

APPENDIX G – GLOSSARY

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1.0 Acronym Guide

Acronym	Description
2GEFS	Second Generation Electronic Filing Specification
AB	Assembly Bill
ACCMS	Appellate Court Case Management System
AD	Active Directory
BAFO	Best and Final Offer
BAP	Branch Accounting and Procurement
BI	Business Intelligence
CAFM	Computer Aided Facilities Management
CCMS	California Court Case Management System
CCTC	California Courts Technology Center
CHRIS	Court Human Resource Information System – Phoenix HR/Payroll
CLETS	California Law Enforcement Telecommunications System
COE	Center of Excellence
CP	Capital Program
DI	Data Integration Unit of ISD
DMS	Document Management System
DMZ	Demilitarized Zone
DOF	Department of Finance
DVBE	Disabled Veterans Business Enterprise
ERP	Enterprise Resource Planning
FEDRAMP	Federal Risk and Authorization Program
FLSA	Fair Labor Standards Act
FY	Fiscal Year
HIPAA	Health Insurance Portability and Accountability Act of 1996
IP	Internet Protocol
ISB	Integration Services Backbone
ITSO	Information Technology Services Office
JBE	Judicial Branch Entities
JCC	Judicial Council of California
LAN	Local-area Network
LPA	Leveraged Purchase Agreement
LSA	Layered Security Architecture

Acronym	Description
MOU	Memorandum of Understanding
MSA	Master Services Agreement (MSA)
NCRO	North Central Regional Office
POC	Point of Contact
QA	Quality Assurance
Q&A	Question and Answer
PCI DSS	The Payment Card Industry Data Security Standard
RFP	Request for Proposal
RFEM	Real Estate & Facilities Management
RFQ	Request for Quote
SaaS	Software as a Service
SB	Senate Bill
SJO	Subordinate Judicial Officer
SLA	Service Level Agreement
SLR	Service Level Requirement
SME	Subject Matter Expert
SMTP	Simple Mail Transfer Protocol
SOW	Statement of Work
SSO	Single Sign On
TC	Trial Court
UAT	User Acceptance Testing
VLAN	Virtual LAN
WAN	Wide-area Network

2.0 Glossary

Term	Definition
Access 3D	<p>California Chief Justice Tani G. Cantil-Sakauye's vision for full and meaningful access to justice for all Californians is called Access 3D. Access 3D is:</p> <ul style="list-style-type: none"> • Physical: Courts must be safe, secure, accessible, and open during hours that benefit the public. • Remote: Court users should be able to conduct their business online. • Equal: Courts must serve people of all languages, abilities and needs, in keeping with California's diversity. <p>This vision energizes many judicial branch initiatives and innovations that are designed to deliver full and fair access to justice for the people of California.</p>
Assembly Bill 1935 (AB 1935)	Follow up legislation to AB 233 that provides clarification and more detail to the original trial court funding legislation.
Assembly Bill 233 (AB 233)	The Lockyer-Isenberg Trial Court Funding Act of 1997, which shifted responsibility for funding the trial courts from the counties to the State.
Business Process Flow	The detailed transaction or business activity begins, moves forward and finishes. The processes are an integral portion of the Business Blueprint and will be used as the basis for the Integration and User Acceptance Testing.
California Appellate Courts	California Appellate Courts (District Courts of Appeal) and Supreme Court of California. District Courts of Appeal are divided into six appellate districts, based on geography.
California Rules of Court	Rules established by the Judicial Council to improve the administration of justice. The Judicial Council has constitutional authority to “ <i>adopt rules for court administration, practice and procedure not inconsistent with statute.</i> ” Rules of Court have the force of law.
California S.B. 1386	A bill passed by the California legislature that amended civil codes 1798.29, 1798.82 and 1798.84, the California law regulating the privacy of personal information. The first of many U.S. and international security breach notification laws, it was introduced by California State Senator Peace on February 12, 2002, and became operative July 1, 2003.
Chief Deputy Administrative Director	The Administrative Director provides the highest level of policy and programmatic leadership for Judicial Council staff. Under constitutional authority, the Administrative Director serves as secretary to the Judicial Council, carries out council policies throughout the judicial branch, and serves as the primary administrative advocate for the branch.
Deliverable Expectation Document (DED)	A document that includes the requirements, format, content, scope, and Acceptance Criteria of the identified Contractor Deliverables.

Term	Definition
Demilitarized Zone	More appropriately known as demarcation zone or perimeter network , is a physical or logical sub-network that contains an organization's external services to a larger, untrusted network, usually the Internet. The purpose of a DMZ is to add an additional layer of security to an organization's Local Area Network (LAN).
Department of Finance	The State Executive Branch department that serves as the Governor's staff arm in preparing the annual Governor's Budget and administering the final Budget Act.
Fair Labor Standards Act	A federal law (29 USC, Chapter 8) that establishes a minimum wage, maximum working hours with a provision for overtime pay, and prohibitions against oppressive child labor practices.
FedRAMP	The Federal Risk and Authorization Program (FedRAMP) is a risk management program that provides a standardized approach for assessing and monitoring the security of cloud products and services. It was created to support the government's cloud computing plan. The program is intended to facilitate the adoption of cloud computing services among federal agencies by providing cloud service providers with a single accreditation that could be used by all agencies. Certifications are based on a unified risk management process that includes security requirements agreed upon by the federal departments and agencies.
Fiscal Year	The 12-month budgeting and accounting period. The State of California's fiscal year begins on July 1 and runs through the following June 30.
Help Desk or Technology Center Help Desk	
HIPAA Compliance	The Health Insurance Portability and Accountability Act of 1996 (HIPAA) required the Secretary of the U.S. Department of Health and Human Services (HHS) to develop regulations protecting the privacy and security of certain health information. To fulfill this requirement, HHS published what are commonly known as the HIPAA Privacy Rule and the HIPAA Security Rule. The Privacy Rule, or <i>Standards for Privacy of Individually Identifiable Health Information</i> , establishes national standards for the protection of certain health information. The <i>Security Standards for the Protection of Electronic Protected Health Information</i> (the Security Rule) establish a national set of security standards for protecting certain health information that is held or transferred in electronic form.
Interface	A process that enables an external system to transfer usable data and/or information to and from the Phoenix System.
Integration	
Internal Audit	All forms of appraisal of activities conducted by auditors working for and within the organization that they are auditing. Internal auditors may be employees or contractors of the organization.

Term	Definition
Internal Controls	The plan of organization and all the methods and measures used by the court to monitor assets, prevent fraud, minimize errors, verify the correctness and reliability of accounting data, promote operational efficiency, and ensure that established managerial policies are followed.
Issues Database	A tool used to log and track issues arising during the execution of the Project.
ISO 27001 Certified	ISO/IEC 27001 formally specifies an Information Security Management System, a suite of activities concerning the management of information risks (called 'information security risks' in the standard).
Judicial Council	The governing body of the California courts established in 1926 by article VI, section 6 of the Constitution of California. Under the leadership of the Chief Justice, the Judicial Council is responsible for ensuring the consistent, independent, impartial, and accessible administration of justice (GC 68070, GC 77001, CRC 6.1).
Knowledge Transfer	Knowledge transfer from the Contractor to court and JC staff. Maintenance and Operations Support knowledge transfer is expected to occur such that courts and JC can continue to support the business teams accordingly.
Layered Network Security Architecture	The goal of the Layered Network Security Architecture (LSA) project is to secure standardized entry and exit points to and from the CCTC. This provides multiple zones of security for protection of the Judicial Branch systems and data.
Lead	The responsible party that takes an active and primary role in completing the Deliverable or Task in question.
Lockyer-Isenberg Trial Court Funding Act of 1997 (AB233)	Law enacted by the State of California legislature taking effect on January 1, 1998. Under this law, the funding of the Trial Courts is consolidated at the state level to ensure equal access to justice throughout California. Key provisions of the law include giving the legislature authority to make appropriations and giving the Judicial Council of California authority to allocate funds to the Trial Courts.
Middleware	A general term for any programming that serves to "glue together" or mediate between two separate programs within the Software.
Milestone	An auspicious point reached in a project that may not have tangible deliverables associated with it (e.g. a report, plan, go-live date).
Performance Audit	An audit performed to evaluate the economy and efficiency of an organization's operations, its effectiveness in meeting regulatory requirements, and the correspondence between performance and established criteria. The performance audit provides a review of the degree to which management's performance meets pre-stated expectations.
PCI DSS Compliance	The Payment Card Industry Data Security Standard (PCI DSS) is a widely accepted set of policies and procedures intended to optimize the security of credit, debit and cash card transactions and protect cardholders against misuse of their personal information.
Phase	Identifies the different stages of the Implementation of a Project within the ASAP methodology (e.g. Project Preparation, Business Blueprint, Realization, Final Preparation, Go-Live and Deployment Support).
Phoenix	Phoenix (SAP-based) financial system.

Term	Definition
Project Team	All of the personnel of the Contractor, JCC, Courts, and potentially third-party contractors who are assigned to work on the Project in their designated capacities under this Statement of Work. Project Team may also refer to those members of the full Project Team that are assigned by the Contractor or the JCC (e.g., the Contractor's Project Team, the JCC's Project Team, the Functional Project Team and so forth).
Record	Any document, drawing, book, writing, log, data, etc., and supporting evidence recorded in a permanent form and intended to preserve knowledge of an action or an occurrence. Records include computer-stored or generated information, microfilm, computer programs, tapes, disks, etc.
REFM	The Real Estate & Facilities Management (REFM) office is responsible for managing the state judiciary's portfolio. REFM manages ongoing operational needs for more than 500 court judicial branch facilities, as well as site selection and acquisition for new capital projects.
SaaS	Software as a Service (SaaS): Is a software distribution model, the service provider makes applications ready to customers over the internet, It supports web services and service-oriented architecture.
SAP	Means SAP Public Services, Inc.
Section 508 Compliance	Compliance standards are set by Section 508 of the Rehabilitation Act of 1973 that requires federal agencies to provide software and website accessibility to people with disabilities.
Service Provider	An individual or business that contracts to sell its services to the court.
Subordinate Judicial Officer	A person who is not a judge but is authorized to adjudicate legal cases. Examples of Subordinate Judicial Officers include commissioners, referees, and hearing officers.
System Environment or Environment	The technical infrastructure required for the proper operation and support of the System, including but not limited to the operating system, hardware, software, and peripherals.
Task	Those activities to be undertaken to complete a Deliverable, as described in the SOW and the DED.
Testing Procedures (of the System)	The agreed upon criteria for purposes of measuring the performance and accuracy of the xxx System. Testing may include Unit Testing, Integration Testing, Stress Testing, String Testing, Parallel Testing, Volume Testing, and Regression Testing. These tests are based on the Design of the Phoenix System. These criteria will be used at various testing points in a Project to determine conformance of the configuration to the JC's requirements.
User	Anyone that uses the JCC System in any environment, or portion thereof, in Development through to Production, whether for processing transactions, viewing or reporting, or undertaking technical activities such as the setup of User Authorizations.
User Acceptance Testing (UAT)	The concentrated testing of the Test System, including execution, issue resolution and validation of the User Acceptance Test Plans, encompassing end-to-end business processes in the Test System.
Workflow	The automation of business processes in the DMS System through the use of User email notifications, event-driven document routings, and prioritized cues.