

Serco Glossary

Glossary of terms

3PL	Third Party Logistics
5 Wing Goose Bay	Canadian Forces Base
AASC	Asylum Accommodation & Support Services Contract
ABF	Australian Border Force
ACPB	Armidale Class Patrol Boats
ACRI	Earth Observation company HQ'd in France
ACV	Annual Contract Value
ADF	Australian Defence Force
ADGM Square	Abu Dhabi Global Markets Square
ADIA	Abu Dhabi Investment Authority
ADNH Compass	Abu Dhabi National Hotels and Compass Group
ADNS	Automated Digital Network System
AFCENT	United States Air Forces Central Command
AFSC	Air Force Space Command
AI	Artificial Intelligence
ANS	Air Navigation Services
APM	Automated People Mover
APOD	Alternative Place of Detention
Apprentice Levy	A levy on UK employers from April 2017 to fund new apprenticeships
ARDEC	Army Research, Development, and Engineering Center
ASCF	Auckland South Corrections Facility
ASD/ATD	Azimuth Stern Drive / Azimuth Tractor Drive
ATC	Air Traffic Control

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AT/FP	Anti-Terrorism/Force Protection contract with US Navy
ATO	Australian Tax Office
AUTEC	Atlantic Undersea Test and Evaluation Center
AWE	Atomic Weapons Establishment
BD	Business Development
BEIS	Department for Business, Energy and Industrial Strategy
Big Blue	Contract for Hull, Mechanical and Electrical Services out of NSWC Philadelphia
BOA	Basic Ordering Agreement
BMD	Ballistic Missile Defense
BU	Business Unit
C4I	Command, Control, Communications, Computers and Intelligence
C4ISR	Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance
C5I	Command, Control, Communications, Computers, Cyber and Intelligence
C5ISR	Command, Control, Communications, Computers, Combat Systems, Intelligence, Surveillance, and Reconnaissance
C6ISTAR	Defence market segment encompassing Serco's activities in space, radar, cyber, intelligence and similar areas (in full: Command, Control, Communications, Computers, Cyber, Combat Systems, Intelligence, Surveillance, Target Acquisition and Reconnaissance)
CAGR	Compound Annual Growth Rate
CANES	Consolidated Afloat Networks and Enterprise Systems
CASD	Continuous At Sea Deterrent
CCPB	Cape Class Patrol Boats
CIKC	Corporate Integration, Kitting and Cabling
CIWS	Close-In Weapon System

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Clinical Support	Provision of operational services from patient administration, pathology to medicines management to enable clinical treatment of patients
CMG	Child Maintenance Group
CMS	Centers for Medicare & Medicaid Services
CNIC N6	Navy Installations Command (CNIC) N6 is the Navy's primary office for resourcing such capabilities as intelligence, cyber warfare, command and control, electronic warfare, battle management, oceanography and meteorology amongst others
CoE	Centre of Excellence
COMPASS	Commercial and Operating Managers Procuring Asylum Support
Corporate Services	Provision of back office services from HR, Payroll, Procurement, Finance and managed IT services to NHS trusts and bodies
CoS	Cost of Sales, representing costs that are directly attributable to operating a contract, and therefore distinct from Sales, General & Administrative expenses (SG&A, or otherwise known as overheads)
CPFF	Cost Plus (reimbursable) Fixed Fee contract
CS	Citizen Services, one of our five global sectors
CSAT	Command Support Air Transport
CS-SI	Centre for Space Standards and Innovation
CSS	Corporate Shared Services, Serco's internal shared services support functions
D&B	Design & Build
DES	Driver Examination Services contract
DES II	Driver Examination Services contract, second generation
DFRMO	Defence Fire Risk Management Organisation
DFS	Deutsche Flugsicherung (German Aviation Security)
DIBP	Department of Immigration & Border Protection
DND	Department of Defense, Canada

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DoD	Department of Defense, US
DWC	Dubai World Central (Al Maktoum International Airport)
DWP	Department for Work & Pensions
DXB	Dubai International Airport
ECB	European Central Bank
EM	Electronic Monitoring
Employment Services	Provision of government-funded specialised services to place jobseekers into sustained employment
Enterprise Transformation	Market sector encompassing transformation of government bodies through a variety of models, e.g., asset sale, GOCO, Management Insertion (MI)
ESA	European Space Agency
ESOC	European Space Operations Centre
ESTEC	European Space Research and Technology Centre
FAA	Federal Aviation Administration
FAcT	Future Aircrew Training
FEMA	US Federal Emergency Management Agency
FCT	Foreign Comparative Testing program
FFP	Firm Fixed Price contract type
FOTS	Follow-on Technical Support
FM	Facilities Management
FMSC	Fleet Maritime Services Contract
FMS	Foreign Military Sales
FNO	Foreign National Offenders
FP&A	Financial Planning & Analysis

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FPMS	Future Provision of Marine Services
FRTIB	Federal Reserve Thrift Investment Board
Fulham Road	Partnership of Chelsea and Westminster NHS Foundation Trust, the Royal Marsden and Royal Brompton hospitals and the Institute of Cancer Research
GAL	Global Aerospace Logistics
GCC	Gulf Cooperation Council
GDOT	Georgia Department of Transportation
GIC	Global Installation Contract
GIC Afloat	Global Installation Contract for Shipboard Services out of SPAWAR Headquarters
GLASS	Global Logistics Acquisition Support Services
GMES	Global Monitoring for Environment and Security (Copernicus)
GOCO	Government-Owned, Contractor Operated
Great White	Contract for Hull, Mechanical and Electrical Services out of NSWC Philadelphia
GSC	Global Sustainment Contract
GWACS	Government-Wide Acquisition Contracts
Hades	Ministry of Defence programme to procure a range of services for the RAF throughout the UK, such as mechanical support, airfield operation, logistics support services
HEMP	High-Altitude Electro Magnetic Pulse
HMC	Hamad Medical Cooperation
HMG	Habib Medical Group (Antab), or Her Majesty's Government (in a UK context)
HMIP	Her Majesty's Inspectorate of Prisons
HMP	Her Majesty's Prison
HO	Home Office
HOIE	Home Office Immigration Escorting

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HOST	Home Office Satellite Tracking
ICA	Identification Card Administration
ICA CAC	Identification Card Administration Common Access Card
ICAO	International Civil Aviation Organisation
ICPA	International Corrections & Prisons Association
ICT	Information and communications technology
IDC	Immigration Detention Centre
IDIQ	Indefinite Delivery, Indefinite Quantity contract framework
IMAs	Irregular Maritime Arrivals
IMCOM	U.S. Army Installation Management Command
IMES-VSG	Infringement Management and Enforcement Services, Victoria State Government
IRC	Immigration Removal Centre
ISTAR	Intelligence, surveillance, target acquisition and reconnaissance
ISO	International Organisation for Standardisation
ISO (Base Support)	Integrated Support to Operations, Defence market segment encompassing Serco's activities in Base Support
ITA	Immigration Transit Accommodation
ITI	European Space Agency Information technology infrastructure service delivery
ITS	Intelligence Transportation Systems
ITSS IV	IT Support Services, the 4th iteration of the contract to deliver IT services to the EU Directorate-General of Informatics
J&I	Justice & Immigration
JFC	Joint Forces Command, Defence customer which provides joint services to Defence forces, for example cyber, intelligence, IT, training services
JSS	Joint Support Ship program of the Royal Canadian Navy
JV	Joint Venture

Glossary of terms

KBR	Kellogg Brown & Root Services
KPI	Key Performance Indicator
KSA	Kingdom of Saudi Arabia
LA	Local Authority
LADOT	Louisiana Department of Transportation
LCU 2000	Landing Craft Utility vessels
LEAN	LEAN is a methodology used to improve processes
LMSS	Logistics Maintenance and Supply Support
London NW	London North West Healthcare NHS Trust is one of the largest integrated care trusts in the country, bringing together hospital and community services across Brent, Ealing and Harrow
LPTA	Lowest Price Technically Acceptable
LRQA	Lloyd's Register Quality Assurance
LRT	Light Rail Transit
LTI	Lost Time Injury
M&O	Manage & Operate, or Maintain & Operate
MAC	Multi-Award Contract
MACMO	Multi-Award Contract Multi-Option
MA-IDIQ	Multi-Award - Indefinite Delivery, Indefinite Quantity contract framework
MARMC	Mid-Atlantic Regional Maintenance Center
MELABS	Middle East Logistics and Base Support
MEP	Mechanical, Electrical and Plumbing within facilities management
MI	Management Insertion - Enterprise Transformation proposition whereby Serco inserts experienced senior management into an enterprise to drive transformation
MI	Management Information

Glossary of terms

MOD	Ministry of Defence , UK
MoJ	Ministry of Justice, UK
MPD	Military Personnel Division
MPG	Melbourne Parks and Gardens
Mt Eden	Mount Eden Correctional Centre
MTR	Mass Transit Railway (Hong Kong)
MV	Merchant Vessel
N4O	'New for Old' prisons; policy to close down ageing Victorian prisons and fund new buildings to replace them
NATS	National Air Traffic Services
NavAid	Navigational Aid
NAVSEA	Naval Sea Systems Command
NAVWAR	Naval Information Warfare Systems Command
NAWCAD	Naval Air Warfare Center Aircraft Division
NDIS	National Disability Insurance Scheme
NESS	Naval Electronic Surveillance Systems
NexGen	IT solutions contract for US Air Force Civil Engineering (AFCE)
NETCENTS	Network Centric Solutions
NHS SBS	NHS Shared Business Services
NIEF	Network Integration Engineering Facility
NMT	Navy Multiband Terminal
NNUH	Norfolk and Norwich University Hospitals NHS Foundation Trust
NSBU	Alion Science & Technology Corporation's Naval Systems Business Unit, including its Canadian business and a small number of related contract operations (collectively 'NSBU'), acquired by Serco in May 2019

Glossary of terms

NSW	New South Wales, Australia
NWS	North Warning System
O&M	Operations and Maintenance
OASIS	One Acquisition Solution for Integrated Services
OCC	Operations Control Centre
OCCI	OceanColour Climate Change Initiative
OCP	Onerous Contract Provision
OE	Operational Excellence
OEM	Original Equipment Manufacturer
OTA	Other Transaction Authority (OTA) is the term commonly used to refer to the (10 U.S.C. 2371b) authority of the Department of Defense (DoD) to carry out certain prototype, research and production projects
PCC	Police & Crime Commissioner(s)
PCPB	Pacific Class Patrol Boats
PECS	Prisoner Escorting and Custody Services
PEO IWS	Program Executive Office Integrated Warfare Systems develops, delivers and sustains operationally dominant combat systems for Sailors
PFI	Private Finance Initiative
PBGC	US Pension Benefit Guaranty Corporation
PID	Person in Detention
PIP CC	Personal Independence Payments Contact Centre
PM	Planned Maintenance
PMS 326	International Fleet Support Program Office, provides support and follow-on technical assistance to foreign navies and coast guards
PMS 377	Amphibious Warfare Program

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PMS 400	Shipbuilding Command for the DDG-51 Arleigh Burke destroyer class
PMW 750	Carrier and Air Integration Program Office
PMW 750 CTTI	C4I Testing, Integration and Installation (CTTI) for PMW 750
POAM	Plan of Action and Milestones
PPP	Public Private Partnership
QDC	Qualifying Defence Contract
QLD	Queensland State
RFP	Request For Proposal
RATP	Regie Autonome des Transports
RN	Royal Navy, UK
RTA	Roads and Transport Authority
SAR	Saudi Railways Company
SBSA	Small Business Set-Asides
SEA 05	Systems Engineering Directorate
SEA 21	US Surface Warfare Directorate
SeaRAM	Anti-ship missile defence system manufactured by Raytheon
SETA	Systems Engineering and Technical Advisory
SCCPES	Scottish Court Custody & Prisoner Escort Service
SD	This is not an acronym – it's part of a vessel name
SDSR	Strategic Defence and Security Review, UK
SERMC	South East Regional Maintenance Center
SFL-TAP	Soldier for Life - Transition Assistance Program
SG&A	Sales, General & Administrative expenses, otherwise known as overheads, and representing costs that are not directly attributable to operating a contract (the latter being Cost of Sales)

Glossary of terms

Skills and Training	Provision of in-work and on-the-job training, either vocational or competency-based
SLA	Service Level Agreement
SLEP	Service Life Extension Plan
SME	Small or Medium Sized Enterprise
SML	Single Male Labourers
SMS	Serco Management System
Soft Services	A term to describe non MEP facilities management services i.e. cleaning, waste management
SoS	Secretary of State
Southampton	University Hospital Southampton NHS Foundation Trust
SOWs	Statement of Works
SPAWAR	Space and Naval Warfare
SPECTECH 24	Surveillance Systems Engineering Support & Special projects
SQCC	Southern Queensland Correctional Centre
SQEP	Suitably Qualified and Experienced Personnel
SRSS	Status Resolution Support Services
SSP	Safety Service Patrol
SSRO	Single Source Regulations Office, UK
Staff augmentation	Provision of specialised staff to supplement an existing workforce to manage fluctuating skills needs and gaps
STEM	Science, Technology, Engineering, Mathematics
STP	Sustainability and Transformation Plans
SubHDR	Submarine High Data Rate communication system that connects submariners through multi-band SATCOM capability
SWRMC	South West Regional Maintenance Center
TCS VIC	Traffic Camera Services, Victoria

Glossary of terms

TCV	Total Contract Value
Team Sub	Enterprise Wide Contract Support Services through the SeaPort-e contract vehicle
Thule-HEMP	High Altitude Electromagnetic Pulse (HEMP) Protection of Ballistic Missile Early Warnings Systems, supporting the US Air Force at Thule Air Base in Greenland
TISSE Accreditation	The International Standard for Service Excellence
TRIRIGA	An integrated workplace management system owned by IBM
TSCA	Tsing Sha Control Area, Hong Kong
TVS	Third and Voluntary Sector
TXDOT	Texas Department of Transportation
UAE	United Arab Emirates
UAEU	United Arab Emirates University
UAV	Unmanned Aerial Vehicle
USN CIKC	United States Navy Corporate Integration, Kitting and Cabling
USN NAWCAD	United States Navy Naval Air Warfare Aircraft Division
USN PMW-750 CTII	United States Navy Program Manager Warfare C4I Testing Integration and Installation
USPTO	US Patent & Trademark Office
USV	Unmanned surface vehicle
UUV	Unmanned underwater vehicle
VDOT	Virginia Department of Transportation
VIC	Victoria State, Australia
WACSCS	Western Australia Court Security and Custodial Services
WEHO	West Hollywood (parking)
WHDS	Warm Homes Discount Scheme