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# Glossary of Terms and Acronyms

**Archive** ? Long-term data storage based on agency retention policy and schedule.

**Backup and Recovery (BUR)** ? Daily, weekly or monthly occurrence of copying SAN data to tape for data preservation and restoration if data are lost.

**Change Ticket** ? A request to change an existing, steady state service.

**CRM** ? GTA Customer Relationship Manager

**GETS** ? Georgia Enterprise Technology Services

**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.

**PLM** ? IBM Project Lifecycle Manager, assigned to the agency to support projects from inception through closure.

**RFS** ? Request for Solution, the process used by an agency to initiate a project.

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

**Service Provider** ? Georgia Technology Authority

**Service Provider Partners** ? The vendors who are part of the GETS contract; in general, this includes AT&T and IBM (Dell is a subcontractor to IBM).

**Service Tower** ? A grouping of related Resource Units that covers the cost of a service.

**Storage Area Network (SAN) V** ? Storage for data used daily by applications and file servers.