

## SCO CSC Glossary Of Terms

Term	Definition
SCO	State Controller's Office
CSC	Computer Services Center
1 <sup>st</sup> Level Support	Respond to customer request for service (Incident) by initiating an Incident ticket, following predefined support scripts to determine action needed and prioritize Incident. Resolves Incident or escalates to 2 <sup>nd</sup> Level Support.
2 <sup>nd</sup> Level Support	Specialized support for Application/Development, Technical Services or Independent Software/Hardware vendor.
Abend	Abnormal end of task.
Abort	To terminate, in a controlled manner, a processing activity in a computer system because it is impossible or undesirable for the activity to proceed.
Access	Procedures only allowing authorized users to utilize IT services, data or other assets.
Access Management	Protecting the integrity, confidentiality and availability of assets.
ACID	(Access Control Identification) Top Secret terminology for user ID
ADABAS	(Adaptable <b>DataBase System</b> ) A data base management system developed and marketed by Software AG Inc.
Backups	Backups serve two purposes: 1) The process of copying and archiving computer data in order to restore lost or corrupt data. 2) The process of using backups to recover data to a different point in time. Used as part of a Disaster Recovery Plan.
BCS (Business Continuity Site)	An offsite location outside of CSC Data Center that houses hardware and supplies necessary for Disaster Recovery. CSC Staff will use equipment to restore business computer operating systems, software and data pursuant to DRP (Disaster Recovery Plan).
Billing	Process used to charge customers for services used.
Bill Code	A unique 3 digit billing code assigned to each customer. All billable usage is identified and assigned this 3 digit code, and reported on the SCO SA-50 Billing Statement.
Cataloged Data Set	A data set that is represented in an index or hierarchy of indexes in the system catalog. The indexes provide the means for locating the data set.
CSC Access List	CSC list of all SCO CSC Customers who have been granted access to CSC Data Center.
Change Management	Procedures to determine necessity of change followed by implementation with minimal disruption to IT services.
Channel	A functional unit, controlled by the processor that handles the transfer of data between processor storage and local peripheral equipment. See parallel and ESCON channels.
CICS	(Customer Information Control System) An on-line, interactive application facility.

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Class	A means of grouping jobs that require the same set of resources for their execution. Class defines the initiator in with the job will run. Job classes have been established to improve turn-around.
COLD	<b>C</b> omputer <b>O</b> utput to <b>L</b> aser <b>D</b> isk
Compensation Policy	Defined expectations and compensation for overtime worked or on-call support.
Compile	To translate a program from source language into machine-readable code.
Concatenated Data Sets	A group of logically connected data sets that are treated as one data set for the duration of a job step.
Condition Code	A code that reflects the result of a previous input /output, mathematical, or logical operation.
Configuration	(1) The arrangement of a computer system or network as defined by the nature, number, and the chief characteristics of its functional units. (2) The devices and programs that make up a system, subsystem, or network
Control Card	Information containing input data or parameters for initializing or modifying a program. This information is usually found within a job's DCI instructions, or a specified application data base.
Controller	A device that directs the transmission of data over the data links of a network.
CPU	<b>C</b> entral <b>P</b> rocessing <b>U</b> nit - mainframe, host, processor - The functional unit that interprets and executes program and JCL instructions. The "brains" of a computer
CPU Hours Used	The computational time used by an application to process a set of machine language instructions.
Customer	A current employee, former employee, person or organization that utilizes the SCO's information technology infrastructure or data.
Cylinder	The tracks of a disk storage device that can be accessed without repositioning the access mechanism.
D M (SYSD)	CICS based software used to manage data sets, display and route jobs on the sysout spool.
DASD	<b>D</b> irect <b>A</b> ccess <b>S</b> torage <b>D</b> evice - A medium on which data is stored and can later be retrieved.  <b>TESTVSAM</b> = Where test VSAM files reside. <b>USERVSAM</b> = Where production VSAM files reside.
Database	A collection of data fundamental to a system.
Data Center	A secured access centralized repository, either physical, virtual or both, for storage, management and dissemination of information. Used in conjunction as a continuous monitoring environment to ensure high availability.

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Data Set	<p>The name by which like data is stored and retrieved. Types of data sets are:</p> <p><b>PRE-ALLOCATED</b> = Space exists for data at all times and the data space is written over each time new data is created.</p> <p><b>GDG = Generation Data Group.</b> A collection of data sets kept in chronological order. Each data set is a generation</p> <p><b>TEMPORARY</b> = Exists only until end of job.</p> <p><b>SEQUENTIAL</b> (physical sequential) = An ordered set of physical data records.</p> <p><b>VSAM = Virtual Storage Access Method.</b> A key sequenced data set or file with an index containing extensive data set and volume information that VSAM requires to locate data sets or records.</p>
Data Transfer	(Data Transmission) The movement or copying of data from one location to another location.
DBA	(Data Base Administrator) The individual responsible for the design, development, operation, safeguarding, maintenance, and use of a data base. Also responsible for a data base integrity, security, performance, recovery, and managing auxiliary storage space.
DCB	(Data Control Block) - A block used by access method routines in storing and retrieving data.
DD STATEMENT	(Data Definition Statement) - A job control statement that describes a data set associated with a particular job step.
Deallocation	Printed information concerning the execution of a job. Contains start and stop times, job messages, JCL, substitutions, and sysout DD statements.
Disaster Recovery	The capacity to continue work after a cataclysmic problem ranging from a computer virus or hacker, equipment failures and natural disasters such as fire, flood, tornado or earthquake.
Disaster Recovery Plan (DRP)	A Disaster Recovery plan documents policies, procedures and actions to limit and/or minimize the negative effects of a disaster to quickly resume mission-critical processes.
Dummy	Used in JCL coding in statements and data sets. The characteristic of having the appearance of a specified thing but does not have the capacity to function as such.
Dump	To write the contents of a storage from an internal storage to an external medium, to allow other use of the storage as a safeguard against faults or errors.
EIS	(Employee Information System) - A division of the State Controller's Office that manages personnel, position, and payroll information for the State of Idaho.

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Emergency	Unforeseen event resulting in interruption to normal functions and operations.
Enqueue	To place items on a queue (See definition of Queue).
Environment Control	Set room temperatures and air flow, as well as humidifying and de-humidifying Data Center.
Escon Channels	Two channels to a channel card. If one channel has a problem both channels need to be placed off-line.
FBA	( <b>Fixed Block Architecture</b> ) - A storage device that stores data in blocks of fixed size.
Fiche	(Microfiche) - A sheet of microfilm capable of containing micro images in a grid pattern.
GDG	( <b>Generation Data Group</b> ) - A collection of data sets kept in chronological order. Each data set is a generation data set.
Hardware	Physical computing and environmental equipment.
Header	System-defined control information that precedes user data.
Help Desk	Resource to provide information and service to end customers. Generally 1 <sup>st</sup> level support to resolve issues, create Incident tickets and reports and/or escalate Incident to 2 <sup>nd</sup> level support.
Hold Queue	A waiting list for jobs whose initiation is to be delayed until the operator releases them from the queue.
Host	(Mainframe, CPU) - The functional unit that interprets and executes program and JCL instructions.
Hours of Operations	Availability of access is 7X24X365
Housing Services	CSC Primary Data Center location to house customer equipment.
IML	( <b>Initial Micro-program Load</b> or <b>Initial Machine Load</b> ) - An initialization that prepares a device for operation
Incident	Unplanned IT event impacting service quality.
Incident Management	Procedures which manage the development of all incidents ensuring normal service are restored as soon as possible with minimal customer impact.
Incident Ticket	Online record of reported or discovered Incident. Each Incident ticket is assigned an Incident number and routed to applicable support team or personnel. An e-mail notification is generated to customer(s) and assigned support staff.
Initialize	To set counters, switches, addresses, or contents of storage to zero or other starting values at the beginning of, or at prescribed points in the operation of a computer routine.
Initiator	A system program that prepares an address space for job execution.
Interruption	Disruption to regular CSC services and high availability due to unforeseen Incidents.
I/O	( <b>Input/Output</b> ) - A device that can perform input and output processes at the same time.
IPL	( <b>Initial Program Load</b> ) - The initialization procedure that causes an operating system to commence operation.

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JCL	( <b>J</b> ob <b>C</b> ontrol <b>L</b> anguage) - A control language used to identify a job to an operating system and to describe the job's requirements. Requirements such as, which data sets will be created or read, which types of media will be used to store the data, and which reports will be printed.
JES	( <b>J</b> ob <b>E</b> ntry <b>S</b> ubsystem) - A system facility for spooling, job queuing, and managing input/output.
JHS	( <b>J</b> ob <b>H</b> istory <b>S</b> torage) - Application to store related job message sysout on disk for on line viewing.
Job	A collection of related programs identified by appropriate job control statements.
Job Card	(job statement) - The first line of JCL in a job. Identifies the beginning of a job. Identifies the job name, billing information, execution information and output information.
Job Class	See CLASS
Job Log	A record of requests submitted to the system by a job, the messages related to the requests, and the actions performed by the system on the job.
Job Messages	A record of data sets read or created in a job, the device the data set was allocated to, and the disposition of the data set at the end of job.
Job Name	A two to eight character name that identifies a job to the system. The first 2 characters must be the first 2 characters of a valid bill code
Julian Date	A date format that contains the year in positions 1 and 2 and the day in positions 3 through 5. The day is represented as 1 through 366, right adjusted with zeros in the unused high order positions.
KB	Kilobytes = 1024 Bytes
Key Partnerships	Established service level agreements between vendors, other State agencies and cross-functional teams within the SCO.
Laser Printer	A nonimpact printer that creates latent images by directing a laser beam onto a photoconductive printing medium. Toner particles, attracted to the energized latent image, make the image visible.
Limited Support	A determined period where highly specific technical support is unavailable unless prearranged.
Loadlib	A partitioned data set used to and retrieve objects or source modules
Log	A collection of messages or message segments placed on an auxiliary storage device for accounting or data collection
Logoff	The procedure by which a user ends a session.
Logon	The procedure by which a user begins a session
LU	( <b>L</b> ogical <b>U</b> nit) – A port through which a user gains access to the services of a network.
Mainframe	The functional unit that interprets and executes program and JCL instructions.

## SCO CSC Glossary Of Terms

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Message Class	(MSGCLASS, print class) - A category to which jobs are assigned to print. Jobs are grouped logically by their type of print output.
MIPS	<b>M</b> illion <b>I</b> nstructions <b>P</b> er <b>S</b> econd
Multiplexer	Device that allows multi-port connections to communicate to a single destination point.
MVS	( <b>M</b> ultiple <b>V</b> irtual <b>S</b> torage)
Natural	The 4th generation programming language developed and marketed by Software AG Incorporated, used to access ADABAS, VSAM or sequential files.
Network	The assembly of equipment through which connections are made between data stations.
Network Connectivity	Software and hardware provided by customer to access SCO Network for services.
Node	A point at which one or more functional units connect channels or data circuits
Object Module	The compiled version of a program. This is a machine-readable code that is read by the computer, when a program is executed.
On-Call Support	Customer service support by scheduling technical staff as requested by customer outside of hours of service. Subject to additional charges.
On-Site Support	Customer service support requested by customer for technical services on-site to Data Center, outside of hours of service as deemed in Service Agreement. Subject to additional charges.
On-Demand Support	Customer service support for specific hours or projects. Specialized services requested by customer for technical services and support are outside of hours of service as deemed in service agreement. Subject to additional charges.
Organization Code	(org. code, agency code, department code) - The 3 digit numeric representation given to identify a State agency.
OS	<b>O</b> perating <b>S</b> ystem
Outage	Unavailability of services due to unforeseen or planned interruptions.
Output Class	See Message Class
Parallel Channels	One channel to a channel card. If the channel has a problem, only that one channel needs to be placed off-line.
Password	A string of characters known to the computer system and a user who must specify it to gain full or limited access to the system and the data stored on it.
PDS	( <b>P</b> artitioned <b>D</b> ata <b>S</b> et) - A data set in direct access storage that is divided into partitions, called members. Each can contain a program or parts of a program or data.
PDU	Power Distribution Unit (PDU) – a device designed with multiple outlets that distribute electric power to racks of computer, networking devices and other hardware.

## SCO CSC Glossary Of Terms

Term	Definition
Port	An access point for data entry or exit.
Print Date/Time	The date and time your deallocation began and ended printing time. The date and time on the front banner page reflects the time the job began to print. The date and time on the back banner page reflects the time the job stopped printing.
Printout	(deallocation, allocation, deal) - Printed information from the computer concerning the execution of a job.
Print Queue	Used in a printer-sharing environment to manage printer output.
Problem Management	Procedures which manage the development of all problems. Problem Management aids in the prevention of incidents and minimizes the impact of unavoidable Incidents.
Proc	Command Procedure. A data set or member containing commands to be performed
Processor Complex	The configuration that consists of all the machines required for operation.
Program	A set of actions or instructions that a machine is capable of interpreting and executing.
PU	( <b>Physical Unit</b> ) – The component that manages and monitors the resources of a node.
Queue	A line or list formed by items in a system waiting for service.
RACF	( <b>Resource Access Control Facility</b> ) - A program product that provides access control by identifying and verifying user access to DASD data sets.
RAMAC	( <b>Random Access Storage Device</b> ) - An access mode, in which specific logical records are obtained, from or placed into, a mass storage file in a non-sequential manner.
Recovery (Restore)	The process used to recover or restore backed up data from backup sets.
Redundancy	In a network environment, the ability to use additional or duplicate systems, network paths or devices in order to provide continuous service.
Release Management	Procedures which manage the planning, scheduling, build-out, testing and implementation of services while protecting the integrity of current services.

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Resource	Any facility of the computing system or operating system required by a job or task, including main storage, input/output devices, processing unit, data sets, and programs.
Return Code	A code used to influence the execution of succeeding instructions.
RJE	<b>(Remote Job Entry)</b> - Submission of a job through an input unit that has access to a computer through a data link
RJE Instructions	<b>(Panvalet member)</b> - The instructions in a job that inform operations of job run time, the devices that will be required for a job, and any special instructions.
RMM	<b>(Removable Media Management)</b> - The software that tracks all reel and cartridge tapes plus the cataloged data sets they may contain.
Route Print Dummy	Requests that the job's printed output be routed to destination R0040. The deallocation and all outputs will be available for viewing on-line for 6 working days before it is automatically deleted by the system.
Run Date/Time	The date and time your job began to execute and stopped executing. The times and date appear in the log section of your deallocation. The log section appears directly behind the front banner page.
Scheduled Maintenance	Planned and scheduled preventative maintenance to ensure high availability and data integrity. May or may not cause interruption to service. Schedule is contingent on customer's requirements and SLA (Service Level Agreement).
Scratch	To erase data on a volume or delete its identification.
Script	Pre-defined, documented action or expectation describing the service procedure agreement. For Incident ticket management, each script is attached to a category. CSC Operations Staff refers to scripts for expected and appropriate action, follow-up and correct assignment of Incident Ticket.
Scroll	To move all or part of the display image vertically.
Service Catalog	Provides a list of services offered by SCO CSC, their characteristics, costs and how to access these services.
Service Level Agreement (SLA)	A written, contractual agreement between a service provider and customer that defines the parameters of the service, for both the provider and the customer. The SLA will cover other issues as well as defining the service itself.
Session	The connection between the computer and a workstation, that allows communication. Determined by the period of time between logon and logoff.

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Term	Definition
SMF	(System Management Facilities) - An optional control program feature that provides the means for gathering and recording information that can be used to evaluate system usage.
Software	A general term used to describe computer programs and applications used to control functions of hardware and applications of computer systems.
Spooling	The reading of input data streams and the writing of output data streams on auxiliary storage devices in a format convenient for later processing or output operations.
Staff	SCO CSC employees.
STARS	(Statewide Accounting and Reporting System) The State of Idaho's Accounting system
Statement of Work (SOW)	Describes work to be performed. May include performance, timeline and deliverable schedule, special requirements such as security, special skills, and materials.
Storage Device	A functional unit, into which data can be entered, retained and retrieved.
SYSD	See D M
Syslog	(System Log) - A data set or file that job related information can be stored.
Sysout	(Print queue) - Data that is to be written to the printer.
System	(Application) - A collection of programs which form an information processing system. An example of this is a payroll system.
Terminal	A device equipped with a keyboard and display, capable of sending and receiving information over a link.
Terminated	Ended
Terminated Abnormally	Abended. Ended unsuccessfully.
Terminated Normally	Ended successfully.
Transaction	A data record. In CICS, a specific set of input data entered by a workstation operator that causes the execution of one or more functions.
TSO	(Time Share Option) - The set of commands, subcommands, and operands recognized under the time sharing option.
TYPRUN HOLD	Execution of a job is to be held until criteria specified in the RJE has been met or required devices are available.
“U”	Unit of measure used to describe the height of equipment intended for mounding in a service rack. A typical full size rack is 42”U”. A typical server rack is 1 “U”.
Uncataloged Data Set	A data set that is not represented in an index or hierarchy of indexes in the system catalog. The indexes provide the means
UPS	Universal Power Supply configured to provide limited power to computing environment or specific hardware components due to a power outage. UPS is generally the first resource for power, until generator supply is turned on.

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Term	Definition
User	Anyone who requires the services of a computing system.
User ID	Your unique identification number that identifies you to the computer system.
Video Surveillance	Camera captured video of Data Center and SCO secured areas.
Virtual Server	A server that shares hardware and software resources with other operating systems. Several virtual servers may be installed on one server, and can have different domain names, IP addresses, logs, analytics and file directories.
Volume	A portion of data that can be handled conveniently as a unit. (2) A data carrier or storage device, such as disk pack, or magnetic tape.
VSAM	(Virtual Storage Access Method) - An access method for direct or sequential processing of fixed and variable length records on direct access devices.