Abbreviations

3G/4G third/fourth generation
A&R Artists and Repertoire
ASP application service provider
B2B business to business
B2C business to consumer
BCP business continuity planning
BOT build–operate–transfer
BPM business process management
BPO business process outsourcing
BPR business process re-engineering
BRIC Brazil, Russia, India and China
BSI British Standards Institution
C2C consumer to consumer
CBC Commonwealth Business Council
CeFA Certificate for Financial Advisors
CeMAP Certificate in Mortgage Advice and Practice
CFA client file assessment form
CIO Chief Information Officer (Chief Investment Officer in financial services
CMM capability maturity model (Software Engineering Institute–Carnegic Mellon)
CMMI capability maturity models integrated
COBIT Control Objectives for Information and related Technology
COPC Customer Operations Performance Center Inc.
CRM customer relationship management
CSR corporate social responsibility
EBIT earnings before interest and tax
EPOS electronic point of sale
ERP enterprise resource planning
eSCM-SP e-sourcing capability model for suppliers
ESR electronic staff records
EU European Union
F&A financial and accounting
FM facilities management
FSA Financial Services Authority
FTE full-time equivalent
GATT General Agreement on Tariffs and Trade
GDM global delivery model
GDP gross domestic product
GE General Electric
GMAT Graduate Management Admission Test
GNDM global network delivery model

HR Human Resources
HTML HyperText Markup Language
ICT information and communications technology
IFA independent financial advisor
IFS Institute of Financial Services, UK
IM instant messaging
IMF International Monetary Fund
IP Internet Protocol
IPO initial public offering
IS information systems and services
ISACA Information Systems Audit and Control Association
ISO International Organization for Standardization
ITES Information Technology Enabled Services
ITGI IT Governance Institute
ITIL Information Technology Infrastructure Library
ITO IT outsourcing
IVR intelligent voice response
JV joint venture
KPI Key Performance Indicator
KPO knowledge process outsourcing
LPO legal process outsourcing
Mbps megabits per second
MGI McKinsey Global Institute
MRI Magnetic Resonance Imaging
NASDAQ National Association of Securities Dealers Automated Quotations
NASSCOM National Association of Software and Service Companies, India
NHS National Health Service
ODC offshore development centre
OECD Organisation for Economic Co-operation and Development
ONS Office of National Statistics, UK
PC personal computer
PDA personal digital assistant
QCA Qualifications and Curriculum Authority, UK
R&D research and development
ROI Return on Investment
RSS really simple syndication
S/ITS Software and IT Services
SaaS software as a service
SEI Software Engineering Institute
SFIA Skills Framework for the Information Age
SLA Service Level Agreement
SMEs small and medium-sized enterprises
SOA service-oriented architecture
T&M time and materials pricing
TCS Tata Consultancy Systems
TEBS technology-enabled business services
USB universal serial bus
VOIP voice over internet protocol
VPN virtual private networks
XML eXtensible Markup Language