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# Glossary of Terms and Acronyms

**GETS HE** ? Georgia Enterprise Technology Services Hosting Environment

**Incident** ? An unplanned interruption to an IT service or a reduction in the quality of an IT service.

**Legacy Environment** ? Location of any non-transformed server in GETS.

**Resource Unit (RU)** ? Unit of measure for IT services provided by GETS.

## Server

- **Application Server** ? Types Wintel or Unix server that hosts end-user or business related functions for the agencies
- **Infrastructure Server** ? Servers used for Domain Services, Enterprise Security, Enterprise Backup, Enterprise Monitoring, Enterprise Scheduling, and Software Distribution.
- **Instance Complexity** ? Classification of support for a server operating system based on agency-defined need for system availability, system use, problem resolution time, etc.
- **Physical Server** ? The actual computer hardware used to provide shared processing or resources.
- **Server Technical Platforms** ? AIX Server, Exchange, Linux, Novell, Unix, and Wintel
- **Utility Server** ? Servers used for File & Print, Enterprise Gateways, and Presentation and Terminal.
- **Virtual Server** ? Software layered on a physical server that executes programs like a physical server (e.g., Hypervisor, VM Ware).

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