

**Important note:**

Terms and Acronyms used in the requirements, unless the context requires the contrary, have the meaning defined in Schedule 1 of the Contract and the Glossary. In the event of conflict, Schedule 1 takes precedence.

Term	Acronym	Meaning/Description
Acceptance		As per the Testing and Acceptance Plan.
Access Control	AC	A security service that prevents the unauthorised use of information system resources (hardware and software).
Access Points		These are pre-specified locations on a large site to which fire crews are sent. They are normally used for large sites such as airports, hospitals, motorway sections, London Underground etc, which may have access restrictions. The full PDA for the incident may be split between more than one Access Point. (See also marshalling and rendezvous points).
Accommodation Workstream	ACC	This workstream will deliver the accommodation (both the building and the site) for each region. The buildings will be designed to a directed specification and to a level of completeness to allow the installation of technology to begin.
Accreditation Documentation Set	ADS	The process to ensure that the security policy has been implemented to reduce risk for an I.T system to an acceptable level.
Action List		Every FRA has different requirements for actions to be carried out for certain incident types and specific incident locations. These are put into an Action List that is presented to the Control Room Operator for completion during an incident.
Ad hoc Working Groups		Ad hoc project working groups, involving relevant stakeholders, will be established during the project lifecycle to address specific tasks or issues.
Additive PDA		Occurring when an incident may fall under two Incident Types. Due to the need for specific attributes, the additive PDA needs to combine the PDAs for both incident types.

Term	Acronym	Meaning/Description
Administrative Systems Local Area Network	LAN	This is the Local Area Network covering the administrative systems within an RCC. The Administrative systems LAN shall be logically separate from the Control Room LAN.
AFA Unique Reference Number	AFA URN	Some Alarm Companies use a Unique Reference Number to uniquely identify the individual alarms that they manage. This AFA URN is used by the Alarm Company when passing the call to the RCC either verbally, or by electronic message. The AFA URN shall be held in the MRMS and present the full address for the premises, to the Control Room Operator.
Agreement for lease	AFL	The development agreement defining the contractual relationship between the First Secretary of State and the developer.
Alarm Companies		Alarm Companies monitor Automatic Fire Alarms and provide actuation details to the RCC, either by Alarm Centre staff dialling a pre-determined telephone number and passing the call verbally, or by the generation of an electronic message to the RCC.
Alerter		A paging device that emits a tone when a member of staff is required to respond to a Mobilisation Message. Some Alerters also offer the functionality to provide a range of tones, including a test tone, Pre-Alert tone etc.
Alerts		These are warnings or reminders automatically generated by the FiReControl System to Control Room Operators. Alerts may be generated to a specific CRO, or a group of CROs depending upon the configuration of the system.
Alias Location		Alternative names by which locations are known e.g. Manchester United Football Club can also be known as Old Trafford Football Club etc. (Alias Locations are also referred to as Alternate and Known As). The FiReControl System will display the full (Master) address for a location which has been searched on by an Alias Location name.
Alternate Location		Alternative names by which locations are known e.g. Manchester United Football Club can also be known as Old Trafford Football Club etc. (Alternate Locations are also referred to as Alias Locations and Known As). The FiReControl System will display the full (Master) address for a location which has been searched on by an Alternate Location name.

Term	Acronym	Meaning/Description
Analogue Fallback Telephone		Analogue telephone handset connected to an analogue direct operator exchange line intended for use in the event of emergency situations like ICCS and telephony equipment failure.
Anti – Aliasing		A software display technique for smoothing the appearance of curved and slanted edges, e.g. of text characters. The technique uses grey scales or slight changes of colours in the pixels close to the edge to help “fool” the eye into seeing a smooth edge.
Anti-Tromboning		Route optimisation such that calls that are transferred back and forth across the network will only use a single channel.
Appliance(s)		This is a generic term applied to all FRS vehicles which proceed to incidents in an emergency capacity. Appliances are generally split into two groups - Pumping Appliances and Special Appliances. The following list describes some of the common types of appliances: Pumping Appliances - Pump, Pump Ladder - Water Tender Ladder etc. Special Appliances - Aerial Ladder Platform, Turntable Ladder, Animal Rescue Unit, Incident Command Unit, etc.
Application Programming Interface	API	An API is normally provided so that programmers can create applications that interface with the operating environment.
Approved Code of Practice	ACoP	Gives practical advice on how to comply with the law. In the unfortunate event of an individual being brought to court following an accident or complaint, the ACOP may be used in evidence of good practice.

Term	Acronym	Meaning/Description
Association of Building Engineers	ABE	Professional body for those specialising in the technology of building.
Asynchronous Transfer Mode	ATM	A network technology based on transferring data in cells or packets of a fixed size. The two most common technology types are Variable Bit Rate and Constant Bit Rate (CBR).
Attendance System		An IT system that records real time availability of all operational Firefighters.
Attribute		A quality or characteristic inherent in or ascribed to someone or something that enables them to undertake a particular task or to facilitate an action. All attributes have a status available/unavailable.
Audit Commission	AC	An independent public body responsible for ensuring that public money is spent economically, efficiently, and effectively in the areas of local government, housing, health, criminal justice and fire and rescue services.
Authorised User(s)		Any user of the System based anywhere who has specific permission to use its functionality in part or in whole. A Control Room Operator (CRO) is a type of Authorised User.
Auto-Attendant		An application or device, which answers callers with a digital recorded greeting, and then allows callers to routes themselves to an extension through touch-tone input, in response to voice prompts.
Automatic Call Distribution	ACD	A telephone facility that handles incoming calls and manages them based on a database of handling instructions.
Automatic Fire Alarm	AFA	A system installed in a variety of types of premises which automatically raises the alarm if a fire is detected. These systems may be connected to an alarm company. (See AFA Unique Reference Number).

Term	Acronym	Meaning/Description
Automatic Fire Detection	AFD	A system installed in a variety of types of premises which automatically detects the presence of a fire
Automatic Vehicle Location Systems	AVLS	A system which enables the location of vehicles to be identified. In conjunction with Mobile Data / Status Messaging, helps Fire Control to identify appropriate resources to mobilise to incidents.
Available		The status of a Resource (appliance/Firefighter/Officer/equipment) where it is free to respond to a new incident
Backbone		The backbone is the core network of a telecommunications provider. The backbone terminates at points of presence.
Base		A location where a Resource can receive a Mobilising Message ie this does not have to be a fire station or a temporary fire station.
Basic Telephone		Telephones with a basic feature set intended for use in areas such as corridors and plant rooms.
Basic Check		A self certifying security process where the Contractor/Employer should validate any employees who require it. The checks cover: An individual's identity An individual's References An individual's Criminal Records.

Term	Acronym	Meaning/Description
Batch Mobilisation		During normal conditions, a Resource is only mobilised to one incident at a time. However conditions may arise where several incidents may be given to one Resource to attend - this is called Batch Mobilising. A Resource is mobilised to a series of incidents simultaneously. The Resource will attend each incident in turn - should they become engaged at an incident for some time, they may pass the unattended incidents back to the RCC for further mobilising.
Best and Final Offer	BAFO	Part of the procurement process where a Tenderer provides the client with the price of the service being procured.
Best Value Performance Indicator	BVPI	Best value is a key element of the Government's programme to modernise local government and places best value authorities under a duty to seek continuous improvement in the way in which they exercise their functions.
Bit Error Rate	BER	The number of erroneous bits divided by the total number of bits transmitted, received, or processed over some stipulated period expressed as a coefficient and a power of 10.
Bits per second	BPS	A unit used to express the number of bits passing a designated point per second.
Blink coding		Blink coding is the term used to refer to the method of flashing objects as an indication to the user.
Books Mobile		This is the term used to indicate that a Resource is not at an actual FRS premises. When the Resource Books Mobile, they update their status to be Mobile, which indicates that they are available by FiReLink radio, mobile telephone or pager.
Books Mobile to Incident		This is the term used to describe a Resource changing its status from one that identifies it is available to one that identifies that the Resource is on its way to an incident.
Breathing Apparatus	BA	Breathing Apparatus typically consists of compressed air cylinders, filters, flow regulators, control valves and sometimes telemetry. These are used where Firefighters to enter areas where breathable air cannot be assumed to be available.
Building Management System	BMS	BMS are on-site facilities management teams which monitor all key parameters - from power supply to security access power delivery and performance.

Term	Acronym	Meaning/Description
Building Research Establishment	BRE	A Trust owned organisation with a mission to champion excellence and innovative in the built environment.
Building Research Establishment Environmental Assessment Method	BREEAM	Assesses the performance of buildings in the following areas: management, energy use, pollution, transport, land use, ecology, material and water.
Business Change Managers	BCM	The Business Change Managers represent DCLG in the regions and are responsible for assuring implementation of the Modernisation agenda.
Business Continuity	BC	Business Continuity is the process of managing systems such that operations may continue, following loss of parts of the technology infrastructure.
Business Case Procurement	BCP	This team is responsible for the FiReControl Business Case as it develops throughout the course of the project. This includes financial modelling to assess costs, savings and the impact of risks
Business Process Design	BPD	FiReControl Project workstream dealing with Process design and FRS convergence
Cab		The crew area of an Appliance.
Call		A voice communication between two or more parties. For example this could include telephony, radio, and intercom communication.
Call Reversion		Upon an Operator transferring a telephony call to another user, the call reverts back to the operator on no reply.
Call Stack for ICCS		On screen prioritised list(s) for incoming radio and telephony calls to the ICCS.
Call Type		A set of incoming telephone calls with joint characteristics like emergency calls to '999' or non-geographic telephone number calls.
Call Wrap Up		The ability for a CRO to temporarily be unavailable to take incoming telephony calls whilst performing administrative tasks associated with the last call.
Calling Line Identification	CLI	A service feature which has the ability to identify the caller's number.
Callsign		The unique identifier given to a Resource in the FiReControl System and used in all radio communications and Mobilising Messages.
Cathode Ray Tube	CRT	A vacuum tube in which a hot cathode emits electrons that are accelerated as a beam through a relatively high voltage anode, further focused or deflected electrostatically or electromagnetically, and allowed to fall on a phosphorescent screen
Central display		The very large off-console shared display that is provided in the Control Room.
Chargeable Incident		An Incident for which the FRS may make a financial charge. For example, filling up a swimming pool.

Term	Acronym	Meaning/Description
Chemdata		A database of both pure and trade-name chemicals which provides advice to emergency Responders for incidents involving chemical spillages, fires and contamination incidents.
Chief Fire Officer	CFO	The person / officer responsible for the discharge / delivery of fireservice functions.
Chief Fire Officers Association	CFOA	Professional advisory body representing FRS Strategic Managers
Classification Code		A sub-division of an incident code.
Close Down Mode		When an Officer signs off at the end of their duty this is the last method of communication with the FiReControl System.
Closed Circuit Television	CCTV	Cameras which are placed to monitor a surrounding area. CCTV can be used as evidence in court when prosecuting an individual for a crime. It also provides a sense of security.
Code of Connection		Electronic specification for the interface with a particular system.
Code of Practice	CoP	The specification defining the processes and procedures.
Coding		Coding is a method of using text and/or graphics to represent information in "short form" (or abbreviated form) eg by using shape or colour.
Combined Fire Authority	CFA	An independent, elected body charged by statute with delivering a Fire and Rescue Service for an area covering a number of other administrative areas.
Comfort Tone		An audible tone presented to telephony users when their call is placed on hold.
Command and Control System	C&C	See Mobilising and Resource Management System (MRMS)
Commercial Off The Shelf	COTS	Non-bespoke products, which are readily available from suppliers.
Commission		Relating to RCCs, this means the placing of an order for the build, deployment, integration and any other related activities for making an RCC ready to receive FRA Services.
Communications Control Interface	CCI	See ICCS
Communications Gateway		A facility that can route communications data traffic via two or more different bearers depending on network availability, data size and priority. Communications Gateways are located in RCCs and on MDTs.
Community Fire Safety	CFS	CFS aims to help minimise the risk of fires in houses and place of work with advice on fire prevention and protection.
Computer Telephony Integration	CTI	Computer Telephony Integration (CTI) links up computers and telephones to handle all voice, fax, and data traffic
Configurable		Where anything is defined as configurable within the ISOP then a number of parameters should be set within defined options.

Term	Acronym	Meaning/Description
Configuration		The capability of an Administrator or other System Level Authorised User to set or change parameters for the displayed software. The configuration may be specific to a screen, workstation, user role, etc. or may be generic to all users.
Console		The item of furniture supporting all the equipment required for a single work-position for access to the FiReControl System required in the Control Room and Continuity and Operations Rooms, but excluding any mobile pedestals, chairs, or foot rests, also provided at the work position for the user.
Console group		A group of consoles plus linking units supporting all equipment for the defined group of users within the Control Suite. It may include storage and support for shared equipment
Contamination Tag Number		If a Firefighter is contaminated at an incident they are issued with a unique tag that instructs any person finding them unconscious to contact a number which will connect them to the RCC.
Contractors Margin		The margin agreed at Contract signature and appearing in the financial model.
Control of Major Accidents and Hazards	COMAH	These are major incident plans that are written for large industrial and other high-risk sites. They cover all aspects of the site, with a section for the FRS.
Control of Substances Hazardous to Health	COSHH	Regulations requiring employers to control exposure to hazardous substances to prevent ill-health.
Control Project Sounding Board	CPSB	Body of stakeholders for the FiReControl Project.
Control Room / Control		The room or office where 999 telephone calls are received by CROs and Mobilising Messages are sent to Fire Stations. The deployment of FRS Resources is also managed from the Control Room. Typically a Control Room will consist of a number of CRO positions. Each position will be presented with a number of display screens, computer keyboards, a communications access device i.e. a microphone/speaker headset and a client workstation computer.
Control Room Local Area Network	CRLAN	The Local Area Network in the Control Room with the following systems attached to it: MRMS ICCS ACD Management Information System It is envisaged that this LAN will be logically separate from the Administrative LAN.

Term	Acronym	Meaning/Description
Control Room Managers Forum		This forum represents the interests of the Control Room Staff at a regional level, which interfaces and informs decision at a Regional Project Team and Regional Project Board level.
Control Room Operator	CRO	An individual, working in the RCC and responsible for effective call and incident handling.
Convergence		The creation of standards practices within the fire and rescue service in England required for the regional controls solution to operate.
Co-Responder		A Co-Responder is a Resource trained to give assistance to other Emergency Medical Services, in areas where the FRA can provide the quickest response eg when a request is made by the Ambulance Service for an attendance by a Co-Responder an incident will be created and the appropriately trained Resources will be mobilised.
Co-responder Incident		A Co-Responder incident is where FRS resources are mobilised to provide medical assistance at an incident.
Coverage		The number of Resources in a specific geographic area needed to provide a specified level of risk management.
Coverage Area		Defined in this instance as the sum of all FRA areas described in the schedule of FRA Requirements, and coastal waters out to a range of 10km of land.
Covering Moves		A change of location made by an FRS resource to cover an area where there is a deficit of a type of FRA Resource.
Credential		A set of information, which is used by a user to establish an electronic identity to a computer system as part of the authentication process. A credential may be associated with ancillary information supporting a client's right to possess that credential (such as a PIN or private signing key). Examples of credentials are client identifiers or a digital certificate held within a smartcard.
Crew		A group of Firefighters who ride on an Appliance
Critical System		A system that is required to support the <b>immediate</b> taking of emergency calls and mobilising of appropriate resources to an incident. The following systems have been identified as critical MRMS, ICCS, emergency lines, WAN between RCCs, Communications Gateway.
Critical National Infrastructure	CNI	The CNI supports the economic, political and social life of the UK. One of the interdependant sectors of the CNI is emergency services, such as the FRSSs.
CRO workstation		Work station in the Control room, Continuity Room or Operations Room specifically providing the mobilising, communications control and other functions required by Control room operators.

Term	Acronym	Meaning/Description
Cross-border		A term used to describe the practice of crossing over the border between two FRS's to deal with operational incidents in a neighbouring FRS.
Crossover Test (formerly Factory Test)	CT	Following completion of the contractors tests, the authority may require to perform a Crossover Test to provide assurance that any known areas of concern have been addressed prior to commencing the User Assurance Test.
Customer Premises Equipment	CPE	Telephone equipment, such as key systems, PABX (Private Automatic Branch Exchanges), answering machines, etc., that reside on the customer's premises (e.g., office building, home office, or factory). They are also called customer provided equipment.
Dangerous Substances and Explosives Atmospheres Regulations	DSEAR	DSEAR puts duties on employers and the self-employed to protect people from risks to their safety from fires, explosions and similar events in the workplace, this includes members of the public who may be put at risk by work activity.
Data Messaging		Communicating between resources and RCCs through messages being sent as data from a MDT (see other term).
Day Crewed Fire Stations		Day Crewed Fire Stations are fully staffed on a during the day, typically between 08.00 hours to 18.00 hours. Outside of these hours the staff are on call.
Delayed Attendance Time		When Appliances or crews are engaged on specific types of training, they may need to be given a Delayed Attendance Time. This is normally the time it would take for the equipment being used during the training, to be put back on the Appliance before it can respond to an incident. Other occasions when an Appliance will be given a Delayed Attendance Time may be when the crew is taking part in an Incident De-brief etc.
Department for Communities and Local Government Board		The DCLG Board oversees all of DCLG's activities. Specifically it is responsible for mission critical projects (such as FiReControl), investment decisions, and agreeing recommendations to the Minister. The FiReControl SRO reports to the DCLG board.
Design Authority	DES	The Design Authority workstream within the FiReControl Project ensures business and technical standards are applied to achieve effective delivery of project outcomes. Reports to the FiReControl Project Manager and provides advice to the Project Director and SRO.
Direct Dial Inwards	DDI	Direct Dial Inwards, a business telephone system that allows every employee to have a unique telephone number, without requiring a dedicated phone line for each employee or having calls redirected by an operator.
Direct Dial Outwards	DDO	Dial outwards is a system where you dial externally without using an operator.

Term	Acronym	Meaning/Description
Diverse		When referring to any aspect of the WAN implies separate origination points, termination points and routes for any connection. Physically diverse outside buildings implies at least 4m of horizontal distance.
Domain Name System (Server or Servers)		Domain Name System (Server or Servers): An internet system that translates the domain names into IP addresses. As they are alphabetical they are easier to remember.
Dual Crewing/Dual Crewed		This is when a group of Firefighters are designated to crew more than one Appliance. This is sometimes known as Alternate Crewing. Normally this applies to Special Appliances which are not used regularly - the FFs will crew the appliance that is mobilising.
Dynamic PDA		A Dynamic PDA is a PDA that will change with relation to another variable. For example, a PDA may increase as the first ETA of the first resource increases.
Dynamically		Continuous change, activity, or progress.
Electro Magnetic Compatibility	EMC	Refers to the use of components in electronic systems that do not electrically interfere with each other.
Enhanced Telephone		Telephone with high-end feature set like manager/assistant working.
Employing Entity	EE	The local company set up to run a RCC.
Enhanced Information Service for Emergency Calls	EISEC	Provides subscriber details for the telephone number being used to make the emergency calls.
Equipment Room		The room or rooms, where the computer servers and communications equipment serving the Control Room are housed. These are typically air-conditioned rooms located close to the control room. These rooms are often used for other equipment such as network servers, routers and termination points for external communications links.
Erlang		A measure representing one hour of telephone traffic in an hour of time. For example, if circuits carry 120 minutes of traffic in an hour, that's two Erlangs.
Estimated Time of Arrival	ETA	Estimated time for fire service to arrive at emergency site.
Evidence		Incontestable proof that the information can be trusted.
Evidential Audit Record		An accurate and comprehensive record of activity of sufficient quality, clarity and integrity that it can be produced in a court of law without requiring the use of an expert witness.
Exclusion Zone		The zone around the incident site that is deemed unsafe.
Exportable		To format data in such a way that it can be used by another application.
Fallback		Fallback is the process of managing systems such that operations may continue, following loss of parts of the technology infrastructure.

Term	Acronym	Meaning/Description
Fallback Control Room		Fallback Control Rooms or Standby Control Rooms are currently used when an FRA Control Room is evacuated. These often have reduced functionality when compared to a Control Room and are often located on different premises.
Feedback		Feedback is any visual and or auditory cue given in response to a detected user action. Examples include: the change of shape of a cursor moving into a text field, the change of background colour on a menu item on mouse rollover, showing a change of shape of a button on a mouse click, the click on pressing a button on a mouse, the message dialog box showing file copying/moving/deleting in progress.
Fire and Rescue Authority	FRA	Fire and Rescue Authority, the bodies with statutory responsibility for delivering fire and rescue services in a particular area.
Fire and Rescue Service	FRS	The Fire and Rescue Services were previously known as Fire Brigades. There are 47 Fire and Rescue Services in England. The term FRS has been used throughout this document when referring to Fire and Rescue Services.
Fire Damage Report Forms	FDR	These forms are currently used to provide data relating to incidents, which can be used by FRSs and Home Office to provide statistical and Management Information reports. These forms will be replaced by the Incident Report form in the future.
Fire Emergency Information Centre	FEIC	On call body that monitors large incidents, and provides advice to the Secretary of State and DCLG senior staff.
Incident Reporting System	IRS	This is the replacement for the FDR (Fire Damage Report) forms currently in use. These forms are used to provide data relating to incidents, which can be used by FRAs and The Home Office to provide statistical and Management Information reports.
Fire of Special Interest	FOSI	Incident that requires a report to the HMFSI
Fire Officers		Fire Officers provide management and Incident Command roles within their respective FRSs. In addition to having a managerial role within their FRSs, they are also required to attend incidents to provide support and management at the incident, or to provide specialist skills. All Officers will have a callsign in the MRMS and when on duty, will be contactable by a FiReLink radio and/or mobile phone/pager. An Officer may work from any location within the FRS area e.g. fire station/headquarters//Training School etc. When an Officer is on duty for a 24 hour period, they are normally available from their Home outside office hours - this means that they can be mobilised from their Home during night times and weekends.
Fire Safety Emergency Cover	FSEC	This is an IT tool that provides guidance in positioning resources to provide the most effective cover to the local population.
Fire Service Acts		All legislation, which defines the role and responsibilities of the Fire Authorities.

Term	Acronym	Meaning/Description
Fire Service Inspectorate	HMFSI	Inspectors appointed under the Fire & Rescue Service Act 2004 to obtain information as to the manner in which fire and rescue authorities are discharging their functions.
Fire Service Modernisation	FSM	Fire modernisation implies the government's reform agenda for the Fire and Rescue Service, consistent with the principles expressed in the 'Modernising Government' White Paper
Fire Station		A facility where firefighters and appliances are based.
FiReControl Finance Working Group	FFWG	To advise on the financial implications of proposals to implement FiReControl at national, regional and local level.
FiReControl Project Board		The FiReControl Project Board oversees, the implementation of the vision of a fire and rescue control operations based on regional centres (and policy development, where necessary). The FiReControl Project Board is responsible for assuring that the FiReControl project remains on track to deliver the required project outcomes. It is chaired by the FiReControl SRO and provides clear leadership and direction to the project.
FiReControl Project Executive	PE	FiReControl body in which new risks and issues, finance, procurement, exceptions and changes are discussed.
FiReControl Systems (sometimes referred to as System)		All systems to be supplied by the Infrastructure Services Prime Contractor.
Firefighter	FF	Firefighters perform the frontline activities required to enable an FRS to meet its requirements to its Authority. These activities include but are not limited to extinguishing fires, rescuing members of the public from harm, attending road traffic collisions, tackling environmental incidents and mass decontamination.
Firefighting Vehicle Manufacturers' Association	FFVMA	Represents UK manufacturers of firefighting vehicles.
Firelink		The project organisation provided by the Office of the Deputy Prime Minister that is responsible for managing the procurement and operation of a new national digital radio network for the Fire and Rescue Services.
First Responder		When an FRA vehicle is used as the first response to an ambulance call/incident (see Co-responder).
Fleet mapping		The configuration details of the radio system elements e.g. talk groups and status codes.
Flicker		An impression of unsteadiness of visual sensation induced by a light stimulus whose luminance or spectral distribution fluctuates with time.

Term	Acronym	Meaning/Description
Foot-rest		A freestanding item of furniture designed to support the users feet within the footwell of desk, console, table or workbench.
Frame Relay		A packet-switching protocol for connecting devices on a Wide Area Network (WAN). Most telephone companies provide Frame Relay service for customers who want connections from 64 Kbps to 2 Mbps.
Gazetteer		A geographic dictionary or index. This index maintains a record of locations within the geographical boundary of the FRA's areas of responsibility. A gazetteer may contain data at various levels of detail e.g.: Area/town/district /street premises.
GD-92	GD92	Specification of a Communications Infrastructure for Fire Service Mobilising Systems, reference number GD-92/1003A/2.2.
Geographic Information System	GIS	GIS is a system of hardware and software used for storage, retrieval, mapping, and analysis of geographic data.
Gold Command		Multi-agency function normally chaired by the Police, to enable management and co-ordination of a major incident across all emergency services, and other public bodies.
Government Secure Intranet	GSI	An internal private network providing secure e-mail services and a communications hub for shared government IT systems.
Graphical User Interface	GUI	A program interface that takes advantage of the computers graphics capabilities to make the program easier to use.
Health and Safety at Work Act	HASWA	This Act sets out the general duties which employers have towards employees and members of the public, and employees have to themselves and each other in regard to health and safety at work.
Hazardous Materials	HAZMAT	Hazardous Materials are a substance or combination of substances which because of its quantity, concentration, or physical, chemical or infectious characteristics, may either (1) cause, or significantly contribute to, an increase in mortality or an increase in serious, irreversible, or incapacitating reversible, illness; or (2) pose a substantial present or potential hazard to human health or environment when improperly treated, stored, transported, disposed of or otherwise managed. Specific Officers are trained to be specialists in the involvement of Hazardous Materials at incidents. These Officers are normally referred to as HazMats Officers.
HMFSI		Her Majesty's Fire Service Inspectorate (see FSI)
Hot Desking		The ability to use any telephony device in any location with full functionality.

Term	Acronym	Meaning/Description
Hotline		A specific telephone number for a specific function
Human Resource Working Group	HRWG	Advise the project board on the HR implications of proposals to implement FiReControl at national, regional and local level. Facilitate production and adoption of guidance / draft HR policies and procedures for RCCs which meet the needs of each employing entity, while promoting a consistent approach across the country where at all possible. Collaborate to facilitate a smooth and effective transition process. Liaise as necessary with other working groups, e.g. Legal, Finance
Implementation Group	IPG	The FiReControl Implementation Group is responsible for ensuring the delivery of the regional projects according to requirements of the FiReControl project. IPG supports the Senior Operational Group and works in close collaboration with the regional project teams by sharing best practice, tactical planning and issue resolution.
Incident		An incident is any event to which Firefighters and / or Officers may be mobilised to.
Incident Code		A code attached to an incident so that it can be defined and identified more quickly.
Incident Command		When an incident has multiple Resources at it, the co-ordination of these resources will be undertaken by a specific Appliance or group of Appliances. Senior Officers will take command of the incident from this location, which is normally at the geographical location of the incident.
Incident Log		This is the name given to the log of all the details connected to an incident e.g. resources in attendance, times, messages etc.
Incident of special interest		Any incidents falling under the definitions for Fires and Incidents of Special Interest (FOSIs).
Incident Reporting System	IRS	This is the replacement for the FDR (Fire Damage Report) forms currently in use. These forms are used to provide data relating to incidents, which can be used by FRAs and Central Government to provide statistical and Management Information reports.
Incident Response Unit	IRU	An Appliance provided by New Dimension to provide mass decontamination capability
Incident Type		This is sometimes referred to as Nature of Incident. There are many different types of incidents e.g. house fire or Road Traffic Collision (RTC).
Information Files		Reference data held on the FiReControl System relating to premises, plans incident types etc.
Informative Message		This is a message sent from an incident to the RCC. It normally provides information about the incident which may be sent on to Officers and/or other services. It provides details of the type of incident being attended, progress reports etc.
Infrastructure Services	IS	All the Systems and services to be provided under the Contract.
Inspection		An examination or review

Term	Acronym	Meaning/Description
Integrated Communications Control System (ICCS) or Integrated Command and Control System (ICCS)	ICCS	The ICCS will typically have a touch screen display. It presents the high priority lines, 999 lines provided by the local telephone company, other emergency service lines, administrative telephone lines and the radio channels in use by the FRA. Many ICCS currently used by FRAs also have the ability to connect to a FRA's internal telephone network or PBX.
Integrated Personnel Management System	IPMS	A management system which integrates all components of a business into one coherent system so as to enable the achievement of its purpose and mission
Integrated Risk Management Plan	IRMP	Sets out the FRA's assessment of local risk to life and how it intends to deploy its resources to tackle these risks and improve the safety of all sections of society
Integrity		Integrity, in terms of network security, is the assurance that information can only be accessed or modified by those authorized to do so. Measures taken to ensure integrity include controlling the physical environment of networked terminals and servers, restricting access to data, and maintaining rigorous authentication practices. Data integrity can also be threatened by environmental hazards, such as heat, dust, and electrical surges.
Interactive Displays		An off console shared display which provides Smart Whiteboard facilities
Interactive Voice Response	IVR	A voice and touch-tone interface to a database, whose information is usually conveyed via synthesised voice.
Intercom		An ICCS facility to enable CRO to CRO voice communication.
Internet Protocol	IP	Version 4.0 the current version of IP Version 6.0 (long) the next generation of IP currently under review by the IETF standards committee to replace version 4.0. It is designed to allow the internet to grow both in terms of hosts and bandwidths.
Invitation to Negotiate	ITN	Formal invitation, from a procuring public body to prospective contractors, to present bids (including pricing) for a contract.
Invitation to Submit Outline Proposal	ISOP	Procurement stage in which prospective suppliers are invited to submit their outline proposals including solutions, costs and approach
Integrated Personal Development System	IPDS	IPDS is a competency based framework for operational roles within the fire service which is introduced for the purpose of staff development and performance management.
Jitter		The perception of unintended spatial variation in an image, also known as Spatial Instability.
Job Description	JD	Description of an employees tasks and requirements.

Term	Acronym	Meaning/Description
Knowledge Management Project		A CFOA project to examine the wider implications of knowledge management in respect of the Fire and Rescue Service, involving various national projects that are concerned with the use of information for critical decision making. These national projects include FiReControl, New Dimension and IPDS.
Known as		Alternative names by which locations are known e.g. Manchester United Football Club can also be known as Old Trafford Football Club etc. Refer to Alias Location.
Latency		The amount of time it takes a data packet to travel from source to destination.
Least Cost Routing	LCR	A method of automatically selecting the least costly facility for transmission of a call. A program, usually within a PBX, designed to select the least expensive call route based on pre-defined parameters.
LED	LED	Light Emitting Diode
Legal Working Group	LWG	To consider the legal issues arising from aspects of the FiReControl project which have operational or governance implications for Fire and Rescue Authorities, as required by the FiReControl Project Board.
Line Group		A group of telephony lines assigned to a common function
Line of Sight		Line connecting the point of fixation and the eyes.
Line Separation		Line separation is the ability of a display system, which draws raster lines, to resolve adjacent lines as visually separate and is used in defining the spatial resolution of display systems. It is commonly accepted that for any three raster lines, where the intended line brightness is alternatively maximal and minimal, the difference in brightness between adjacent lines is at least 30dB between maximum and minimum.
Local Planning Authorities	LPA	The authorities that control new development by granting or refusing planning permission, and controlling unauthorised developments.
Lone Worker	LW	A person working on their own whom the RCC will monitor and contact at specific intervals to ensure safety of the person is maintained.
Management Information System	MIS	An organised assembly of resources and procedures required to collect, process, and distribute data for use in decision making.
Master Directory		A method for organising information containing names and contact details. This will contain the details of all contacts specific to the RCC.

Term	Acronym	Meaning/Description
Mobile Data Terminal	MDT	A computerised device for storing, retrieving, sending and receiving data either vehicle mounted or hand held.
Mobilising and Resource Management System	MRMS	The Mobilising Computer typically consists of a server, one or more stand-by servers, and a number of client workstations that run a number of applications, which are presented to the CROs through a Graphical User Interface (GUI). The Mobilising Computer performs many functions, including the Gazetteer, Mobilisation and Resource Availability System.
Multi Protocol Label Switching	MPLS	A network technology based on integrating Layer 2 information about networks links (bandwidth, latency, utilization) into Layer 3 (IP) by adding labels to IP packets. MPLS allows the system to create different kinds of data streams based on priority and service plan, and to divert and route traffic flexibly around link failures, congestion and bottlenecks.
Fire & Rescue Service National Coordination Centre	FRSNCC	The FRSNCC is a body to coordinate the deployment of nationally owned FRS resources when requested by a FRS
National Function	NF	Element of work that has to be undertaken at a England wide level.
National Infrastructure Security Co-ordination Centre	NISCC	The role of NISCC is to minimise the risk to the CNI from electronic attack; other parts of government work to protect the CNI from physical attack or natural disasters.
National Joint Council	NJC	National negotiating bodies for Local Government or for Local Authority Fire Services
National Workstreams		Special teams responsible for the design and production of national workstream deliverables according to the project plan.
Near Miss		An event which does not cause injury or damage but could do so.
Net Present Value	NPV	An approach used in capital budgeting where the present value of cash inflows is subtracted by the present value of cash outflows. NPV is used to analyze the profitability of an investment or project.
Network Operations Centre	NOC	The facility from where the System Operator operates the network. The NOC is expected to perform the customer care function and the fault management function.
Network Time Protocol	NTP	This will be derived from the GSI connection for security and audit purposes.
New Dimension	ND	The DCLG-led programme will ensure that the Fire and Rescue Authority is sufficiently trained and equipped to deal safely and effectively with major chemical, nuclear, biological and conventional terrorist incidents on a national scale.
Non Geographical Number		A Non geographic number like 0845 xxx that the network operators map in their Intelligent Network (IN) according to a pre defined rule set to geographic numbers like 0207 xxx
Non-mobile Equipment		FRA equipment that is normally stored at a FRA premises, rather than carried on a particular Appliance e.g. Foam or sand, Combustible Gas Indicators etc.

Term	Acronym	Meaning/Description
Office of Government Commerce	OGC	An independent office of the Treasury and works with public sector organisations to help them improve their efficiency.
Officer Prioritisation / Officer Priority	OP	An officer will be given a priority Level which determines the order in which they should be considered available to attend incidents. When determining the appropriate Officer to attend an incident, the MRMS will consider the Priority Level attached to the Officer at that time, as well as the officers closeness to the incident. For example, the nearest Officer to the incident may be Priority Level 3, whereas the next nearest Officer Priority Level 1 - the Officer to be recommended to attend the incident will be the Officer who is at Priority Level 1. There will be time limits that specify the longest acceptable response time around this process.
Official Journal of the European Union.	OJEU	This is the publication in which all contracts from the public sector which are valued above a certain threshold must be published.
On Line Analytical Processing.	OLAP	Allows rapid access to performance data from different viewpoints, to assist business analysts and managers throughout the enterprise.
Operational Assurance Tests	OAT	<p>There will be three types of Operational Tests. At least one type of test will be carried out each time a RCC or FRS is added to the network. Type 1 will be carried out prior to cutover of the first RCCs and FRSs. Type 2 will be carried out each time another RCC is added. Type 3 will be carried out each time another FRS is added.</p> <p>The Operational Assurance Tests will prove that the solution has been installed and configured properly and that it performs and interfaces correctly. The Type 3 tests will provide an opportunity for each FRS to assure itself that the FiReControl solution is able and ready to take over its Control Room operations. The tests will cover installation and configuration, data validation, subsets of the UAT tests, fall back and business continuity, security, etc</p>
Operational Orders		These are operational instructions issued by local FRAs for dealing with specific incident types or incidents at specific locations.
Operational Service Charges	OSC	Agreed charges for ongoing services as per the requirements.

Term	Acronym	Meaning/Description
Operator Call Handling Centre	OCHC	A service provided by specific Public Telephone Operators for the handling of emergency calls.
Organisational Design	OD	Specifically relating to the organisational design of the RCC
Pager		A device provided on which firefighters/fire officers/hydrant technicians can receive mobilising and other messages.
Parrallax		An apparent change in the direction of an object caused by a change in observational position that provides a new line of sight.
People Organisation Design Workstream	POD	The POD workstream deals with People and Organisation issues within the FiReControl Project. They advise FiReControl on the HR implications of proposals to implement FiReControl at national, regional and local level.
Personal Computer Memory Card International Association.	PCMCIA	Technical standard for small cards which are able to plug into notebooks to provide enhanced functions. Common examples include network cards, modem cards and security cards.
Personal Protective Equipment	PPE	Defined in the PPE at Work Regulations as 'all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects him (or her) against one or more risks to his (or her) health and safety.'
Personalisation		The capability for a user to personalise settings (e.g. screen layout, accessibility options) and to save these settings to their individual user profile.
Pick up Groups		gives the ability to answer a number of telephones that are in the same group
Point of Presence	POP	A location on a communications network
Pre Determined Attendance	PDA	<p>A predefined number and type of resources with the required Attributes which are required to adequately deal with an incident of a certain type at a specific location.</p> <p>Locations in a FRA area may be given unique PDA's. Every incident Type may also be given a specific PDA.</p> <p>The actual PDA mobilised to a specific Incident Type at a specific location will depend upon the rules set by individual FRAs. Note: within this project the term PDA shall not be used for Personal Digital Assistants.</p>

Term	Acronym	Meaning/Description
Private Branch eXchange / Private Automatic Branch eXchange	PBX/PABX	A device enabling an organisation to operate its own private telephone network. The PBX also links into the PSTN for telephone calls external to the RCC.
Project Assurance Team	PAT	The Project Assurance Team provides independent assurance of the FiReControl project's integrity and employment of good practice according to OGC guidelines. Reports directly to the FiReControl SRO and Project Board.
Project Management Workstream	PRJ	PRJ workstream in the FiReControl Project. Major work areas: Policy, Leadership, direction and strategy, Stakeholder engagement and management, Strategy and tactics on handling presentation, Monitoring and Controlling, Quality review and challenge, Decision making and issue, resolution, Financial management, Integration within and outside the project, Fostering effective team working and intra team working, Risk Management, Resource Management and Reporting
Project Support Office	PSO	The PSO is designed to establish and support project management procedures, lead in the development of the project management products and facilitate project controls in accordance to the agreed project methodology. Reports and provides supports to the Project Director and Project Manager.
Project(s):		Projects commissioned in addition to the initial Development, Build, Migration and Roll Out activity
Pseudo Errors		A user interface for a type of data entry error where the computer fails to recognise a user's logically correct data entry as valid. Typically occurs when systems make data formats unnecessarily restrictive.
Public Service Agreement	PSA	A target that every government department has to work to.
Public Switched Telephone Network	PSTN	The national telephone network provided in the UK by private companies such as BT, NTL, Telewest, COLT and Cable and Wireless.
Public Telephone Operator	PTO	A generic term used to refer to the operators of private companies such as BT, NTL, Telewest, COLT and Cable and Wireless who supply telecommunications services.
Q&A	Q&A	Questions & Answers
Quickest		This is used in assessing Resources response times to an incident, to be calculated by road speeds, road conditions etc.
RCC Director	RCCD	The individual with responsibility for the effective operation of an RCC.
Reasonableness criteria		The criteria applied to the question of whether it is reasonable for a member of staff to transfer to an RCC. This will depend on a number of factors, including personal circumstances and the local transport infrastructure, and will differ from region to region

Term	Acronym	Meaning/Description
Region		A Region is the area covered by a Regional Development Agency. There are 9 Regions in England: North East North East North West Yorkshire and Humberside East of England East Midlands West Midlands South West South East London
Regional Control Centre	RCC	The new facility, which will provide Control functions for all the FRAs within a region.
Regional Management Boards	RMB	Are responsible for leading and driving the project (together with the wider Modernisation agenda) at a regional level in order to ensure that the RCC is established and that all FRAs are ready to operate with regional controls in the required timeframe.
Regional Project Boards	RPB	The Regional Project Boards are responsible for assuring the regional project remains on track to deliver the required project outcomes. They provide clear leadership and direction to the project, ensuring that required decision-making, management and resources are in place. The RPB liaises with the RMB to maintain regional project control and delivery. The RPB ensures that each FRA and FRS is engaged with and clear on its delivery responsibilities in respect to FiReControl.
Regional Project Teams	RPT	The Regional Project Team is responsible for delivering the products against the regional project plan and reports to the Regional Project Manager. The team interfaces with the national work stream via liaison groups and representatives from the national Business Change work stream.
Regional Unique Identifier	RUI	The letter assigned to represent the Region in all call sign communication.
Remote Availability System.	RAS	A dial-up service that will connect directly to a network.
Reserve Appliance		An appliance that is used to replace other appliances that become unusable. See also Spare Appliance.
Routing		In computer networking the term routing refers to selecting paths in a computer network with various bearers along which to send data.

Term	Acronym	Meaning/Description
Request to send / speak	RTS	A data burst which is sent over the Firelink radio scheme which signals on the FiReControl System, that the Resource requires verbal contact with the CROs.
Requirements		Those requirements set out in Volume 5 of the ISOP
Resilience		Resilience is defined as there being no single points of failure by design. With regards to WAN connections resilience implies different fibers or copper links and different network terminations, but not different ducts.
Risk Management Toolkit	RMT	Provides information and many tools for Small and Medium sized Enterprises interested in risk management. The Toolkit offers practical assistance for many risk management needs
Running Call		A Running Call is an incident reported to an FRA by a means other than the 999 system e.g. member of the public reporting an incident to a Firefighter, telephoning a Fire Station on an Administration line, attending an FRA premises in person and using an emergency phone outside a Fire Station.
Screen		The graphics displayed on a VDU
Screen burn		The susceptibility of some types of display to permanently mark the display's "pixels" with a static image, which has been displayed for a long period.
Seat pan		That part of a chair designed for the user to sit on.
Security check		A self certifying security process where the Contractor/Employer should validate any employees who require it. The checks cover an individual's identity, an individual's References, an individual's criminal record.
Senior Operational Group	SOG	The FiReControl Senior Operational Group is responsible for ensuring that the project delivers an operationally effective outcome by providing advice and assurance that key products are 'fit for purpose'. The group also monitors the progress of regional delivery and comments, when necessary, on the steps being taken by the Implementation Group and the regional projects. Key issues and risks are considered and resolved or escalated for Project Manager or Director attention. Change requests, to baselined products, will also be considered as and when appropriate.
Senior Operations Manager	SOM	The individual with responsibility for the efficient management of the control room including its personnel.
Service		Ongoing maintenance and support provided by the Contractor
Service Support Manager	SSM	The individual with responsibility for the efficient management of the IT, facilities and security services.

Term	Acronym	Meaning/Description
Service Charge incident		This is when Resources are mobilised to an incident for which the customer pays the FRA. For example, filling up a swimming pool.
Service Level Agreement	SLA	An SLA contains a specified level of service, support options, enforcement or penalty provisions for services not provided, a guaranteed level of system performance as relates to downtime or uptime, a specified level of customer support.
Service Monitoring		Availability and Performance Monitoring
Side tone		A mechanism of providing feedback within the earpiece of the User's voice when using telecommunications systems.
Site Specific Risk Information		Risk critical information relating explicitly to a unique location/site.
Smart White Board		A touch sensitive display which connects to a computer and a digital projector to show a computer image, which together with digital pens, can be used to control computer applications directly via the display, write notes in digital ink, with options to save the work electronically.
Smoke Control Association	SCA	SCA participates in the formulation of standards and policy for the design, manufacture, installation, service and maintenance of smoke control equipment, systems and services for the safety of personnel and property.
Software Usability Measurement Inventory		A standardised questionnaire based tool for the subjective assessment of the Usability of software. The questionnaire gives a Global usability score by looking specifically at measurements of perceived levels of: Efficiency, (User) Control, Learnability, Affect and Helpfulness. The inventory is commercially available from the University of Cork, Human Factors Research Group, (see Web site <a href="http://www.ucc.ie/hfrg/questionnaires/index.html">http://www.ucc.ie/hfrg/questionnaires/index.html</a> )
Spare Appliance		An Appliance that is used to replace other appliances that become unusable. See also Reserve Appliances.
Spate Conditions		Spate conditions occur when the RCC is unable to manage the requests that are being put to it, either in the number of calls that require answering or the number of incidents that require attending. (This normally occurs during extreme weather conditions e.g. flooding, hot weather resulting in drought conditions and a large number of grass fires etc. Or single large and highly visible incidents (fire next to a motorway))

Term	Acronym	Meaning/Description
Split attendance		Split attendance is used to describe the mobilisation of resources to an incident, where the resources are mobilised to more than one location - the Split Attendance locations are known as Access Points. Split Attendances are normally used for large sites such as airports, hospitals, motorway sections, London Underground etc, which may have access restrictions. The full PDA for the incident will be split between Access Points.
Standard keyboard		Any industry standard keyboard provided as an input device to operate a software based system.
Standard Operating Procedure	SOP	In-depth methodology for dealing with specific hazards and managing the associated risks from which the aide memoir for operational use is extracted. The hazards and risks addressed by SOPs range from mobilising and proceeding to incidents through to specific recognised hazards such as asbestos, acetylene or trench collapse. The driver for the creation of SOPs may be external (e.g. HSE, New Dimensions) or according to individual FRS requirements (e.g. docks, airports etc) and fed into the National Function. Sometimes known as 'Generic Risk Assessments'.
Standard Pointing Device		Two / Three button mouse with scroll wheel.
Standard Telephone		Desk telephone for individual work places with a standard feature set intended for use by the majority of staff.
Station End equipment		The equipment based in the individual Fire Stations attached to the FiReControl WAN and other peripheral equipment.
Station End Roll Out		Supply, Delivery, integration and other activities relating to Station End hardware and software to make the Station End ready for use.
Statistics Dashboard		A display showing key information relating to the ACD such as number of calls in a queue etc.
Status Messaging		FRAs use a number of status codes to describe the status of a Resource. For Example, an Appliance can be available on station, mobile to an incident, available with a Delayed Attendance Time, Not Available due to mechanical defect etc.
Sticky Keys		Allows a user to press a modifier key ( e.g. shift, control) and it remain active until the next key is pressed. This function is for people who have difficulty pressing two keys simultaneously.
Stop Code		Appliances and Officers attending the incident and on route are sufficient and no further resource requests will be made.
Sub-regional unique identifier		The letter assigned to represent the sub-region/FRS in all call sign communication.
Support Application		An application that supports a defined process

Term	Acronym	Meaning/Description
Support Staff		Support staff include technicians, engineers, fitters, etc, whose primary role is to support FRAS equipment for use by Firefighters, CROs and other officers.
Talk group		A communication service where the number of end users in a talk session exceeds two.
Talk Group Preselection		An ICCS function to present a user with a number of talk groups at log on.
Target Profit Margin		The profit margin in the Financial Model, either for the year, when used in the profit share calculation or the overall profit margin for the contract when related to Project and Agreed Changes pricing.
Telephony Equipment		The PABX and extensions.
The Authority		As defined within the Contract.
Translation Service		The Translating service is used to communicate with callers who speak a different language from that of the CRO and to translate for the CRO e.g. Language Line
Transition Workstream	TRN	Role of TRN is to ensure the successful management of transition from 46 FRA Control Rooms and their fallbacks to nine Regional Control Centres.
User Assurance Test	UAT	The user assurance test will demonstrate that the solution meets the specified requirements and business needs of the FRSS. It will involve a comprehensive range of tests, designed to exercise and test the solution in the way it will be used, based on user generated scenarios derived from business processes, specified requirements, and risks.
Uninterruptible Power Supply	UPS	Back up power used when the electrical power fails or drops to an unacceptable voltage level
Unique Reference Number	URN	A URN is used to label a product. It is kept in the product register where it can be picked up when needed.
User(s)		The person who interacts with the product or service. Within this document the user may be: A member of staff of the RCC An FRA member of staff at the FRA Headquarters, at a Fire Station, or in an FRA Vehicle, an authorised visitor to the RCC or at the FRA (e.g. technical support staff) members of Authority.
Virtual LAN	VLAN	Consists of a network of computers that behave as if connected to the same wire
Volatile Organic Compounds	VOC	Volatile Organic Compounds (VOCs) are found in everything from paints and coatings to underarm deodorant and cleaning fluids

Term	Acronym	Meaning/Description
Waterfall Edge		A term for the leading edge of a seat pan, which is shaped as a shallow incline leading down from a seat pan.
Way Point		A point between major points on a route.
White Raster		A full-screen display, plain white colour (Red, Green, Blue (255,255,255)), of maximum brightness when the screen adjustments are set normally.
Whole Time Firefighters		Firefighters who are on duty for the duration of a day or night shift.
Wide Area Network.	WAN	A communications network that covers a wide geographic area.
Widget		A software jargon term for any user interface control element for example: a check box, a command button, a scroll bar, a pop-up menu, an icon.
Wildcard		A symbol that stands for one or more unspecified characters, used especially in searching text and in selecting multiple files or directories.
Window		Independently controllable region on the display screen, used to present objects and / or conduct a dialogue with a user.
Wireless Local Area Network	WLAN	Wireless LAN. A local area network that transmits over the air using an unlicensed frequency band
Work chair		A chair designed to support the seated user working at a Desk, Console, Table, or Workbench.
Work surface		The horizontal surface forming part of console to support equipment, displays, input devices as well as reference or writing materials.
Workbenches		A ruggedised table provided with specific features to support maintenance tasks
Workstation		A type of computer that supports different types of applications that require a moderate amount of computing power and relatively high quality graphics capabilities.
Workstream Liaison Groups		Liaison Groups facilitate communication and detailed functional working between the national and regional project teams. Finance, HR and Technical Leads have been established; other groups are planned and will be formed as needed.