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**Appendix G: Glossary of Terms**

**RFP** #354-PD25-34

**Project Title:** **Computer Aided Dispatch (CAD) System Replacement**

# GLOSSARY OF TERMS

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| **Term** | **Definition** |
| Alarm Management System | A feature within the CAD software that allows dispatchers to effectively manage incoming alarms from various sources, including security systems, fire alarms, and medical alert devices, by prioritizing, assigning responders, and tracking their status, all within the central dispatch interface. |
| ANI/ALI | Automatic Number Identification / Automatic Location Information |
| AVL | Automatic Vehicle Location |
| Central Square One Solution  V22.8.8.1 | A public safety suite offered by Central Square Technologies that delivers a unified system for managing dispatch, critical information sharing, records management, and reporting across diverse public safety functions. |
| CFS | Call for Service |
| CAD | Computer Aided Dispatch |
| C2C | CAD-to-CAD interface |
| Cary / TOC | The Town of Cary |
| CCH | Criminal Case History |
| CJIS | Criminal Justice Information System |
| Clock Sync | The process of synchronizing all computer systems and devices within a network or organization to ensure they are using a software tool for maintaining a consistent and precise time display. |
| CPA | Certified Public Accountant |
| COOP | Continuity of Operations Plan |
| CT | Call Taker |
| DED | Deliverable Expectations Documents |
| Dev-Test-UAT | An assumed development and/or test environment available to the CAD Admin from the CAD system. (User Acceptance Testing) |
| Domain Controller | A type of server that processes requests for authentication from users within a computer domain. |
| DR / IT DR | Disaster Recovery / IT Disaster Recovery |
| Dynamic Dispatching | The real-time allocation and deployment of firefighting resources are based on the current situation and available information |
| EMS | Emergency Medical Services |
| Emergency Alert System | A feature that allows dispatchers to quickly send out critical alerts to emergency responders/citizens regarding a developing situation. |
| Environmental Mapping | Provides a visual depiction of the environment's existing status and the potential repercussions of planned changes. |
| ESO | Fire Reporting System |
| eVP | Electronic Vendor Portal |
| Fire / EMS Pro Q/A V5.1.50 | A software tool developed by the International Academies of Emergency Dispatch (IAED) used in public safety dispatch centers to assist dispatchers in handling emergency calls more consistently, efficiently and effectively. |
| Fire Reporting | The process of translating CFS information, and documenting details about a fire incident within a CAD system for reporting purposes. |
| FRS | Fire-Rescue Service |
| FSA | Fire Station Alerting |
| GIS / ESRI | Geographical Information System / Environmental Systems Research Institute, Inc. |
| HA | High Availability. The system's ability to remain operational and accessible for extended periods, minimizing downtime and ensuring continuous service, even in the face of failures or disruptions. |
| ICD | Interface Control Document |
| Mapping Shape Files | Shapefiles are used to store the geometric location and attribute information of geographic features |
| MDT | Mobile Data Terminals |
| Media Works Recording | A feature within Eventide Communications, MediaWorks software allows users to capture and replay not only audio recordings but also visual activity on their CAD system screen simultaneously. |
| Microsoft Azure | Cloud computing platform |
| Motorola Astro P25 2020.1 | A suite of digital two-way P25 trunked radio systems designed to comply with the Project 25 standard. |
| Motorola Vesta/Intrado Viper | A software suite offered by Motorola for next-generation 9-1-1 systems to support public safety answering points (PSAPs) and emergency call centers. |
| MWBE | Minority Women Business Enterprises |
| NG9-1-1 | Next Generation 9-1-1 |
| Page Gate | A software application that acts as a messaging gateway, allowing CAD systems to send automated text messages or alerts to pagers or mobile phones. |
| Prepared Live | Software solution that enables dispatchers to live stream and receive photo, video, text, and GPS location from mobile 911 callers |
| Priority Dispatch | Emergency dispatchers use a standardized system of protocols and procedures to efficiently prioritize and categorize incoming calls, ensuring the correct response level is sent based on the severity of the situation. |
| Production | The live CAD system in an assumed production environment. |
| PRO/QA | Public Safety Software Solution that provides expert insights on call processing |
| PSAP | Public Safety Answering Point |
| PTT | Push-to-Talk |
| QA | Quality Assurance |
| Radio System | The two-way radio communication network that is integrated with a CAD system |
| Rapid SoS | Provides advanced data integration solutions for emergency response systems providing key functionality supporting Enhanced Location Accuracy, Data Integration, Real-Time Data Sharing, and Interoperability. |
| RIDA | Risks, Issues, Dependencies, and Assumptions |
| RFP | Request for Proposal |
| RMS | Records Management System |
| RPO | Recovery Point Objective |
| RTM | Requirements Traceability Matrix |
| RTO | Recovery Time Objective |
| SDLC | Software Development Lifecycle |
| SLA | Service Level Agreement |
| Social Media Interfaces | Integration of Social Media Platforms with emergency dispatch systems to enhance communication and situation awareness. |
| SSO/ MFA | Single Sign-On / Multi-Factor Authentication |
| Text to 9-1-1 Intrado | The capability to receive and respond to text messages (short message service or ‘SMS’) either through a subscribe-to-use service (e.g., for the hard of hearing or deaf) or as a direct inbound communications channel for any member of the public who wishes to text a message to 9-1-1. |
| Traffic Management System | Technologies are used to monitor, manage, and optimize the flow of traffic on roadways to enhance road safety, reduce congestion, and improve the efficiency of emergency response. |
| Translation Services | A specialized service designed to assist emergency dispatch centers in effectively communicating with callers who speak different languages. |
| UI-User Interface | The point of interaction between a user and a digital device or application. |
| Zen City | A platform designed to help local governments gather and analyze community feedback through data collection from various sources, allowing them to make more informed decisions based on resident sentiment. |