

Glossary

Where an expression is defined, another part of speech or grammatical form of that expression has a corresponding meaning.

Term	Definition
24x7	the time period 24 hours per day, 7 days per week.
24x7x365	the time period 24 hours per day, 7 days per week for every day of a 365 day period.
Acceptance	accepted by a Customer in accordance with a Contract, otherwise any positive indication given by a Customer. 'Accept' and 'Accepted' have a corresponding meaning.
Acceptance Certificate	if required under a Contract, a notification in the form of a certificate issued by the Contractor and signed by the Customer that confirms Acceptance.
Acceptance Criteria	a list of criteria that the Services must meet before the Customer will Accept them, as set out in an agreed SOW.
Acceptance Date	The date on which the last party executes the Acceptance Certificate.
Acceptance Testing	The testing of Contractor Services against the Acceptance Criteria.
Access Management	the process responsible for allowing Authorised Users to make use of IT services, or data or other Assets. Access Management helps to protect the confidentiality, Integrity, and Availability of Assets by ensuring that only Authorised Users are able to access or modify the Assets. Access Management is sometimes referred to as rights management or identity management in the industry.
Active Directory or AD	the directory service that facilitates working with interconnected, complex and different network resources in a unified manner.
Actual Uptime	the measurement of time that a particular System, Application, Software, Hardware, Network, or any other part of the Services is actually available during the Measurement Window. Such measurement will be calculated by subtracting Downtime from the Scheduled Uptime.
Additional Critical Deliverable Credit	the proportional amount of Critical Deliverable Credit that is due for any recurring delay/lateness in providing the Critical Deliverable on the original due date as described in an SOW.
Additional Resource Charge (ARC)	a charge added to the Base Charge for each Resource Unit utilized and authorised by a Customer above the Resource Baseline, and any Deadband, for the applicable month.
After Hours	any hours outside of Business Hours.
Agreed Service Time (AST)	the expected uptime of the Services, less any agreed Scheduled Downtime.
Agreement	an agreement in writing between Fujitsu and a Customer and as specifically defined in writing signed by Fujitsu and a Customer.

AI Technology	a machine-based system designed to operate with a level of autonomy and that can generate outputs such as content, predictions, recommendations or decisions that influence physical or virtual environments, or any other artificial intelligence or machine learning functionality.
ARC	Additional Resource Charge identified in a SOW..
Attachments	any attachment, annexure, exhibit that is referenced in a document, Agreement or SOW.
Authorised User(s)	users of Services within and outside of a Customer.
Availability	the length of time a Service is required to be available to a Customer or End User as a proportion of the Measurement Period (total Measurement Period less any Scheduled Downtime). For example, a Service may be described as having an Availability requirement of 99.9% on a 24 hour x 7 day basis. This means that over a specified Measurement Period, of say one month, the Service must be available 99.9% of the time, continuously assessed on a 24 hour per day, 7 days a week basis over the stated one month period. This assessment excludes any Scheduled Downtime.
Background IP	all Intellectual Property Rights, other than Third Party IP and any Intellectual Property Rights in Fujitsu Material, that are: <ol style="list-style-type: none"> 1. in existence at the Commencement Date or are subsequently brought into existence other than as a result of the performance of an Agreement; and 2. embodied in, or attach to, the Services or are otherwise necessarily related to the Services.
Base Charge	the monthly fee for the provision of the Services associated with a Resource Unit at the quantity set out in a SOW.
Base Charges	the sum of each individual Base Charge.
Benchmarker	an independent Third Party who conducts, or can conduct, a Benchmarking exercise.
Benchmarking	a comparison of the quality and cost of the Services, by country, against the quality and cost of well-managed Service Providers performing similar services to determine whether a Customer is receiving from Fujitsu, pricing and levels of service that are competitive with market rates, prices, and Service Levels, given the nature, volume, and type of Services provided by Fujitsu to that Customer.
Billable Activities	those activities that qualify to be charged to a Customer, using criteria set out in a SOW.
Billable Hours	those hours that qualify to be charged to a Customer as set out in a SOW.
Business Continuity (Services)	the overall, companywide plans and activities of a Customer that are intended to enable continued business operation in the event of any unforeseen interruption (For example, plans and activities to move a department or business unit to a new location in the event of a business disruption).
Business Day/s	in relation to the doing of an action in a place, any day other than a Saturday, Sunday or public holiday in that place and in the context of working hours means 7.6 hours a day.

Business Hours	7:00am to 7:00pm Monday to Friday on Business Days.
Business Innovation	the specific application of novel business techniques and related application of technological, process, organisational, and administrative change to meet the needs and objectives of a business entity.
Business Service Catalog	a list that shows IT Services delivered to, or that could be delivered to, a Customer's business or End Users.
Buyer	the same as Customer.
Capacity Management Plan	a plan developed by the Fujitsu, in accordance with the ITIL framework, to manage the resources required to deliver the Services, including scenarios for different predictions in business demand and options for future capacity uplifts or downgrades as applicable.
Change	an upgrade, modification or introduction of new components of a system or software agreed in writing and signed by both parties.
Change Advisory Board	a group of people who advise the Customer on the assessment, prioritisation, and scheduling of Changes. This board is made up of representatives from the Customer, Fujitsu, and third parties at the discretion of the Customer.
Change Control Procedure	the procedure, which is to be followed by the parties in relation to any variations to the nature or extent of the Services.
Change Management	the activities relating to the overall management and co-ordination of Changes to the Services.
Charge and Charges	the same as Fee.
Cloud Services	the provision of the Infrastructure Solution as a service and includes the hosting and ongoing support and maintenance of the Infrastructure Solution.
CMDB Accuracy	the mandatory attributes, data quality and data relationships that are agreed by the parties when the CMDB is established and against which the Fujitsu's maintenance of the CMDB will be assessed.
Communication	the transfer of information via means identified in a SOW.
Communications and Change Management Plan	the plan to be developed, managed and delivered by Fujitsu setting out the organisational change and communication elements of Transition In Services.
Configuration Item	any component that needs to be managed in order to deliver the Services.
Configuration Management	activities relating to the process of identifying, controlling, recording, reporting, auditing and verifying Service assets and configuration items, including versions, baselines, constituent components and their attributes.
Configuration Management Database or CMDB	a repository of information which is used to store configuration records throughout their lifecycle. A configuration management system may maintain one or more CMDBs, and each CMDB stores attributes of Configuration Items, and their relationships with other items.
Continuous Improvement	the ongoing effort to continuously improve processes, services or products. Continuous Improvement should drive all users to continually question and evaluate the current state and strive for

	an improved future state design and implementation of improvements.
Contractor	the same as Fujitsu
Customer	a third party in receipt of Services from Fujitsu.
Customer Data	information entered into Software or Equipment by or on behalf of a Customer, as well as information derived from that information, including any information stored in or processed through Equipment or Software.
Customer Information	all information, in any form, furnished or made available directly to Fujitsu by a Customer.
Data Migration Plan	a written plan setting out the steps to move data from one form of storage, or storage site, to another form of storage or storage site, to be prepared by the Fujitsu in accordance with a SOW.
Deliverable/s	items, or dedication of time, to be given by Fujitsu to a Customer as specified in a SOW.
Delivery Approach	the approach taken by Fujitsu to delivery of Services as detailed in a SOW.
Demand and Capacity Management	the activities relating to managing and forecasting current and future business demand on IT Services, Infrastructure and/or Applications and the planning/implementation of required capacity to meet, or partially meet, the demands.
Deployment Management	the process of controlling the orderly distribution or implementation of Releases or Changes in and to an Environment.
Development Environment	an environment where applications and systems can be developed so it is separate from the Production Environment and errors can be fixed and is a duplicate of the relevant Production Environment.
Disaster Recovery	the process, policies, and procedures related to preparing for recovery or continuation of technology critical to a Customer or End User after a natural or human-induced disaster.
Disaster Recovery Plan	the plan for executing the Disaster Recovery processes and systems.
DMZ	Demilitarized Zone. In network security, a network that is isolated from, and serves as a neutral zone between, a trusted network (for example, a private intranet) and an untrusted network (for example, the Internet). One or more secure gateways usually control access to the DMZ from the trusted or the untrusted network.
DNS	Domain Name System.
Domain Controller	a Server providing a directory database that controls user access to a network, which includes sign-on, authentication, and entitlement to access network resources.
Downtime	the time that a particular System, Application, Software, Hardware, Network, or any other part of a Service is not available for normal use by the Authorised User as specified in a SOW.
Downtime or DT	the time a system or Service is unavailable as a result of an agreed scheduled or unscheduled outage.
DX SOW	the same as Statement of Work.
Earnback	the ability of Fujitsu to recover a Service Credit as described in a Statement of Work.

Emergency Change	a Change that must be introduced as soon as possible (for example, to resolve a Major Incident or implement a security patch). The Change Management Process will have a specific procedure for handling Emergency Changes.
Emergency Change Advisory Board (ECAB)	a subset of the Change Advisory Board who makes decisions about high-impact Emergency Changes. Membership of the ECAB may be decided at the time a meeting is called, and depends on the nature of the Emergency Change.
End User	a consumer of Services approved by a Customer.
Enhancement	the introduction of a change that modifies or adds functionality to an existing Application. Enhancements include Major Enhancements and Minor Enhancements.
Environment	a subset of the IT Infrastructure that is used for a particular purpose (for example Live Environment, Test Environment, and Build Environment). It is possible for multiple Environments to share a Configuration Item; (for example, Test and Live Environments may use different partitions on a single mainframe computer). Environment is also used in the term Physical Environment, to mean the accommodation, air conditioning, power system, and so forth.
Environment(s)	the Production Environment, Development Environment and/or Test Environment.
Evaluation	the process responsible for assessing a new or changed IT Service to ensure that risks have been managed and to help determine whether to proceed with the Change. Evaluation is also used as a means to compare an actual outcome with the intended outcome, or one alternative with another.
Evaluation Report	a report issued as part of the Evaluation Process that contains a risk profile, a deviations report, a qualification and validation statement, and a recommendation to either accept or refuse a Change.
Event	an alert or notification created by any IT Service, Configuration Item or monitoring tool.
Event Correlation	the process of taking data from logs and analysing it to identify relationships and patterns and pinpoint the cause of Events.
Event Management	the activities and processes relating to monitoring and proactive control of the supported operations.
Exclusions	items, including items of work, not conducted by Fujitsu.
Expected Service Level Default	5% failure against a Service Level identified in a SOW.
Expiration Date	the ending date of the original Term or subsequent Term.
Fee	the amount of money in AUD\$ (unless otherwise stated in a SOW) set out in a SOW payable by a Customer to Fujitsu.
Feedback	confidential suggestions, feedback, comments, opinions, ideas, insights including about issues, usability, bug reports, potential enhancements and test results.
Firmware	a software program or set of instructions programmed on a hardware device. It provides the necessary instructions for how the device communicates with the other computer hardware.

	Firmware is typically stored in the flash read-only memory (ROM) of a hardware device.
FTE (Full-Time Equivalent)	a level of effort on specific tasks or projects expended by an employee or contractor, which contemplates an allocation of their time over various work efforts. That is, it acknowledges that an individual may work part-time or spend time on various In-Scope or Out-of-Scope activities. A reasonable amount of overtime is included in the quantification of exempt labor allocated across multiple areas.
Fujitsu	Fujitsu Australia Ltd
Fujitsu Materials	Materials independently developed by the Fujitsu and/or its subcontractors outside the scope of a SOW or Deliverables and used by the Fujitsu in connection with the provision of Services.
Governance Processes	those processes needed for the business management of the relationship between the Parties that are set out in a Statement of Work.
Health	the condition of the systems, tools and Services and includes Availability, security, stability, capacity, confidentiality and integrity.
HIDS	Host-Based Intrusion Detection System.
High Availability	a system design approach and associated service implementation that ensures a consistently high level of operational performance will be met during a measurement period.
Hosting	providing Operating System, Application, Database, access, integration, and/or other IT services to peer or client computers or Workstations.
ICT Lifecycle Management	the activities relating to defining, planning, designing, testing and implementing new or changing ICT services and capabilities.
Illegal Worker	a person who:
IMAC or Installations, Moves, Adds, Changes	routine work performed on End User computing hardware including installations, relocations and upgrades. Changes refer to modifications to features or functions of existing devices.
Incident Resolution	resolution of an incident, including by provision of a work-around, as required in a Operating Level Agreement.
Information Security Management (ISM)	the process that ensures the confidentiality, Integrity, and Availability of a Customer's Assets, information, data, and IT services. Information Security Management forms part of a Customer 's approach to Security Management, which has a wider scope than the IT Fujitsu, and includes handling of paper, building access, phone calls, and so forth, for the entire organization.
Information Security Management System (ISMS)	the framework of policy, processes, standards, guidelines, and tools that ensure a Customer can achieve its Information Security Management objectives.
Information Security Policy	the policy that governs a Customer's approach to Information Security Management.
Information Technology Infrastructure Library (ITIL)	a set of best practice guidance for IT service management. ITIL is owned by the OGC and consists of a series of publications giving guidance on the provision of quality IT services, and on the processes and facilities needed to support them.

Infrastructure	the entire portfolio of Equipment, System Software, and Network components required for the integrated provision and operation of a Customer's IT systems and Applications.
Infrastructure as a Service or IaaS	form of cloud computing that provides virtualized computing resources.
Infrastructure Solution	the servers and storage infrastructure used by the Fujitsu to host the Customer Data and to provide the Cloud Services.
Innovation	an object of value and the means of identifying and introducing improvements resulting in an elevated level of business execution. Similar to building blocks, Innovation occurs in primitive components, such as discoveries that occur in labs with science. The Innovations discovered at this level become the basic building blocks used to build and configure other basic components of technology. Innovations in business, process, organization, and technology may relate to an object, or even to how it is manufactured, assembled, or delivered. In either case, it is the process of creating new capabilities based on new or newly configured components and or capabilities. Finally, these new or refined components/capabilities become part of Fujitsu's value chain as it seeks to improve its services and products and ultimately how Innovations are applied to a Customer's needs.
Innovation Fund	an investment fund, including credits against future invoices, provided by the Fujitsu to be drawn down by the Customer to fund innovation projects.
Integrity	the completeness and correctness of data.
Intellectual Property (IP) and Intellectual Property Rights (IPR)	the property rights covering innovations, discoveries, creations or any other original products of a human's intellect. Intellectual property can be protected with registered proprietary rights in: <ol style="list-style-type: none"> 1. Copyright – for literary works, art, music and software; 2. Trademarks – for company and product names and logos; 3. Patents – for inventions and processes; 4. Trade secrets/ Confidentiality agreement – for recipes, code, and processes; 5. Circuit layout rights; and 6. Plant Breeders Rights/Plant Variety Rights
Intrusion Detection System (IDS)	software and/or hardware designed to detect unwanted attempts at accessing, manipulating, and/or disabling computer systems, mainly through a network, such as the Internet. These attempts may take the form of attacks (for example by crackers, malware, and/or disgruntled employees).
IP	Internet Protocol.
IPAM	Internet Protocol Address Management.
IPSEC	Internet Protocol Security Protocol.
IT	Information Technology.
IT Service Continuity Management	the process of ensuring that identified IT services will be available during abnormal situations. It typically involves a detailed assessment of the business risk of key IT services being lost, and then identifies countermeasures and plans to prevent -- or recover from -- identified contingencies. This may sometimes be referred

	to as disaster recovery.
IT Service Continuity Plan	the plan to execute IT Continuity Services. This may also be referred to as a disaster recovery plan.
ITSM	IT Service Management.
Key Fujitsu Personnel	a limited number of personnel or positions in Fujitsu organization that a Customer designates as being critical in the provision of the Services.
Knowledge Management	the process responsible for gathering, analyzing, storing, and sharing knowledge and information within an Organization. The primary purpose of Knowledge Management is to improve efficiency by reducing the need to re-discover knowledge.
KPI	Key Performance Indicator.
Layer 2	the data-link layer of the OSI Network Layer Reference Model. This layer provides synchronization for the physical level and does bit-stuffing for strings of 1's in excess of 5. It furnishes transmission protocol knowledge and management. At this layer framing, error control, flow control, data sequencing, time-out levels, and data formatting take place. Frame Relay runs at Layer Two, as do HDLC (High-level Data Link Control), PPP (Point-to-Point Protocol), and SLIP (Serial Line Internet Protocol). LANs run at Layers 1 and 2, as does ATM.
Layer 3	the network layer of the OSI Network Layer Reference Model. This layer handles the routing of the data (sending it in the right direction to the right destination on outgoing transmissions and receiving incoming transmissions at the packet level). The network layer does routing and forwarding. At this layer resides the responsibility for the formation of datagrams and their routing between network nodes. Internet Protocol (IP) functions at this layer.
LDAP	Lightweight Directory Access Protocol.
Level 1 Support	the first level in a hierarchy of support groups involved in the resolution of Incidents (also known as the service desk).
Level 2 Support	the second level in a hierarchy of support groups involved in the resolution of Incidents and investigation of Problems. Level 2 Support may include business Resolver Groups, functional teams and user access administration functions.
Level 3 Support	the third level in a hierarchy of support groups involved in the resolution of Incidents and investigation of Problems.
Level 4 Support	the fourth level in a hierarchy of support groups involved in the resolution of Incidents and investigation of Problems, and often represents an escalation point beyond the Fujitsu's organisation. This is generally a hardware or software vendor.
Lifecycle	the various stages in the life of an IT Service, Configuration Item, Incident, Problem, Change, and so forth. The Lifecycle defines the Categories for status and the status transitions that are permitted. (For example: Lifecycle - The Lifecycle of an Application may include requirements, design, build, deploy, operate, and optimize; Lifecycle - The Lifecycle of an Incident may include detect, respond, diagnose, repair, recover, and restore; and Lifecycle - The Lifecycle

	of a Server may include ordered, received, in test, in live, disposed, etc.)
Lift and shift	physical migration of servers.
Logical Security	controlling access to information, software, and data by utilizing Operating Software parameters and applications level security controls. Logical Security includes the logical separation of processors and disk, and the segregation of reusable storage media.
Major Incident Process	the process used to manage and resolve a major Incident to be followed in the event of a major Incident.
Malware	any Software or code that is designed to infiltrate a computer, System, Network or other infrastructure without an Authorised User's informed consent, such as virus, trojans, worms, spam, phishing e-mail, backdoors, botspyware, adware, dialers, toolkits, keyloggers, highjackers, web bug, exploits, cracking tools, and hacking tools.
Material/s	literary works or other works of authorship, such as programs, program listings, programming tools, methodology, user manuals, reports, drawings, and other written documentation and machine-readable text and files.
Measured Continuously	the 24x7x365 monitoring, measurement, response and resolution required for an applicable Service Level set out in a SOW.
Measurement Period	any specified calendar period within which the metrics (Availability, reliability, Resolution Time, Response Time) are measured and reported on for determining performance in accordance with Service Levels set out in a SOW.
Measurement Period	monthly or an alternative period of time as expressly stated in an individual Service Level in a Statement of Work.
Measurement Window	a measure of time relevant to a Service Level as specified in a Statement of Work.
Middleware	Software that facilitates interactions and messaging between and among two or more separate Software programs, Systems, or platforms (that is, core Software components that integrate Applications, and databases, providing the Application framework that enables inter-Application and inter-System communication and integration, while abstracting the underlying platform and network technologies from the Application developer). Examples of Middleware include MQSeries, WebSphere MQ (formerly MQSeries), WebSphere application services and integration platform, DataMirror, Microsoft Queue Manager (MSMQ), Tuxedo, Tibco, and other similar Service Oriented Architecture (SOA) service bus products.
Milestone	a date or Deliverable event specified as a milestone in a SOW.
Modify	to add to, enhance, reduce, change, replace, vary or improve. "Modification and Modified" have corresponding meanings.
Monitoring	repeated observation of a Configuration Item, IT Service, or process to detect Events and to ensure that the current status is known.
Monthly Fee	the ongoing monthly Fees applicable to the Services, including

	consumption based fees, and excluding any one-off charges such as Project Services costs or licence fees, as set out in a SOW.
Monthly Invoice Amount	the total of all charges payable by (Customer) for the Services for a particular month, excluding taxes, Pass-Through Expenses, or any charges associated with hardware or software buy-outs by Fujitsu that may apply.
N Release Level	the most recently released and generally available Major Software Release.
N-1 Release Level	the Major Software Release prior to the N Release Level.
N-2 Release Level	the Major Software Release prior to the N-1 Release Level.
Network Intrusion Detection Systems (NIDS)	an intrusion detection system that detects malicious or unwanted activity, such as denial of service attacks, port scans, or attempts to access computers by monitoring network traffic
Network Intrusion Prevention Systems (NIPS)	an intrusion detection system that not only monitors network and/or system activities for malicious or unwanted behavior but that also can react, in real-time, to block or prevent those activities.
New Services	additional services that are materially different from the Services and those are not included within the SOW and are designated as such in accordance with Change Control procedures.
Non-Production Environment(s)	environments, including but not limited to Test and Development, where applications and systems can be developed, tested and simulated separate from the Production Environment.
Normal Change	the full model for Changes that must go through assessment, authorization, and CAB agreement before implementation.
One-Time Charges	any Fujitsu-specified fees that are non-recurring and are typically associated with start-up and implementation costs.
Operating Level Agreement or OLA	A separate agreement between Fujitsu, third parties and/or Customer's support teams, supporting delivery of the Services and defining the responsibilities of each party in providing Incident Resolution within agreed timeframes.
Operating System	a set of software that manages computer hardware resources and provides common services for computer programs.
Operations Manual	an online repository of processes, including Service Integration & Management (SIAM) processes, used to support delivery of the Services and a source of reference for Fujitsu and Customer Representatives.
Out-of-Pocket Expenses	reasonable and actual expenses incurred by Fujitsu for Equipment, materials, supplies, or other Services provided to a Customer, but not including Fujitsu's overhead costs, administrative expenses, or other markups.
Out-of-Scope For all Services,	not explicitly set out and not reasonably and implicitly contemplated by the Parties in good faith to be covered by the provisions of the relevant Service Contract, or any Attachment thereto. However, the Fujitsu understands and agrees that the Service Contract and its Attachments have not explicitly enumerated all processes, tasks and / or design elements required to achieve the functionality specified in the Service Contract and its Attachments and that those processes, tasks and / or design elements shall be considered In-Scope.

Outage	any unplanned disruption to the Availability of a System, Service, Application, Component, or other IT resource. For the absence of doubt, an "unplanned disruption" is any unplanned reduction in Availability, not simply unavailability.
Party (Parties)	a legal entity that is bound by an Agreement.
Pass-Through Expense(s)	an expense incurred by Fujitsu that is reimbursed by a Customer.
Performance Credit(s) (or Service Level Credits)	an amount of payment withheld from payment to Fujitsu as a result of a Service Level Default or a Minimum Service Level Default.
Physical to Virtual	a migration from physical servers to virtual servers.
PIP	Performance Improvement Plan.
Planned Projects	any projects that are not yet started as of the RFP issuance date, but are planned to begin prior to the Commencement Date.
Post Implementation Review (Also known as Post Project Review)	an assessment of business benefits delivered after the project products have been put into use.
Potential Security Incident	a security incident identified by the Fujitsu but which has not yet been validated.
Preventative Maintenance	any modification of a software product after delivery and the relevant warranty period to detect and correct latent faults in the software product before they become effective faults.
Problem	the underlying cause of one or more Incidents.
Problem Management	the processes and activities associated with preventing Problems (and known errors) and resulting Incidents from happening, eliminating recurring Incidents and minimising the impact of Incidents that cannot be prevented, as described in a Statement of Work.
Process Innovation	better methods by identifying and applying novel improvements to processes, and/or the application of new or improved technology.
Production Environment	the real-time, live environment used by a Customer to deliver services.
Project IP	Intellectual property (IP) developed during a project (as opposed to the IP that existed prior to entering the project, which is known as Background IP). Also often referred to as Foreground IP.
QAT	Quality Assurance Test(ing).
Quality Assurance (QA)	the process responsible for ensuring that the quality of a product, service, or process will provide its intended value through maintenance and improvement.
Rate Card	a document issued by Fujitsu that sets out labor rates to be used in pricing New Services to commence during the period 01 April – 31 March in any year, after which time CPI indexation applies annually on and from 01 April in each subsequent year.
Reduced Resource Credit (RRC)	a credit (subtraction) from the Base Charge for reduced utilization of a Resource Unit below the Resource Baseline, and any Deadband, for the applicable month.
Refresh	the upgrading and/or replacing of Equipment and Software during the Term.
Reimbursable Charges	any Reimbursable Charges in the form of Third-Party Managed Charges or Pass-Through Charges as set out in a Statement of

	Work or as otherwise agreed in writing between Fujitsu and a Customer.
Release	a set of new, changed and/or unchanged Configuration Items, which are tested and introduced into the Production Environment together to implement one or several approved Changes.
Release Management	the activities related to the planning and overseeing of a successful rollout of software and related hardware. This includes ensuring only tested, authorised and validated Changes are implemented into the Production Environment, all master copies of software are loaded into a Definitive Software Library (DSL), the Configuration Management Database is up-to-date and that the appropriate Change management process is followed.
Request also referred to as a service work request	requests received from an Authorised User for information, advice, or for an approved Customer activity. Requests can be initiated and managed through assisted and non-assisted means by a Service Desk or a self-service portal which constitutes a Service Catalog.
Request for Change (RFC)	a formal proposal for a Change to be made. An RFC includes details of the proposed Change, and may be recorded on paper or electronically. For the avoidance of doubt, an RFC is not synonymous with "Change Record," or "Change."
Request Fulfillment	the process responsible for managing the Lifecycle of all Service Requests.
Required Consent(s)	all consents required to implement any transfer of assets or to secure any rights of use of, or access to, any assets required by Fujitsu in providing the Services, including Equipment, Software, or Third-Party Contracts.
Resolution Plan	a documented plan of relevant activities, the timeframe and the responsibilities of the respective parties (e.g. Fujitsu, a Customer, Other Service Providers) developed by the Fujitsu for resolution of an Incident which cannot be otherwise resolved within the timeframes set out in the Service Level Framework. The Resolution Plan must be signed off by a Customer's IT Management, the End User and agreed to by the Fujitsu. The plan must then be communicated to the parties affected by the Incident within 24 hours of the relevant Service Level Default. The time to generate the Resolution Plan is calculated from the time the initial call was logged with the service desk.
Resolution Time	the time elapsed from the initiation of an Incident, Problem or Service Request record and assignment to the Fujitsu's Resolver Group until Resolution.
Resolve	to repair, replace, reconfigure, re-install, re route, or otherwise provide a complete solution to an Incident that returns the system and/or End User(s) to non degraded full functionality. Implementing a workaround is a partial or temporary resolution. Resolution has a corresponding meaning.
Resolver Groups	groups of staff and resources for the purpose of resolving a specific type of Problem or Incident. Such groups are usually allocated in relation the technology to which the Incident or Problem pertains.

Resource Baseline(s)	the volume of Resource Units that will be required and utilised by a Customer during the Term. The Resource Baselines, as set out in a Statement of Work, are the volumes upon which the Base Charges are based.
Resource Unit	a unit of measure for a particular Service used to calculate the Fees.
Resource Unit(s)	a measurable device, unit of consumption, staffing level, or other resource that is associated with the Services for a particular Tower or sub-Tower and is utilized as a volume measure and for pricing purposes.
Response Time (or Time to Respond)	the time to respond to any Incident, measured as the duration between when an Incident or request is reported to or detected by the Fujitsu and the Fujitsu commencing provision of the required service support.
Restoration Time	the time elapsed from the initiation of an Incident or Problem until Restoration.
Restore	taking action to return the Services to End Users after repair and recovery following an Incident. Restoration has a corresponding meaning.
RFP	a Request for Proposal issued by a Customer and includes the documents comprising the request, including exhibits, attachments, appendices, and instructions.
Roles and Responsibilities	activities for which an assigned office is accountable as identified in a SOW.
Root Cause	the underlying or original cause of an Incident or Problem.
Root Cause Analysis	an analysis process undertaken to identify and quantify the underlying cause(s) of an Incident or Problem, and document the necessary corrective actions to be taken to prevent recurring Incidents and trends.
RRC	Reduced Resource Credits.
RU	Resource Units.
Scheduled Downtime	any agreed Downtime for the Services as advised by the Fujitsu and agreed by a Customer from time to time, during which all maintenance, emergency fixes and upgrades to the Services take place (unless emergency maintenance has to be carried out). All Scheduled Downtime requires a minimum period of notice as defined by Fujitsu and agreed with a Customer.
Scheduled Uptime	that period of time (days of the week and hours per day) during which a particular System, Application, Software, Hardware, Network, or any other part of the Services is expected to be available during the Measurement Window.
Secure Library	a collection of Software and electronic CIs (documents) of a known type and status.
Security	ensuring that Services are used in an appropriate way by the appropriate people.
Service Catalogue	a structured document setting out all of the Fujitsu delivered services available to a Customer.
Service Catalogue Management	any activities which aim to ensure that integrated technical and business facing Service Catalogues are produced and maintained

	containing accurate information on all operational Services.
Service Continuity Plan	the documented plan to continue delivery of the Services within the Service Levels in the case of a business interruption, disruption or other event/occurrence that impacts performance of the Services. The Security Continuity Plan integrates with the Technical Recovery Plan.
Service Desk	those people and facilities that serve as the initial point of contact for Authorised Users for technical support for Incidents and Service Requests.
Service Level Effective Date	the date on which a Service Level is in effect, and is the Commencement Date unless indicated otherwise in a Statement of Work.
Service Level Target or SL Target	the required level of service for a particular Service Level requirement.
Service Levels	a metric used to measure Fujitsu's performance of the Services as specified in a Statement of Work.
Service Management	specialised organisational capabilities for providing value to customers in the form of services.
Service Management Tool	a Customer's service management tool, which as at the Commencement Date, is ServiceNow, or such other tool as notified by a Customer from time to time.
Service Provider	Fujitsu.
Service Rebates Pool Percentage	the amount of the Pool Percentage allocated to a Critical Service Level as set out in a Statement of Work.
Service Request	a request via an agreed medium, to undertake a service from the Service Request Catalogue.
Services	a description of Fujitsu works to be performed for a Fee set out in a Statement of Work.
Services Request Catalogue	the pre-agreed range of support-specific service offerings prepared by the Fujitsu.
SIEM	Security Information and Event Management.
Single Point of Contact (SPOC)	providing a single consistent way to communicate with an organization or Business Unit. For example, a Single Point of Contact for an IT Fujitsu is usually called a Service Desk.
Site	any site at which a Customer receives any of the Services.
SLA	Service Level Agreement, a separate agreement that sets Service Levels.
SLA Commencement Date	the date, as agreed between a Customer and Fujitsu in the Statement of Work, from which the Service Levels and Service Credits apply.
SOC	Security Operations Centre
Software Currency	the tasks associated with updating Software (typically Third Party Software) with more recent updates, patches, upgrades, and releases.
Software Distribution	the tasks associated with passing original and revised Software functionality to Authorised Users. This can be performed by physical installations or electronically over a network.
Specification Limit	the upper and/or lower limits within which processes are intended to operate. Specification Limits are used to define the limits, if

	applicable, of a Service Level specified in a Statement of Work.
Specifications	(in order of priority): <ol style="list-style-type: none"> 1. A Customer's minimum functional and non-functional technical specifications for the Hardware as described in a Statement of Work; and 2. all applicable manufacturers' specifications and applicable standards.
Statement of Work and SOW	any document that sets out Services and Fees, and any attachments thereto.
System Access Management Plan	a plan defining how access to networks or systems will be managed, based on the roles of different users within the organisation.
TCO	Total Cost of Ownership.
Technical Recovery Plan	the documented plan to recover service assets in the case of a business disruption (see Service Continuity Plan) or disaster (see IT Disaster Recovery Plan). The Technical Recovery Plan integrates with the Service Continuity Plan and Customer ICT disaster recovery plan.
Test Environment	an environment where applications and systems can be tested prior to implementation into production and is a duplicate of the relevant Production Environment.
Third Party Software	Software owned by a Third Party.
Third-Party Contract(s)	those agreements where a Third Party is providing products or services to a Customer prior to the Effective Date that relate to or support the Services, including any licenses, leases, and service contracts.
Third-Party Materials	Software and other Materials owned by a Third Party.
Third-Party Vendor(s)	a Third Party that provides products or services to any Party that is related to, or are in support of, the Services. Third-Party Vendors do not include subcontractors of Fujitsu.
Threshold	the value of a metric that should cause an alert to be generated, or management action to be taken. (For example "Priority1 Incident not solved within 4 hours", "more than 5 soft disk errors in an hour", or "more than 10 failed Changes in a month.")
Transformation	the changes required to a Customer Environment to transform or automate the delivery of Services.
Transition In Services	the Services delivered by Fujitsu to a Customer in a Customer Environment detailed in a Transition Plan that enable Fujitsu to deliver future steady-state Services.
Transition Milestone	the date of a Transition Deliverables identified in the Transition Plan.
Transition Plan	Fujitsu's Transition Plan Description, the Transition Project Plan, and the Transition Risk Management Plan, defining Fujitsu's plan for migrating responsibility for the Services in a manner so as to meet the agreed Transition Milestones and ensure Acceptance of the Transition Deliverables.
Unauthorised Change	a Change made to a Configuration Item or the Services that breaches defined and agreed Change management policies or such other process and procedures agreed by the parties. For the

	avoidance of doubt, Unauthorised Changes will be treated as security incidents and reported to the Customer.
Unsuccessful Change	a Change which was not implemented to completion as it was planned, rolled back, or cancelled, other than as instigated by a Customer.
User	the same as Authorised User/s.
User Acceptance Testing (UAT)	the testing which a Customer uses to examine an Application or Software with respect to the Requirements.
Virtual to Virtual	a migration from virtual servers to virtual servers.
Workaround	reducing or eliminating the Impact of an Incident or Problem for which a full resolution is not yet available (for example, by restarting a failed Configuration Item). Workarounds for Problems are documented in Known Error Records. Workarounds for Incidents that do not have associated Problem Records are documented in the Incident Record.
Working Day/s	the same as Business Day/s.
WWW/Web	World Wide Web.
YTD	Year to Date.
Zip	packaging a set of files into a single file or archive that is compressed so that they take up less space in storage or take less time to send to someone.