State of Illinois
Department of Central Management Services

BCCS TERMINOLOGY GLOSSARY

Effective February 15, 2012

Term	**Definition**
Administrative User	Any person that has been granted special systems administrative authority to manage or maintain computer systems.
Access Point (AP)	A hardware device or a computer's software that acts as a communication hub for users of a wireless device to connect to a wired LAN.
Agency Business Application	The application and programs used by the business to process specific business functions and data associated with the application.
Applicable Agency	An agency that has not developed its own ESI or Email Retention Policy and as a result is subject to this policy or chooses to adopt this policy.
Archive	The saving of old or unused files onto magnetic tape or other offline mass storage media for the purpose of releasing on-line storage room.
Authorized Individual	A person assigned physical access privileges by a Resource Custodian.
Authorized Person	A person assigned access privileges by a Resource Custodian.
Availability	Ensuring timely and reliable access to and use of information and the property of being accessible and useable upon demand by an authorized entity.
Backup	The saving of electronic information onto magnetic tape or other offline mass storage media for the purpose of preventing loss of data in the event of equipment failure or destruction.
BCCS Facility	Any facility that either houses or supports CMS/BCCS Statewide computing operations.
Breach of the Security System	"Unauthorized acquisition of computerized data that compromises the security, confidentiality, or integrity of personal information maintained by the data collector." 815 ILCS 530/5
Broadband	High-speed Internet access—typically contrasted with dial-up access over a modem.
Business Information System	Includes the business application and the CMS/BCCS hosted environment.
Business Reference Model (BRM)	The repository for capturing, cataloging and Maintaining agency business application information.
Business System Owner	Official responsible for the overall procurement, development, integration, modification, or operation and maintenance of a business information system.
Change	Any alteration to the state or configuration of any production software or hardware under BCCS management and support. This would include adding new functionality, monitoring, repairing or removing functionality.
Change Advisory Committee (CAC)	Group of designated individuals that represent the business entities of BCCS who meet regularly to discuss and authorize scheduled changes.
Change Management	The process of controlling modifications to hardware, software and firmware to ensure IT resources are protected against improper modification during and after system implementation.

Term	**Definition**
Citrix	A remote access/application publishing product that allows people to remotely connect to applications available from central servers.
CMS/BCCS Hosted Environments	A CMS/BCCS managed infrastructure used by agencies to store data and run applications.
CMS/BCCS Statewide Computing Facility	Any facility that either houses or supports CMS/BCCS Statewide computing operations.
CMS/BCCS Service Catalog	A collection of CMS/BCCS products and services offered to select State Agencies, Boards and Commissions under the Illinois Governor's jurisdiction.
CMS/BCCS IT Recovery Methodology	Document for providing guidance on the following: i) business impact analysis; ii) criticality and RTO classification schema; iii) recovery procedures documentation. Details on roles and responsibilities and recovery priorities are also provided.
CMS Wireless Zone	A CMS-controlled and authorized wireless hot spot that is made available for access to the Internet and CMS resources. Anyone with a wireless router is creating a wireless zone (hotspot).
Compensating Control	The management, operational, and technical controls (i.e., safeguards or countermeasures) employed by an organization in lieu of the recommended controls in the low, moderate, or high security control baselines, that provide equivalent or comparable protection for an information system.
Consolidated Agency	Agency whose IT infrastructure and staff were consolidated into CMS as part of the IT rationalization efforts that began in FY 2004.
Content Filtering	The use of a program to screen and exclude from access or availability Web pages or e-mail that is deemed objectionable.
Credential	A card, document, or code that identifies and authorizes the owner physical access to a facility, area, or room.
Criticality Classification	The effect of functional failure with respect to health, safety, environment, business regularity and costs. This will determine the priority of recovery and is defined in the CMS/BCCS IT Recovery Methodology.
Data Owner	The person responsible for or dependent upon the business process associated with an information asset. The Data Owner is knowledgeable about how the information is acquired, transmitted, stored, deleted, and otherwise processed.
Data User	Person, organization, or entity that interacts with data for the purpose of performing an authorized task.
Deployment Package	Design, Scope, and Timeline for all Chartered initiatives submitted after August 1, 2008, that establish the project baseline and identify commitments**.**
Designated Information System	Any system identified as requiring recovery capabilities as defined in the BRM.

Term	**Definition**
Disaster Recovery	The policies, process, and procedures related to preparing for recovery or continuation of technology infrastructure critical to the State of Illinois after a natural or human-induced disaster. Disaster recovery focuses on the restoration of IT or technology systems that support business functions that fail in the event of a disaster.
DSL	(Digital Subscriber Line) - A technology for bringing high-bandwidth information to homes and small businesses over ordinary copper telephone lines.
Electronically Stored Information	(ESI)– General term for any electronic information stored in any medium (i.e. hard drives, back-up tapes, CDs, DVDs, jump drives, and any other form of electronic media capable of storing data) that can be retrieved and examined.
Emergency Change	A change that does not present notification to the formal process in advance of implementation. Emergency changes will only be acceptable in the event of a system failure or the discovery of security vulnerability.
Encryption	The process of transforming information to make it unreadable to anyone except those possessing a key.
Enterprise Architecture	An integrated framework for evolving or maintaining existing information technology (IT) and acquiring new technology to achieve the state's strategic focus.
Enterprise Change Management (ECM)	BCCS organization unit responsible for overseeing all change management processes and procedures.
Escorted Access	A limited privilege assigned to an un-authorized individual(s), requiring escort by authorized individual(s) to physically access CMS/BCCS facilities.
End User Computing (EUC)	The CMS/BCCS unit responsible for managing end-user computing services.
Firewall	A set of related programs, located at a network gateway server, that protects the resources of a private network from users from other networks
Hotspot	A place within a wireless zone that contains a high concentration of wireless access points and/or routers.
IDS/IPS	A system that gathers and analyzes information from various areas within a computer or a network to identify possible security breaches, which include both intrusions (attacks from outside the organization) and misuse (attacks from within the organization).
Illinois Enterprise Email System	The shared Enterprise Microsoft Exchange email system comprised of Agencies, Boards and Commissions under the Illinois Governor's jurisdiction.

Term	**Definition**
Information System	This includes the agency business application and the CMS/BCCS hosted environment.
IT Guiding Principles	Fundamental statements about the role of IT and the use of technology in support of the business. Guiding Principles are used by IT Governance and Enterprise Architecture to guide IT decisions and support strategic direction.
Information Technology Governance (ITG)	A process designed to manage the application of technology to business needs. ITG qualifies agency-submitted initiatives as projects by ensuring alignment with the enterprise architecture and registering compliance requirements. ITG was not designed to manage the ongoing investment in the Shared Services infrastructure.
ITG Charter	A document used to initiate the ITG process. The charter focuses on the business need, technology role, and project approach.
IT Recovery Coordinator (ITRC)	The individual(s) designated by the agency responsible for coordinating, prioritizing and directing recovery activities in their respective agency. ITRC will also coordinate recovery activities with CMS/BCCS.
IT Resources	Are categorized as follows: Physical, Logical, and Communications. Physical resources include but are not limited to desktop computers, portable computers, personal Information devices, and printers. Logical resources include computer software and data files digitally or optically stored as well as information itself. Communication resources include the capability to send messages either through the State internal network or via the Internet.
IT Systems	The hardware and software used to store, retrieve, and manipulate information.
Laptop	A portable, usually battery-operated, Personal Computer, small enough to rest on a user's lap.
Mobile Devices	These include, but are not limited to, Portable Digital Assistants (PDAs), notebook computers, Tablet PCs, Palm Pilots, Microsoft Pocket PCs, RIM Blackberries, MP3 players, text pagers, smart phones, compact discs, DVD discs, memory sticks, USB drives, floppy discs and other similar devices.
Off-Net Services	Alternate Wide Area Network and internet service not managed nor supported by CMS/BCCS. These include, but are not limited to: City-wide or municipality wide wireless networks, DSL, or Broadband Cable (High Speed Cable Internet).

Term	**Definition**
Official State Business	Work or work activities that directly relate to defined employee duties and responsibilities, including emergency calls and associated work that is in the best interest of the State. A call (or message) shall be considered as authorized in the best interest of the State if it meets the following criteria: 1) The call or associated work does not adversely affect the performance of official duties by the employee or the employee's organization, agency or department, 2) Call and overall utilization are in reasonable duration, in accordance with this policy; 3) The frequency of utilization is deemed reasonable, in accordance with this policy; 4) Utilization could not have reasonably, in accordance with this policy, been made during non-work hours; 5) Public Health, Safety and Welfare or personal safety
Personal Information Management (PIM) Team	The CMS/BCCS unit that administers, supports, and maintains the Illinois Enterprise Email System.
Post Implementation Review (PIR)	A standard method to follow up with the change owner and/or customer on the results of a change request.
Record	Also referred to as State Record: As defined in the State Records Act (5 ILCS 1607).
Recovery Time Objective (RTO)	The maximum tolerable length of time that an application can be down after a failure or disaster occurs. The RTO ranges are defined in the CMS/BCCS IT Recovery Methodology.
Remote access	Connectivity hardware and software including but not limited to: VPN, modem, Citrix, telnet, FTP, and EDI.
Request for Change (RFC)	Document that provides details on the changes proposed by the person requesting the change approval. This document is the primary input to the Change process.
Resource Custodian	An individual(s) identified by Agency Management to manage rules of appropriate use and protection. The State owns assets and resources purchased, acquired, and used to deliver State services. The Resource Custodians are designated and assigned the following duties, including, but not limited to access authorization, protection against unauthorized use, and integrity verification and revocation of access.
Restore	The process of bringing ESI back from off-line media and putting it on an online storage system when the data on the online storage system is lost or corrupted.
Risk	Those factors that could affect confidentiality, availability, and integrity of the State’s key information assets and systems.
Risk Assessment	The process of determining the likelihood that a specified negative event will occur.
Scheduled Change	Formal notification received, reviewed, and approved through the review process in advance of the change being made.

Term	**Definition**
Screen Lock	Mechanism to hide data on a visual display while the computer continues to operate. A screen lock requires authentication to access the data. Screen locks can be activated manually or in response to rules.
Screen Timeout	Mechanism to turn off a device or end a session when the device has not been used for a specified time period.
Security Control	The management, operational, and technical controls (i.e., safeguards or countermeasures) prescribed for an information system to protect the confidentiality, integrity, and availability of the system and its information.
State of Illinois Enterprise Desktop and Laptop Services and Assets	Services that comprise all PC and Laptop related services including but not limited to the following assets: Desktops, Laptop, Printers, and other peripheral devices for select Agencies, Boards, and Commissions under the Illinois Governor's jurisdiction.
Structured Data	Data associated with a business application or system. Data that resides in fixed fields within a record or file. Relational databases and spreadsheets are examples of structured data.
System Owner	The individual(s) responsible for the maintenance and support of the system where the data is generated, accessed, transmitted or stored.
Telnet	Telnet is a user command and an underlying TCP/IP protocol for accessing remote computers. Through Telnet, an administrator or another user can access someone else's computer remotely.
Transparent Change	Routine and/or minor configuration change that has no impact on system operations.
Unescorted Access	A privilege assigned to an authorized individual(s) providing physical access to BCCS facilities via a card (credential), a PIN, and/or a key.
Unscheduled Change	Failure to present notification to the formal process in advance of the change being made. Unscheduled changes will only be acceptable in the event of a system failure or the discovery of security vulnerability.
Unstructured Data	Data not associated with a business application or system. Data that does not reside in fixed locations. Examples are word processing documents, PDF files, e-mail messages, blogs and web pages.
User	Any authorized individual or entity assigned resource privileges by a Resource Custodian to administer, manage, develop or maintain an IT resource for State operations. An employee assigned to an email account in the Illinois Enterprise syster.
VPN	A virtual private network (VPN) is a network that uses a public telecommunication infrastructure, such as the Internet, to provide remote offices or individual users with secure access to their organization's network.
Vulnerability	A condition that offers a potential avenue of attack against a system, including, but not limited to: viruses, incorrectly-configured systems, simple passwords, un-patched hardware.

Term	**Definition**
Vulnerability Assessments	A security audit that systematically evaluates the security of an organization's information system by measuring how well it conforms to a set of established criteria.
Waiver	An exception to the ITG process, granted by the State CIO.
Wireless Communications Device (WCD)	Paging devices and accessories, cellular telephones, personal information management (PIM) devices such as Blackberry models, other approved Personal Digital Assistant devices with email capability, or telephone/PDA combinations, and corresponding accessories.
Wireless data communication devices	Includes personal computers, laptops, routers, and network interface cards connected to any CMS Wireless Zone.
Wireless Service	The provision of wireless computing capabilities within a CMS wireless zone.