency</b>	The delay, typically measured in milliseconds, is the time before a transfer of data begins following an instruction for its transfer.
<b>Layer 2 VPN (L2VPN)</b>	A service where a customer connects several locations with Layer 2 connectivity, that is, without IP routing
<b>Layer 3 VPN (L3VPN or IP/MPLS)</b>	A technology where the traffic is carried over pseudowires (PW) over MPLS Label Switch Paths (LSPs) tunnels
<b>Letter of Agency (LoA)</b>	A document authorizing Cisco to act on the Customer's behalf for purposes of ordering, facilitating, and/or tracking services with or from carriers, vendors, maintenance contract providers, and other general-service providers
<b>Line card</b>	An electronic circuit on a circuit board that interfaces between subscribers to a telecommunications network and the rest of the network
<b>Managed Application</b>	An application upon which the system administrator exerts some level of control over the installation and maintenance of the product

<b>Managed Component</b>	Devices, applications, equipment, hardware, and software, for which remote IT-infrastructure management services are provided by Cisco
<b>Managed Infrastructure</b>	A complete system of components, applications or users for which remote IT-infrastructure management services are provided by Cisco
<b>Maximum Transmission Unit (MTU)</b>	Defines the largest size of packets that an interface can transmit without the need to fragment
<b>Mean Opinion Score (MOS)</b>	Testing that provides a numerical measure of the quality of human speech at the destination end of a circuit
<b>Megabytes (MB)</b>	A multiple of the unit byte for digital information
<b>Meraki Air Marshal</b>	Cisco Meraki's wireless intrusion prevention (WIPS) solution
<b>Monitored Components</b>	Certain devices, hardware, or equipment on Customer's network that may be monitored (but not managed) by Cisco
<b>Monitoring</b>	The process of detecting events on Managed Components
<b>Multiprotocol Label Switching (MPLS)</b>	A protocol for speeding up and shaping network traffic flows
<b>Netflow</b>	Provides valuable information about network users and applications, peak usage times, and traffic routing
<b>Network</b>	A set of interconnected and interworking Cisco-supported hardware and software that is implemented, operated and supported by Customer from a single network operations center
<b>Network-Attached Storage (NAS)</b>	A file-level computer data storage server connected to a computer network providing data access to a heterogeneous group of clients
<b>Network Element Driver (NED)</b>	A subset of possible NSO packages that are used to provide management access to communicate south bound managed devices and are completely driven by YANG device models
<b>Network Interface Card (NIC)</b>	A computer circuit board or card installed in a computer to provide a network connection
<b>Network Operations Center (NOC)</b>	Cisco's environment from which the Services are provided
<b>Network Optimization Service (NOS)</b>	A service feature that analyzes the Customer Network to determine the current level of risk, remediate short term problems, and help plan and develop a strategy for long term stability
<b>Next Generation NBAR (NBAR2)</b>	A re-architecture of NBAR based on the Service Control Engine (SCE) with advanced classification techniques and accuracy
<b>Non-Volatile Random Access Memory (NVRAM)</b>	A category of Random Access Memory (RAM) that retains stored data across power cycle events
<b>Normal Change</b>	A change to Customer's Network or the Managed Components that is not an Emergency Change or a Standard Change. Normal changes follow the defined steps of the Change Management process.
<b>Northbound Application Programming Interface (Northbound API)</b>	An application interface that can be programmatically called to access services resident in a higher-level component

<b>NSO Core Engine</b>	Consist of transaction and session management, authentication, role-based access control, redundancy and replication, event logging, validation, rollback management, upgrades and downgrades
<b>Network Service Orchestrator (NSO) Platform</b>	A Cisco software platform used to automate services across traditional and virtualized networks
<b>OffNet</b>	A set of Managed Components that are located outside a geographic boundary as defined by the parties of the engagement
<b>Onboard, Onboarding, Onboarded, etc.</b>	The process or a sequence of phased processes in which Cisco prepares the Managed Components to be monitored and managed as a part of the Service
<b>OnNet</b>	A set of Managed Components that are located inside a geographic boundary as defined by the parties of the engagement
<b>Open Shortest Path First (OSPF)</b>	An interior gateway routing protocol developed for IP networks based on the shortest path first or link-state algorithm
<b>Ordering Document(s)</b>	A paper or electronic document (e.g. Service Order, Statement of Work (SOW), quote, or online order submission), that references or incorporates the Service Description and specifies the details of the Services purchased by Customer, such as pricing, payment terms, and other commercial terms, identifies Managed Components, and describes any additional customer requirements.
<b>Packet</b>	The unit of data that is routed between an origin and a destination on the Internet or any other packet-switched network
<b>Packet Data Network (PDN)</b>	The network through which the User equipment obtains a packet data connection to the internet
<b>Patch</b>	An out-of-release software or firmware code change that resolves or provides a work-around for a Problem
<b>PCI DSS</b>	Payment Card Industry Data Security Standard
<b>Performance Routing (PfR)</b>	Delivers intelligent path control for application-aware routing across the WAN
<b>Policy Service Node (PSN)</b>	A Cisco ISE node with the Policy Service persona provides network access, posture, guest access, client provisioning, and profiling services.
<b>Portable Document Format (PDF)</b>	A file format used to present documents in a manner independent of application software, hardware, and operating systems. Each PDF file encapsulates a complete description of a fixed-layout flat document, including the text, fonts, graphics and other information needed to display it.
<b>Portal</b>	The online Web user interfaces where Customers can receive information from a Service (e.g. Reports, notifications, etc.), submit information to a Service (e.g. Service Requests, Incidents, etc.) and configure a Service
<b>Priority</b>	An indicator of the level of effort that will be expended by Cisco and the Customer to resolve an Incident
<b>Problem</b>	The underlying cause of one or more Incidents
<b>Problem Record</b>	The information about a Problem maintained within the CMDB
<b>Protocol</b>	The defined set of rules that end points in a telecommunication connection use when they communicate
<b>Provisioning</b>	The process of preparing and equipping the Network to allow it to the Services
<b>Quality of Experience (QOE)</b>	Measures total system performance using subjective and objective measures of customer satisfaction

<b>Quality of Service (QoS)</b>	A measurement of transmission rates, error rates, and other characteristics
<b>Quality of Service (QoS) - Telephony</b>	An ITU term that refers to requirements on all the aspects of a connection, such as service response time, loss, signal-to-noise ratio, crosstalk, echo, interrupts, frequency response, loudness levels, and other elements
<b>Reassembly</b>	A process in which Data Units are put back together in the correct order to reassemble a stream of data in its original form.
<b>Release</b>	The complete, self-contained distribution of a software, firmware or application package or product
<b>Release Management</b>	The process in which another Release of software, firmware, or applications is migrated to Managed Components
<b>Remote Authentication Dial In User Service (RADIUS)</b>	A networking protocol that provides centralized Authentication, Authorization, and Accounting (AAA) management for users who connect and use a network service
<b>Remote Management</b>	The process in which a controlling Device is not physically attached to the actual Device
<b>Request for Change (RFC)</b>	The formal request from Customer for the implementation of a change to Customer's Network or the Managed Components
<b>Role Based Access Control (RBAC)</b>	A method of regulating access to application, computer, or network resources based on the attributes or permissions of individual users or groups of users
<b>Root Cause</b>	The underlying or original cause of an Incident or Problem
<b>Root Cause Analysis</b>	An analysis explaining the Root Cause of an Incident or Problem
<b>Runbook</b>	A document that consists of a compilation of procedures and operations that the system administrator or operator carries out on behalf of the customer
<b>S1</b>	The logical interface between an eNodeB and the Core Network (CN)
<b>SAP HANA</b>	A SAP product that is an in-memory database management system
<b>Secure Shell (SSH)</b>	A UNIX-based command interface and protocol for securely getting access to a remote computer
<b>Security Events</b>	Security alerts generated either directly by Managed Components or as a result of automated analysis performed by the Managed Infrastructure
<b>Security Operations Centers (SOCs)</b>	Cisco's Active Threat Analytics Security Operations Centers
<b>Service(s)</b>	The Cisco Managed Services as described in the Service Description and any applicable Addenda
<b>Service Activation Kit (SAK)</b>	The information collected and used to complete the Activation of the Managed Components
<b>Service Catalog</b>	An organized and curated collection of business and information technology related services that can be performed by, for, or within an enterprise
<b>Service Guide</b>	A document that describes how the Services are delivered
<b>Service Manager</b>	Is the application used for modeling services, mapping, validation, fail-safe transaction, dry-run, maintain relationships between service and device configuration
<b>Service Order</b>	The agreement between Cisco and Customer specifying details about Services purchased by Customer and the related invoicing

<b>Service Model Package</b>	A directory of files with a fixed file structure, consisting of code, YANG modules, and custom WebUI widgets that are needed in order to add an application or function to Cisco NSO
<b>Service Provider (SP)</b>	A type of communications service provider that has traditionally provided telephone, Internet backbone connectivity, and similar services
<b>Service Request</b>	A request from a user for information, or advice, or for a Standard Change or for Cisco to provision the service
<b>Service Request Fulfillment</b>	The process of responding to submitted Service Requests
<b>Service Request Units (SRUs)</b>	Units purchased by Customer in a quantity specified in the Service Order or SOW and available for Cisco's implementation of Customer Service Requests. A corresponding number of SRUs will be deducted from Customer's aggregate available pool of SRUs based on the designated Service Request type (as indicated by the type number listed on the applicable Addendum) for any Normal or Standard Change (or Customer Scoped Change, if agreed in writing)
<b>Service Transition</b>	The process of discovering and onboarding the Managed Components to Cisco's NOC for monitoring and management
<b>Session Initiation Protocol (SIP) Proxy Server (SIP Server)</b>	In telecommunications, one of the main components of an IP PBX that is used to perform many of the call set-up functions
<b>Severity</b>	A simple code assigned to Incidents, Problems and Changes, indicating their underlying technical complexity and their impact on technical resources
<b>Simple Network Management Protocol (SNMP)</b>	An industry standard monitoring and management communications protocol implemented in network and computing components, and management systems
<b>Single Point of Contact (SPOC)</b>	A person or a department serving as the coordinator or focal point of information concerning an activity or program
<b>Single sign-on (SSO)</b>	A session/user authentication process that permits a user to enter one name and password in order to access multiple applications
<b>SNMP strings</b>	Credential or authorization information that allows access to a Managed Component that is SNMP instrumented
<b>SNMP traps</b>	Threshold traversal triggered alerts generated by agents on a managed device
<b>Southbound Application Programming Interface (Southbound API)</b>	An application interface that can be programmatically called to access services resident in a lower-level component
<b>Spoof</b>	A variety of ways in which network traffic can be manipulated to conceal the sending or receiving device
<b>Standard Business Hours</b>	The hours between 8AM and 5PM in the time zone of Customer's headquarters (US & Canada)
<b>Standard Change</b>	The category of changes to a Customer's Network or the Managed Component that have been mutually agreed to be highly repeatable and do not require CAB approval
<b>Storage</b>	A device or set of devices upon which data is held in an electromagnetic or optical form for access by a computer processor
<b>Storage Area Network (SAN)</b>	An integration of high-speed, high capacity and high reliability storage devices and networks that provide sophisticated storage services
<b>Syslog</b>	A widely used process to record component-generated informational and error messages into local or remote log

<b>System ID (SID)</b>	A unique identifier for a SAP HANA system
<b>TelePresence</b>	A set of technologies, such as high definition audio, video, and other interactive elements that enable people to feel or appear as if they were present in an alternate location
<b>TelePresence Management Suite (TMS)</b>	See Cisco TelePresence Management Suite (TMS)
<b>Terminal Access Controller Access-Control System (TACACS)</b>	A family of related protocols handling remote authentication and related services for networked access control through a centralized server
<b>Text to Speech (TTS)</b>	A technology set that converts computer readable language text into speech generated by a computer
<b>Third Party Managed Components</b>	Products, Software, or Services from a third-party supplier that are managed by Cisco
<b>Threshold Crossing Alert (TCA)</b>	An Event signifying that a management variable associated with the state, performance, or health of the network has crossed a certain threshold
<b>Traffic-shaping</b>	The practice of regulating network data transfer to assure a level of performance or quality of service (QoS) for some applications or users or to increase available bandwidth
<b>Transition Plan</b>	A written plan coordinating the resources required to deploy a major Release within the predicted cost, time and quality estimates.
<b>Troubleshoot</b>	The process of solving a Problem or associating a Problem to an Incident
<b>Unavailable Second (UAS-L)</b>	1-second intervals during which the Synchronous Optical network line is unavailable
<b>Unified Communications (UC)</b>	An industry term which references a set of technologies that fully integrate communications, by transmitting data, voice, and video over a single network, using standards-based Internet Protocol (IP)
<b>Unified Computing Server Director (UCS-D)</b>	An application that provides the provisioning, automation and orchestration capabilities to Customer's data center infrastructure, ACI, and private cloud
<b>Unified Computing System Manager (UCSM)</b>	Software that provides unified management of all software and hardware components in the Cisco UCS system
<b>Unified Contact Center (Cisco)</b>	See Cisco Unified Contact Center
<b>Urgency</b>	The criticality of an Incident based on its impact on the Services or ability for Customer to receive the Services and the financial impact of the Incident on Customer's business
<b>Urgent Service Request</b>	A request from a user for information, advice, a Standard Change, or for Cisco to provision the service, any as provided in an urgent matter
<b>Users</b>	A person who utilizes the Services
<b>Virtual Center (vCenter)</b>	A VMware software suite designed to centralize the management of virtualized IT environments
<b>Virtual Internet Protocol (VIP) Address</b>	A virtual IP network address that can be dynamically assigned and reassigned to physical network interfaces for load balancing and other purposes
<b>Virtual Machine (VM)</b>	Allocation of computing resources with other users but isolates the operating system or application to avoid changing the end-user experience
<b>Virtual Private Network (VPN)</b>	A private network that extends across a public network such as the Internet
<b>Virtual Routing and Forwarding (VRF)</b>	An IP technology that allows multiple instances of a routing table to coexist on the same router at the same time



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<b>Voice over LTE (VoLTE)</b>	VoLTE is the ability to support voice traffic over an IP based network without the use of circuit switching technologies.
<b>VMotion</b>	A VMware product that enables the real-time migration of operational virtual machines from one physical server to another without disrupting service
<b>Wave Files</b>	A Microsoft file format, identified by a .wav extension appended to the file name, that contains recorded data and allows computers to play back audio sounds
<b>YANG Modeling</b>	A data modeling language used to model configuration and state data manipulated by the NETCONF protocol, NETCONF remote procedure calls, and NETCONF notifications

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