

Glossary

AM	Automatic Mapping
API	Application Program Interface
BMS	Buisness Management System
CC	Call Center
CIS	Customer Information System
CMMS	Computerized Maintenance Management System
COM	Component Object Model
CRM	Customer Relationships Management System
CSR	Customer Service Representative
DMS	Distribution Management System
DNC	Dynamic Network Coloring
DTS	Dispatcher Training Simulator
EMS	Energy Management System
ERP	Enterprise Ressource Planning
FLISR	Fault Localization, Isolation and System Restoration
FM	Facilities Management
GDE	Graphical Data Engineering
GIS	Geographic Information System
GMS	Generation Management System
GUI	Graphical User Interface
HMI	Human Machine Interface
IEC	International Electrotechnical Comission
ISO	Independent System Operator
IVRU	Interactive Voice Response Unit
MMS	Manufacturing Message Specification
MOS	Market Operation System
NIS	Network Information System
OMS	Outage Management System
OSI	Open System Interconnection
PCS	Process Communication System
PCU	Process Communication Unit
RPC	Remote Processor Call
RSA	Restoration Switching Anlysis
RTO	Regional Transmission Organization
RTU	Remote Terminal Unit
SCADA	Supervisory Control And Data Acquisition
TCM	Trouble Call Management
UCA	Utility Communication Architecture
UDW	Utility Data Warehouse
VAR	Volt-Amperes Reactive
WAMS	Wide Area Monitoring System