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Glossary
For Appendix B and Appendix C
April 2020

Term	Definition
Agreement	See Contract.
Authorization	Access privileges granted to a user, program, or process or the act of granting those privileges.
Availability	The extent to which information is operational, accessible, functional and usable upon demand by an authorized entity (e.g., a system or user).
Breach	Acquiring of information by a person without valid authorization or through unauthorized acquisition.
Contractor	The entity that has been awarded a contract and has executed a Contract with the State. Also referred to as "Vendor."
Contractor Staff	For purposes of this contract "Contractor Staff" includes all officers, employees, agents, consultants and/or sub-contractors of the Contractor who shall perform Project Services under this Contract or have access to Data.
Cloud Service	Cloud Service shall mean any Product or Service sold as an "as a service" offering and has one or more of the following characteristics: (a) User Data is transmitted, acted upon, or stored on equipment not owned by the User; (b) Allows a Contractor access to User Data from a location other than the User's premises; or (c) Allows a User access to data not owned by the User which access may or may not result in the collection of User Data. (see also Hosted Application)
Continental United States of America (CONUS)	The 48 contiguous States, and the District of Columbia.
Contract	The writings that contain the agreement of the Department and the Contractor setting forth the legal obligations of the Parties as determined by the applicable rules of law.
Data	Any information, analytic derivatives, formula, algorithms, or other content that the Department or State may provide to the Contractor pursuant to this Contract. Data includes, but is not limited to, any of the foregoing that the Department and/or Contractor (i) uploads to a Cloud Service, and/or (ii) creates and/or modifies using a Cloud Service.
Deliverable	All Services or products created during the performance of the Project Services hereunder or otherwise identified as a "Deliverable". A Deliverable is a building block of an overall project. For the purposes of this Contract, a deliverable shall

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	not be set forth as a status report, meeting attendance, a block of staff hours, or an invoice submission.
Department or DCS or CS	NYS Department of Civil Service
Hosted Application	A Hosted Application is a software as a service (SaaS) solution that allows users to execute and operate a software application entirely from the cloud on a recurring subscription basis. A Hosted Application is hosted and powered from the remote cloud infrastructure and are accessed globally through the Internet. It provides the same functionality as locally installed software but can be updated more easily. A Hosted Application may also be known as Internet-based application, Web application and online application.
Event	Any observable occurrence in a system and/or network that may indicate than a Security Incident is occurring or has occurred.
Information	Any representation of facts, concepts or instructions created, stored (in temporary or permanent form), filed, produced or reproduced, regardless of the form or media. Information may include but is not limited to the data contained in reports, files, folders, memoranda, statements, examinations, transcripts, images or communications. Information may be electronic or hard copy.
Licensed Software	Licensed software includes ancillary products, error corrections, upgrades, enhancements or new releases, and any deliverables due under a maintenance or service contract (e.g. patches, fixes, PTFs, programs, code or data conversion, or custom programming).
Licensee	Licensee acquires product from the Contractor by execution of a license in accordance with the terms and conditions of the Contract.
Licensor	A Licensor is a contractor who transfers rights in proprietary Product in accordance with the rights and obligations specified in the Contract.
Network	Multiple devices (e.g. computers) that are linked or communicate with one another.
Personally Identifiable Information (PII)	As defined in NIST Special Publication 800-122 "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)".

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Personal information	Shall have the same meaning as defined in State Technology Law §202. This shall mean any information concerning a natural person which, because of name, number, symbol, mark or other identifier, can be used to identify that natural person.
Private Information	Any information where unauthorized access, disclosure, modification, destruction or disruption of access to or use of such information could severely impact the Department, its critical functions, its employees, its customers, third parties, or citizens of New York. This term shall be deemed to include, but is not limited to, the information encompassed in existing statutory definitions.
Project Services	See Service or Services.
Regulated Data	Data that is subject to federal and state laws, regulations, policies, standards and guidelines regarding its protection, storage, access, use, handling, disclosure, and destruction.
Security Incident	A Security Incident is a violation or imminent threat of violation of computer security policies, acceptable use policies, or standard security practices. A Security Incident is also defined as any Event that adversely affects the confidentiality, integrity, or Availability of a System and its Data. See NYS ITS Policy NYS-S13-005 or its successor for additional information.
Service or Services	Shall have the same meaning as defined in State Finance Law §160. This shall mean the performance of a task or tasks and may include a material good or a quantity of material goods, and which is the subject of any purchase or other exchange.
Solicitation	Writings by the State setting forth the scope, terms, conditions and technical specifications for a procurement of Product.
State or NYS	State of New York.
State Agency	State agency or state agencies means all state departments, boards, commissions, offices or institutions but excludes, however, for the purposes of subdivision five of section three hundred fifty-five of the education law, the state university of New York and excludes, for the purposes of subdivision a of section sixty-two hundred eighteen of the education law, the city university of New York. Furthermore, such term shall not include the legislature or the judiciary.
Subcontractor	"Subcontractor" means any individual or legal entity (including but not limited to sole proprietor, partnership, limited liability company, firm or corporation) who has entered into a contract, express or implied, for the performance of a portion of the Contract with a Contractor.

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System	An interconnected set of information resources under the same direct management control that shares common functionality. A system normally includes hardware, software, applications, and communications.
Technology	Shall have the same meaning as defined in Executive Law, § 205(5). It is a good, service, or good and service that results in a digital, electronic or similar technical method of achieving a practical purpose or in improvements in productivity, including but not limited to, information management, equipment, software, operating systems, interface systems, interconnected systems, telecommunications, data management, networks, and network management, consulting, supplies, facilities, maintenance and training. The term "Technology" shall be deemed to include all tasks and products encompassed within the term "services", as defined in State Finance Law § 160 (7).
Virus	Any computer code, whether or not written or conceived by Contractor, that disrupts, disables, harms, or otherwise impedes in any manner the operation of the Product, or any other associated software, firmware, hardware, or computer system (such as local area or wide-area networks), including aesthetic disruptions or distortions, but does not include security keys or other such devices installed by Product manufacturer. Virus shall also include any malware, adware, or other computer code, whether or not written or conceived by Contractor, that allows data or metrics to be copied, redirected, or modified without the express consent of DCS.