

ABBREVIATION / WORD	FULL NAME	DEFINITION
AMS	Asset Management System	Part of the back office data processing system (HOPS). The Asset Management System is responsible for the data modules within individual ticketing machines or barriers (ISAMs).
ATOC	Association of Train Operating Companies	Set up after privatisation in 1993, ATOC is a coordinating body which brings together all train companies operating on Britain's national rail network. The Rail Settlement Plan (RSP) is a division of ATOC which was set up to provide common services to the train operating companies, such as a national timetable and ticketing service. RSP also distributes ticket income to train operating companies based on an agreed passenger formula.
Carnet		A booklet of a fixed number of tickets
CM	Customer Media	The smart device which interacts with ticketing machines to pay for travel. It is usually a smartcard but could be a smart-enabled mobile phone or key fob.
CPICC	Concessionary Pass Issuing Cost Centre	The electronic cost centre number which applies to the Travel Concession Authority which has issued a national concessionary pass for an elderly or disabled person. This number is used to centrally process and re-charge the costs of concessionary travel back to the appropriate authority.
ENCTS	English National Concessionary Travel Scheme	A national scheme funded and run by the Department for Transport and administered by Local Authorities across England. The scheme provides all eligible elderly English residents, and eligible disabled people, with free off-peak bus travel on weekdays and all day at weekends and Bank Holidays. Within Greater London the scheme is linked to the Freedom Pass which additionally allows access to London Underground, London Overground, Tramlink, Docklands Light Railway and National Rail services in Zones 1 to 6 at limited times.

e-purse	electronic purse	A smart device which can be electronically loaded with money to pay for goods and services
ETM	Electronic Ticket Machine	Self explanatory
HOPS	Host Operator or Processing System	The overarching data processing system used by ITSO scheme operators.
HSAM, see also ISAM and PHSAM	HOPS Secure Application Module	The electronic device fitted within the back office processing system which processes secure information
IFM / EU-IFM	Interoperable Fare Management	A system which allows one card to be used to pay for different modes of transport or travel with different operators. EU-IFM is a project which looks at interoperability between different European countries.
ILOG	ITSO Licensed Operators Group	A forum for operators and local authorities who are running smart travel systems. Members share experience, agree codes of practice and guides for implementation and interoperability, relay issues to the ITSO Board, and set up working groups to progress urgent issues.
IoP	ITSO on Prestige	A scheme to ensure that Transport for London's travel systems will eventually be able to read ITSO-compliant smart media. The scheme is under development and expected to go live by June 2013. IoP is important for travel operators wanting to implement smart ticketing, and whose passengers spend part of their journeys on London's transport network.
IPE	ITSO Product Entity	The electronic form of a ticket.

ISAM, see also HSAM and PHSAM	ITSO Secure Application Module	A secure electronic data processing module, the size of a mobile phone SIM, which checks the holder's card permissions, authenticates and validates their electronic ticket, and stores journey data for further processing. The ISAM 'talks' to the back office system (HOPS) through another security device called an HSAM. The HSAM is responsible for messages to ISAMs which it looks after. The Primary HSAM in a system is known as the PHSAM.
ISL	ITSO Services Limited	ITSO Services Ltd provides computer back office processing services for local authorities in relation to the English National Concessionary Travel Scheme (ENCTS), where those authorities do not have their own smartcard systems. It also offers advice and support to help those authorities go 'smart'.
ISMS	ITSO Security Management Service	The lead part of the ITSO Security Sub System which acts as the 'keeper of the keys', managing the provision of data access keys to the secure devices in ticketing machines and barriers (ISAMs)
ITSO Shell		The notional electronic wallet within a smartcard that contains electronic tickets for ITSO-compliant schemes, similar to an 'app' on a smartphone. Non-ITSO schemes can sit on the same card, outside the ITSO Shell, so that the cards can be used for a variety of different transport operators' or organisations' services.
ITSO Specification		The ITSO Specification is a secure technical electronic platform on which smart ticketing schemes can be built. It defines how different smart ticketing systems should 'talk' to each other. The ITSO Specification is unique in that it covers all components of transport smartcard schemes - media, point of service and back office systems. Copyright of the specification belongs to the Crown. ITSO Ltd is a membership body consisting of transport operators and the governments of England, Scotland and Wales. It is the guardian of the ITSO Specification.

Key		In ITSO terms, a key is string of letters and numbers used to encrypt data or control access to an application
LA	Local Authority	Local council/government
LASSeO	Local Authority Smartcard Standards e-Organisation	A group of local authorities and partners who aim to promote local authority electronic services and help define and monitor interoperability standards, specifications and frameworks across all platforms, issuers, local services, and environments.
NFC	Near Field Communications	A short range high-frequency wireless communications technology which can be used for ticketing or other payments, currently mainly found in mobile phones. The mobile phone can be used to buy electronic tickets online. A transmitter and microprocessor in the mobile phone enable the electronic ticket that has been bought to be validated at a ticketing barrier or machine.
OID	Operator identification	A unique digital identification given to an organisation which is an operator or participant in an ITSO-compliant scheme
PHSAM, see also HSAM and ISAM	Primary HOPS Secure Application Module	The overarching security device held within the back office system which can 'talk' to the rest of the security devices throughout the smart operating system.
POST	Point of Service Terminal	A ticketing machine where a smartcard can be used to load or process tickets either on a bus/train or in the station. A Personalisation POST is the machine used to personalise an individual smartcard.
RSP	Rail Settlement Plan Limited	A division of the Association of Train Operating Companies (ATOC) which was set up to provide common services such as a national timetable and ticketing service to train operators.
Smart		Using electronic processing systems

Stoplisting		The process through which operators can ensure invalid or fraudulent smartcards may be stopped from use.
STR	Stored Travel Rights	Electronic cash or e-money. Money is paid and the smartcard containing STR is topped up giving the user the ability to pay for journeys as they are taken.
TCA	Travel Concession Authority	The local authority responsible for administering and paying for the national concessionary fares scheme in its area. From 1 April 2011, this responsibility passed from borough and district council level to county council level in England. Unitary authorities retain their Travel Concession Authority responsibilities.
TOC	Train Operating Company	
TVM	Ticket Vending Machine	An electronic ticket machine - usually found at a station - that is used to buy travel tickets.
TYP		TYP in the ITSO specification refers to an electronic ticket (IPE) within the scheme reserved for a particular purpose. For example TYP 3 is used to store loyalty points which may be accrued to secure benefits from the operating company.