

## MDEC Acronyms

- ❖ AIS – Attorney Information System
- ❖ API – Application programming interface
- ❖ BA – Business Analyst
- ❖ CBR – Custom business rule
- ❖ CBS – Court business services
- ❖ CCP – Consistent court practice
- ❖ CCU – Central collection unit
- ❖ CJIS – Criminal Justice Information Services
- ❖ COD – Court operations department
- ❖ COTS – Commercial off the shelf
- ❖ CPD – Conceptual project design
- ❖ CRM/Onyx – Customer relationship management (Tyler’s customer ticketing system; we often refer to having a CRM number when we have reported something to Tyler for resolution)
- ❖ DCM – Differentiated case management
- ❖ ECM – Electronic content management/enterprise content management
- ❖ EFSP – E-filing Service Provider
- ❖ ETL – Extract Transform Load (Conversion Protocols)
- ❖ DVCR – Domestic Violence Central Repository
- ❖ ECR – Enterprise custom report
- ❖ EFS – Electronic file and serve
- ❖ ERP – Enterprise resource planning
- ❖ ESC – Executive Steering Committee
- ❖ H5 – The latest version of WBTM and OFS
- ❖ IVR – Interactive voice response (used on automated telephone systems)
- ❖ JIRA – Software Development defect tracking system
- ❖ OFM – Odyssey financial manager
- ❖ OFS – Odyssey file and serve
- ❖ ORI – Originating Agency Identifier
- ❖ LES – Lower Eastern Shore
- ❖ LMS – Learning Management System
- ❖ LOE –Level of Effort
- ❖ MDEC – Maryland electronic courts
- ❖ P&P – Parole and probation
- ❖ PIA – Public Information Act
- ❖ PMO – Project management office
- ❖ QA – Quality assurance
- ❖ RCS – Revenue collection system (cashiering)
- ❖ Show Stopper – Reason to delay a go-live
- ❖ SME – Subject matter expert
- ❖ SRS – System report specification
- ❖ UES – Upper Eastern Shore
- ❖ V&V – Verification and validation
- ❖ VPN – Virtual private network
- ❖ WBTM – Web based task manager