

## ATTACHMENT A – ABBREVIATIONS AND DEFINITIONS

Abbreviation	Definition
ACD	Automatic Call Distributor
AD	Active Directory
AI	Artificial Intelligence
CA	Compliance Administration
CCaaS	Contact Center as a Service
CCU	Central Collections Unit
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off the Shelf Software
CSA	Customer Service Administration
CSR	Customer Service Representative
CTI	Computer telephony integration
DTMF	Dual-tone Multi- Frequency
FISMA	Federal Information Security Management Act
FI/FTI	Financial Information/ Federal Tax Information
IMAP/POP	Internet Message Access Protocol / Post Office Protocol.
ISP/ SIP	Internet Service Provider / Session Initiation Protocol
IVR/ACD	Interactive Voice Response/Automatic Call Distribution
KPI	Key Performance Indicator
MFA	Multi-factor Authentication
OCFO	Office of the Chief Financial Officer
OCIO	Office of the Chief Information Officer
OCTO	Office of the Chief Technology Officer
OFT	Office of Finance and Treasury
OTR	Office of Tax and Revenue
QRDT	Questionable Refund Detection Team
RAA	Revenue Accounting Administration
RACI	Responsibility Assignment Matrix
ROD	Recorder of Deeds
RPTA	Real Property Tax Administration
RTM	Requirement Traceability Matrix
SAML	Security Assertion Mark-up Language
SAN	Storage Area Network
SDLC	System Development Life Cycle
SFTP	Secure File Transfer Protocol
SLA	Service Level Agreement
SOA	Service Oriented Architecture
SOC	System and Organization Controls
SOW	Statement of Work
SSO	Single Sign On
UAT	User Acceptance Testing
VoIP	Voice Over Internet Protocol