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List of Acronyms

Acronym	Definition
ACTS	Automated Change Tracking System
ADM	Accenture Delivery Methods
ADS	Accenture Delivery Suite
AENR	Automated Employer Notification Response
ANSS	Accenture National Security Services
ARC	Assessment Requirements for CMMI
ARRA	American Recovery and Reinvestment Act of 2009
BOSS	Benefit Overpayment Screening System
BPC	Benefit Payment Control
BPEL	Business Process Execution Language
BPI	Business Process Improvement
BPM	Business Process Management
BPR	Business Process Re-engineering
BTQ	Benefits Timeliness and Quality
CCB	Change Control Board
C-IV	California Automated Welfare System (SAWS) Consortium IV (C-IV)
CM	Configuration Management
CMMI	Capability Maturity Model Integrated
CMS	Content Management System
COOP	Contingency of Operation Plans
COTS	Commercial off-the-shelf
CPI	Cost Performance Index
CPMP	Consolidated Project Management Plan
CR	Change Request
CRM	Customer Relationship Management
CTI	Computer Telephony Integration
CWC	Combined Wage Claim
DAR	Decision Analysis and Resolution
DBPR	Department of Business and Professional Regulation
DDI	Design, Development and Implementation
DED	Deliverable Expectation Document
DMS	Department of Management Services
DOHMH	New York City Department of Health and Mental Hygiene
DoJ	Department of Justice
DR	Disaster Recovery

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Acronym	Definition
DUA	Disaster Unemployment Assistance
EB	Extended Benefits
ECF	Electronic Case Folder
ECH	Expanded Claims History
EFM	Employ Florida Marketplace
EFT	Electronic Funds Transfer
ELIS	Early Learning Information System
EMT	Executive Management Team
ETL	Extract, Transform and Load
EUC	Extended Unemployment Compensation
FAAS	Florida Automated Adjudication System
FaCS	Department of Families and Community Service
FaCSIA	Department of Families, Community Services and Indigenous Affairs
FAQ	Frequently Asked Questions
FCCC	Federal Centralized Claims Center
FDLE	Florida Department of Law Enforcement
FDLES	Florida Department of Labor and Employment Security
FLUID	Florida Unemployment Internet Direct
FTP	File Transfer Protocol
HIS	IBM HTTP Server
HR	Human Resources
IBIS	Illinois Benefits Information System
ICON	Interstate Connection System
ID	Integrated Desktop
IEEE	Institute of Electrical and Electronics Engineers
ILT	Instructor Led Training
INS	Immigration and Naturalization Service
IRS	Internal Revenue Service
ITN	Invitation to Negoiate
IV&V	Independent Verification and Validation
IVR	Interactive Voice Response
JAD	Joint Application Development
KDHR	Kansas Department of Human Resources
LMS	Learning Management Systems
MBA	Maximum Benefits Amount
MFMP	MyFloridaMarketPlace
myBIS	modernizing your Benefits Information System
NYC/HHS	New York City Health and Human Services
OBS	Organizational Breakdown Structure

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Acronym	Definition
OFR	Office of Financial Regulation
ORT	Operational Readiness Test
OS	Operating System
OSST	One Stop Services Tracking
PII	Personally Identifiable Information
PLT	Project Leadership Team
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMO	Project Management Office
PMP	Project Management Professional
PPQA	Process and Product Quality Assurance
PSQ	Process and Solution Quality
QA	Quality Assurance
RDD	Requirements Definition Document
REAL	Regulatory Enforcement and Licensing
RIA	Rich Internet Applications
RTF	Rich Text Format
RTM	Requirements Traceability Matrix
SALT	Speech Application Language Tags
SCAMPI	Standard CMMI Assessment for Process Improvement
SDLC	System Development Life Cycle
SEC	U.S. Securities and Exchange Commission
SEI	Software Engineering Institute
SI	Systems Integrator
SIF	Service Identification Framework
SIR	System Investigation Request
SLS	Single Licensing System
SME	Subject Matter Expert
SOA	Service-Oriented Architecture
SOAP	Simple Object Access Protocol
SPI	Schedule Performance Index
SQL	Structured Query Language
SSRC	Shared Services Resource Center
STC	Short Time Compensation
SUITES	Statewide Unemployment Insurance Tax Enterprise System
TABS	Tax, Appeals, and Benefits Self-Service System
TCSES	Tennessee Child Support Enforcement System
TPA	Third Party Agencies
TRA	Trade Readjustment

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Acronym	Definition
TRW	Technology Review Workgroup
TWC	Texas Workforce Commission
UAT	User Acceptance Testing
UC	Unemployment Compensation
UI	Unemployment Insurance
UPK	User Productivity Kit
US DOL	U.S. Department of Labor
UTAS	Unemployment Tax and Accounting System
WBS	Work Breakdown Structure
WBT	Web-Based Training

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