



**DEPARTMENT OF JUVENILE JUSTICE
AND DELINQUENCY PREVENTION
Glossary of Terms for Information Technology Policies**

Term	Description
Access	Instruct, communicate with, cause input, cause data processing, or otherwise make use of any resources of a computer, information system or information network.
Access Control	A feature or technique used to permit or deny use of the components of a system, including hardware, software and/or procedures that restrict access to IT resources. Hardware, software, and/or procedures that implement restrictions for access to IT resources.
Access Point (AP)	A device that connects to a wired network and sends and receives radio signals enabling wireless access to a telecommunication network by wireless devices.
Access Rights	Also called permissions or privileges; the rights granted to users by the administrator or supervisor. Access rights determine the actions users can perform, such as read, write, execute, create, and delete on files in shared volumes or files shared on the server.
Account	The user name and password granted to an information technology resource user.
Actual Cost	Direct, chargeable costs related to the reproduction of a public record as determined by generally accepted accounting principles and does not include costs that would have been incurred by the public agency if a request to reproduce a public record had not been made.
Adware	A form of spyware that collects information about the user in order to display advertisements in the Web browser based on the information it collects from the user's browsing patterns. It sometimes includes a code component that tracks user activity and personal information and passes it to third parties without the user's knowledge or direct consent.
Agreement to Conduct Research	An agreement between the Department and the researching organization that states the specific purpose of a research project and includes provisions for research practices; accessibility, storage and transfer of data; privacy of information; protection of human subjects; and any restrictions, terms, and conditions. An "Agreement to Conduct Research" (<i>Form RS 002</i>) is required for formal research and formal datasets.
Application	A software program (potentially including multiple programs, modules, etc.) designed to accomplish operational tasks or functions that help a user perform his or her work.
Application Management Team	Consists of the DJJDP Application Development Manager, Data Administration Manager, and Project Manager.
Application Software	Software designed to process data and support users in an organization. Examples are electronic spreadsheet, word processing programs, e-mail, web browsers, NC JOIN, etc.
Application System	An automated collection of business functions, computer programs, data, related procedures, and documentation that perform a specified set of business functions.
Authentication	The act of verifying the identity of a system entity (e.g., a user, a system, a network node) and the entity's eligibility to access computerized information. Designed to protect against fraudulent logon activity. Authentication can also refer to the verification of the correctness of a piece of data.
Authorization	Having the consent or permission of the owner or of the person licensed or authorized by the owner to grant permission to access a computer, computer system, or computer network in a manner not exceeding the consent or permission. The granting of rights includes the granting of rights based on access levels. The process of granting a user access to information, a system, or an application. Often access privileges are granted based on the role the user has in relation to the organization and/or the system to be accessed.

Term	Description
Authorized Requestor	Any member of the Executive Management Team (EMT), Facility Director, Area Administrator, Chief Court Counselor, or Central Office supervisor or the staff member operating in his stead, who makes a request to initiate, modify, or terminate access to the Department Computer Network.
Authorized User	One who has been authorized to use an IT resource.
Backup	To create a copy of data as a precaution against the loss or damage of the original data.
Bandwidth	The amount of data that can be carried from one point to another in a fixed amount of time and usually expressed in bits (of data) per second (bps).
Call Management Record (CMR)	Information captured in the IT Help Desk Call Management system about a support request.
Call Management Record (CMR) number	A CMR number is used to uniquely identify each request, provide a confirmation number to the requestor, and allow for tracking progress of the request.
Change	Modification to original specifications or alterations to achieve expected outcomes.
Chief Information Officer (CIO)	The DJJDP individual responsible for the strategic use and management of information, information systems, and information technology within the organization.
Common Rule (Title 45 CFR Part 46, <i>Federal Common Rule for Protection of Human Subjects</i>)	Regulations to ensure that recipients of federal funding for research involving human subjects have appropriate procedures in place to protect such subjects from undue or unnecessary risks. The regulations address protection of privacy and the assurance of confidentiality along with detailed procedures to establish and operate an Institutional Review Board (IRB).
Components	Parts of a program or computer system.
Computer	A programmable device that performs data processing or telephone switching.
Computer Account	User ID and password.
Computer System	A combination of components designed to process data and store files with a set of related, connected, and unconnected peripheral devices.
Computer Virus	A self-replicating program, usually hidden within another seemingly harmless program, that spreads by inserting copies of itself into other executable code or documents usually to the detriment of the computer system.
Copyright	The exclusive legal right to reproduce, publish, and sell the matter and form of a literary, musical, or artistic work.
Cyber Attack	An act, usually through the Internet, that attempts to undermine confidentiality, integrity, or availability of computers, computer networks, or the information that resides within the systems. A cyber attack is sometimes referred to as hacking.
Cyber Crime	A criminal act involving computers or computer networks. Cyber crimes can be comprised of cyber attacks such as stalking and distribution of viruses and other malicious code or traditional crimes (e.g. bank fraud, identity theft, and credit card account theft).
Data	Raw facts or figures about people, places, events, and things that are of importance in an organization, and suitable for processing by humans or automated means.
Data Transfer Agreement	A formal agreement between the Department and researching organization that ensures the protection and privacy of human subjects and specifies the use, storage, and release of data acquired from the Department. The agreement is required when the Department IRB determines an agreement is necessary based on a risk to confidentiality and security of data during the research project and after project conclusion. If a data transfer agreement is required, it will be specified in the "Agreement to Conduct Research" (<i>Form RS 002</i>).

Term	Description
Database	An electronically stored collection of related data needed by organizations and individuals to meet their information processing and retrieval requirements.
Dataset	Data encoded in a defined structure (for example, lists, tables, and databases). It may be a smaller grouping of data which, though limited by some constraint, is located physically within a larger dataset. There are two (2) classifications of datasets: formal dataset and informal dataset.
Defect	A flaw in a system that causes the system to fail to perform as required.
Desktop	A personal computing device small enough to fit on a desk.
Detention Transportation Billing	A DJJDP application that generates and tracks payments to law enforcement agencies for transporting juveniles to and from juvenile detention centers.
Download	To receive a file transmitted over a network.
E-Billing	North Carolina's web-based electronic billing system.
Electronic Data	Numbers, text, images, audio and video stored in a form that can be used by a computer.
Electronic Mail (E-Mail)	A system whereby a computer user can exchange messages with other computer users (or groups of users) via a communications network.
Electronic Storage Media	Materials used to store data in electronic form, including floppy disks, magnetic tapes, flash drive, CD-ROMS and computer hard drives.
E-mail Distribution List	A single e-mail address that, when designated as the recipient of a message, will send a copy of that message to a specified group of people or subscribers.
Encryption	The coding or scrambling of data into a form that cannot be readily understood by unauthorized people, to ensure that only the intended recipient is allowed to read the data.
Enhancement	Modification to an existing application to provide new functionality.
Facility Director	The Director of a youth development center, detention center, or Camp Woodson.
File	A named collection of information stored on a computer that a computer can access by a unique name. A file may contain a computer program, a document, spreadsheet, or a collection of data.
Firewall	A system designed to prevent unauthorized access to or from a private network. Firewalls can be implemented in either hardware or software, or both. Firewalls are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially Intranets.
Formal Dataset	<p>An actual electronic record of a particular individual or entity. For individuals, files may include age, race, gender, and offense, along with other demographic information. A formal dataset may include data that either:</p> <ol style="list-style-type: none"> 1. does not identify the individual; or 2. protects the individual's identity by use of an identifier that does not link back to the original data; or 3. provides an identifier that can link the record of the individual to the data source. <p>Requests for a formal dataset requires submission of a "Research Proposal" (<i>Form RS 001</i>). <i>REFERENCE: Policy DJJDP 14/RS 1.1 applies to formal dataset requests.</i></p>
Formal Research	<p>Research that is planned in advance, systematic, follows standard procedures, and has a definite purpose. Such research may include experimental or quasi-experimental research designs. Formal research requires the transfer of a formal dataset or the collection of data at the case/juvenile level. Requests for formal research require submission of a "Research Proposal" (<i>Form RS 001</i>). <i>REFERENCE: Policy DJJDP 14/RS 1.1 applies to formal research requests.</i></p>

Term	Description
Freeware	Copyrighted software given away for free by the author. Although it is available for free, the author retains the copyright, which means that you cannot do anything with it that is not expressly allowed by the author. Usually, the author allows people to use the software, but not sell it.
Hacker	An individual who attempts to gain unauthorized access to a computer network or file.
Hacking	Unauthorized use or attempts to circumvent or bypass the security mechanisms of an information system or network.
Hardware	All the physical components of a computer divided into five categories: input, processing, output, storage, and communications. Types of hardware include servers, printers, laptops, desktops, wireless devices, and mobile personal computing devices.
Human Resource & Training System	A DJJDP web-based application that allows recording of staff and contractor information not in PMIS, including details on education, relevant experience, training, and educational assistance. Accepts downloads from PMIS and reporting against downloaded PMIS data and native data. ** NEW NAME - Staff Development and Accountability System (SDAS)
Identity Access Management System (IAMS)	The State's enterprise level authentication and authorization service that provides access control to designated software applications by identifying and verifying the users to the system. IAMS is used to access E-Billing.
Incident Management Team	A management team that coordinates actions as needed to resolve and communicate information about security incidents. The IT Security Manager, the Director of Administrative Services, Chief information Officer (CIO), and EMT members as deemed necessary by the IT Security Manager comprise the team.
Informal Dataset	Simple statistic or aggregated tabular data that can include numbers, percentages, and rates within a table. An informal dataset should not directly or indirectly identify a particular individual. A request for an informal dataset(s) <u>does not</u> require submission of a "Research Proposal" (<i>Form RS 001</i>). <i>REFERENCE: Policy DJJDP 14/RS 1.2 applies to informal dataset requests.</i>
Informal Research	Information gathering that may not have a specific methodological design, but uses informal datasets for descriptive/comparative purposes. A request for informal research <u>does not</u> require submission of a "Research Proposal" (<i>Form RS 001</i>). <i>REFERENCE: Policy DJJDP 14/RS 1.2 applies to informal research requests.</i>
Information	Includes all data, regardless of physical form or characteristics, made or received in connection with the transaction of public business by any agency of State government.
Information Management System (IMS)	An IBM database and transaction management system for mainframes. The North Carolina Budget Revision System (NCBRS) runs under an IMS control program.
Information Technology (IT) Help Desk	Designated Department Technical Services staff who receive and process computer-related and other designated inquiries.
Information System	An arrangement of people, data, processes, and information technology that interact to collect, process, store, and provide as output the information needed to support the organization.
Information Technology	Information technology encompasses all forms of technology (computers, networking, telecommunications, and information systems) used to create, store, exchange, and use information in its various forms (business data, voice conversations, still images, motion pictures, multimedia presentations, and other forms, including those not yet conceived).

Term	Description
Information Technology (IT) Resource	Application software, hardware, network infrastructure, electronic data files, or the Internet.
Informed Consent/Assent	A set of guidelines that describe the project's purpose, methodology, benefits, and any potential or recognized risks to the subject(s). An Informed Consent/Assent (<i>Form RS 004</i>) is signed by each research subject, including the juvenile and juvenile's parent(s)/legal guardian(s), in order for the data for that individual to be used in the research project. The researching organization is required to obtain this consent when the Department IRB finds it necessary based on the invasiveness of the research methodology.
Infrastructure	Commonly supported tools, techniques, and environments shared by multiple applications and needed by all applications in order to operate properly. Examples include computer operating systems, networks, TCP/IP, and security.
Instant Messaging	A form of electronic communication which involves immediate correspondence between two or more users who are all online simultaneously.
Institutional Review Board (IRB)	A review board composed of Department representatives and external academic representative(s) that reviews proposals for formal research and requests for formal datasets submitted to the Department; evaluates potential risks and benefits to participating human subjects and/or the Department; and determines whether research proposals contain adequate protections for the subjects involved. The Department IRB approves or denies formal research and formal dataset requests.
Internet	The global collection of networks that communicate with each other using Internet Protocol (IP) and carries various information and services, such as electronic mail, online chat, file transfer, and the interlinked Web pages and other documents of the World Wide Web.
Internet Protocol (IP)	A networking protocol used to communicate between computers on networks. IP is the basic protocol of the global Internet.
Internet Protocol (IP) Address	A computer's inter-network address that is assigned for use by the Internet Protocol and other protocols.
Internet Protocol (IP) Spoofing	IP spoofing is a technique of gaining unauthorized access to a computer or a network by making it appear that a malicious message has come from a trusted machine by "spoofing" the IP address of that machine.
Intranet	An intranet is a private computer network that uses Internet protocols on networks to share part of an organization's information or operations with its employees securely.
JCPC Client Tracking Money / SPEP	A DJJDP application that provides program capabilities for statewide administration of Juvenile Crime Prevention Council (JCPC) programs, including funding, juvenile participation, and program evaluation.
Laptop	A laptop is a portable personal computer that runs the same operating system and software applications as a larger desktop PC, but it is considerably smaller in size and lighter in weight. A laptop contains a battery, which allows it to be used away from a power supply for a limited time.
Level I Support	Team of IT Help Desk operations staff in the Technical Services branch of Information Technology who provide technical assistance to Department staff for computer resources. The IT Help Desk support staff provides help directly and/or assigns requests to Level II technical support staff.
Level II Support	Team of staff in the Technical Services branch of Information Technology who provide in-depth technical support to users by installing/removing, diagnosing/monitoring, and/or repairing the Department's computer resources.

Term	Description
Maintenance	Ongoing activity that keeps software functioning in a technical and business environment (production). Maintenance may be corrective maintenance (defect repair), adaptive maintenance (preventing a defect before it occurs in a changed environment), or perfective maintenance (modifications to support business functional requirements).
Malware (malicious software)	Any program or file that is harmful to a computer user. Thus, malware includes computer viruses, worms, Trojan horses, adware, and spyware.
Mobile Personal Computing Device	A small, portable computer that allows a user to store, organize, and access information. It includes laptop computers, power notebooks, electronic organizers, smart phones, cellular phones, PDAs, and pagers.
Network	All physical hardware and software components that allow information to be shared and electronic communication to take place.
New Development	Developing an application that currently does not exist.
North Carolina Accounting System (NCAS)	The State's accounting system, which provides a centrally controlled, uniform chart of accounts used for statewide budgetary and financial reporting.
North Carolina Budget Revision System (NCBRS)	The State's budget revision system, which enables agencies to create budget revisions and electronically submit them to the North Carolina Office of State Budget, Planning and Management for processing.
North Carolina Employee Time and Leave Tracking System (LTS)	The State's leave tracking system, which enables employees to create, view, and approve individual time and leave sheets. It also provides supervisors and administrators an automated method of monitoring and approving the leave records of their staff/ organization.
North Carolina Juvenile Online Information Network (NC-JOIN)	A DJJDP web-based application that allow users to track juvenile progress and placement throughout the juvenile justice system.
Office of Information Technology Services (ITS)	ITS is part of the Office of the Governor under the direction of the State Chief Information Officer. ITS is a major provider of information technology services, such as computing, securing, and telecommunicating, to other governmental agencies. ITS takes appropriate steps to protect the state's information assets within its control and to establish statewide information technology security standards.
Password	The secret code used to access a computer, computer system, or computer network.
Password Authentication	Access is authenticated following the "User ID and Password Protection Standard," using at least 6 character passwords. All passwords shall be encrypted in storage and in transit where supported by the application and/or system.
Personal Computing Device	A device that serves one user such as a laptop, desktop, PDA, mobile device, wireless device, and remote device.
Personal Digital Assistant (PDA)	A handheld personal computer that generally includes the following basic features: calendar, contacts, task list, calculator, computer games, word processor, and other personal and business use software. Additional features include sending and receiving e-mails, use as a radio or stereo, video recording, recording notes, Internet access, media player, and use as a mobile phone.
Personal Firewalls	Firewalls that are installed and run on individual desktop or laptop computers.
Personal or Commercial Advertisements, Solicitations, Promotions	Activities that advertise, promote, or solicit responses, data, money, contributions, or gifts from a staff member for a purpose not related to the staff member's job responsibility.

Term	Description
Personnel Management Information System (PMIS)	The Personnel Management Information System (PMIS) is the main Human Resource system for state employees, providing a centralized data repository for state employee personnel records. The system maintains standard employee and position data such as hire date, classification, position, demographic information, organizational assignment, salary information, employment status, and grievance information.
Portable Computing Device	A small lightweight device with computing capabilities that can be easily carried from place to place.
Privacy Certificate:	A written certification of the policies and procedures the researching organization will utilize to protect the confidentiality of identifiable juvenile information in research and statistical activities. The certification is required when the IRB finds it necessary based on the privacy risk and confidentiality needs/requirements of human subjects. Any requirement for a privacy certificate is specified in the "Agreement to Conduct Research" (<i>Form RS 002</i>).
Proprietary or Confidential Information	Information in the custody of the Department that is by law or contract confidential to the Department. Examples include: <ol style="list-style-type: none"> 1. Juvenile data; 2. Detention subsidy formulas and invoices; and 3. Personnel/staff data. As defined by the North Carolina State Personnel Manual, all staff data is confidential EXCEPT name; age; date of original employment; current position title; current salary, date and amount of most recent change in salary; date of most recent change in position classification; and agency and location to which the employee is currently assigned.
Public Record (<i>N.C. Gen. Stat. § 132-1</i>)	All documents, papers, letters, maps, books, photographs, films, sound recordings, magnetic or other tapes, electronic data-processing records, artifacts, or other documentary material, regardless of physical form or characteristics, made or received pursuant to law or ordinance in connection with the transaction of public business by any agency of North Carolina government or its subdivisions.
Purchase Request Log	A DJJDP application that records and tracks purchase requests in some Youth Development Centers.
Remote Access	Accessing the state's network via an external network connection. Remote Access generally occurs from remote locations such as homes, hotel rooms, and off-site offices.
Remote Computing	Use of IT resources via remote access.
Requirements	Documentation that generally includes the business process, what the desired (required) system must do, characteristics or features of data, and descriptive requirements for developers.
Research Project	A temporary endeavor, including a specified start and end date, undertaken to conduct formal research for a specific purpose.
Research Proposal	The form submitted to initiate a request to conduct a formal research project or to obtain a formal dataset. The "Research Proposal" (<i>Form RS 001</i>) provides a summary of the researcher's qualifications, research design and methodology, as well as data storage procedures. The research proposal provides the Department IRB with information about the research plan and its potential risks and benefits to the participants. This research proposal is submitted for IRB review and approval/denial.
Researching Organization	The organization or individual conducting the research. The researching organization may be internal or external to the Department.
Resource Access Control Facility (RACF ID)	A user identifier for RACF, an IBM-licensed program that provides access control by identifying and verifying the users to the system, authorizing access to protected resources, logging the detected unauthorized attempts to enter the system, and logging the detected accesses to protected resources. RACF IDs are needed for NCAS and BRS users.

Term	Description
Screen Lock	A feature that locks access to the computer when the mouse and computer keyboard are idle for a specified period of time and requires the user's password to regain access.
Screen Saver	A blank screen or animated picture that is automatically displayed after the computer has not been used for a predetermined period of time, for the purpose of hiding information displayed on a computer monitor. Users may set a password requiring the user's password to regain access.
Security	The degree to which a software product is safe from unauthorized use.
Serious Incident Reporting and Investigation System (SIRIS)	A DJJDP web-based application for collecting and reporting information on serious incidents and allegations of abuse and neglect involving DJJDP staff and/or facilities and subsequent investigation of such incidents and allegations.
Server	A centralized computer that houses information and applications in a separate location other than your personal computer and may be accessed from your personal computer through a computer network. A server allows a staff member to print on one (1) printer from multiple locations. It allows access to common data managed through software applications and common electronic files and houses Department Internet sites.
Software	Computer programs, systems, and the associated documentation that describes them.
Spam	Unsolicited, unwanted, irrelevant, or inappropriate messages, especially commercial advertising in mass quantities.
Spamming	The process of sending unsolicited, unwanted, irrelevant, or inappropriate messages, especially commercial advertising in mass quantities.
Spoof	Attempt by an unauthorized entity to gain access to a system by posing as an authorized user, and sending messages or e-mail under a false identity.
Spyware	Any software that secretly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware may track a person's or organization's online and/or offline PC activity and is capable of locally saving or transmitting those findings to third parties.
Standalone	Describes a computer workstation where the computer is not connected to any other computer on a network.
Standard Business Hours	DJJDP standard hours of business operation, Monday through Friday, 8 am to 5 pm, excluding State Government holidays.
State Agency/Subscriber	Any public agency using the state network to access the Internet.
State Network	The integrated information network operated by ITS on behalf of North Carolina state agencies and other subscribers.
State Network User	Any individual authorized by a public agency/subscriber to use the state network, including state network Internet access.
Streaming Sites	Internet sites providing information of data in a continuous "stream," such as video, audio, and 'tickers' (news, weather, stock quotes, sports, etc.).
Student Trust Fund (STF)	A DJJDP web-based application used by employees to record and track deposits and withdrawals of personal funds owned by juveniles in Youth Development Centers (YDC).
Support Request	A request for assistance or a reported problem that is routed through and tracked by the IT Help Desk.
System	An assembly of components (hardware, software, procedures, human functions, and other resources) united by some form of regulated interaction to form an organized whole. A group of related processes.

Term	Description
Technical Services	A Department unit that designs, orders, configures, installs, diagnoses, repairs, and manages the activities of the Department's statewide infrastructure. Technical Services also operates a technical support Help Desk operation, and a Level I / Level II technical support section to provide assistance to Department users on a wide variety of hardware, software, and network resources.
Threats	The intentional or accidental actions, activities, or events that can adversely impact agency information assets, as well as the sources, such as the individuals, groups, or organizations, of these events and activities.
Trojan horse	A program in which malicious or harmful code is contained inside apparently harmless programming or data in such a way that it can obtain control and do its chosen form of damage, such as ruining the file allocation table on your hard disk.
Update	Vendor-provided changes to software for either improved functionality or repair of known bugs or defects.
Upload	To send a file to another computer over a network.
User	A person, system, application, or defined group that has been authenticated to an IT system, and granted access only to those resources, to which he has been granted authorization.
User Access	Access to applications by users for non-administrative purposes.
User ID	The identifier by which a person or entity is recognized.
Virtual Private Network (VPN)	A restricted-use, logical (i.e., artificial or simulated) computer network that is constructed from the system resources of a relatively public, physical (i.e., real) network (such as the Internet), often by using encryption (located at hosts or gateways), and often by tunneling links of the virtual network across the real network.
Vulnerability	A weakness in an information system and procedures including technical, organizational, procedural, administrative, or physical weaknesses.
Wireless Devices	Any devices, including laptops or notebook personal computers with a wireless network interface card, or desktops, that can connect to the state's wired network.
Workstation	Any machine with all of its installed storage, processing, and communications that can be either standalone or networked.
World Wide Web (WWW)	The integrated world wide network of computers based on the hypertext transfer protocol (HTTP) and Transmission Control Protocol/Internet Protocol (TCP/IP), commonly used to bring information to computer users via a client browser program.
Worm	A self-replicating virus that does not alter files but resides in active memory and duplicates itself. Worms use parts of an operating system that are automatic and usually visible to the user. It is common for worms to be noticed only when their uncontrolled replication consumes system resources, slowing or halting other tasks.