

## FMEUS GLOSSARY of ACRONYMS

AIS	Automated Information Systems
ANSI	American National Standards Institute
BCR	Bar Code Reader
BRS	Bibliographic Research Service
CD	Commerce Department
CISD	Customer Information Services Division
CO	Contracting Officer
COB	Close of Business
COTR	Contracting Officers Technical Representative
COTS	Commercial Off-The-Shelf
CPK	Crystal Park Building
CPN	Critical Problem Notices
CPU	Central Processing Unit
DBA	Data Base Administrator
DBAD	Data Base Administration Division
DFD	Data File Delivery
EAMS	Enterprise-Wide Asset Management System
EBS	Electronic Business Support
EIT	Electronic Information Technology
EOS	Electrostatic Shock
EPO	European Patent Office
ESD	Electrostatic Discharge
EWL	Enterprise-Wide Login
IT	Information Technology
ITTD	Information Technology Testing Division
JPO	Japan Patent Office
LAN	Local Area Network
NMS	Network Management System
NOC	Network Operations Center
NOD	Network Operations Division
NSD	Network Systems Division

OCIO	Office of Chief Information Officer
OEM	Oracle Enterprise Manager
OSAE	Office of Systems Architecture and Engineering
OSP	Operational Support Plan
PALM	Patent Application Locating and Monitoring
PC	Personal Computer
PDC	Patent Data Capture
PIRS	Patent Image Retrieval System
PKI	Public Key Infrastructure
PM	Preventive Maintenance
POC	Point of Contact
PTDL	Patent and Trademark Depository Library
PTONet	Patent and Trademark Office Network
RCA	Root Cause Analysis
RMA	Return Merchandise Authorization
RMON	Remote Monitor
SLA	Service Level Agreement
SMS	Systems Management Server
SNMP	Simple Network Management Protocol
SOP	Standard Operating Procedure
SOW	Statement of Work
TIFF	Tagged Image File Format
TO	Task Order
TRAM	Trademark Application Monitoring
USPTO	United States Patent and Trademark Office
WAN	Wide-Area Network