Service | Innovation | Value

Shared Services Canada

Statement of Work
Appendix A-1: Definitions

Enterprise Contact Centre Services (ECCS)

Term	Definition
Agent	A resource that answers Communication Channels for a GCCS
Application	Application that allows Calling Parties to be connected to an Agent according to call treatment as required by Canada (e.g., queue, play message, play music etc.).
Administrator	A User who is authorized to perform administrative operations for the GCCS.
After Call Work Mode	The amount of time for an agent to perform after-call - related activities (e.g., filling out a form) before receiving any new call.
Agent Group	Logical grouping of Agents to facilitate assignment to answering Communication Channels, reporting purposes, etc.
Agent ID	Unique identifier assigned to Agent
Agent Priority Level (APL)	A priority level for answering a given type of call by an Agent.
Agent's Skillset (Skillset)	A feature that allows defining and assigning competencies to Agents that can answer a given Communication Channel (e.g. English / French language, Income Security Program, etc.)
Alternate Destination Routing	Routing of incoming PSTN calls to a PSTN telephone number, or alternate Trunk Group.
Application	A feature that allows implementing a set of business rules/logic (e.g. play music, send to Voicemail, etc.) and create a logical grouping of Agents in accordance with Agents' Skillsets to answer Communication Channels associated with a service provided by Canada.
Application Programming Interface (API)	Computer program that serves as an interface between different software programs and facilitates their interaction.
Automatic Call Distribution	Allows the queuing and distribution of incoming calls to Agents.
Automatic Number Identification (ANI)	Telephone numbers associated with the access line from which a telephone call originates.
Auxiliary Work Mode	Makes an Agent unavailable to receive calls while keeping the Agent logged in to a queue.
Barge-In	Allows a User to break into an established telephone conversation.
Billing Detail File	A file that contains billing records
Billing Record	A record that includes billing details for GCCS.
Blind Transfer	A call transfer performed without waiting for the called party to answer before hanging up.
Boundary Protection	A managed interface between Network Security Zones that controls and monitors the flow of data by applying defined security policies. Examples include proxies, gateways, routers, firewalls, guards, or encrypted tunnels.

Term	Definition
Busy Hour	Continuous 1-hour period lying wholly in the time interval concerned for which the traffic or the number of call attempts is greatest (ref. ITU-T E.600).
Busy Hour Call Attempt	Number of On-net and Off-net call attempts, which includes completed calls and uncompleted calls (e.g., due to lack of network or system resources) during the busiest hour over a selected interval.
Call Admission Control (CAC)	A features that controls the number of simultaneous communications allowed based on pre-defined settings.
Call Back	A feature that allows callers to request a call back at the phone number of their choice instead of waiting in queue for the next available Agent.
Call Blocking	Allows a User to block calls from specific telephone number(s).
Call Detail Records (CDR)	A record that includes information on a telephone call (e.g., Calling Party, Called Party, duration, timestamp, etc.).
Call Distribution	A feature that automatically distributes Communication Channels between Agents in accordance to Call Priorities and Agent's Skillsets
Call Forcing	A feature that automatically connects a caller to an Agent without intervention by that Agent (e.g. no need to press a key to answer the call).
Call Hold	Allows a User to place a call on hold, and retrieve the call at a later time.
Call Mute	Allows a User to prevent the party at the other end of the conversation to hear, even though the User can still hear the calling party.
Call Park	Allows a User to place a call on hold and for anyone that operates on the same IP telephony service to retrieve the call by dialing an access code.
Call Presentation	A feature that allows pre-programing settings relating to Call Wrap-up Delay, Call Return to Queue delay for unanswered calls and Call Forcing Delay.
Call Priority	A feature that applies a relative wait in queue for a communication to be answered based on GCCS algorithms that are pre-programmed, and such as: Agents skillsets, calling party telephone number, dialed number, etc.
Call Priority Level (CPL)	A feature that applies a level of priority for a fcall to be answered.
Call Progress Tones	Tone heard by a Calling Party that provides call progress information (e.g., busy, re-order, ring-back, call waiting, etc.).
Call Quality	Mean Opinion Score (MOS) of all voice calls at an SDP.
Call Queuing	A feature that queues Communication Channels while waiting for an Agent that is available to establish a communication with a calling/called Party

Term	Definition
Call Redirection / Call Redirect	GCCS feature that automatically redirects a call from a Calling Party to an alternate telephone number or destination.
Call Return to Queue Delay for unanswered calls	Time allocated before a call is returned to queue if unanswered by an Agent.
Call Trace	Marks a call in system logs so that it can be examined to determine its origin and destination.
Call Transfer	Allows a User to redirect a call to a different telephone number.
Call Type	Type of telephone call (i.e., DID, outward to PSTN, Toll Free, Long Distance).
Call Volume (i.e., peg count).	Total number of calls offered in a given period of time (e.g., 5 minutes, by Service).
Call Waiting	Sends a tone during an established telephone call to indicate to the Called Party that another call is waiting for attention.
Call Wrap-up Delay / Call Wrap-up Time	Time allocated to an Agent before another call is presented after a call is terminated.
Called Party	Entity that is the far-end destination of a media session initiated (signaled) by another entity.
Calling Line Identifier (CLID) (Caller ID)	Means the telephone number for a telephony device, line or circuit, which is displayed to a Called Party's device when a call is presented.
Calling Party Name Display (CPND)	Means the text or description for a telephony device, line or circuit, which is displayed to a Called Party's device when a call is presented.
Calling Party	Entity that is the near-end source of a media session initiated (signaled) or established by another entity.
Canada Cellular Service	The telephony cellular services in use by Canada.
Canada Long Distance Service	The long distance services in use by Canada.
Canada PLMN Service / Canada Cellular Service	The PLMN services in use by Canada.
Canada PSTN Service	The PSTN services in use by Canada.
Canada SDP	The physical location in a building that is in use by Canada for GCCS.
Canada Service	Canada Cellular Service; Canada Data Centre ; Canada IVR Service; Canada WAN Service; Canada LAN Service; Canada Long Distance Service; Canada Telephony Service. During the Contract Period, it is possible that additional services may be identified as a Canada Service.

Term	Definition
Canada Telephony Service	The telephony systems or services in use by Canada other than those provided for GCCS.
Canada Toll Free Service	The toll free services in use by Canada.
Canada WAN / Canada WAN Service	The wide area network (WAN) services in use by Canada.
Canadian Standard Association (CSA)	A not-for-profit standards organization that publishes standards in print and electronic form and provides training and advisory services. CSA is composed of representatives from industry, government, and consumer groups.
Carrier Identification Code (CIC)	A code that is used to identify the long distance and/or interexchange carrier for establishing a long distance call.
Cellular telephone	A wireless telephone that operates on a cellular-provider network.
Central Office (CO)	A Telephone Company (Telco) building used to house the inside plant equipment of potentially several telephone exchanges, each serving a certain geographical exchange area.
Centum Call Second (CCS)	Unit of 100 call-seconds that is used to measure communications traffic density.
Chairperson	Person who is granted access and control to selected features of a given Service.
Change Ticket	Means to record a Change Request.
City	Name of a city where a Service Delivery Point (SDP) is located.
Classified Information	Relates to the National Interest and concerns the defence and maintenance of the social, political, and economic stability of Canada. There are three levels of classified information: Top Secret: A very limited amount of compromised information could cause exceptionally grave injury to the National Interest. Secret: Compromise could cause serious injury to the National Interest. Confidential: Compromise could cause limited injury to the National Interest.
Client	Those organizations for which Shared Services Canada's (SSC) services are mandatory at any point during the Contract Period, and other organizations for which SSC's services are optional at any point during the Contract Period and that choose to use those services from time to time.
Client Data	GCCS User Data and GCCS Media
Client Device	IP Telephony Devices and Desktop Communication Clients.
Client Workstation	Personal computer in use by a Client user.
Cloud Provider	A supplier of SaaS.

Term	Definition
CODEC	Device or program capable of encoding and decoding a media stream according to an algorithm.
Commercial off the Shelf (COTS)	Commercial items, including services, available in the commercial marketplace that can be bought and used under government contract.
Committed Delivery Date (CDD)	Date proposed by the Contractor, and approved by Canada, to successfully complete a Service Order.
Communication Channels	A means and method by which an incoming/outgoing communication is established from/to a Calling/Called Party to Canada (e.g. voice, email, video, TTY/TTD, text, fax, chat, social media, etc.).
Configurable Priority Levels	A feature that allows Canada to configure call priority levels by Calling Party telephone number and dialed number, which in turn can prioritize an incoming callers' position in the queue.
Configuration Management	Standardized methods and procedures for changes made to hardware and software components of the GCCS.
Configuration Management Data Base (CMDB)	A database used to store configuration records throughout their lifecycle. The configuration management system maintains one or more configuration management databases, and each database stores attributes of configuration items, and relationships with other configuration items. (ITIL)
Consultation on Hold / Call Hold	Allows a call with another party while another call is on Call Hold.
GCCS	A system that efficiently and effectively integrates and automates Inbound/Outbound processing of large volume of Communication Channels (e.g. Voice, Email, Web Chat, etc.) between Canada and Calling/Called Parties.
Contractor Data Centre	A Contractor SDP that is a Data Centre.
Contractor Equipment	Any hardware or software components provided by the Contractor for a GCCS.
Contractor SDP	An SDP designated by the Contractor that is not a Canada SDP.
Contractor Secure Perimeter	Contractor-owned and managed Information Technology (IT) infrastructure and services that mitigate security risks associated with connecting to the Government of Canada (GC) Network.
Core Features	Features provided by a GCCS that includes: a) Agents' Skillsets; b) Applications; c) Call Distribution; d) Call Priority; e) Call Queuing; f) Communication Channels (inbound, voice); g) DTMF Menu;

Term	Definition
	h) DTMF Recognition; i) Reporting; j) Supervisors; and k) Virtual Queuing;
Coverage Period	Day and time to provide services. Coverage Period has the same meaning as Principal Period of Maintenance.
Cyber Event	An attack, damage or unauthorized access of networks, computers, programs or data.
Data Centre	A facility used to house computer systems and associated components, such as telecommunications and storage systems.
Database Management System (DBMS)	Specially designed software applications that allow the definition, creation, querying, update, and administration of databases.
Day Service	Allows processing calls according to predefined rules programmed in the IP Telephony Service.
Default Greeting	A greeting message that is automatically played to Calling Parties by the Voice Mail Service for Users that have not recorded a personal greeting.
Definitive Software Library (DSL)	A secure location, consisting of physical media or a software repository located on a network file server, in which the definitive authorized versions of all software are stored and protected and from which control and release are managed.
De-Militarized Zone (DMZ)	In computer security, a DMZ or demilitarized zone (sometimes referred to as a perimeter network) is a physical or logical subnetwork that contains and exposes an organization's external-facing services to a larger and untrusted network, usually the Internet.
Denial of Service	An attempt to make a machine or network resource unavailable to its intended users. Examples include: bandwidth attack, distributed denial of service, backscatter, consumption of system resource attack, communication obstruction, disruption of state information, disruption to routing/DNS information and web defacement.
Dialed Number Identification Service (DNIS)	The telephone number originally dialed by a Calling Party.
Dial Pad (0 to 9, * and #)	A dial pad that complies with ITU-T Rec.161: Arrangement of digits, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network.
Dialing Plan	Combination of digits and additional information that defines the method by which the Numbering Plan is used and may include prefixes, suffixes and additional information supplemental to the Numbering Plan required to complete the call (e.g., dialing the prefixes “0”, “1” and “011” for operator assistance, direct dialing within a

Term	Definition
	Country Code, and direct dialing between Country Codes).
Dial Tone Delay (DTD)	Time for a dial tone to be perceived by a User that takes a telephone off-hook.
Do Not Disturb Button / Soft Key	A button or programmable soft key that allows a User to prevent or enable receiving calls.
Direct Inward Dialing (DID)	Telephone number provided and managed by the Contractor that are E.164 compliant and allow PSTN Calling Parties to call those telephone numbers directly and without the assistance of an Automated Attendant or Attendant Answering service.
Distributed Denial Of Service (DDOS)	A network attack that occurs when multiple systems flood the bandwidth or resources of a targeted system or servers.
Do Not Disturb	Prevents a telephone from ringing and provides a busy signal to Calling Parties.
Dual Tone Multi-Frequency (DTMF)	Telephony signaling that is used in the voice-frequency band between telephone handsets and other communications devices and telephone systems.
DTMF Menu	A feature that allows creating voice menu that can be selected using DTMF Recognition to enable call routing (e.g. Press 1 for English and 2 for French)
DTMF Recognition	A feature that can recognize and assign a value (e.g. 1 to 10, *, #) to telephony touch-tones.
E.164 Direct Dial	Establishing a call using a numbering plan that complies with ITU-T Rec. E.164.
Echo	Reflection of sound.
Echo Cancellation	Hardware and/or software that measures and cancels or eliminates echo by combining an inverted signal. Echo Cancellation prevents: hearing their own voice coming back at them; howling sound that result from voice feedback; and reverberation.
Email Client	Email client application installed on PCs and provided by Canada.
Email Messages	Email messages stored on email client applications or email systems.
End-to-end DTMF	Transmission of dual tone multi frequencies (DTMF) from source to destination.
Enhancement	Means an interim release version of the Licensed Software, which is often documented by adding a further decimal and digit to the version or release number (e.g., V.X.X.2 would be the next enhancement after V.X.X.1).
Enterprise Contact Centre Service (ECCS)	A GCCS that is provided as a dedicated or shared application for Canada, hosted at the suppliers datacenter(s) in Canada.

Term	Definition
ECCS User	A User that participates in the operation and delivery of services to Canadians using the ECCS Service.
ECCS User Interface	The User Interface provided by the ECCS Contractor.
Enterprise Contact Centre Service Supplier	A Respondent that provides an Enterprise Contact Centre Service (ECCS).
Erlang	Statistical measure of offered load or carried load on service-providing elements such as telephone circuits or telephone equipment.
Extended Features	Features that can be provided by a GCCS that includes: a) Call Back; b) Configurable Priority Levels; c) Customer Relationship Management (CRM); d) Directed Speech; e) Multimedia Contextual Analytics; f) Natural Language with DTMF Recognition; g) Outbound Auto Dialer h) Outbound Communication Channels; i) Screen-Pop / Computer Telephony Integration (CTI); j) Screen Recording; k) Silent Monitoring; l) Speech Analysis (Real-Time) m) Speech Analysis (Historical) n) Speech to Text o) Text to Speech p) Third Party Integration; q) Voice Authentication r) Voice Recording; s) Voice Self-Service t) Voicemail; u) Voicemail Queuing; v) Quality Management; w) Workforce Management.
Federal Government Working Day (FGWD)	A calendar day, except for Saturday, Sunday and the following holidays: a) New Year's Day1; b) Good Friday and Easter Monday; c) Victoria Day; d) St-Jean Baptiste Day1; e) Canada Day1; f) 1st Monday in August; g) Labour Day; h) Thanksgiving Day; i) Remembrance Day1; j) Christmas Day1; and k) Boxing Day2.

Term	Definition
	[1]If this holiday occurs on a Saturday or Sunday, then the following Monday will be a holiday [2] If this holiday occurs on a Saturday, then the following Monday will be a holiday. If this holiday occurs on a Sunday or Monday, then the following Tuesday will be a holiday.
Firewall	Technology barrier designed to prevent unauthorized or unwanted communications between computer networks or hosts.
Free Calling Area	Group of telephone exchanges and area codes within a geographic location that can be called and from which calls can originate without incurring long distance charges (e.g., charge per minute) by the Calling and Called Parties.
GC Centrex	Centrex services provided by telephone companies to Canada.
Geographic Boundaries of Canada	Geographic Boundaries of Canada refers to all locations within Canada and locations in foreign jurisdictions, such as embassies or other Canadian government offices that are afforded consideration under diplomatic law permitting Canada to control its assets.
Global Number	A telephone number that is a globally unique number and unambiguous everywhere in the world. A Global Number complies with ITU-T Recommendation E.164.
Government Contact Centre Services (GCCS)	Services and Products that can be ordered by Canada including all service monitoring, reporting, administration, operations and management systems and applications provided by the Contractor.
GCCS Contractor Infrastructure	Computing Infrastructure and Internetwork Components provided, managed and maintained by the Contractor for GCCS
GCCS Contractor Infrastructure Zone	Restricted Zone or Management Restricted Zone at a Contractor SDP dedicated to Canada where GCCS Contractor Infrastructure is located at a Contractor SDP
GCCS Data	GCCS Security Data and GCCS Operations Data.
GCCS Data Centre	A Contractor Data Centre that contains GCCS Infrastructure.
GCCS Infrastructure	GCCS Security Infrastructure, GCCS Contractor Infrastructure and GCCS Operations Infrastructure
GCCS Media	Media processed by the GCCS.
GCCS OAM Data	Any data that the Contractor uses or derives from the operation, administration and management of the GCCS, on any media. This includes, but not necessarily limited to the following: Service Requests, Service Orders, ITSM (excluding Security Incidents), billing, invoicing, capacity and resource planning, reports, CMDB (excluding configuration information for GCCS Infrastructure).

Term	Definition
GCCS Configuration Data	Any data that describes the configuration of the GCCS Infrastructure.
GCCS Operations Data	GCCS OAM Data and GCCS Configuration Data
GCCS Operations Centre	Contractor SDP that includes infrastructure (residing within the GCCS Operations Management Zone) and resources required for the centralized management and operation of GCCS.
GCCS Operations Infrastructure	The Computing Infrastructure and Internetwork Components used by the Contractor for the GCCS Operations Centre, GCCS Definitive Software Library, GCCS Data and Operator Consoles (for Remote Management) including but not limited to: Problem Tickets, Incident Tickets (excluding Security Incident Tickets), Call Detail Records, capacity planning and performance data and reports.
GCCS Operations Management	Contractor operation, administration and management of the GCCS Operations Infrastructure.
GCCS Operations Management Zone	Restricted Zone or Management Restricted Zone at a Contractor SDP where GCCS Operations Management is conducted.
GCCS Security Data	The GCCS Security Incident Data and GCCS Security Operations Data.
GCCS Security Operations	Contractor operation, administration and management of the GCCS Security Data and GCCS Security Infrastructure
GCCS Security Operations Data	GCCS SIEM Data and data for Security Incident investigations, host-based intrusion and prevention systems, AV/AS and malware protection systems, audit logs and analysis, Boundary Protection systems, vulnerability monitoring and analysis.
GCCS Security Operations Zone	Restricted Zone or Management Restricted Zone at a Contractor SDP where GCCS Security Operations are conducted.
GCCS Security Incident Data	Data for Security Incidents.
GCCS Security Infrastructure	The Computing Infrastructure and Internetwork Components used by the Contractor for the GCCS Security Data, GCCS Security Operations Centre, Operator Consoles (for Remote Management), host-based intrusion and prevention systems, AV/AS and malware protection systems and Boundary Protection systems.
GCCS Portal Zone	Public Access Zone to protect access to the Service Portal from the Internet.
GCCS SIEM	The SIEM provided by the Contractor for GCCS..
GCCS SIEM Data	Any data recorded and/or generated by the GCCS SIEM including but not limited to reports, dashboards, log results and compliance reports.

Term	Definition
GCCS Security Operations Centre (SOC)	One or more Contractor SDPs where the Contractor performs GCCS Security Operations.
GCCS User Data	Data that is stored by GCCS Infrastructure for access by a User (e.g. Voice Mail Messages).
Global Number	A telephone number that is recognized by the PSTN that can be dialed directly.
Grade of Service (GoS)	Probability of a call being blocked or delayed for more than a specified time interval.
Hardware	All the equipment, materials, matters and things used by the Contractor to provide the GCCS to Canada under the Contract (including cables and other ancillary items), including firmware, if any, but not including software or services.
Hearing Impaired Handset	Allows hearing impaired users to increase volume of a handset.
Historical Report	Means a report provided by the GCCS in a COTS file format (e.g. PDF, Excel, etc.) that includes statistics for past period and for a given time interval.
Hold and Retrieve	Allows a User to place a call on hold and retrieve the call from any User that has the same number appearance as the telephone number originally used to answer the call.
Hold Button / Soft Key	A button or programmable soft key that allows a User to place a call on hold.
Incident	Event that is not part of the standard operation of a Service and that causes, or may cause, an interruption to, or a reduction in, the quality of the GCCS (including all operations, management and administration systems, including the Service Portal).
Incident Ticket	A means to record an Incident.
Incoming Only Line	Telephone line that only accepts incoming calls and is prevented from making outgoing calls.
Incumbent Local Exchange Carrier (ILEC)	The existing telephone companies, prior to the introduction of local competition.
Information Breach	The intentional or unintentional release of secure information to an untrusted environment. Examples include: information leaking, storage or transmission of classified information on non-classified systems, and privacy breaches.
Infrastructure	All hardware and software that processes and/or stores GCCSdata. The hardware and software is owned and operated by the Contractor and provides a GCCS to Canada.
Intellectual Property	A creation of the mind. Intellectual Property includes inventions, art, literature, software applications, names and images used in business , copyrights, trademarks, patents, designs etc.

Term	Definition
Interactive Voice Response (IVR)	A technology that allows a computer to interact with humans through the use of voice and DTMF tones input via keypad.
Interflow	Automatically redirects incoming calls to another Interaction Priority Queue provided by a different system or service when a phone is busy or unanswered.
Interaction Channels	Channels that allow two-way communications between Users, Users and systems, and/or between systems, so that the communication can be interactive and have an effect upon one another.
Internet	Global interconnected networks of computers using standardized protocols.
Interaction Priority Queue	A GCCS queue for which a relative wait in queue for a communication channel to be answered has been defined and pre-programmed.
Intraflow	Automatically redirects incoming calls to another Interaction Priority Queue on the same system when a phone is busy or unanswered.
Intrusion Detection Prevention (IDP)	Monitoring of network or system activities for malicious activities or policy violations.
Intrusion Detection System (IDS)	A device or software application that monitors network or system activities for malicious activities or policy violations and produces reports to a management station.
Intrusion Prevention System (IPS)	Network security appliances that monitor network and/or system activities for malicious activity.
IP Telephony Devices	IP Telephones, Softphones, Analogue Gateway and Media Gateway Service.
Jitter	Unwanted variation in signal characteristics resulting in a fluctuation in latency. The unit of jitter is time, measured in milliseconds (ms).
Key Performance Indicator (KPI)	Measure of a specific aspect of the performance of a service.
Known Error	Identified root cause of a Problem.
Latency	Delays in packet transmission over a network between the point of ingress and the point of egress. The unit of latency is time, measured in milliseconds (ms).
Local Area Network (LAN)	A service infrastructure that provides networking capability to a group of computers in close proximity to each other.
Local Call	A PSTN telephone call within the Free Calling Area of a Calling Party.
Long Distance (LD)	Telephone call that is established outside a Free Calling Area and for which the Calling Party incurs a charge.
Make Busy	Indicator that is activated by an Agent, or a User of a telephone, by pressing a button or by dialing a code to prevent calls from being received by that Agent or User.

Term	Definition
Malware	Short for malicious (or malevolent) software that is used or created by attackers to disrupt computer operation, gather sensitive information, or gain access to private computer systems.
Malware Protection Solution	A solution / system that is in place and specifically designed to detect and defend against the installation and distribution of Malware.
Managed Service	A service that is designed, engineered, implemented, operated, administered, managed and maintained by a Supplier for a customer using hardware and software owned/licensed by a supplier (Respondent).
Management Information System (MIS)	A system that provides information to manage resources efficiently and effectively.
Management Restricted Zone	A network security zone established by the Contractor in accordance with Communications Security Establishment Canada document ITSG-22.
Mean Opinion Score (MOS)	Numerical indication of the perceived quality of received media after compression and/or transmission. The MOS is expressed as a single number in the range 1 to 5, where 1 is lowest perceived audio quality, and 5 is the highest perceived audio quality measurement as defined in ITU-T Recommendation P.800.1.
Minutes of Use	The number of minutes during which telephone calls were established in a given period of time at an SDP.
Mobile Code	Software programs or parts of programs obtained from remote information systems, transmitted across a network, and executed on a local information system without explicit installation or execution by the recipient. Mobile code technologies include, for example, Java, JavaScript, ActiveX, Postscript, PDF, Shockwave movies, Flash animations, and VBScript.
Most Idle Agent	Routes a call to the Agent that was the longest idle (i.e., no calls processed) among all Agents.
Multimedia Contextual Analytics	A feature that analyzes the interactions that take place between Agents and Calling/Called Parties through various Communication Channels.
Music on Hold	Allows playback of a music source to a Calling Party when placed on hold.
Mute Button	A button that allows a User to mute and unmute calls, where a muted call prevents remote parties from listen while unmute allows the remote parties to listen.
National Capital Region (NCR)	A region located in Canada that includes Ottawa and Gatineau surrounding areas.
Network Access Point (NAP)	Physical and logical point of attachment to a Service.
NAP Interface	A physical and logical point of attachment of Contractor Equipment to Canada's equipment at a Canada SDP.
Network Security Zone	An Operations Zone, Public Access Zone, Restricted Zone or Management Restricted Zone.

Term	Definition
New Release	Means a system release, a version release, and interim release.
Night Answer	Routes Calling Parties to an alternate location or telephone number based on time of day or through the use of a pre-programmed key on a telephone.
Night Routing	Allows routing of calls to a predefined telephone number based on time of day and day of week (e.g. after 5:00 PM or all day Saturday and Sunday route call to 819-555-1212).
Night Service	Allows processing calls according to predefined rules.
North American Numbering Plan (NANP)	An integrated telephone numbering plan that encompasses 25 countries and territories primarily in North America, the Caribbean, and U.S. territories.
Not Ready	A status that indicates an Agent/Supervisor is not ready nor available for interactions using a Communication Channel (e.g. not ready to answer calls).
Numbering Plan	Plan that specifies the format and structure of telephone numbers including any segments used for identification, routing, and charging capabilities (e.g., Country Codes, Area Codes and CO Codes used for geographic routing and distance sensitive charges).
Numbering Plan Area (NPA)	Area code as defined in the North American Numbering Plan.
NXX	First 3-digits that follow the area code (NPA) in a telephone number where N is any number between 2 and 9, and X is any number from 0 to 9.
Off-net	Communication that is established with a party that is not a GCCS User. (e.g. call transferred from a GCCS Agent to a PSTN telephone number that does not terminate on GCCS).
Off-net Telephone Number	A communication that terminates on a device, system or service located Off-net.
On-net	Communication established between Users of the GCCS. (e.g. call between an Agent and a Supervisor).
On-net Telephone Number	A telephone number that terminates on a device, system or service located On-net.
On-Site Change	A change to a GCCS that requires an on-site visit.
Operations, Administration and Management (OAM)	The processes, activities, tools, standards, etc. involved with operating, administering, managing and maintaining any system.
Operator	A person, under the control of the Contractor, which administers GCCS Infrastructure.
Operator Console	Equipment used by an Operator.
Original Equipment Manufacturer (OEM)	The manufacturer of the hardware, as evidenced by the name appearing on the hardware and on all accompanying documentation.
Operations Centre	See GCCS Operations Centre

Term	Definition
Operations Zone	Standard environment for routine IM operations. It is the environment in which most end-user systems and workgroup servers are installed
Outbound Auto Dialer	A feature that automatically dials and initiates calls using programmable business rules and a database that includes telephone numbers.
Outgoing Call Screening to Station	Prevents dialing unauthorized and pre-defined telephone numbers.
Outgoing only	Allows outgoing calls and prevents any incoming calls.
Overflow	Allows overflow of calls to one or more destination numbers based on the number of rings.
Overflow Routing	Allows calls to be routed to an alternate PSTN telephone number when exceeding the concurrent call capacity of a Trunk Group.
Partial Outage	One or more functions of the impacted the GCCS are unavailable or performance is degraded to a level that causes considerable disruption to service delivery.
Personal Information	Any information about an identifiable individual that is recorded in any form.
Point of Presence (PoP)	Physical location that houses servers, routers, switches and other telecommunications and network equipment and facilities.
Policy Management	Management of policy with respect to access, security, privacy, etc.
Portal Administrator	Person who manages User privileges and accounts on the Service Portal.
Post Dial Delay (PDD)	Maximum time interval between the end of dialing and hearing the applicable tone (e.g., ring back, busy, etc.) or recorded announcement, or the abandon of the call without tone.
POTS Land Line	Plain old telephone service (POTS) land line that includes Centrex, home telephone lines and business lines.
Power Condition	Describes an issue or problem with the power supporting GCCS, including complete failure of power, reduced power (brownout), and low battery of power backup equipment.
Pre-designated Interexchange Carrier	Default Long Distance service provider that is used to carry long distance calls when subscribing to a PSTN telephone service line.
Primary Interchange Carrier (PIC)	Telephone Long Distance carrier. The interexchange carrier to which calls from a subscriber line are routed by default.
Prime Contractor	A supplier (Respondent) with a direct contract with the customer using the GCCS (i.e. not a subcontractor to the Prime Contractor and nor a reseller of GCCS provided by another telephony company).

Term	Definition
Privacy Breach	Incident involving the unauthorized disclosure of personal information.
Privacy Impact Assessment (PIA)	Assessment that describes the personal information flows in a project, and analyzes the possible privacy impacts that those flows might have.
Problem	Unknown cause of one or more Incidents often identified as a result of multiple similar Incidents.
Product	Hardware and software provided by the Contractor for GCCS, owned and managed by Canada,
Project Change Request	Any change that affects cost, schedule or scope of a Project that can be initiated by either the Contractor or Canada that will or may have an impact on the overall project.
Project Variance	A Project Change Request that is not approved even though a change was implemented or a change that was implemented that affects cost, schedule or scope of a Project that was not submitted as a Project Change Request.
Property Line	The legal boundary between the Building property and other property.
Protected Information	This refers to information that the Government of Canada treats as protected and confidential, including the following information: Protected A (low-sensitive): Applies to information that, if compromised, could reasonably be expected to cause injury outside the National Interest, e.g., disclosure of exact salary figures. Protected B (particularly sensitive): applies to information that, if compromised, could reasonably be expected to cause serious injury outside the National Interest, e.g., loss of reputation or competitive advantage. Protected C (extremely sensitive): applies to the very limited amount of information that, if compromised, could reasonably be expected to cause extremely grave injury outside the National Interest, e.g., loss of life.
Problem	Unknown cause of one or more Incidents often identified as a result of multiple similar Incidents.
Progress Tones	Audible tones received by the Calling Party to indicate the status and progress of the telephone call (e.g., ring back tone).
Public Access Zone (PAZ)	A tightly controlled environment that protects internal networks and applications from a hostile public zone, such as the Internet.
Public Key Infrastructure (PKI)	A set of hardware, software, people, policies, and procedures needed to create, manage, distribute, use, store, and revoke digital certificates. A PKI provides infrastructure that binds the publically available

Term	Definition
	encryption and signing keys with their registered users or devices by means of a certificate authority.
Public Land Mobile Network (PLMN)	Wireless communication network offered by operators and referred as cellular network.
Public Switched Telephone Network (PSTN)	Global telephone network operated by national, regional and local telephone operators that provides services for public telecommunication.
Quality Management	A feature that monitors the services provided and indicates the quality of the delivery of these services. (e.g. analyze Agents' average call handling time, etc.)
Ready	A status that indicates an Agent/Supervisor is ready and available for interactions using a Communication Channel (e.g. ready to answer calls).
Real Time Display (RTD)	The display of data and related statistics in near real-time.
Real-Time Report	Means a report provide by the GCCS and rendered as new real-time statistics displayed on a monitor.
Reason Code	A numeric code that is entered or selected by an Agent to identify the nature of an interaction with a caller (e.g. Agent enters code 10 which means caller asked for specific information).
Reason Code Description	A description of a Reason Code (e.g. Code 10 has a Reason Code Description “Caller asked for specific information”)
Release Button	A button that allows a User to disconnect a call.
Recorded Announcement (RAN)	A recording that provides a message announcement to Calling Parties.
Recorded Media	A media file that is played back to Calling Parties.
Remote Access	Access to the GCCS through an external network (e.g., the Internet).
Remote Change	A change to a GCCS that does not require an onsite visit (i.e., the change can be done remotely).
Remote Management	Administrative or maintenance activities conducted by an Operator over a network.
Reporting	A feature that provides Agents and Applications real-time and historical performance reports (e.g. calls received, calls abandoned, etc.).
Requested Delivery Date (RDD)	The date requested by Canada completion of a Service Order.
Restricted Zone (RZ)	An RZ provides a controlled network environment generally suitable for business-critical IT services (i.e., those having medium reliability requirements, where compromise of the IT services would cause a business disruption) or large repositories of sensitive information (e.g., in a data centre). It supports access from systems in the Public Zone via a PAZ.
Role-Based Access Control (RBAC)	A computer system security approach to restricting system access to authorized users.

Term	Definition
Screen-Pop / Computer Telephony Integration (CTI)	A feature that allows integration with a computer such that a call and required information (e.g. calling/called party data) to be displayed on the Agent computer screen automatically and minimal Agent interaction.
Screen Recording	A feature that captures and records Agents' computer screen output.
SDPID	Alpha-numeric location identifier of the Service Delivery Point (SDP).
Secure Perimeter	Logical and physical boundary around Client network resources and information, which is controlled and protected against unauthorized access from outside of the boundary.
Secure Remote Access (SRA)	A solution that securely extends private network access via the public Internet through encryption.
Security Assessment	The on-going process of evaluating the performance of IT security controls throughout the lifecycle of information systems to establish the extent to which the controls are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting the departmental business needs for security. Security assessment supports authorization by providing the grounds for confidence in information system security.
Security Authorization	The on-going process of obtaining and maintaining an official management decision by a senior organizational official to authorize operation of an information system and to explicitly accept the risk of relying on the information system to support a set of business activities based on the implementation of an agreed-upon set of security controls, and the results of continuous security assessment.
Security Incident	An unauthorized behavior (against the security policy of the IT system) regarding the operation and administration of the IT system that has the potential to compromise the IT system's confidentiality, integrity, or availability.
Security Information and Event Management (SIEM)	A technology that provides real-time analysis (collection, aggregation, correlation) of security alerts generated by infrastructure components and applications.
Security Posture	A characteristic of an information system that represents the ability of implemented security controls to satisfy the business needs for security and counter a selected threat environment. Note: a) A security posture that satisfies the business needs for security and counters a selected threat environment is deemed adequate. The security posture may vary over time, as threats and business needs for security evolve, and vulnerabilities are discovered. Maintaining an adequate security posture requires the review and update of implemented security controls to adapt to changes.

Term	Definition
	b) The security posture of an information system is assessed using the same methodology as security risks assessment, and is thus a closely related concept. The adequacy of a security posture implies that the residual risks are low.
Security Requirements Checklist (SRCL)	Personnel and facility clearance requirements identified by Canada.
Service	A service provided owned and managed by the Contractor for GCCS.
Service Access Point (SAP)	Logical point of attachment to a Service, which Canada uses to define the consumption (i.e. pricing, features, attributes, etc.) of that Service.
Service Catalogue	The list of Service Catalogue Items described in Annex C Service Catalogue.
Service Catalogue Identifier (SCID)	A unique identifier of a Service Catalogue Item.
Service Catalogue Item (SCI)	A Service or Product that can be ordered from the Service Catalogue.
Service Degradation	Incident whose impact limits the quality of GCCS being delivered. GCCS may still be available but the full performance levels required of the GCCS are not being met.
Service Delivery Interval (SDI)	The maximum amount of time for the Contractor to complete the Work described in a Service Order.
Service Delivery Point (SDP)	Physical location in a building where the GCCS are implemented.
Service Delivery Point Identifier (SDPID)	A unique alpha-numeric identifier for an SDP.
Service Design	The Technical Service Design and the Operations and Management Service Design
Service Level Target (SLT)	Value that is used to assess the performance or availability of GCCS.
Service Order	A means by which Canada orders the Service.
Service Portal Account	A User account on the Service Portal.
Service Portal Administrator	A person who manages privileges and Accounts on the Service Portal.
Service Portal Data	Data accessible from the Service Portal.
Service Releases	Means a release of the software that is designed to operate on designated combinations of computer hardware and operating systems. A new System Release typically will be indicated by the addition of one (1) to the first digit of the release number (e.g., v.2.X.X would be the next System Release after v.1.X.X).
Service Request	A request to make a change to GCCS.
Service Request Ticket	A record describing a Service Request.
Signal-to-Noise Ratio	Means to quantify how much the quality of a communication has been degraded by noise.

Term	Definition
Security Information and Event Management (SIEM)	Is a technology that supports real-time threat detection and security incident response to security alerts generated by network and applications. The SIEM analyzes all the security events logs in order to provide an all-encompassing view of Security Incidents and events.
SLT-MTRS	Service Level Target – Maximum Time to Restore Service that is the target for maximum time allowed to the Contractor to restore a failed service
SLT-SA	Service Level Target – Service Availability that is the target for the minimum service availability of a service provided by the Contractor as defined in the contract.
Smartphone	A mobile phone that operates over cellular networks and WiFi that includes additional capabilities and features such: as personal digital assistant (PDA), media player, digital camera, GPS navigation unit, web browsing, and can run 3rd-party applications.
Social Engineering	The manipulation of people into performing actions or divulging confidential information; examples include phishing, whaling, and clone phishing.
SOC Operator	A Contractor resource that administers a Security Operations Centre.
Softphone	A software program or Web browser provided by the Contractor and operated on a computer, that allows answering Communication Channels.
Software as a Subscription Service (SaaS)	A cloud based service provisioned, managed and accessed over the internet that provides a complete software solution All of the underlying computing infrastructure (servers, storage), networking, network firewalls and security middleware, app software and app data are located in the Cloud Providers data centre(s).
Software Patches	Means an engineering fix to a problem that may be incorporated into a new release to update the licensed software in order to improve or correct errors or defects in the program code.
Software Publisher	The owner of the copyright in any software used by the Contractor to provide the GCCS, who has the right to license (and authorize others to license/sub-license) its software products.
Statement of Sensitivity (SOS)	A process that identifies Canada's vital assets and the need for protective security measures.
Supervisor	A resource that manages Agents of a GCCS with the ability to answer Communication Channels, perform Silent Monitoring, assign Agents' Skillsets, access to Reporting and administer GCCS Features as applicable.
Supervised Call Transfer	A call transfer that is performed and waiting for the called party to answer before hanging up.
System	A generic term used to describe network and other devices, operating systems, computing platforms,

Term	Definition
	virtualization software and applications or any combination of them. Its use is context specific.
Talk Time	The longest time that a single battery charge will last when a device or system is and transmitting or receiving information.
Technical Service Design (TSD)	The minimum technical requirements for the design and implementation of the Service.
Telecommunications Company (Telco)	A company that provides telecommunication services.
Telecommunications Device for the Deaf / Teletypewriter (TDD / TTY)	Electronic device for text communication via a telephone line, used by parties with hearing or speech difficulties. Other names for TDD include TTY (telephone typewriter or teletypewriter).
Telecommunications Industry Association (TIA)	An association accredited by the American National Standards Institute (ANSI) to develop voluntary, consensus-based industry standards for a wide variety of Information and Communication Technologies (ICT) products.
Threat and Risk Assessment (TRA)	Structured process designed to identify risks and provide recommendations for risk mitigation through analysis of system / service critical assets, potential threat events / scenarios, and inherent vulnerabilities.
Threat Vector	A path or a tool that a hacker uses to gain access to a computer or network server in order to deliver a malicious outcome.
Time After Call Work	Allows an Agent to be forced out of an queue after a call is completed.
Time Division Multiplexing (TDM)	A method of transmitting and receiving independent signals over a common signal path by means of synchronized switches at each end of the transmission line so that each signal appears on the line only a fraction of time in an alternating pattern.
Time of Day Announcement	Allows a given message to be played to Calling Parties based on the time of day (e.g., Our office is closed, please call again between 8h00 AM and 5h00 PM.).
Time of Day Routing	Automatically routes calls to an application or to a predefined telephone number based on time of day and day of week (e.g., from 8h00 AM to 5h00 PM queue calls to an Application, before 8h00 AM after 5:00 PM or all day Saturday and Sunday route call to 819-555-1212).
Total Call Time	Time from when a call is answered to the time the Calling or Called Party disconnects from the call.
Transit Delay	Delay in landline one-way media transmission, that includes traversal, coding, decoding, de-jitter buffer, encryption, decryption, packetization, propagation, etc.
Treasury Board	Cabinet committee of the Privy Council of Canada which oversees the spending and operation of the Government of Canada.
Tromboning	Routing Media in and out of the same network interface.

Term	Definition
Trunk	A communication path connecting two systems and used in the establishment of an end-to-end connection.
Trunk Group	Collection of a given type or traffic characteristic that connects two systems.
Unauthorized Access	A process by which an entity gains unauthorized access to a system in order to commit another crime such as destroying information contained in that system. Examples include: infiltration, compromise, hacking, privilege escalation and unauthorized access/privilege.
User	A person that is authorized to use a GCCS.
User Account	User configuration information of a GCCS user.
User Interface	An interface provided by the Contractor and that is utilized by a User to access the GCCS.
Virtual Queuing	A feature that queues Communication Channels at the Contractor data centre and establishes a communication path with an Agent only when that Agent is available.
Voice Mail	Message left by a Calling Party in a Voice Mailbox.
Voice Mail Messages	Voice messages left and stored in a Voice Mailbox.
Voice Mailbox	Assigned workspace within the Voice Mail Service that allows Calling Parties to leave voice mail messages for Voice Mail Users, and allows those Users to retrieve the Voice Mail Messages.
Voice over Internet Protocol (VoIP)	A methodology and group of technologies for the delivery of voice communications over Internet Protocol (IP) networks.
Voice Quality	A means to measure and estimate user experience in the transmission of voice communication over a telephone network.
VoIP Telephones	A telephone that operates using the Internet protocole.
Virtual Private Network (VPN)	A logical network connection.
Virtual Route and Forwarding (VRF)	A technology that allows multiple instances of a routing table to co-exist within the same router at the same time. Because the routing instances are independent, the same or overlapping IP addresses can be used without conflicting with each other.
Web Usability	Technical requirements for an impaired user to use a Web interface.
Work Completion Notice	Means the Contractor's certification that the Work has been inspected and tested in accordance with the Acceptance Test Plan (ATP).
Workforce Management	A feature that analyzes and optimizes the number of Agents required for a GCCS, including producing Agents' work schedules and reporting on Agents' adherence to the work schedules.