ANNEXURE: G

ACSA abbreviations and acronyms

ACSA	- Airports Company South Africa
API	- Application Programming Interface
CAB	- Change Advisory Board
CDR	- Call Detail Record
COTS	- Commercial-off-the-shelf
CPE	- Customer premises equipment
DNS	- Domain Name System
DR	- Disaster Recovery
DSCP	- Differentiated Service Code Points
FSC	- Forward Schedule of Changes
FTTB	- Fibre to the business
FTTH	- Fibre to the home
HVAC	- Heating, ventilation, and air conditioning
IMACD	Install, Move, Add, Change, and Disposal,
IPv6	- Internet protocol version 6
ISP	- Internet Service Provider
ITSM	- IT service management
MPLS	- Multi-Protocol Label Switching
Ms	- milliseconds

ACSA abbreviations and acronyms

MX	- Mail exchange record
N-1	- The term 'n-1' is a mathematical expression that is often used in IT to represent a version
NMC	- Network Management Centre
NOC	- Network operations centre
OEM	- Original Equipment Manufacturer
OS	- operating system
PABX's	- Private Automatic Branch Exchange
PMBOK	Project Management Body of Knowledge
POP	- Point of presence
PTR	- DNS pointer record
QoS	- Quality of Service
RASCI	- Responsible, Accountable, Supporting, Consulted and Informed
RFC	- Request for change
RFP	- Request for proposal
SaaS	- Software as a Service
SFP	- Small form-factor pluggable
SFTP	- Shielded Foil Twisted Pair (S/FTP)
SIP	- Session Initiation Protocol
SLR	- Service Level Requirements
SOW	- statement of work
TMS	– Telephone Management System
TR&R	- Technology Refreshment and Replenishment
VOIP	- Voice over Internet Protocol
VPN	- Virtual Private Network
VPN	- Virtual Private Network
WAN	- Wide Are Network

ACSA abbreviations and acronyms