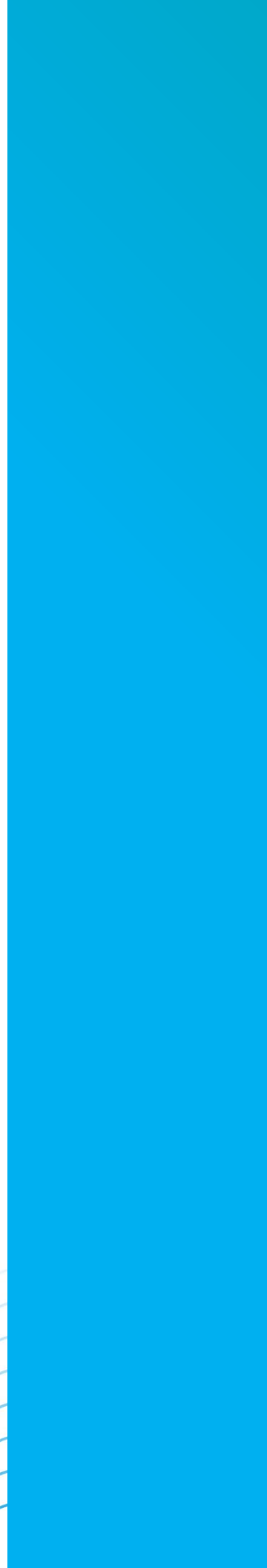


Technology Consulting Solutions (TCS)

TCS Tech Terms

Release date: 1/27/23
Version 1.1



TCS Tech Terms

Acronym	Title	Definition	Category
.ai	Internet domain for artificial intelligence	.ai domain name is the go-to choice for Artificial Intelligence businesses and startups.	Artificial Intelligence
AI	Artificial intelligence	AI has become a catchall term for applications that perform complex tasks that once required human input such as communicating with customers online or playing chess. https://www.oracle.com/artificial-intelligence/what-is-ai/	Artificial Intelligence
OpenAI	Open Artificial Intelligence	An AI research and deployment company - creator of ChatGPT. Their mission is to "ensure that artificial general intelligence benefits all of humanity." On 1/23/23, Microsoft announced a third phase of partnership with OpenAI, investing \$10 billion. https://fortune.com/2023/01/23/microsoft-investing-10-billion-open-ai-chatgpt/	Artificial Intelligence
ChatGPT	Chat Generative Pretrained Transformer	Chatbot, developed by OpenAI, answers in a conversational manner and retains prior conversations. Relies on a subset of machine learning called large language models. https://fortune.com/2023/01/23/microsoft-investing-10-billion-open-ai-chatgpt/	Artificial Intelligence
Generative AI	Generative artificial intelligence	A branch of computer science that involves unsupervised and semi-supervised algorithms	Artificial Intelligence

Acronym	Title	Definition	Category
		that enable computers to create new content using previously created content, such as text, audio, video, images, and code.	
LLMs	Large language models	LLMs are usually very large (billions to hundreds of billions of parameters) deep-neural-networks, which are trained by going through billions of pages of material in a particular language, while attempting to execute a specific task such as predicting the next word(s) or sentences. As a result, these networks are sensitive to contextual relationships between the elements of that language (words, phrases, etc). https://www.forbes.com/sites/garydrenik/2023/01/11/large-language-models-will-define-artificial-intelligence/?sh=693886e3b60f	Artificial Intelligence
ML	Machine learning	Machine learning is focused on building systems that learn or improve their performance based on the data they consume. It's important to note that although all machine learning is AI, not all AI is machine learning. https://www.oracle.com/artificial-intelligence/what-is-ai/	Artificial Intelligence
NLP	Natural Language Processing	A branch of artificial intelligence within computer science that focuses on helping computers to understand the way that humans write and speak.	Artificial Intelligence
DEX	Digital Employee Experience	An employee's holistic experience with the digital workplace provided by IT. It is	Experience

Acronym	Title	Definition	Category
		<p>based on the performance of one’s device(s), applications, networks, and end-user sentiment. DEX is a concept that extends beyond IT—it is a key component of the modern Employee Experience, and it relates closely to a company’s culture, Employee Engagement, Human Resources (HR), and ability to innovate.</p>	
Employee Sentiment		<p>The general mood your employee experience in the organization, based on internal and external factors measured by mood analysis.</p>	Experience
EXP	Employee experience platform	<p>Software that gives organizations better control over how employees perceive, experience, and interact with work technology and touchpoints in the employee journey, with no need to replace or change their current set up.</p>	Experience
HXM	Human Experience Management	<p>HXM technology combined with the best of HCM technologies furthers the employee experience to increase engagement for the benefit of the business. As referenced in Forbes..."we know that Human Capital Management (HCM) technology falls short of what businesses need to compete today. That’s why Human Resources (HR) is evolving to human experience management, or HXM. https://www.forbes.com/sites/sap/2020/09/24/5-reasons-why-human-experience-management-is-the-future-of-hr/?sh=d003447f1f7e</p>	Experience

Acronym	Title	Definition	Category
VoE	Voice of the employee	A systematic process designed to uncover and assess employee concerns or problems that impact the total employer-employee relationship. In this process, employees can honestly air their needs, wishes, hopes, and preferences, without facing the negative consequences in the workplace.	Experience
.io	Internet domain often used by tech start-ups.	It's like the abbreviation I/O, which means input/output. Tech start-ups often use it for these reasons. a common term when discussing computing processes.	General
CPO	Chief Product Officer	An executive who leads the entire product organization. Alternatively, the CPO is known as VP of product or head of product.	General
CXO	Chief Experience Officer	An executive in the C-suite who ensures positive interactions with an organization's customers. The CXO typically reports to the chief executive officer (CEO), chief operating officer (COO) or chief marketing officer.	General
EVP	Employee Value Proposition	An employee value proposition (EVP) is part of an employer's branding strategy that represents everything of value that the employer has to offer its employees. Items such as pay, benefits and career development are common, but employers also highlight offerings that are currently in demand—like technology, remote work, and flexible scheduling.	General

Acronym	Title	Definition	Category																																	
		For example, BMW EVP: “BMW is fueled by unwavering passion, driven by visionary designs, and accelerated by advanced engineering. Find your dream career with us to discover possibilities without limits.”																																		
EWA	Earned Wage Access	The ability for employees to access a portion of their already earned wages, if needed, outside of a traditional pay cycle. It's also sometimes referred to as early pay, instant pay or on-demand pay.	General																																	
NPS	Net promoter score	<p>A measure of customer experience. The classic NPS question is simple: “On a scale of 0 to 10, how likely are you to recommend our business to a friend or colleague?”</p> <p>The score is calculated as the percentage of customers who are promoters (those who scored 9 or 10) minus the percentage who are detractors (those who scored 0 to 6) and is represented as a whole number.</p> <table border="1"> <thead> <tr> <th colspan="3">NPS Example</th> </tr> <tr> <th>Score</th> <th># Respondents</th> <th>% Respondents</th> </tr> </thead> <tbody> <tr> <td>Scores 9 or 10</td> <td>630</td> <td>63%</td> </tr> <tr> <td>Scores 7 or 8</td> <td>200</td> <td>20%</td> </tr> <tr> <td>Scores 0 thru 6</td> <td>170</td> <td>17%</td> </tr> <tr> <td>TOTAL</td> <td>1000</td> <td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="3">NPS Calculation</th> </tr> </thead> <tbody> <tr> <td>% of promoters - scores 9 or 10</td> <td>63%</td> <td></td> </tr> <tr> <td>% of detractors - scores 0 thru 6</td> <td>17%</td> <td></td> </tr> <tr> <td>Difference</td> <td>46%</td> <td></td> </tr> <tr> <td>NPS Score*</td> <td>46</td> <td></td> </tr> </tbody> </table> <p><small>*represented as whole numbers</small></p>	NPS Example			Score	# Respondents	% Respondents	Scores 9 or 10	630	63%	Scores 7 or 8	200	20%	Scores 0 thru 6	170	17%	TOTAL	1000		NPS Calculation			% of promoters - scores 9 or 10	63%		% of detractors - scores 0 thru 6	17%		Difference	46%		NPS Score*	46		General
NPS Example																																				
Score	# Respondents	% Respondents																																		
Scores 9 or 10	630	63%																																		
Scores 7 or 8	200	20%																																		
Scores 0 thru 6	170	17%																																		
TOTAL	1000																																			
NPS Calculation																																				
% of promoters - scores 9 or 10	63%																																			
% of detractors - scores 0 thru 6	17%																																			
Difference	46%																																			
NPS Score*	46																																			
PEPM	Per Employee Per Month	The fee calculation by which the technology administrator shall multiply it's administrative feed by the total number of employees who are eligible to utilize the platform each month.	General																																	
PEPY	Per Employee Per Year	The fee calculation by which the technology administrator shall multiply its administrative fee by the total number of	General																																	

Acronym	Title	Definition	Category
		employees who are eligible to utilize the platform each year.	
PPA	Pay Per Application (recruiting)	Allows recruiters to post for free and pay only when they receive a completed application.	General
PPPM	Per Participant Per Month	The fee calculation by which the technology administrator shall multiply its administrative fee by the total number of employees who have elected benefits under their agreement each month.	General
QB	Qualified Beneficiary	The term “qualified beneficiary” means, with respect to a covered employee under a group health plan, any other individual who, on the day before the qualifying event for that employee, is a beneficiary under the plan	General
ATS	Applicant Tracking System	Technology allowing recruiters and employers to track candidates throughout the recruiting and hiring process.	HCM Module
HCM	Human Capital Management	A set of practices related to people resource management. These practices are focused on the organizational need to provide specific competencies and are implemented in three categories: workforce acquisition, workforce management and workforce optimization. The applications that help to enable human capital management include: <ul style="list-style-type: none"> •Workforce planning •Compensation planning •Recruiting and hiring •Onboarding •Training •Time and attendance 	HCM Module

Acronym	Title	Definition	Category
		<ul style="list-style-type: none"> •Payroll •Performance management •Workflow management •Reporting and analytics •Compliance •Employee service and self-service •Benefits administration •Retirement services 	
HRIS	Human Resources Information System	Like HCM. A system used to collect and store data on an organization's employees. In most cases, an HRIS encompasses the basic functionalities needed for end-to-end Human Resources Management (HRM). It is a system for recruitment, performance management, learning & development, and more.	HCM Module
LMS	Learning Management Systems	Software platforms designed to manage, distribute, and track employee training. They are often used in corporate settings to deliver online courses and track employee progress. However, they can also be used in other ways, such as to provide compliance training or customer education.	HCM Module
LXP	Learning Experience Platform	An AI-driven peer learning experience platform delivered using software as a service (SaaS). LXPs were born out of a new approach to corporate learning platforms, addressing perceived shortcomings with learning management systems (LMS).	HCM Module
T&A	Time & Attendance	Technology used by employers to track and monitor their employees' work hours	HCM Module

Acronym	Title	Definition	Category
TA	Talent Acquisition	The organizational task of, quite simply, finding the right person for the job. In a corporate setting, it's often placed under the human resources (HR) umbrella, and involves sourcing, attracting, interviewing, hiring, and onboarding employees.	HCM Module
Metadata	Data about data.	For example, author, date created, date modified, and file size are examples of very basic document file metadata	Technology
On prem	On-premises	IT infrastructure hardware and software applications that are hosted on-site. This contrasts with IT assets that are hosted by a public cloud platform or remote data center. Businesses have more control of on-premises IT assets by maintaining the performance, security, and upkeep, as well as the physical location.	Technology