

Acronym or name	Meaning at HMRC	Equivalent or use at HPC
Aspire	System support and data processing outsourcing contract	N/A
Capability Review	How HMRC delivers objectives, strategy and leadership.	N/A
CBCS	Child Benefits System	N/A
Chilver	Study of the attempt by direct rule government in 1980s to impose unity on the diversity of initial teacher education (ITE) provision in Northern Ireland (NI) through the work of the NI Higher Education Review Group, chaired by Sir Henry Chilver	N/A
CRB	Criminal Records Bureau	Criminal Records Bureau
CRM	Customer Relationship Management	Single View of Customer or Single Customer Record
CSSD	Corporate Shared Service Directorate	N/A
DMB	Dept Management Banking	N/A
DSSM	Departmental Security Standards Manual	In local guidance for departments
DTP	Departmental Transformation Programme 5 yr IT	IT Strategy
DWP	Department for Work & Pensions	N/A
ECS	Export Control System	N/A
EDS	An IT support & development company	N/A
ENISA	European Network & Information Security Agency	N/A
ESS	Estate & Support services	Facilities, post room
ICM	Intelligent Customer Management	CRM
IMS	Information Management Systems (department)	Information Technology Dept
ISO 27001	Information Security Standard from ISO	To be implemented 2011?
LEAN	Six Sigma based term - quality management	N/A
LMS	Learning Management System	N/A
MPPC3	Modernising PAYEE Processing for Customers 3	N/A
NICO	National Insurance Contributions Office	N/A
Pacesetter	Quality and efficiency programme at HMRC	N/A
PAYE	Pay As You Earn	N/A
PDE	Performance Development Evaluation	Performance Development Management System
RMADS	Risk Management Accreditation Document Set	HPC's Risk Management process
S&BC	Security & Business Continuity	Business Process Improvement hold this role
SLA	Service Level Agreement	Service Level Agreement
SMS	Security Management System	Information Security Management System
Taylor	Report into the Hillsborough Disaster	N/A
TREDSS	Renegotiation of EDS DWP contract process	N/A
UAT	User Acceptance Testing	User Acceptance Testing