

## CLSA VMDC Glossary

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### A

ACE	Application Control Engine (Cisco)
AMQP	Advanced Message Queuing Protocol
API	Application Programming Interface
ASA	Adaptive Security Appliance (Cisco)
ASR	Aggregation Services Router (Cisco)
ASASM	Adaptive Security Appliance Services Module (Cisco)

### B

BSS	Business Support System
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### C

CIAC	Cisco Intelligent Automation for Cloud
CLM	Cloud Lifecycle Management (BMC)
CLSA	Cloud Service Assurance (Cisco)
CLSA-HCS	Cloud Service Assurance for HCS
CLSA-VMDC	Cloud Service Assurance for VMDC
CNSM	Cisco Network Services Manager
CRM	Customer Relationship Management
CSA	Cloud Service Assurance (Zenoss)
CUCM	Cisco Unified Communications Manager

### D

DDTS	Distributed Defect Tracking System
DIG	Design and Implementation Guide
DNS	Domain Name System
DR	Disaster Recovery
DRBD	Distributed Replicated Block Device
DSN	Data Center Services Node

**F**

FC	Fibre Channel
FCoE	Fibre Channel over Ethernet
FT	Fault-Tolerant
FTP	File Transfer Protocol
FWSM	Firewall Services Module

**H**

HA	High Availability
HCS	Hosted Collaboration Solution (Cisco)
HT	Hyperthreading
HTTP	Hypertext Transfer Protocol

**I**

IaaS	Infrastructure as a Service
ICMP	Internet Control Message Protocol
ICS	Integrated Compute Stack
IOM	Input-Output Module
IRC	Internet Relay Chat
iSCSI	Internet Small Computer System Interface

**J**

JMX	Java Management Extensions
JSON	JavaScript Object Notation

**K**

KPI	Key Performance Indicators
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**L**

L2	Layer 2
L3	Layer 3
L4	Layer 4
L7	Layer 7
LDAP	Lightweight Directory Access Protocol
LUN	Logical Unit Number

**M**

MDS	Multilayer Director Switch
MIB	Management Information Base
MoM	Manager-of-Managers
MTTF	Mean Time to Fix
MTTI	Mean Time to Identify

MTTR	Mean Time to Repair
<b>N</b>	
NAT	Network Address Translation
NBI	Northbound Interface
NFS	Network File System
NGN	Next Generation Network
NNTP	Network News Transfer Protocol
NOC	Network Operations Center
NTP	Network Time Protocol
<b>O</b>	
OS	Operating System
OSS	Operations Support System
<b>P</b>	
PoC	Proof of Concept
POP	Post Office Protocol
<b>Q</b>	
QoS	Quality of Service
<b>R</b>	
RAID	Redundant Array of Independent Disks
RBAC	Role-Based Access Control
RCA	Root Cause Analysis
RPC	Remote Procedure Call
RPM	RPM Package Manager (Red Hat)
<b>S</b>	
SaaS	Software as a Service
SAM	Service Assurance Manager
SDU	Systems Development Unit (Cisco)
SIA	Service Impact Analysis
SLA	Service Level Agreement
SLB	Server Load Balancing
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SOAP	Simple Object Access Protocol
SP	Service Provider
SQL	Structured Query Language
SSH	Secure Shell

SSL	Secure Sockets Layer
SVI	Switched Virtual Interface
<b>T</b>	
TACACS	Terminal Access Controller Access Control System
TCA	Threshold Crossing Alert
<b>U</b>	
UCS	Unified Computing System (Cisco)
UCSM	Unified Computing System Manager (Cisco)
UI	User Interface
<b>V</b>	
VM	Virtual Machine
VMDC	Virtualized Multi-Services Data Center (Cisco)
VNMC	Virtual Network Management Center
VPDC	Virtual Private Data Center
VPN	Virtual Private Network
VRP	Virtual Routing and Forwarding
VSG	Virtual Security Gateway (Cisco)
<b>W</b>	
WMI	Windows Management Instrumentation
<b>X</b>	
XMLRPC	XML Remote Procedure Call
XMPP	Extensible Messaging and Presence Protocol
<b>Z</b>	
Zenoss CSA	Zenoss Cloud Service Assurance