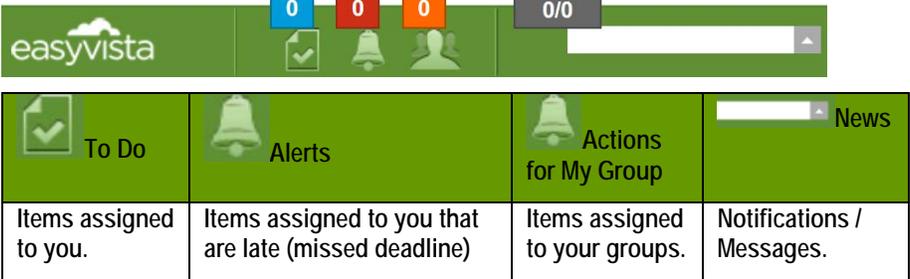


This glossary includes a list of common terms used with Enterprise Solutions Platform (ESP).

Item	ESP Definition/Comments												
<b>Application Application Family</b>	<p>A software package (custom built or purchased) that provides an external facing business function for customers. These items are part of the configuration management database (CMDB) and used with ESP workflow to help ensure tickets are routed to the appropriate support teams.</p> <ul style="list-style-type: none"> <li>• These include items that you can select when you create a ticket. For example, 'Enterprise Solutions Platform (ESP)', 'Human Resource Management System (HRMS)', Agency Financial Reporting System (AFRS), etc.</li> <li>• Parent applications include a software package (custom built or purchased) that may have sub-applications (children) supporting specific functionality within the application. For example, Human Resource Management System (HRMS) is a parent application.</li> <li>• Child applications are a part or module of a parent application. For example, HRMS-Benefits is a child of HRMS.</li> </ul>												
<b>Asset Management</b>	<p>Module (area) in ESP. It's used to track and report the value and ownership of our systems, software, contracts and equipment.</p>												
<b>Category</b>	<p>A grouping or classification. These items are used with ESP workflow to help ensure tickets are routed to the appropriate support teams. These are the items that you can select when you create a ticket. For example, an 'Incident' or 'Service Request' is a type of category.</p> <ul style="list-style-type: none"> <li>• Sometimes 'category' is also referred to as a 'topic'. For example, when a ticket routes into ESP, the Support Center will review the ticket and update the category (topic) from an Incident to a Service Request depending on the information in the ticket.</li> </ul>												
<b>Change Management</b>	<p>Module (area) in ESP. It's used to request, track, approve and control changes that modify our applications, systems and infrastructure.</p>												
<b>Change Model</b>	<p>Repeatable method of dealing with changes to applications/systems or other configuration items. The model provides pre-defined steps to be followed for a change request.</p> <table border="1" data-bbox="560 1329 1515 1734"> <thead> <tr> <th data-bbox="560 1329 776 1362">Change Model</th> <th data-bbox="779 1329 1515 1362">This type of change request is ...</th> </tr> </thead> <tbody> <tr> <td data-bbox="560 1367 776 1400">Emergency</td> <td data-bbox="779 1367 1515 1400">Usually linked with an Incident in ESP.</td> </tr> <tr> <td data-bbox="560 1404 776 1577">Latent</td> <td data-bbox="779 1404 1515 1577">Submitted after the fact. These are rare (exception only) changes made during a critical outage where there is insufficient time to submit an emergency change request and the risk of making the change will not adversely impact the current state of a support service (no possibility of making a situation worse).</td> </tr> <tr> <td data-bbox="560 1581 776 1614">Normal</td> <td data-bbox="779 1581 1515 1614">Reviewed based on regular lead times.</td> </tr> <tr> <td data-bbox="560 1619 776 1673">Pre-Approved (Standard)</td> <td data-bbox="779 1619 1515 1673">Low risk, highly repeatable with very little possibility of adversely impacting the production environment.</td> </tr> <tr> <td data-bbox="560 1677 776 1732">Unscheduled</td> <td data-bbox="779 1677 1515 1732">Not able to meet the minimum lead time requirements for a normal change request.</td> </tr> </tbody> </table>	Change Model	This type of change request is ...	Emergency	Usually linked with an Incident in ESP.	Latent	Submitted after the fact. These are rare (exception only) changes made during a critical outage where there is insufficient time to submit an emergency change request and the risk of making the change will not adversely impact the current state of a support service (no possibility of making a situation worse).	Normal	Reviewed based on regular lead times.	Pre-Approved (Standard)	Low risk, highly repeatable with very little possibility of adversely impacting the production environment.	Unscheduled	Not able to meet the minimum lead time requirements for a normal change request.
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<b>Change Request (CR)</b>	<p>Detailed proposal for a change to an application or system. Change requests are created and tracked in ESP for production release management.</p>												

Item	ESP Definition/Comments
<b>Configuration Item (CI)</b>	A component (item) that needs to be managed to deliver an IT service. ESP configuration items currently include enterprise software/applications, desktop software/applications, equipment (computers, monitors, servers, phones), etc.
<b>Configuration Management Database (CMDB)</b>	Module (area) in ESP. It's used to provide 'at-a-glance' information about our configuration items.
<b>Department</b>	This field identifies the agency/organization of the recipient (customer). It is maintained on the employee (customer) record and displayed on tickets, filters/views and reports.
<b>EasyVista (EV)</b>	ESP uses software-as-a-service (SaaS) products hosted by software vendor EasyVista ( <a href="http://www.easyvista.com">http://www.easyvista.com</a> ).
<b>Enterprise Solutions Platform (ESP)</b>	ESP is the tool we use for IT Service Management (ITSM) for WaTech.
<b>Event</b>	An alert or notification created by an IT service, configuration item, or monitoring tool. Most events are informational (not incidents).
<b>Incident (IN)</b>	Module (area) in ESP. It's used to track and report interruptions/reduced quality for IT-related services so that normal operations are restored as quickly as possible with the least possible impact.
<b>Information Technology Infrastructure Library (ITIL)</b>	Process-based approach for aligning delivery of IT-related services with business goals. ITIL provides industry standard best practices (aligned with ITSM). Rather than recreate the ITIL definitions in this ESP glossary, please use Consolidated Technology Services (WaTech/CTS) resources <a href="http://cts.wa.gov/resources/itsmom/">http://cts.wa.gov/resources/itsmom/</a> or use a search tool ( <a href="http://www.access.wa.gov">http://www.access.wa.gov</a> or your favorite internet search tool) to search for 'ITIL'.
<b>Information Technology Service Management (ITSM)</b>	Process-based approach for aligning delivery of IT-related services with business goals. ITSM provides industry standard best practices (aligned with ITIL).
<b>Knowledge Management (Knowledge Base)</b>	Module (area) in ESP. It's used to ensure accurate, reliable and trustworthy information is available for customers and response teams.
<b>Known Error</b>	Something that hasn't been fixed yet but has a known root cause (or cause for outage) or may have a work-around. Potential solutions for the incident can be searched in the known errors database within ESP.
<b>Problem Management</b>	Module (area) in ESP. It's used to identify and track the underlying cause of incidents so that problems are not repeated. This takes incident management to the next level of maturity.
<b>Process Owner</b>	Each module (area) in ESP has one process owner. The process owner is responsible for overall strategy to support day-to-day activities managed by the process managers.
<b>Process Manager</b>	Each module (area) in ESP has one or more process managers. The process managers are responsible for day-to-day activities and ensure appropriate inputs/outputs are being produced to support overall strategy managed by the process owner.
<b>Quick Call</b>	Feature (functionality) in ESP. Quick Call provides the ability to quickly access customer tickets or input a new customer request.

Item	ESP Definition/Comments
<p><b>Quick Dashboard / Notification Bar</b></p>	<p>Feature (functionality) in ESP. The quick dashboard is located with notifications in the banner near the bottom of ESP pages (sometimes referred to as the Notification Bar). This area displays the number of items available for 'at a glance' status. Information displayed depends on your profile and may include:</p> <ul style="list-style-type: none"> <li>• Actions assigned to you.</li> <li>• Alerts for items that are past due.</li> <li>• Actions assigned to your group(s).</li> <li>• News (messages published by the WaTech Support Center).</li> </ul> 
<p><b>Recipient</b></p>	<p>Name of person who will be receiving the resolution or service for a ticket.</p> <ul style="list-style-type: none"> <li>• This is usually the same name as the requestor. For example, if you create a service request to get help with using ESP, the ticket will show your name as the recipient and requestor.</li> </ul>
<p><b>Requalify</b></p>	<p>Method used by technical support staff to update information or category for an ESP ticket.</p>
<p><b>Requestor</b></p>	<p>Name of person who requested the resolution or service for a ticket.</p> <ul style="list-style-type: none"> <li>• This is usually the same name as the recipient unless the ticket is requested on behalf of someone else. For example, if an administrative assistant creates a service request on behalf of the agency director, the ticket can be updated to show the administrative assistant as the requestor and the agency director as the recipient.</li> </ul>
<p><b>Self Service (End User Portal)</b></p>	<p>Module (area) in ESP. This is the 'Home' tab on the menu bar. Self Service allows you to open or track your own incidents, service requests and change requests, use search features and the knowledge base.</p>
<p><b>Service</b></p>	<p>A component (item) that is part of the ESP Service Catalog. These items are used with ESP workflow to help ensure tickets are routed to the appropriate support teams.</p> <ul style="list-style-type: none"> <li>• These are the items that you can select when you create a service request. For example, 'Communications', 'Computers &amp; Equipment', 'General Inquiry', etc.</li> </ul>
<p><b>Service Request (SR)</b></p>	<p>Module (area) in ESP. It's used to track and report requests for information, password resets, software, equipment, workstation installation, conference room setup, etc.</p>
<p><b>Target Resolution Time</b></p>	<p>Timeframe for resolution of tickets.</p> <ul style="list-style-type: none"> <li>• Timeframes are based on type of ticket, impacts, and urgency.</li> </ul>

Item	ESP Definition/Comments
<p><b>Wizard</b></p>	<p>Feature (functionality) in ESP. It's a set of predefined process steps (automated workflow). For example, technical support staff might use an 'assign' wizard to reassign a ticket. The wizards (automated workflows) are available to technical support staff from dropdown lists in ESP.</p> 
<p><b>Workflow</b></p>	<p>Set of rules or steps that move all tickets through their lifecycle from creation to completion. This includes assignments, notifications, approvals, and closure.</p>