

Glossary of GETS terms

ARM	Agency Relationship Manager, a GETS customer relationship representative for each agency
Backup	The occurrence of copying SAN data for operational recovery
Batch Processing	Execution of a series of programs without manual intervention
CICS	Customer Information Control System middleware that supports rapid, high-volume online transaction processing
CPU	Central processing unit, the hardware in a computer that carries out the instructions of a computer program
CPU Hours	Unit of measure for application jobs running on the mainframe CPUs. This differs from clock hours.
Database	Organized collection of data DB2.
DB2	IBM Database 2, a relational model database
Enterprise	State of Georgia agencies, colleges, and local municipalities consuming GETS services
EUC	End User Computing: GETS service that includes desktops, laptops
GETS	Georgia Enterprise Technology Services, state's IT shared services program
GETS – HE	GETS Hosting Environment
ITFM	Information Technology Financial Management tool
IMAC	Install, Move, Add, Change request
LAN	Local Area Network – connects computers in a small area, like an office
Mainframe	Highly stable, reliable computer designed to handle high-volume throughput
NADC	North Atlanta Data Center
NAS	Network attached storage
RG	Requirements Gathering
RU	Resource Unit - the unit of measure for a billable GETS service
SAN	Storage Area Network - used to store data utilized by application and file servers
Service Desk	GETS Service Desk, the single place to call to report problems or get answers to GETS-related questions (877-GTA-3233)
Service Tower	Grouping of related Resource Units based on IT services provided
SMO	GTA's Sourcing Management Organization
SSR	Specialized Solution Request
Thread-safe	Program portion or routine that can be called from multiple programming threads without unwanted interaction between the threads

Throughput	Amount of data processed in a specific amount of time
Tuning	Improving system performance, usually to handle a higher load
Virtual Server	Software layered on a physical server that executes programs like a physical server
Volume	Quantity of services
WAN	Wide Area Network – a network that links across broad areas like cities or regions
WLAN	Wireless Local Area Network
zIIP Engine	z Integrated Information Processor, a special processor that provides a higher throughput and lower cost for mainframe computing