ATTACHMENT B.1

GLOSSARY OF PROJECT TERMINOLOGY

FOR

MAPAS MAINTENANCE AND SUPPORT SERVICES

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The terms offered in this Glossary will be used solely to promote an understanding of the requirements of the Work to be performed under the Contract; they are meant to provide guidance to those persons who will provide maintenance and support to the current civil-enforcement application software; and they do not represent exact legal definitions.

These terms are not meant to establish any of the contractual obligations of the parties to the Contract, nor shall any of these terms have any legal meaning that would supersede, contradict or override any of the terms or obligations of County and Contractor, as provided for within the Contract.

1.0 GENERAL TECHNOLOGY TERMS

1.1 "Business System" means a System composed of the Technical System, Directly Loaded Data, facilities, paperwork, and Workflows for producing and delivering a particular set of goods or services.

1.2 "Business-Process Application Software" means Application Software that is specifically geared to a complex business process such as personnel administration, fleet management, etc.

1.3 "Completion Criteria" means a set of defined conditions by which to determine whether a particular activity can be considered finished.

1.4 "Database Schema" means the structure by which the information in a database is organized.

1.5 "Developer Tool" means Hardware and/or Software used for designing, building, testing, or Maintaining Software.

1.6 "Directly Loaded Data" means Database content that is created or changed via any means other than regular day-to-day user functions or routine Automated procedures.

1.7 "General Application Software" means Application Software other than Business-Process Application Software. Examples include Microsoft Word, Excel, and Outlook, Adobe Acrobat, Windows Calculator, QuickBooks, etc.

1.8 "Prerequisite Criteria" means a set of defined conditions by which to determine whether a particular activity is ready to be started.

1.9 "Semi-Automated" means that an activity is carried out by a person using Business-Specific Application Software.

1.10 "Semi-Manual" means that an activity is carried out by a person using General Application Software.

1.11 "Technical Infrastructure" means a System composed of Hardware, operating-system Software, Database-management Software, network Software, driver

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Software, and similar components, upon which Application Software operates and Databases reside.

1.12 "Technical System" means a System composed of: (a) all the Application Software and Databases used for a particular set of business functions; (b) the Technical Infrastructure underlying that Application Software and those Databases; and (c) associated Interfaces.

1.13 "Workflow" means a predefined sequence of activities, roles, and business rules for transforming a triggering event into a finished, delivered Work product. A Workflow typically contains various Automatic, Manual, Semi-Automated, and Semi-Manual activities.

2.0 TECHNOLOGY TERMS SPECIFIC TO THIS PROJECT

2.1 "MAPAS Data Warehouse" means a particular SQL Server Database containing data that had been previously extracted (copied) from the MAPAS production environment's Database and then transformed and loaded into that SQL Server Database.

3.0 GENERAL MAINTENANCE TERMS

3.1 "Mitigation" means reducing the harm or disruption caused by a current or future Malfunction.

3.2 "Mitigated Functional Degradation" means the net loss of System functionality or efficiency due to a Malfunction, after all readily available Workarounds (if any) are put in place to Mitigate the Malfunction.

3.3 "Non-routine Preventive Maintenance" means one-time endeavors intended to reduce the likelihood of future Malfunctions.

3.4 "Routine Preventive Maintenance" means planned, ongoing, regularly performed procedures intended to reduce the likelihood of future Malfunctions.

3.5 "Unmitigated Functional Degradation" means the loss of System functionality or efficiency due to a Malfunction, regardless of any Workaround that is or can be used to Mitigate the Malfunction.

3.6 "Workaround" means a procedure or method for performing a business function in order to cope with a Malfunction. A Workaround is a type of Mitigation.

4.0 BUSINESS TERMS SPECIFIC TO THIS PROJECT

4.1 "Case" means a court case, or a legal action pursuant to the California Code of Civil Procedures (or comparable procedures in other states), in which CMB has a role. (In another context, case refers to text capitalization.)

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4.2 "Control Office" means the Office responsible for overall management of a Case, including the approval of disbursements for that Case.

4.3 "Intake Office" means the Office that received a particular Service Request, Supplemental, or Case-related funds from a source outside of LASD.

4.4 "Levying Officer File Number" (LOFN) means CMB's unique reference identifying a particular Service Request. This is the term used by the California Code of Civil Procedures (CCP).

4.5 "Process" means a document (or packet of documents) that: (a) relates to a Case; and (b) is to be formally delivered to ("served on") a particular party. (In another context, process means a controlled sequence of activities, or as a verb to carry out a controlled sequence of activities.)

4.6 "Registered Process Server" (RPS) means a person who is: (a) not an LASD employee; and (b) serves on garnishees for garnishment Cases in Los Angeles County.

4.7 "Service" means the successful delivery of a Process to an appropriate party, by CMB, a Registered Process Server, or any other person who may legally serve the Process.

4.8 "Service Attempt" means CMB's activities aimed at fulfilling a Service Request in the field or by mail.

4.9 "Service Request" means a request that CMB receives, and accepts, to: (a) serve a Process; (b) perform a vehicle inspection; or (c) perform any other action that can be formally requested per CMB's civil-enforcement procedures.

4.10 "Serving Office" means the Office from which a Service Attempt is made.

4.11 "Supplemental" means a subsequent activity (or request for such activity) following from a Service, such as a termination order, real-estate redemption, etc., excluding: (a) financial events such as fund receipts and disbursements, dishonored checks, etc.; and (b) certain types of subsequent activities that are treated as separate Service Requests, such as re-postings, etc.

4.12 "Transaction" means a Service Request, a Supplemental, or a financial event in a Case.

4.13 "Transaction Type" means a category by which Transactions are classified. (MAPAS has 328 Service-Request types, 29 Supplemental types, and 150 financial-event types.)

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