# BIS Abbreviations

1. IS Strategy & Governance

**What is an IS?**

* OLTP: Online Transaction Processig System
  + - POS: Point Of Sale System
    - OES: Order Entry System
    - TPS: Financial Transaction System
* ERP: Enterprise Resource Planning System
* MIS: Management Information System
* DSS: Decision Support System
* ESS: Executive Support System
* OAS: Office Automation System
* KWS: Knowledge Work System

**IS Strategy**

* USP: Unique Selling Point
* CRM: Customer Relationship Management

**IT Governance**

* SOX: Sorbanes-Oxley Act
* COSO 2013: control framework for SOX compliance
* CIO: Chief Information Officer
* SLA: Service Level Agreement
* COBIT 2019: framework for IT governance
  + - EDM: Evaluate, Direct & Monitor
    - APO: Align, Plan & Organize
    - BAI: Build, Acquire & Implement
    - DSS: Deliver, Service & Support
    - MEA: Monitor, Evaluate & Assess
* ISACA: a certification organization
* RACI-Chart: Responsible, Accountable, Consulted, Informed
* KISS-principle: Keep It Simple & Stupid

1. Value with IT

**Creating value**

* TIR: IT Infrastructure
* HIR: IT-skills people
* TAM: Technology Acceptance Model
* PU: Perceived Usefulness
* PEOU: Perceived Ease Of Use
* SN: Subjective Norm (Social Influence)
* BI: Behavioral Intention
* UTAUT (2): Unified Theory of Acceptance & Use of Technology
* DL&M: DeLone & McLean

**Enterprise Architecture (EA)**

* EAF: Enterprise Architecture Framework
* TOGAF: The Open Group Architectural Framework
* ADM: Architectural Development Methodology

1. Fundamentals of BPM

**BPMN: Business Process Management Notation**

* BPM: Business Process Management
* PICK-chart: Possible, Implement, Challenge, Kill
* KPI: Key Performance Indicator
* SCOR: Supply Chain Operations Reference Model
* ITIL: Info & Technology Infrastructure Library

**Process Enactment**

* BPMS: Business Process Management
* WF: Workflow

1. Information Management

**Data Modelling**

* UML: Unified Modelling Language
  + - ER: Entity Modelling
    - OWL: Web Ontology Language
* SQL: Structured Query Language
  + - DDL: Data Definition Language
    - DML: Data Manipulation Language

1. Business Intelligence & Data Analytics

**Data Analytics**

* RFM variables: Recency, Frequency & Monetary value
* 5 V’s: Volume, Velocity, Variety, Veracity & Value
* CLV: Customer Lifetime Value

**Datawarehousing**

* DBMS: Database Management System
* ETL: Extraction, Transformation and Loading
* CDC: Change Data Capture
* ODS: Operational Data Store
* OLAP: Online Analytical Processing

**Predictive Analysis**

* OLS: Ordinary Least Squares
* RPA: Recursive Partitioning Algorithm
* ROC: Receiver Operating Characteristic curve

1. E-Business

**Business Models Online**

* 3PL: 3d Party Logistics
* AoN: All or Nothing
* KiA: Keep it All
* EDI: Electronic Data Interchange
* SCM: Supply Chain Management
* MRO: Maintenance, Reparation & Operation
* SaaS: Software as a Service
* PaaS: Platfrom as a Service

**Online Advertising**

* SEA: Search Engine Advertisement
* SEO: Search Engine Optimization
* SEM: Search Engine Marketing
* CPC: Cost Per Click
* CPA: Cost Per Action
* CPM: Cost per Mille (1000 views)
* CPI: Cost Per Install
* CTR: Click Through Rate
* SSP: Supply Side Platform
* DSP: Demand Side Platform
* ISP: Internet Service Provider
* GDPR: General Data Protection Regulation