



The Worlds Most Comprehensive List of Terms and Acronyms for Facilities Professionals

Dear Reader: If you find any ambiguity or omissions in the following lists, for the benefit of all, can you please inform us at www.info@saxonhurst.com Thank you.

Terminology in Facilities Management

Terminology	Explanation
As Built's	The final architect drawings depicting the build as it was finally built. Important as the original drawings usually do not cover every minute detail or predict problems that occur during construction
Color Temperature	Color Temperature is a measurement in Degrees Kelvin that indicates the hue of a specific type of light source. Fluorescent lighting can range from 3,200 Kelvin (Blue) to 7,500 Kelvin (Warm) light
Cross Connect	The function of connecting from an internal network to an external network, see punch down below
Demark Room	A room designated for the termination of connectivity from the phone company or fiber provider. From this room, you will feed your facility
Demise	A physical or integrity wall separating one renter from another, even if the other is the Landlord with open space. Often, if a Landlord rents a portion of a space on one floor, they will not form a physical wall depicting the renters space but use the honor system, stating that if the Renter uses the unoccupied space they have, by default, rented the space and the lease will be modified forthwith
Disaster Recovery	A documented process with trained personnel, backed by a physical infrastructure that would allow for the immediate transfer of any and all added value activities, (both customer and corporate and identifiable personnel) to a safe and uninterrupted

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	facility in a safe, secure and easily accessible facility
Fault Tolerant	The ability of a system to respond gracefully to an unexpected hardware or software failure. There are many levels of fault tolerance, the lowest being the ability to continue operations in the event of a power failure. Many fault tolerant computer systems mirror all operations that is, every operation is performed on two or more duplicate systems, so if one fails the other can take over.
Frame Relay	Data Transport Technology A packet switching technology that provides dynamic bandwidth assignments. Typically transmission rates are between 56 Kbps and 1.544 Mbps
Gross Rent	All charges affecting tenancy rent costs are included as opposed to the NNN system
Heating & Cooling	Equipment drawing 1KW (1,000 Watts) of electricity will produce 3.412 BTU's of heat per hour. 1,000 BTU's of heat per hour requires 0.0834 Tons of cooling
Hub	Allows computers to see each other A hub is a network device that is used for connecting computers on a Local Area Network (LAN). It forwards all the packets it receives to all of its ports.
Local Loop	Last Mile of the Circuit The local loop is the connection (wireless or wired) between a customer's telephone or data equipment and a local exchange company (LEC) or other telephone service provider
Monument	A column, located either inside the lobby or outside the entry way that will typically depict the nature of the building and the occupants
N + 1	N plus depicts the level of redundancy is required in a process. For example: a data center is powered by a utility. If the servers are dual powered and have 2 feeds from 2 different power sources, they are considered to be (n+2), if they have a UPS system backing them they are considered (n+4), if they have a generator backing them, they are considered (n+8) and so forth. It gets a little more complicated than that and you should see your power infrastructure expert of a more definitive redundancy plan
OPEX	Operating Expenses

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	Expenses associated with leasing space beyond the NNN lease cost, see CAM
Punch-down	The function of taking cables from each work station, be it network or phone, and terminating them on some type of block to enable them to be "cross connected" from an internal network to an external network. Such cross connect can be via a PBX (phone) or (Router) network
POTS Lines	Plain Old Telephone Service Regular old-fashioned analog loop start phone service
Punch List	A list of those small items still required to finish off the build-out of a new or re-modeled facility
Reader Board	That direction board in the lobby of a typical office complex
Redundancy	Short for cyclic redundancy check, a common technique for detecting data transmission errors. Transmitted messages are divided into predetermined lengths that are divided by a fixed divisor. Not to be confused with another form of safety that is "what is transmitted – is received"
Router	A device that determines the next network point to which a data packet should be forwarded enroute toward its destination.
Switch	A point to point Router A switch is a network device that forwards packets. Switches are more intelligent than hubs in a sense that they forward packets only to the necessary ports and not to all the ports.

Facilities Management Acronyms

Acronym	Description	Definition
ADA	The U.S. Americans with Disabilities Act	Ensures access to public accommodations for the handicapped.
ADAAG	Accessibility Guidelines	Published by the ADA, part of the U.S. Department of Justice
AIA	The American Institute of Architects	A professional Association and also the author

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		of a standard construction contract which can be customized based on requirements and corporate standards
ANSI	American National Standards Institute	The American National Standards Institute (ANSI) is a private, non-profit organization that administers and coordinates the U.S. voluntary standardization and conformity assessment system.
BIFM	British Institute of Facilities Management	There are currently 8 standards as well as a list of industry product definitions published by BIFMA. Check out the BIFMA Standards Listing for more information about titles and pricing.
BIFMA	Business and Institutional Furniture Manufacturer's Association	Provide a common basis for the evaluation of safety, durability, and the structural adequacy of business and institutional furniture
BIUAS	Building In-Use Assessment System	Designed to assess the seven key dimensions of employees' experiences of the total work environment
BOMA	Building Owners and Managers Association	BOMA also publishes standards by which RSF will be measured thereby ensuring a common methodology anywhere in the US
BTU	British Thermal Units	A unit of heat generated, see "Heat & Cooling" in the Terminology Section
CAD	Computer-Aided Design	The tool used by all Architects to describe a space graphically for builders
CAFM	Computer-Aided Facility Management	A high-tech tool used by facility professionals to track and manage virtually any facility-related activity or asset.
CAM	Common Area Maintenance	Refers to the charges landlords impose on Tenants to cover such expenses as Management fees, Insurance, Utilities, Taxes and Janitorial
CFM	Certified Facility Manager	The CFM is a competency-based certificate. Candidates must first meet the education and experience requirements outlined. Once the application is accepted, the candidate must pass an exam.
CIFM	Computer-Integrated Facility Management	Includes lease management, strategic planning, space forecasting, relocation management and limited asset tracking
CMMS	Computerized-Maintenance Management Systems	A system that manages what is maintained, by whom, when, where, cost but does not frequently include TPM methodologies

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CPU	Central Processing Unit	Stands for Central Processing Unit, a programmable logic device that performs all the instruction, logic, and mathematical processing in a computer.
CRI	Color Rendering Index	The process by which light manufacturers rate fixtures. CRI refers to the color shift an object undergoes when illuminated by a light source. Natural sunlight provides a CRI of 100 (on a scale of 1 to 100)
D.I.D	Direct Inward Dial	A trunking configuration that makes it possible for an incoming call from the public switched telephone network to reach a specific PBX station without the assistance of an attendant.
EMF	Electromagnetic Fields	An office facility is similar to a home, with the exception of the transformer vault, managed by the local utility company. This area requires some additional investigation in terms of shielding
EMP	Environmental Master Plan	Identifies existing environmental issues and areas of compliance and non-compliance; determines priorities and cost of compliance; identifies energy-saving opportunities; and evaluates building systems, the physical plant and operating perimeters.
EPA	Environmental Protection Agency (United States)	To protect human health and the environment
EPACT	Energy Policy Act of 1992 (United States)	Established by the federal government to impose stringent standards for quality and compliance of nearly everything that affects the environment.
Firewall	A hardware and software security solution	A firewall is a tool (usually a combination of hardware and software) that secures access to a local network or computer. A firewall guards the local network by analyzing the data leaving and entering, allowing authorized traffic through while keeping unauthorized traffic out
FM2000	A chemical that deprives the local environment of oxygen	In so doing, the localized flames will be automatically extinguished. Other solutions are also available
FM	Facilities Management	See IFMA below
HEPA	High Efficiency Particulate Air Filters	Many sophisticated filtration systems are available today to fit differing quality air requirements

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HID	High Intensity Discharge	Fast becoming one of the most widely used types of lighting in industrial and commercial applications today.
HVAC	Heating Ventilation and Air Conditioning	The term used to identify the office environmentals, heating and cooling
IAP	Indoor Air Pollution	Irritants that are brought into the building by occupants
IFMA	International Facilities Management Association	"Facility management is the practice of coordinating the physical workplace with the people and work of the organization. It integrates the principles of business administration, architecture and the behavioral and engineering sciences." IFMA
IREM	Institute for Real Estate Management	A employee recruitment and training centric organization
ISDN	Integrated Services Digital Network	A standard for sending voice, video, and data over digital telephone lines or normal telephone wires. ISDN supports data transfer rates of 64 Kbps (64,000 bits per second)
ISO	International Standard for Organizations	A worldwide federation of national standards bodies from almost 100 countries that promotes the development of standardization and related activities in order to facilitate the international exchange for goods and services.
IXC	Inter-exchange Carrier	Inter-exchange carriers (IXCs) interconnect local systems with each other. IXCs are also known as long distance carriers
IT	Information Technology	Department typically responsible for the network infrastructure within an enterprise and the functioning of email, calendar, finance, ERM software etc.
JIT	Just-In-Time	A methodology that provides correct materials or information at the proper time and place.
KW	Kilowatts	1000 Watts of energy consumed. A Watt is defined and volts X amps, so a heater running on house power of 110 volts and drawing 15 amps will consume (110 X 15) = 1,650 Watts or 1.65 KW
LAN	Local Area (computer) Network	A LAN is a small isolated network at one office or physical location
LCC	Life-Cycle Cost	All of the costs, present and future associated with a facility investment alternative

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LEC	Local Exchange Carrier	The traditional local telephone provider
LED	Light Emitting Diode	A electronic device that emits light when electricity is applied
MIS	Management Information Systems	A department responsible for the management for the dissemination of corporate and/or customer electronic information
MSDS	Material Safety Data Sheets	Federal structured safety , environmental, handling and safety information required by law to be known and/or posted in a workplace
NCIDQ	National Council for Interior Design Qualification	Serves to identify to the public those interior designers who have met the minimum standards for professional practice by passing the NCIDQ examination
NIOSH	National Institute for Occupational Safety and Health	Providing national and world leadership to prevent work-related illnesses and injuries
NIST	National Institute of Standards and Technology	NIST is the federal technology agency that works with industry to develop and apply technology, measurements, and standards
NNN	Known as a lease triple net	A lease term defining what is included/excluded in that charge. A NNN lease excludes the prorated costs of operating expenses, taxes and insurance. These costs will be charges separately and known as Opex or CAM charges
NPV	Net Present Value	NPV compares the value of a dollar today versus the value of that same dollar in the future, after taking inflation and return into account.
NRC	Noise Reduction Coefficient	The average of the absorption coefficients of a material used in sound insulation, measured at frequencies of 250, 500, 1,000 and 2,000 Hz.
OSHA	Occupational Safety and Health Administration (United States)	The department of the US government with the responsibility to ensure safety and healthful work environments
PBX	Private Branch Exchange	A privately owned switch that interfaces to the telephone network
PDA	Personal Digital Assistant	Hand-held devices that combine the features of a personal computer, electronic notepad, communicator and message center.
PE	Professional Engineer	A non-real estate engineering accreditation body
POE	Post-Occupancy Evaluation	Involving the systematic evaluation of opinions

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		about buildings in use, from the perspective of the people who use them. It assesses how well buildings match users' needs, and identifies ways to improve building design, performance and fitness for purpose.
RFP	Request For Proposal	A structured request for addressing the needs of an enterprise. It places all contenders on the same plain
RMS	Repetitive Motion Syndromes	The collective name for many physical disorders caused by repetitive motion
RSF	Rentable Square Feet	The usable area of space plus the common area space (elevators, lobby, bathrooms etc.) used by a tenant, usually allocated by the percentage of USF monopolized by each Tenant
P.S.T.N.	Public Switched Telephone Network	Communication systems available to the public to allow users to connect communication devices.
SIP	Session Initiation Protocol	In facilities, SIP will be used to refer to phones that work over the network, using standard network cabling and not requiring special phone wiring
SPC	Statistical Process Control	Uses simple statistical techniques to determine if a process is in control and meeting its upper and lower limits. Also used to predict failures and preventative measures prior to an event based on history and manufacturer experiences
STC	Sound Transmission Coefficient	It is the ratio which the sound energy of a given frequency transmitted through a surface to that incident on it. Typically used by sound engineers to determine reverberation in a common area and sound proofing a room
T 1	A bundle of multiple voice or data lines	<p>A T 1 connection consists of 24 voice channels or, if combined together is capable of transmitting data at 1.544 Mbps (Million bits per second). In determining the number of T 1's required in a facility, it is important to know the number of concurrent phone calls, as 1 T 1 can accommodate 24 only.</p> <p>If a T 1 is used to carry data, and you are transmitting at a rate of 100 Mbps (a typical rate from a computer), then you can accommodate 15 concurrent connections without any degradation.</p>
T-I	Tenant Improvements	Those alterations required by a Tenant in an

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		existing space
TPM	Total Preventative Maintenance	A methodology that requires maintenance not only be performed on equipment when equipment fails but one that predicts failure and replaces accordingly, utilizing SPC
TQM	Total Quality Management	A process whereby each person understands the process before and after their action, all of which is documented and trained and measured.
UL	Underwriters Laboratory	UL is the trusted source across the globe for product compliance against pre-determined standards
UPS	Uninterruptible Power Supply	A battery unit placed in the power system to act as a short term power supply during a grid outage. It maybe augmented by a generator and a transfer switch depending on the mission critical nature of the systems being supported
USF	Usable Square Feet	The net space being utilized by a tenant, and not including such areas as (elevators, lobby, bathrooms etc.)
VAV	Variable Air Volume	VAV units are local air handling units that dispense heat or cool air to a local vicinity based on local demand but have little control on the master air handling management
VDU	Visual Display Unit	Any device that graphically displays a video signal
VoIP	Voice over Internet Protocol	VoIP describes the category of hardware and software that enables people to make telephone calls via the Internet
WAN	Wide Area Network	A network in which computers are connected to each other via public or private telecommunication circuits.
VPN	Virtual Private Network	A private data network that makes use of the public telecommunication infrastructure, maintaining privacy through the use of a tunneling protocol and security procedures