



A

ACL	access control list
ACS	Access Control Server
API	application program interface
AS	application server
ASCII	American Standard Code for Information Interchange

C

Cisco IOS	Cisco Internetwork Operating System
CLI	command-line interface
CPU	central processing unit
CUOM	Cisco Unified Operations Manager

G

GUI	graphical user interface
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H

HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure

I

IP	Internet Protocol
IP SLA	IP Service Level Agreement

J

JTAPI Java Telephony API

L

LAN local area network

M

MAC Media Access Control

MSP Managed Service Provider

N

N-2-N none-to-node

NAT Network Address Translation

NBI Northbound Interface

NE network element

NMS network management system

NOC Network Operations Center

O

OS 1. operating system

2. operations system

P

PDU protocol data unit

PSTN public switched telephone network

Q

QoS quality of service

R

RAM	random-access memory
RIP	Routing Information Protocol

S

SLV	Service Level View
SID	Shared Information/Data Model
SNMP	Simple Network Management Protocol
SQL	Structured Query Language

T

TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol

U

UCSM	Unified Computing System Manager
UI	user interface
URL	Uniform Resource Locator

V

VLAN	virtual local area network
VoIP	Voice over IP

W

WAN	wide area network
WAP	Wireless Application Protocol

X

XML Extensible Markup Language