IBM Global Services

State of California

Child Welfare Services/Case Management System

Contract 31091, Amendment 24

CWS/CMS Glossary of Terms and Acronyms

Amend 24 Ref Glossary

Version 3.0

July 2, 2008

cws/cms

Document Information

Document Source

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Release History

Version No.	Date	Document Title / Document ID / Filename	Summary of Changes	Revision Marks
1.0	1/27/05	CWS/CMS Glossary of Terms and Acronyms Amend 20 Ref Glossary	Release Initial Glossary	no
2.0	9/29/06	CWS/CMS Glossary of Terms and Acronyms Amend 24 Ref Glossary CWS Glossary of Terms and Acronyms v2.0.doc	Add new terms and acronyms Update document format	No
3.0	7/2/08	CWS/CMS Glossary of Terms and Acronyms Amend 24 Ref Glossary CWS Glossary of Terms and Acronyms v3.0.doc	Add the acronym SOP. Update definition of CDSS.	No

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1. Introduction

1.1. Identification

This document is provided in support of *Contract 31091, Amendment 24.* The title of this document is *CWS/CMS Glossary of Terms and Acronyms.* The unique identifier assigned to this document is Amend 24 Ref Glossary.

1.2. Document Overview

1.2.1. Description /Purpose

This document, *CWS/CMS Glossary of Terms and Acronyms*, provides a list of CWS/CMS recognized acronyms and terms. This document is intended to serve as the global reference for all CWS/CMS documentation provided by IBM to the State.

1.2.2. Scope

The primary focus of this document is to serve as a standardized reference for all terms and acronyms used in documentation provided by IBM to the State for Child Welfare Services (CWS). This document is controlled through Document and Deliverable Management. New or revised terms and acronyms are to be submitted to the Document Manager for inclusion into this master list.

1.2.3. Document Organization

This document is structured into the following two sections. The summary for each section includes a brief description of the key components of the section.

1. Introduction – This section provides a document identification and overview, naming conventions, scope, and target audience.

2. Terms – This section contains all submitted terms, their acronyms (if applicable) and the term definition.

3. Acronyms – This section lists all submitted acronyms.

1.3. Intended Use and Audience for this Document

The intent of this glossary is to provide a reference for terms and acronyms used in documentation developed for the CWS/CMS. This glossary is written for those persons familiar with the CWS/CMS project. It is written in a technical nature and contains many technical terms. Many terms used in this document are specific to CWS/CMS. This glossary will also aid the non-technical reader to understand terms they are not familiar with and to come away from this document with a better understanding of the CWS/CMS definitions.

2.   Glossary of Terms

Table 2-1: CWS/CMS Terms and Definitions provides a list of common terms and their associated definitions used in CWS/CMS documentation.

Table 2-1: CWS/CMS Terms and Definitions

Adoption and Foster Care Analysis and Reporting System (AFCARS) - AFCARS collects case-level information on all children in foster care for whom State child welfare agencies have responsibility for placement, care, or supervision, and on children who are adopted under the auspices of the State's public child welfare agency. AFCARS also includes information on foster and adoptive parents.
Adoption and Safe Families Act (ASFA) - The Adoption and Safe Families Act (ASFA), Public Law 105-89, was enacted in November 1997 with bipartisan support. ASFA amends the 1980 Adoption Assistance and Child Welfare Act by taking further steps to promote safety and permanence for children who have been allegedly or determined to be abused and/or neglected. Congress and the Administration were especially concerned about reports that children were being left in, or returned from foster care to, unsafe family situations and that an estimated 100,000 children were in foster care waiting for adoptive families. ASFA includes a number of specific provisions that require or provide incentives for states to change policies and practices to better promote children's safety and adoption or other permanency options. ASFA also requires the Department of Health and Human Services (HHS) and the U.S. General Accounting Office (GAO) to prepare several reports to assist Congress in making future decisions on behalf of children in the child welfare system. ASFA provides a unique opportunity to begin to move children who have been lingering in foster care without permanent plans into permanent homes. By clearing the system of these cases, the child welfare system should better be able to respond to children just entering care so they and their families can get the help they need and prompt permanency decisions can be made.
Advance Planning Document (APD) - A document prepared to: • Describe in broad terms the State's plan for managing the design, development, implementation, and operation of a system that meets federal, State, and user needs in an efficient, comprehensive, and cost-effective manner • Establish system and program performance goals in terms of projected costs and benefits • Secure Federal financial participation (FFP) for the State
Advanced Program-to-Program Communications (APPC) - Also known as LU 6.2 and based on IBM's SNA, APPC is a communication protocol that transaction programs in a distributed computing environment can use to talk to each other. Using APPC, interconnected systems can communicate and share the processing of programs. It consists of two interfaces: programming and data-exchange. The programming interface replies to requests from programs requiring communication; the data-exchange interface establishes sessions between programs
Americans with Disabilities Act of 1990 (ADA) - A set of laws protecting the rights of persons with disabilities with oversight by the Department of Justice.
Annual Plan - The Annual Plan addresses the operation of the system for the next twelve months. It includes a prioritized list of proposed projects with a timeline. Developing the Annual Plan requires no more than two months, and is completed after the Strategic Plan is finished. It should be reviewed and updated quarterly.
Applets - Applets are programs designed to be executed from within another application. Unlike an application, applets cannot be executed directly from the operating system. Commonly used in reference to JAVA applets, which may be downloaded and invoked as needed.

Application Architecture - The Application Architecture provides a classification of applications and the set of rules that govern how applications will interoperate, distribute function, and share information across an organization. It will normally be based on the business process/data model and will provide a framework that defines the structure and design of the functional components of the business systems and their inter-relationship with each other.

Application Management Services Management System (AMS MS) - An IBM proprietary system that describes the business processes, project management standards, and procedures used by IBM Global Services on this project.

Application Protocols - An Application Protocol is an agreed-upon format for the interface or interaction between two applications. Application protocols determine:

- The type of error checking to be used data compression method, if any

- How the sending application will indicate that it has finished sending a message

- How the receiving application will indicate that it has received a message

There are a variety of standard protocols from which programmers can choose. Each has particular advantages and disadvantages; for example, some are simpler than others, some are more reliable, and some are faster.

Application Technology Plan - The Application Technology Plan provides a clear description of the key options for the technical environment of the organization's applications and includes the costs and risks associated with these options. It is designed to use the emerging technologies and will be in accordance with the organization's IT and Financial plans.

Bachelor of Social Work (BSW) - A professional degree that uniquely prepares undergraduate students for employment in public or private social service settings such as public welfare, child welfare, health, mental health, elderly services, and corrections. It provides a base for graduate study in social work practice or other allied professions. Students learn to assist individuals, families, small groups, organizations, and communities to effectively resolve problems using the "person in environment" approach, which is distinctive to the social work profession.

Baseline - A specification or product that:

- Has been formally reviewed and agreed upon

- Serves as the basis for further development

- Can be changed only through formal change control procedures

Budget Concept Proposal (BCP) - An in-depth report describing why additional monies are needed from the Governor's budget to fund a specific departmental function.

Build - Process (or final result of the process) of generating from source code, a system that can be executed and tested.

Business Rules - Business Rules govern the flow and function of the application. Rules enforce customer business policies, procedures, and navigation through the application and data access.

California Child Support Automation Systems (CCSAS) - CCSAS includes the development, implementation and operation of the single statewide system.

California Department of Social Services (CDSS) - This department administers and oversees numerous public assistance programs that provide aid and services to needy children and adults in California.

California Net (CalNET) - California Net is a full-service California-based ISP offering hosting and Web services. Sign up for access.www.calnet.org

California Social Work Education Center (CalSWEC) - The nation's largest state coalition of social work educators and practitioners, CalSWEC is a consortium of the state's 15 accredited social work graduate schools, the 58 county departments of social services and mental health, the California Department of Social Services, and the California Chapter of the National Association of Social Workers. CalSWEC was created in 1990 to assure effective, culturally competent service delivery and leadership to alleviate negative human conditions, such as racism and poverty, for the people of California.

California Statewide Automated Welfare Information Broker Middleware Project (CalSERVE) - A statewide system that enables the electronic exchange of data and case information on applicants and recipients for welfare eligibility between the four consortia and other welfare-related systems. Due to lack of funding, this project is in abeyance.

California Statewide Automated Welfare Information Broker project. (CalSERV) - A Statewide system that will enable the electronic exchange of data and case information on applicants and recipients for welfare eligibility between the four consortia and other welfare-related systems. Due to lack of funding, this project is in abeyance.

California Welfare Directors Association (CWDA) - A non-profit association representing the human service directors from each of the 58 counties. CWDA's mission is to promote a human services system that encourages self-sufficiency of families and communities and protects vulnerable children and adults from abuse and neglect.

California Work Opportunity and Responsibility to Kids Information Network (CalWIN) - Comprised of 17 counties currently members of the Welfare Case Data System (WCDS) plus Ventura County.

Capability Maturity Model (CMM or SW-CMM) - CMM is the Capability Maturity Model developed by the Software Engineering Institute (SEI) at Carnegie Mellon University. It provides a model to assess the maturity (i.e. strength) of the processes used by an organization to develop and support its information systems. Since these processes are the tools by which the organization accomplishes its work, the higher their quality, the higher the performance of the organization.

Change Control - The method by which modifications to baseline requirements are handled.

ChangeMan - Version management software used by the host development team to promote code to test and production regions and to version host CIs.

Child Support Pre-Statewide Interim Systems Management (PRISM) - PRISM is responsible for the management of interim child support automation activities until the implementation of a single statewide child support automation system.

Child Welfare Services (CWS) - CWS provides services to aid and protect the needy and vulnerable children in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

Child Welfare Services/Case Management System (CWS/CMS) - Statewide computer system designed to automate case management and data collection functions for California's Child Welfare Services program.

Client-Server - A client server platform is one that uses the computing capabilities of a workstation in combination with a linked central computer processing.

Coexistent County - For the purposes of the CWS/CMS Project, a Coexistent County is one that provides its own workstations, servers, and network. IBM provides Coexistent Counties with an image of the CWS/CMS software and support for the application; it may have other software on their workstations that is not supported by IBM.

Common Business Oriented Language (COBOL) - A mainframe programming language. COBOL was the first widely-used high-level programming language for business applications.

Computer Information Management System (CIMS) - The Computer Information Management System is a Lotus Notes application that contains an inventory of the distributed servers and their configuration information such as IP address, subnet mask, and domain name. CIMS is an IBM proprietary tool.

Concurrent Dedicated County - For the purposes of the CWS/CMS Project, concurrent dedicated counties are a subset of the CWS dedicated county model. Concurrent dedicated counties are provided a network interface to the county network infrastructure. These counties are responsible for providing user access to the Internet and county intranet services.

Configuration Control Board (CCB) - A group that is responsible for approving updates to a production baseline. The CCB consists of a representative from all groups on the project team that could be potentially impacted by a change.

Configuration Item (CI) - An aggregation of software that is designated for configuration management and treated as a single entity in the configuration management process.

Consortium IV (C-IV) - Consortium IV (of SAWS); a consortium of the California counties of Merced, Riverside, San Bernardino, and Stanislaus.

County Access to Data (CAD) - Allows counties access to the raw data from CWS/CMS that is pertinent to their county.

The CWS/CMS application is configured to determine the data each county is allowed to view or access. Counties receive their data either through a Business Objects subscription or an independent county download.

Criminal Law Enforcement Tracking System (CLETS) - CLETS provides law enforcement user agencies with the capability to obtain information directly from federal, State, and local computerized information files. Social Services makes requests for this information in order to screen prospective caretakers of children.

Customer Information Control System (CICS) - An IBM product comprising a family of application servers and connectors providing online transaction processing (OLTP), transaction management, and connectivity for mission-critical applications. CICS supports numerous application development environments and models including COBOL, PL/I, Java, Enterprise Java Beans (EJBs), and Object Oriented (OO) design and programming, in any combination. The CWS/CMS application uses CICS to control transaction routing and management as well as to control how host programs interact with one another.

CWS/CMS Navigation Tool (NavTool) - CWS/CMS Navigation Tool that guides users in performing a subset of CWS/CMS tasks such as ending a case or placement, or reviewing a case or referral. The NavTool is invoked from within the CWS/CMS application.

Data Access Program (DAP) - Host programs that read and write to tables and views. Each table has two DAPs, one for the open, and one for the close. Views require only one DAP.

Data Dictionary - In database management systems, a Data Dictionary is a file that defines the basic organization of a database. It contains a list of all entities in the database and the names and types of each attribute. Data dictionaries do not contain any actual data from the database, only bookkeeping information for managing it.

Data Mapping - Data mappings document how data enters the system, populates the database, and displays on the screens and reports.

Data Processing (DP) - The electronic processing of information.

Data Processing Umbrella (DPU) - Term used to describe individual problem tickets reported to the CWS/CMS Help Desk by a county user. The term DPU is named for the McAfee Data Processing Umbrella software that was initially used to manage the tickets called into the Help Desk. On the CWS/CMS Project, the term DPU has evolved to become the name of an individual problem ticket, regardless of the problem tracking system. This means that even though the ManageNow Change system has replaced the McAfee DPU system, the term is still used to describe the individual tickets.

Data Transport Option (DTO) - Data Transport Option (Computer Associates Unicenter add on)

Database Request Module (DBRM) - Each program using one or more DB2 tables must generate a "Database Request Module" (DBRM) during the DB2 pre-compile phase. The DBRM is stored as a member in a partitioned dataset and contains a long stream of data, including all SQL statements within the program.

DB2 uses the generated DBRM member to define an access path to the actual physical database tables when the program goes through the DB2 bind process. Binding refers to the DB2 process that associates a given program with a specific set of DB2 database tables. Binding ensures the user (or process) submitting the bind has the authority to read or update the data within the associated database table(s). Binding also validates the SQL statements contained within the DBRM. If successful, the bind process generates a DB2 plan which DB2 uses to access the physical data.

Dataset Name (DSN) - Refers to the name of a file used in the OS/390 environment. The term DSN comes from the "DSN=..." parameter in Job Control Language (JCL) that is used to specify the name of an input or output file.

Database 2 (DB2) **-** An IBM product that allows relational databases to be created and maintained for all types of Database Management System (DBMS) purposes. DB2 uses relational tables and Structured Query Language (SQL) to access the data within the tables. DB2 handles all aspects of database management, such as indexing, clustering, partitioning, row locking, security, collecting statistics (for access path determination). The CWS/CMS application uses a centralized DB2 database consisting of over 200 DB2 tables to hold its data.

Dedicated County - For the purposes of the CWS/CMS Project, Dedicated Counties are those counties for whom IBM provides an image of the CWS/CMS application software, and support for their workstations, servers, and network architecture.

Delivery Test - Delivery Test, for the purpose of the CWS/CMS application, is a test that verifies the distribution and installation of code from the IBM Network Services (NWS) team to the test environment can occur successfully prior to delivery to production.

Department of General Services (DGS) -State department responsible for various procurement oversight functions for the State of California.

Department of Justice Child Abuse Registry - DOJ Child Abuse Registry is a database of alleged perpetrators of child abuse maintained by the Department of Justice. Licensing and social work staff use it to screen prospective caretakers.

Department of Technology Services (DTS) - The State data center (formerly titled the Health and Human Services Data Center) that serves all agencies within the Health & Human Services Agency.

Distributed Application Architecture - A Distributed Application Architecture provides a set of rules that govern how applications will, across an organization, interoperate, distribute function, and share information in a distributed computing environment. It will normally provide a framework that defines the structure and design of the functional components of the distributed application and the inter-relationship among the various components of the application.

DocTool - A design tool developed by IBM that is used to define and document the CWS/CMS GUI and the database entity, view, and custom views. Much of the information that describes how the CWS/CMS application works can be found in DocTool. The structure of notebooks, pages, controls, the association between a screen and the database, all rules, error messages, and State-defined elementary processes are contained in DocTool.

Document Retrieval and Management System (DRMS) - The original CWS/CMS document management software used to promote new and modified PM Reports. DRMS stored documents at the server level.

CWS/CMS no longer uses DRMS; documents are now stored in the CWS/CMS database. However, the term DRMS is deeply imbedded in the CWS/CMS data model. As a result, the project continues to use the term although CWS/CMS discontinued using DRMS software.

Electronic Benefit Transfer (EBT) - Automation of Food Stamp benefit delivery providing recipients with a magnetic stripe plastic debit card to purchase food. Cash benefits will be included at county option.

Electronic Mail (E-mail) - Electronic mail messaging

Elementary Processes (EP) - The lowest level component of the CWS/CMS activity model. Each CWS/CMS Business Rule maps to an EP.

Ergonomic - The applied science of designing equipment or furniture for maximum comfort, efficiency, safety, and ease of use, especially in the workplace.

Fat Client - In client/server architecture, a Fat Client is one that performs the bulk of the data processing operations. The data itself is stored on the server. See *Thin Client* for contrast.

Feasibility Study Report (FSR) - A document that provides a complete summary of the results of a feasibility study, establishing the business case for investment of state resources in an information technology project by setting out the reasons for undertaking the project and analyzing its costs and benefits.

A feasibility study represents the first opportunity for management to assess the full implications of a proposed project. It also links a project to the strategic business plan.

Foster Child's Data Record and AFDC-FC certification (SOC 158) - The SOC 158 form is used to inform an eligibility worker of a minor's current placement in regards to AFDC-FC payments. The form is filled in from CWS/CMS data fields in the minor's CWS/CMS case/referral.

Full Lifecycle Testing Model - A model defining the disciplines and processes for testing engagements throughout the project's development lifecycle.

Function Test - The process of selecting and executing test cases based on specified functional requirements without knowledge or regard for the program structure. It demonstrates that the new code introduced and the error conditions perform as specified in the functional requirements.

Health & Human Services Data Center (HHSDC) - The State data center that serves all agencies within the Health & Human Services Agency.

Help Desk - A Help Desk is an information center that processes customer service requests. It provides both immediate assistance and referrals to expert assistance as necessary.

High Level Qualifier (HLQ) - An HLQ is typically the first several characters (up to eight but usually less) of a file name on the OS/390 host environment, indicating the nature of the dataset. For example, within CWS/CMS the high-level qualifier of "SCP" at the start of a dataset name indicates the file pertains to "State of California Production" data.

HLQs can also be expanded further, in which case the first few characters (prior to the first ".") are known as "the first HLQ" and subsequent characters (prior to the second ".") make up "the second HLQ." HLQs help users, operators, and developers quickly identify and relate to data within a file.

Host Performance Test - Host Performance Test compares pre-determined response times against actual response.

HUB - Network based hardware component that manages and directs network message traffic.

IBM 390 Operating System (OS/390) - An IBM operating system installed on most of its mainframe and large server computers. OS/390 is typically used by companies needing to process large amounts of data that is accessed by many of people. OS/390 essentially acts as a "large server" in a network-oriented distributed environment that uses a three-tier application model.

The Virtual Storage in OS/390 refers to the use of virtual memory in the operating system. Virtual storage or memory allows a program to have access to the maximum amount of memory in a system even though this memory is actually being shared among other application programs. The operating system translates each program's virtual address into the real physical memory address where the data is actually located.

OS/390 was previously known as MVS. It is also sometimes referred to as z/OS.

Information Technology (IT) - IT includes all computerized and auxiliary automated information handling, including information systems design and analysis, conversion of data, computer programming, information storage and retrieval, voice, video, data communications, requisite systems controls, simulation, and all related interactions between people and machines.

Infrastructure - IT infrastructure is the combination of software, including middleware, servers, storage systems, user devices, and network components that enable an organization's applications.

In-Home Supportive Services (IHSS) - A county and state administered program that provides supportive services to qualified aged, blind, and disabled individuals, enabling them to remain in their own homes and avoid institutionalization.

InstallShield - A software application developed by the InstallShield Software Corporation that is used to package the CWS/CMS application for deployment to the end users' workstations.

Integrated Services - Integrated Services are an assembly of collaborative efforts that function within a broad social context between schools, churches, health and human service agencies, and community institutions. Together these essential partnerships share responsibility in providing comprehensive services and support, without duplicating efforts, that respond to a full range of needs designed to minimize problems and maximize rates of success for at-risk children and families.

Job Control Language (JCL) - JCL is an extensive and well-established scripting language used in the IBM OS/390 mainframe environment for defining and executing batch processing tasks. Developers use JCL to define processing tasks (i.e., jobs) to be executed.

JCL is used to specify programs to be executed along with the input and output files to be used. JCL specifies the characteristics of the input and output files, such as the length of data records, the blocking size of the data, the disk packs (or tape drives) to be used, the amount of space to be allocated, what to do if an error return-code is encountered and many other possible parameters used to tell a job how to complete its processing tasks.

Job Control Language Members - JCL members are typically partitioned dataset members written in JCL. JCL members are used to control the execution of batch processing tasks in the OS/390 mainframe environment. JCL members usually refer to either JCL jobs or JCL procedures (or procs). A JCL job defines a processing task to be executed and can also invoke one or more programs to be executed, one or more procs to be executed, or some combination thereof.

A JCL proc is a piece of code that can be invoked from a JCL job and which also specifies one or more programs to be executed. The JCL scripting language found in a JCL proc is very similar to that found in a JCL job. JCL procs work with JCL jobs to allow for code reusability and parameterization. JCL members are submitted for execution to the OS/390 operating system by the Job Entry Subsystem (JES). JCL members are important for OS/390 batch production systems.

Job Control Language Parameters (JCL Parms) - JCL parms are typically partitioned dataset members used as input files to control the execution of a given program. The term "parm" refers to a parameter. A program uses a JCL parameter file to tell it how to proceed with a processing task. Three common examples:

- A sort utility program typically uses a "parm" input file to indicate how an input file should be sorted (by specifying byte positions and lengths)

- A file-transfer program typically uses a "parm" input file to indicate the URL or address number where the data is to be sent along with the file names to be used

- A program that can create multiple reports might use a "parm" input file to indicate which report is to be created

The term "JCL parm" is also sometimes used to refer to a symbolic parameter that can be specified directly within a JCL job to control how a JCL proc will function. For example, the amount of disk space allocated for certain datasets can be controlled by the use of a developer-defined symbolic parameter, such as "SPACE=300," meaning the amount of space to be allocated for each dataset is 300 tracks.

Judicial Council - The Judicial Council's programs and activities are designed to improve the quality and advance the consistent, independent, impartial, and accessible administration of justice in California. Pertaining to CWS/CMS, they create and mandate the use of standardized Juvenile Court forms used in the system.

Library Management System (LMS) - An automated tool or process used to administer the management of a software configuration library. The LMS tools used for the CWS/CMS Project are ChangeMan for the host and PVCS for the workstation.

Licensing Information System (LIS) - An automated system used by California Community Licensing staff to record facility licensing information. It provides licensed facilities data to CWS/CMS via a nightly batch interface.

Local Area Network (LAN) - The connection of two or more PCs at the same site by cable, telephone wire, or other communication facility to allow sharing of files and information electronically.

ManageNow Change - Tool used to manage, control, track, and communicate changes in the CWS/CMS environment.

ManageNow Problem - Tool used to manage, control, track, and communicate problems in the CWS/CMS environment.

Master of Social Work (MSW) - A professional degree that prepares graduate students for leadership and specialization in social work practice including but not limited to the achievement of competence in the areas of clinical practice or policy, planning, and administration. It encompasses an in-depth knowledge and understanding of social and behavioral concepts and theories, as well as the ability to apply behavioral skills to the generic core of social work practice. It is required for most Child Welfare positions.

Medi-Cal Eligibility Determination System (MEDS) - Single, centralized, integrated system of all persons eligible for Medi-Cal, Medicare Only, Food Stamps, Healthy Families, and various related programs.

Mission - A mission is a clear statement of the primary responsibility of an organizational entity.

Move, Add, and Change (MAC) - A process for receiving and tracking requests from counties for project assistance in adding equipment to a site, changing equipment configuration, moving to a new location, relocating equipment within a site, closing a site, or deleting equipment from a site.

Multiple Virtual Storage (MVS) - Multiple Virtual Storage (MVS) is an operating system from IBM that continues to run on many of IBM's mainframe and large server computers. Successor systems to MVS are OS/390 and z/OS.

Naming Conventions - A Naming Convention is an agreement among users as to the terms that will be used to identify the same entities by different users and by other systems that exchange data with CWS/CMS.

NavTool - Five applications used to facilitate stepping the user through major areas of the CWS/CMS Application.

Objectives - Objectives further define a goal by providing a measurable target that must be met in order to attain the goal.

Office of Systems Integration (OSI) – (Formerly titled the Systems Integration Division)

Open Platform - An Open Platform is architecture whose specifications are public. This includes officially approved standards as well as privately designed architectures whose specifications are made public by the designers. The opposite of open is closed or proprietary.

The great advantage of open architectures is that anyone can design add-on products for it. By making architecture public, however, a manufacturer allows others to duplicate its product. Linux, for example, is considered open architecture because its source code is available to the public for free. In contrast, DOS, Windows, and the Macintosh architecture and operating system have been predominantly closed.

Optimistic Concurrency (OC) - Optimistic Concurrency is when an application allows more than one user to access the same record at the same time. OC is acceptable when the likelihood of users updating the same record at the same time is minimal and user inconvenience from being locked out of records is great. In contrast, system-enforced concurrency provides record checkout and locking. If the record is in use then no one else can see it.

Performance Testing - The process in which response times and other system parameters are monitored while an application is executed.

Personal Digital Assistant (PDA) - A PDA is a handheld device that combines computing, telephone/fax, and networking features. A typical PDA can function as a cellular phone, fax sender, and personal organizer. Unlike portable computers, most PDAs began as pen-based, using a stylus rather than a keyboard for input. This means that they also incorporated handwriting recognition features.

PDAs are also called palmtops, hand-held computers, and pocket computers.

Phases of Test - The stages of testing the application will pass through as prescribed by the IBM Test Process Model.

POLYTRON Version Control System (PVCS) - Version management software to store and create versions of non-host source code.

Problem Tracking System (PTS) - A Lotus Notes application used to report problems reported by State or IBM personnel. PTS entries contain a description of the problem along with the ensuing resolution information. PTS allows problems to be redirected to the appropriate person who needs to take the next action.

Procedures Library (Proclib) - A "proclib" is a library where JCL procedures (i.e., "procs") are stored. JCL procs are pieces of reusable scripting code that are called by JCL jobs. "Proclibs" can also provide a convenient way to organize test and production JCL libraries. See *JCL Members* above for more details.

Production Baseline - The exact level of each configuration item as it currently resides in production.

Project Control Book (PCB) - A document that is used to track and manage tasks that are performed on a project.

PTS Review Team - A team consisting of State Test Team and IBM Design, Development, and Test Team members responsible for the review and severity assessment of PTSs. The PTS Review Team was formed to validate that the severity levels assigned to PTSs is in accordance with the established definitions of the CWS/CMS Project. The PTS Review Team meets daily and governs all decisions regarding classification of PTSs and verifies that the PTS database is accurate. The PTS Review Team may adjust the severity of PTSs based on CWS/CMS end user impact.

Request Tracking System (RTS) - A Lotus Notes tool used to manage the database of SCRs.

Server - A computer or device on a network that manages network resources. For example, a file server is a computer and storage device dedicated to storing files. Any user on the network can store files on the server. A print server is a computer that manages one or more printers, and a network server is a computer that manages network traffic. A database server is a computer system that processes database queries.

Servers are often dedicated, meaning that they perform no other tasks besides those they are assigned. On multiprocessing operating systems, however, a single computer can execute several programs at once. A server in this case could refer to the program that is managing resources rather than the entire computer.

Service Delivery Center (SDC) - The IBM organization responsible for all delivery processes including server support, network support, and application delivery.

Software Configuration Control Board (SCCB) - A board having the authority for managing the project's baselines, the responsibility for evaluating and approving or disapproving proposed changes to Software Configuration Items, and the responsibility for ensuring implementation of approved changes. Unlike the CCB, the SCCB approves the change a production baseline at the CI level.

Software Configuration Controller (SCC) - The Project Team Leader of the Software Configuration Management Group.

Software Configuration Management Group (SCMG) - A group responsible for coordinating Software Configuration Management (SCM) for the project. Its size may range from a single individual with additional responsibilities to several individuals responsible only for SCM.

Software Engineering Institute (SEI) - SEI defined and maintains the Capability Maturity Model (CMM) for software engineering. The Software CMM has become a standard for assessing and improving software processes. Through the Software CMM, the SEI and developer communities have put in place an effective means for modeling, defining, and measuring the maturity of processes used by software professionals. SEI is located at Carnegie Mellon University in Pittsburgh, PA.

Stakeholders - Stakeholders are a group of people who care about a project or process; those who have a "stake" in the success of a project or process. This includes anyone who feels they will be materially affected by the outcome of a current or planned project and can significantly affect the successful implementation of the project.

Statements of Facts Supporting Eligibility for AFDC-Foster Care (FC2) - This document is used to record deprivation and income factors pertinent to the child in order to determine eligibility for foster care payment

Statewide Automated Child Welfare Information Systems (SACWIS) - On December 22, 1993, DHHS published two sets of rules in the Federal Register: interim final rules for Statewide Automated Child Welfare Information Systems (SACWIS), issued in response to enactment of Public Law 103-66; and final rules implementing AFCARS. Under the interim final rules for SACWIS, States were required to develop "comprehensive" child welfare data collection systems, of which AFCARS must be a component, in order to qualify for federal funding, including the 75 percent enhanced match. According to DHHS, "comprehensive" means that a state SACWIS system must include child welfare services, foster care and adoption assistance, family preservation and support services, and independent living.

See the ACF Web page at: http://www.acf.hhs.gov/programs/oss/sacwis/!sacwis.htm

Statewide Automated Welfare System (SAWS) - Automation of eligibility determination for CalWORKs, Food Stamps, and Medi-Cal, plus several smaller programs through four consortiums of counties: LEADER, ISAWS, CalWIN and C-IV tied together by WDTIP and CalSERV.

Statewide Client Index (SCI) –Assigns unique ID numbers, called Client Index Numbers (CINs) for all clients known to ISAWS, LEADER, WDTIP, SFIS, MEDS, Healthy Families, and several public health programs.

Statewide Fingerprint Imaging System (SFIS) - Electronic fingerprint image of all CalWORKs and Food Stamp applicants and clients.

Strategic Plan - A Strategic Plan is corporate business plan that thoroughly covers the next one to five years. The development period of a strategic plan should take approximately one to three months, should be reviewed at least once a year, and updated appropriately. It includes the organizational vision, strategic goals, and critical success factors.

Strategies - Strategies are the means by which goal or an objective can be accomplished, and are composed of activities, projects, initiatives, and programs.

Strengths, Weaknesses, Opportunities, and Threats (SWOT) - SWOT is a process that analyzes an organization's Strengths, Weaknesses, Opportunities, and Threats.

System Change Request (SCR) - An individual unit of the RTS system (replaces former term of RTS).

System Management Facilities (SMF) – IBM's data collection process used to collect and record data for system management tasks reporting reliability of the system, analyzing the system configuration, and summarizing direct access volume activity.

System Support Consultant (SSC) - Members of the CWS Customer Relations Section that support the counties.

Template Automation System (TAS) - A utility used to promote new and modified templates for CWS/CMS Local Report and Document.

Temporary Assistance for Needy Families (TANF IV-A System) - Systems in California that include SAWS, ISAWS, LEADER, CalWIN, and C-4.

Test Case Database (TCDB) - Lotus Notes R6 database that is used to develop, store and track execution of test cases.

Thin Client - In client/server applications, a Thin Client is designed to be especially small so that the bulk of the data processing occurs on the server while most of the application code and presentation logic resides on the application presentation.

Although the term thin client usually refers to software, it is increasingly used for computers, such as network computers and Net PCs that are designed to serve as the clients for client/server architectures.

Title IV-A - Temporary Assistance to Needy Families (TANF) – part of HHS' scope of review and authority

Title IV-B - The Title IV-B, subpart 1, Child Welfare Services program helps State public welfare agencies improve their child welfare services with the goal of keeping families together. State services include preventive intervention, so that, if possible, children will not have to be removed from their homes; services to develop alternative placements like foster care or adoption if children cannot remain at home; and reunification so that children can return home if at all possible.

The Title IV-B, subpart 2, Promoting Safe and Stable Families program provides funds to states to provide family support, family preservation, time-limited family reunification services, and services to promote and support adoptions. These services are primarily aimed at preventing the risk of abuse and promoting nurturing families, assisting families at risk of having a child removed from their home, promoting the timely return of a child to his/her home, and if returning home is not an option, placement of a child in a permanent setting with services that support the family. As part of this program, the Court Improvement Program provides grants to help State courts improve their handling of proceedings relating to foster care and adoption. After an initial assessment of court practices and policies, States use these funds for improvements and reform activities. Typical activities include development of mediation programs, joint agency-court training, automated docketing and case tracking, linked agency-court data systems, one judge / one family models, time-specific docketing, formalized relationships with the child welfare agency, and legislative change.

See the ACF Web page regarding State grant programs at:
http://www.acf.hhs.gov/programs/cb/programs/state.htm

Title IV-D - Child Support Enforcement – part of HHS' scope of review and authority

Title IV-E - The Title IV-E Foster Care program provides funds to States to assist with: the costs of foster care maintenance for eligible children; administrative costs to manage the program; and training for staff, for foster parents and for private agency staff. The purpose of the program is to help States provide proper care for children who need placement outside their homes, in a foster family home or an institution.

The Title IV-E Adoption Assistance program provides funds to States to assist in providing ongoing financial and medical assistance for adopted children (AFDC or SSI eligible) with special needs, e.g., children who are older or handicapped. Funds are also used for the administrative costs of managing the program and training staff. The goal of this program is to facilitate the placement of hard to place children in permanent adoptive homes and thus prevent long, inappropriate stays in foster care.

Foster Care and Adoptive Services – part of HHS' scope of review and authority

Title IV-E of the Social Security Act provides for federally subsidized Foster Care (FC), Adoption Assistance, and Independent Living Programs. In fiscal year 1999, the federal appropriation for Title IV-E was slightly over $4 billion. The goal of the FC program is to help State provide for eligible children who need placement outside their homes. The Adoption Assistance Program is designed to assist State in finding permanent homes for children with special needs (e.g. children who are older, members of minority or sibling groups, or physically, mentally, or emotionally disabled) and thus prevent long stays in foster care. The goal of the Independent Living Program is to assist youths who are or will be emancipated from foster care in establishing their independence.

Federal funding for AAP that provides support for Foster Care and Adoption Assistance to those children who would have been eligible for AFDC. This funding covers foster care costs associated with food, clothing, shelter, daily supervision, school supplies, a child's personal incidentals, liability insurance, administrative expenses, and travel to a child's home for visitation. It also covers the one-time payment costs of adopting a child as well as for ongoing adopted childcare needs.

See the ACF Web page regarding State grant programs at:
http://www.acf.hhs.gov/programs/cb/programs/state.htm

Title IV-E Foster Care - Title IV-E Foster Care is federally-funded foster care based on whether the child meets eligibility and other criteria based on former Title IV-A (AFDC) program requirements.

Value Statement - A Value Statement describes the key attributes that are most important to individuals and an organization. These include attributes that individuals currently possess, as well as those to which they aspire.

Vision Statement - A Vision Statement is a description of what an organization should be as strategies are successfully implemented.

Welfare Data Tracking Implementation Project (WDTIP) - Cumulative time-clock calculations of the Temporary Assistance for Needy Families (TANF) 60-month, CalWORKs 60-month, and Welfare-To-Work 18/24-month clocks, including exemptions and exceptions

Welfare DataBase (WDB) - Title IV-E eligibility is maintained by this system.

Wide Area Network (WAN) - The connection of two or more LANs at different work sites by cable, telephone wire, or other communication facility to allow the sharing of files and information electronically.

Workforce Investment Act of 1998 (WIA) - Laws governing development, procurement, maintenance, and utilization of Electronic and Information Technology in a manner that provides equal access to persons with disabilities.

xTools - A CWS/CMS database tool suite developed by IBM consisting of xDatabase, SQLBuilder, xKey Translator, and xScreens. It is typically used to examine entities, indices, attributes, relationships, code tables, and CWS/CMS screen associations.

3.   Acronyms

Table 3-1: CWS/CMS Acronyms provides a list of common acronyms used in CWS//CMS documentation.

Table 3-1: CWS/CMS Acronyms

Acronym	Definition
AAP	Adoption Assistance Program
AAP4	Adoption Assistance Program Eligibility Certification Adoption Assistance Program
AB	Assembly Bill
ACF	Administration For Children And Families
ACH	Automated Clearing House
ACYF	Administration of Children, Youth, and Families
ADA	Americans with Disabilities Act
ADRTSS	Application Design Review Total System Solution
AFCARS	Adoption and Foster Care Analysis and Reporting System
AFDC	Aid to Families with Dependent Children
AIMS	Agency Information Management Strategy
AMS MS	Application Management Services Management System
ANSI	American National Standards Institute
APD	Advanced Planning Document
APDU	Advanced Planning Document Update
APGAR	Activity (Muscle Tone), Pulse, Grimace (Reflex Irritability), Appearance (Skin Color), and Respiration
API	Application Programming Interface
APPS	Automated Provider Payment System
APS	Adult Protective Service
ARCs	Additional Resource Charges
ASCII	American Standard Code for Information Interchange
ASFA	Adoption and Safe Families Act
AT	Action Transmittal
BARC	Bay Area Regional Committee

BCP	Budget Change Proposal
BCP	Budget Concept Proposal
BIA	Bureau of Indian Affairs
BP	Best Practices
BPR	Business Process Re-engineering
BPSG	Best Practices Support Group
BSA	California Bureau Of State Audits
BSW	Bachelor of Social Work
CAD	County Access to Data
CAD ODS	See CAD and ODS
CalNET	California Net
CalSERV	California Statewide Automated Welfare Information Broker project.
CalSERVE	California Statewide Automated Welfare Information Broker Middleware Project
CalSWEC	California Social Work Education Center
CalWIN	California Work Opportunity and Responsibility to Kids Information Network
CalWORKs	California Work Opportunity and Responsibility to Kids
CAM	California Acquisition Manual
CAP	Corrective Action Plan
CAP	Cost Allocation Plan
CAPE	California Awards for Performance Excellence
CAR	Criticality Analysis Report
CBT	Computer Based Training
CCB	Change Control Board
CCB	Configuration Control Board
CCL	Community Care Licensing
CCR	California Code Of Regulations
CCSA	California Child Support Automation
CCSAP	California Child Support Automation Project
CCSAS	California Child Support Automation Systems
CCU	Code Creation Utility
CDPF	Central Data Processing Facility
CDS	Case Data System

CDS	County / District / School
CDSS	California Department of Social Services
CFCIP	Chafee Foster Care Independent Program
CFR	Code of Federal Regulations
CFSR	Child and Family Services Review
CHHSA	California Health and Human Services Agency
CI	Configuration Item
CICS	Customer Information Control System
CIMS	Computer Information Management System
C-IV	Consortium IV
CLC	County License Case
CLETS	Criminal Law Enforcement Tracking System
CM	Configuration Management
CM	Contract Manager
CMAS	California Multiple Awards Schedule
CMIPS	Case Management Information and Payrolling System
CMM or SW-CMM	Capability Maturity Model or Software - Capability Maturity Model
CMP	Configuration Management Plan
CMSP	County Medical Services Program
COBOL	Common Business Oriented Language
COCOMO	COnstructive COst MOdel (tool)
ConOp	Concept of Operations document
COTS	Commercial, Off the Shelf
CPAF	Cost Plus Award Fee
CPFF	Cost Plus Fixed Fee
CPIP	Cost Plus Incentive Fee
CPS	Child Protective Services
CPU	Central Processing Unit
CS	Child Support
CS	Cost-Sharing
CSCPFAM	Case Plan Family Assessment

CSS	Customer Service System
CWD	California Welfare Department
CWDA	California Welfare Directors Association
CWS	Child Welfare Services
CWS/CMS	Child Welfare Services/Case Management System
DAP	Data Access Program
DASD	Direct Access Storage Device
DBA	Database Administrator
DBMS	Database Management System
DBRM	Database Request Module
DCA	Document Coordination and Approval
DCFS	Department of Children and Family Services (LA County)
DCSS	Department of Child Support Services
DD&I	Design, Development and Implementation
DDD	Database Design Description
DDL	Data Definition Language
DED	Deliverable Expectation Document
DGS	Department Of General Services
DHCP	Dynamic Host Configuration Protocol
DHHS	Department of Health and Human Services
DHS	Department of Health Services
DID	Data Item Description
DNS	Domain Name Service
DoD	Department of Defense
DOE	Department Of Education
DOF	Department of Finance
DOIT	Department Of Information Technology
DOJ	Department of Justice
DP	Data Processing
DPD	Data Packet Descriptor
DPU	Data Processing Umbrella
DRMS	Document Retrieval and Management System

DSN	Dataset Name
DTO	Data Transport Option
DTS	Data Recovery Tracking System
DVBE	Disabled Veteran Business Enterprise
EA-1	Emergency Assistance Form
EAS	Eligibility and Assistance Standards manual
EAS	Enhanced Adoption System
EAW	Economic Analysis Worksheets
EBCIDIC	Extended Binary-Coded Decimal Interchange Code
EBT	Electronic Benefit Transfer
EDBC	Eligibility Determination Benefit Calculation
EDD	Employment Development Department
EDP	Electronic Data Processing
EIA	Electronic Industries Alliance
E-mail	Electronic Mail
EP	Elementary Processes
FAQ	Frequently Asked Questions
FAR	Federal Acquisition Regulation
FC	Foster Care
FC2	Foster Care Statements of Facts Supporting Eligibility for AFDC-Foster Care
FC8	Federal Eligibility Certification For Adoption Assistance Program
FCIS	Foster Care Information System
FFA	Foster Family Agency
FFACH	Foster Family Agency Certified Home
FFH	Foster Family Home
FFP	Federal Financial Participation
FFP	Firm Fixed Price
FFPLOE	Firm Fixed Price Level of Effort
FG	Focus Group
FP	Function Point
FPAF	Fixed Price Award Fee
FPEPA	Fixed Price Economic Price Adjustment

FPIF	Fixed Price Incentive Fee
FPIS	Fixed Price Incentive with Successive Targets
FPRP	Fixed Price Contract with Prospective Price Redetermination
FPRR	Fixed Ceiling Price Contract with Retroactive Price Redetermination
FR	Family Reunification
FSR	Feasibility Study Report
FTB	Franchise Tax Board
FTP	File Transfer Protocol
FY	Fiscal Year
GC	Government Code
GB	Gigabyte (1024 Megabytes)
GCW	Getting Connected Workshop
GEN	Host Code Generation Utility
GH	Group Home
GHO	Group Home Organization
GUI	Graphical User Interface
HEP	Health and Education Passport
HHSDC	Health and Human Services Agency Data Center
HLQ	High Level Qualifier
HTML	HyperText Markup Language
HUB	HUB
I/O	Input/Output
IAA	Inter-Agency Agreement
IAPD	Implementation Advanced Planning Document
IBM	International Business Machines
IBMGS	International Business Machines (IBM) Global Services
IBPS	Integrated Benefits Payment System
ICPC	Interstate Compact on the Placement of Children
ICPC 100A	ICPC Request
ICPC 100B	ICPC Report on Child's Placement Status
ICWA	Indian Child Welfare Act
ICWG	Interface Control Working Group

IDD	Interface Design Document
IEEE	Institute of Electrical and Electronics Engineers
IEVS	Income Eligibility Verification System
IFB	Invitation for Bid
IHSS	In-Home Supportive Services
ILP	Independent Living Program
IP	Internet Protocol
IPSec	Internet Protocol Security
IRD	Interface Requirements Document
IRS	Interface Requirements Specification
ISAWS	Interim Statewide Automated Welfare System
ISSC	Integrated Systems Solutions Corporation
IT	Information Technology
ITP	Invitation to Partner
ITPP	Information Technology Procurement Plan
IV&V	Independent Verification and Validation
KB	Kilobyte (1024 Bytes)
Kbps	Kilobits per second
JAD	Joint Application Design
JADS	Joint Application Design Session
JARS	Joint Application Requirements Session
JCL	Job Control Language
JCL Parms	Job Control Language Parameters
JJIS	Juvenile Justice Information System (San Bernardino County)
JV	Juvenile
JV 180	JV Ex Parte Application and Order and a Petition for Modification
LAN	Local Area Network
LEADER	Los Angeles Eligibility Automated Determination, Evaluation and Reporting
LIS	Licensing Information System
LMS	Library Management System
LPA	Leveraged Procurement Agreement
M&O	Maintenance and Operations

MAC	Move, Add, and Change
MAN	Metropolitan Area Network
MB	Megabyte (1024 Kilobytes)
MC 250	Medi-Cal
MEDS	Medi-Cal Eligibility Determination System
MOU	Memorandum of Understanding
MPP	Manual of Policy and Procedures
MPP	Master Project Plan
MSA	Master Services Agreement
MSC	Management Steering Council
MSW	Master of Social Work
MVS	Multiple Virtual Storage
N/A	Not Applicable
NavTool	CWS/CMS Navigation Tool
NCANDS	National Child Abuse and Neglect Data System
NOC	Network Operations Center
NOS	Network Operating System
NPDD	Non Persistent Data Dialog
NREFM	Non-Relative Extended Family Member.
O&M	Operations and Maintenance
OC	Optimistic Concurrency
OCSE	Office Of Child Support Enforcement
ODS	Operational Data Store
OMB	Office of Management and Budget
OPR	Office of Primary Responsibility
ORN	Online Release Notes
ORP	Operational Recovery Plan (required by DOF)
OS/390	IBM 390 Operating System
OSC	Oversight Committee
OTROS	Office of Technology Review, Oversight, and Security
PAPD	Planning Advanced Planning Document
PAT	Process Action Team

PC	Personal Computer.
PCAB	Proposed County Administrative Budget
PCAT	Physical Client Application Tool (part of the CAD software)
PCB	Project Control Book
PDA	Personal Digital Assistant
PDF	Portable Document Format
PH	Placement Home
PI	Program Instruction
PIER	Post Implementation Evaluation Report
PIP	Program Improvement Plan
PL/SQL	Procedure Language/SQL
PM	Project Manager
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMM	Project Management Methodology (DOIT's methodology)
PMO	Project Management Office
PMP	Project Management Plan
PMP	Project Management Professional certification
PO	Project Office
POCR	Project Office Change Review
POEM	Preponderance Of Evidence Model
POST	Project Office Support Tool
PQA	Project Quality Assurance, Project Quality Analyst
PRISM	Pre-Statewide Interim Systems Management
Proclib	Procedures Library
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act of 1996
PTS	Problem Tracking System
PVCS	POLYTRON Version Control System
QA	Quality Assurance
QAP	Quality Assurance Plan
RACF	Resource Access Control Facility
RADD	Research Analysis Data Division (part of CDSS)

RAM	Responsibility Assignment Matrix
RAM	Risk Assessment Model
RFBP	Requests for Best Pricing
RFBP	Requests for Bid Proposals
RFP	Request For Proposal
RPA	Request for Personnel Action
RTS	Request Tracking System
SA-CMM	Software Acquisition Capability Maturity Model
SACWIS	Statewide Automated Child Welfare Information System
SADD	System Architecture Design Document
SAIDD	Software Architecture Interface Design Document
SAM	State Administrative Manual
SAS	Statistical Analysis System (used for Statewide CWS/CMS reporting)
SAVE	Systematic Alien Verification for Entitlement
SAWS	Statewide Automated Welfare System
SAWS-1	SAWS-1 (Application for Cash Aid, Food Stamps, and/or Medi-Cal)
SCAR	Suspected Child Abuse Report
SCC	Software Configuration Controller
SCCB	Software Configuration Control Board
SCI	Statewide Client Index
SCM	Software Configuration Management
SCM	State Contracting Manual
SCMG	Software Configuration Management Group
SCP	Substitute Care Provider
SCR	System Change Request
SDC	Service Delivery Center
SDD	Software Design Document
SDLC	System Development Life Cycle
SDM	Structured Decision Making
SEI	Software Engineering Institute
SEPG	Software Engineering Process Group
SFIS	Statewide Fingerprint Imaging System

SI	System Implementation
SID	Systems Integration Division (part of HHSDC)
SIDD	System Interface Design Document
SIS	SAWS Information System
SLA	Service Level Agreement
SLOC	Source Line of Code
SMF	System Management Facilities
SNA	Systems Network Architecture
SOC	State of California
SOC 158	SOC 158 Foster Child's Data Record and AFDC-FC certification
SOC 318	Request for Confirmation of Child's Status as Indian
SOC 817	Checklist of Health and Safety Standards for Approval of Family Caregiver Home
SOC 818	Relative or Non-Relative Extended Family Member Caregiver Assessment
SOP	Standard Operating Procedure
SOW	Statement of Work
SPI	Supplementary Premise Information (similar to a BCP)
SPMN	Software Project Managers Network
SPR	Special Project Report
SQL	Structured Query Language
SRS	Software Requirements Specification
SRS	System Requirements Specification
SS8572	Suspected Child Abuse Report
SSC	System Support Consultant
SSL	Secure Socket Layer
SSRS	Social Services Reporting System
Std. or STD	Standard
STP	Software Test Plan
SW-CMM	Software (Development) Capability Maturity Model
SWOT	Strengths, Weaknesses, Opportunities, and Threats.
T&M	Time and Materials
TAC	Technical Advisory Committee
TANF	Temporary Assistance for Needy Families

TANF IV-A System	Temporary Assistance for Needy Families (IV-A) systems
TAS	Template Automation System
TASP	Technical Architecture Strategic Plan
TCDB	Test Case Database
TCP	Transaction Control Protocol
TCP/IP	Transaction Control Protocol/Internet Protocol
THPP	Transitional Housing Placement Program
TIRU	Technical Investment Review Unit
TN3270	Telnet 3270
TOSU	Technology Oversight and Support Unit
UAT	User Acceptance Test
USB	Universal Serial Bus
USC	United States Code
VPN	Virtual Private Network
WAN	Wide Area Network
WBS	Work Breakdown Structure
WBT	Web Based Training
WCDS	Welfare Case Data System
WCDS	Welfare Client Data System
WCMIS	Welfare Case Management Information System
WDB	Welfare DataBase
WDTIP	Welfare Data Tracking Implementation Project
WIA	Workforce Investment Act of 1998
WIC	Welfare and Institutions Code
WINS	Windows Internet Naming Service