



Service Definitions

API: Application Programming Interface is a programming tool that enables programmers and developers to connect and interact with one or more software programs.

Appliance: Computing device with hardware and software bundled within to immediately begin working tasks in its program.

Application Level Monitoring: Software tool used to measure the performance of an application and alert if performance drops below a threshold.

Application Proxy: Application program attached to a firewall in one network, where it inspects all incoming traffic from another network.

CIFS: Common Internet File System is a secure internet protocol that shares a file through a network.

Cold Site: Disaster recovery facility geographically separate from primary site, requiring some configuration or time to switch operations.

Compute: Application, processing and workload functions used to input data or complete tasks.

Content Filtering: Software program used to evaluate and screen illegitimate and spam emails by assessing patterns of content in an organization to separate typical from atypical content.

Deduplication: A backup technique that recognizes the same data between backup sets and removes duplicate data to conserve storage space.

Disaster Declaration: Formal request from Customer authorizing CloudWave to initiate recovery of data and operations in the OpSus Live environment.

Disaster Declaration Fee: Customer fee for the initiation of recovery services after a disaster is declared.

Disaster Protection (facility): Physical and logical capabilities or limitations of a data center environment for data recovery and service restoration.



Service Definitions

DLP: Data Loss Prevention software scans and recognizes sensitive information to defend against data breaches and data leakage.

DNS: Domain Name System assigns a conventional name or phrase to an IP address better enabling humans to access and recall a site (i.e., gocloudwave.com).

DNS Protection: Filtering tool used to block or deny access to dangerous sites or unwanted content.

EHR Provider: Electronic Healthcare Record providers use software and applications to enable end users to securely access and share sensitive healthcare records and data.

File Integrity Monitoring: Software used to validate the status and integrity of an application file by assessing the file's status and attributes against a known baseline.

FEC: Forward Checking Error Correction is an investigative program used to detect a series of errors and apply a corresponding repair to prevent a break in transmission or the requirement to re-transmit.

FW Instance- Appliance: Application level firewall (virtual).

Hardened OS Image: A set of known configurations configured to optimize and secure a system for safe, repetitive installation.

HDX RealTime Media Engine: A Citrix plug-in used in Citrix Receives to support audio and video calls.

High Availability: Computing instances with greatest performance, reliability and fault protection through redundancy, automatic failover, and instance replication.

ICA Client File: A Citrix file extension used to apply user input from the client (graphical output, audio data, etc.) to the server.



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IDS: Intrusion Detection System is a software application that monitors an environment for malicious code and other activities not part of the host system's policies.

Instance- Monitoring Performance: Tool used to measure the performance of running compute instances against a baseline.

Instance- Monitoring Capacity: Tool used to measure the load of running compute instances to recognize level of consumption.

IPsec: Internet Protocol Security provides encrypted communication between two devices over the internet, typically used to secure data sent through public networks.

ISB Backup: Integrated Serverless Backup is an application designed to backup and restore MEDITECH database applications and data.

MFA: Multi Factor Authentication is a security application used to verify user access and authorization prior to granting system, site, or network access

Multi Region: Computing instances in multiple locations offering greater availability, data distribution, and consistency than a single instance.

Object Storage: is a data archiving technology that breaks data into small components (objects) to be stored in isolated storehouses, metadata and an identifier system enable data to be stored efficiently and recalled quickly.

PACS: Picture Archiving and Communication Systems is a digital system used to store, transfer and display medical images.

PCoIP: PC over IP is a high-performance remote display function used to provide end users access to virtual desktops.

RADIUS: Remote Authentication Dial-In User Service is a networking authentication protocol.

RAID: Redundant Array of Independent Disks is a storage technology used to improve data drive reliability and efficiency.



Service Definitions

RPO: Recovery Point Objective is a target describing the minimum recovery of data (point in time from the past) carried forward to the return of normal operations.

RTO: Recovery Time Objective is a target describing the maximum duration of time between a point of failure (disaster) and the return of normal operations.

Run Time Duration: Maximum period of time the OpSus Live environment is available to a Customer for service recovery.

SAN: Storage Area Network provides network access to block level data storage.

SIEM: Security Information and Event Management is a security tool that monitors, logs, detects and manages security alerts in networking, infrastructure and application environments.

Single Instance: Virtual server in a single public or private cloud network running software for dynamic use of CPU, RAM, and storage.

Single Region: Compute configuration where application nodes operate within a single region.

Single Region Cluster: Compute configuration where cluster masters and nodes are replicated across multiple zones within a region for greater failure tolerance.

SSL: Secure Sockets Layer is a security encryption linking a server and client enabling both sides to pair cryptographic keys for secure connection.

TCO: Total Cost of Ownership is a financial analysis used to recognize the difference between the actual cost of a technology against the total expense required to use and manage the technology.

VDI: Virtual Desktop Infrastructure is a software tool that hosts the physical client device on a virtual server, enabling end users to remotely access the physical device.

VTL Replication: Virtual Tape Library replication using hard disks as tape drives for data storage and recovery.



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WAN- Dedicated: Internet access point assigned to a single customer with unshared network resources.

WAN- VPN: Internet access point shared between multiple customers using encryption to protect traffic other users and networks.

WAN Diversity- Single Connection: Transport routing method using a single path, may result in transmission latency if overburdened.

WAN Diversity- Redundant Diverse Connections: Transport routing method using multiple paths, allowing the node to determine which path is least impeded or experiencing performance issues prior to sending traffic.

Warm Site: Disaster recovery facility geographically separate from primary site, designed to switch operations quickly using standby compute and networking resources.