

# IT Project Management & Delivery Glossary – 2025 Edition

A comprehensive reference of 175 key IT project terms grouped into 12 categories.

## 1 Project Initiation & Governance

Term	Explanation
Project Charter	Foundational document defining purpose, objectives, stakeholders, and authority of the project.
Statement of Work (SOW)	Formal contract outlining deliverables, timelines, and responsibilities.
Scope Definition	Clearly outlining project boundaries — what's included and excluded.
Business Case	Justification of why the project is initiated — ROI, benefits, and value.
Project Sponsor	Senior executive accountable for funding and strategic alignment.
Steering Committee	Governance body that reviews project progress and resolves escalations.
RACI Matrix	Defines roles — Responsible, Accountable, Consulted, Informed.
Stakeholder Register	List of key project stakeholders with their influence and interest levels.
Baseline	Approved version of project plan against which progress is tracked.
Project Kickoff	Formal start meeting aligning teams, objectives, and deliverables.
Project Charter Approval	Governance checkpoint where charter gets signed-off.
Project Methodology	Framework adopted (e.g., Waterfall, Agile, Hybrid).
Governance Model	Defines decision-making structure, hierarchy, and escalation path.

Change Control Board (CCB) Group that reviews and approves/rejects project change requests.

Project Repository Centralized storage for all project documentation.

## **2 Project Planning & Scheduling**

Term	Explanation
Work Breakdown Structure (WBS)	Hierarchical decomposition of project work into manageable tasks.
Milestone	Key event marking progress or completion of major deliverables.
Gantt Chart	Visual timeline showing task dependencies and duration.
Critical Path	Longest sequence of dependent tasks determining minimum project duration.
Dependency Mapping	Identifying how tasks rely on one another.
Project Schedule	Time-based plan including milestones, resources, and deadlines.
Resource Allocation	Assigning resources (people, tools) to tasks.
Effort Estimation	Predicting labor hours required to complete project activities.
Planning Poker	Agile estimation technique using consensus-based story point estimation.
Baseline Plan	Approved project schedule used to measure deviations.
Task Prioritization	Ordering tasks by importance or impact.
Dependency Risk	Risk that one delayed task will impact another.
Forecasting	Predicting upcoming performance or delays based on current data.
Work Package	Smallest deliverable unit in a WBS that can

Variance Analysis	Comparing planned vs actual results to measure deviation.
<b><u>3 Delivery Methodologies</u></b>	
Term	Explanation
Waterfall Model	Sequential approach moving from design → build → test → deploy.
Agile Methodology	Iterative approach focused on flexibility, collaboration, and customer feedback.
Hybrid Model	Mix of Waterfall governance and Agile delivery practices.
Scrum Framework	Agile framework emphasizing sprints, roles, and ceremonies.
Kanban	Visual system for managing work-in-progress using boards.
SAFe (Scaled Agile Framework)	Enterprise-level Agile framework aligning multiple teams.
PI Planning (Program Increment)	Large-scale Agile planning session across teams for alignment.
Agile Release Train (ART)	Cross-functional team delivering incremental value under SAFe.
Sprint	Fixed time-box for delivering potentially shippable product increment.
Daily Stand-up	Short daily meeting to synchronize progress and blockers.
Backlog	Ordered list of features, stories, or tasks to be delivered.
Product Owner	Represents customer needs and prioritizes backlog.
Scrum Master	Facilitator ensuring Scrum principles are followed.

Retrospective  
Meeting at sprint end to reflect on process improvements.

Velocity  
Measure of work completed per sprint — used for forecasting.

#### **4 Project Execution & Monitoring**

Term	Explanation
Status Call	Regular meeting to discuss progress, blockers, and upcoming work.
Green/Amber/Red (RAG)	Color-coded project health indicator — Green=On track, Amber=At risk, Red=Off track.
Deliverables	Tangible outputs produced during project execution.
Escalation	Formal process to raise issues beyond project control for resolution.
Issue Log	Register tracking identified issues and resolutions.
Risk Log	Documented potential problems with impact and mitigation plans.
Action Item Tracker	List of assigned follow-ups with owners and due dates.
Project Dashboard	Visual summary of key metrics and health indicators.
Status Report	Periodic report detailing progress, risks, and next steps.
KPIs (Key Performance Indicators)	Quantitative measures of project success.
Earned Value (EV)	Value of completed work compared to plan — used in performance tracking.
Baseline Review	Evaluation to ensure actual progress aligns with approved plan.
Variance Report	Highlights differences between planned and actual results.

Forecast Review	Predictive analysis of project completion and budget trends.
Governance Cadence	Defined rhythm for meetings, reviews, and reporting cycles.

## **5      Quality & Testing Management**

Term	Explanation
Quality Assurance (QA)	Process-oriented activities ensuring correct methods are followed.
Quality Control (QC)	Product-oriented activities ensuring outputs meet standards.
Test Strategy	Document outlining testing objectives, approach, and tools.
Test Plan	Detailed schedule and scope of testing activities.
Test Case	Step-by-step instructions to validate a requirement.
Unit Testing	Testing individual components or functions.
Integration Testing	Validating data flow between systems/modules.
System Testing	End-to-end validation of complete system functionality.
UAT (User Acceptance Testing)	Business validation that solution meets requirements.
Defect	Deviation from expected behavior or requirement.
Defect Triage	Process to review and prioritize defects based on severity.
Regression Testing	Re-running tests to ensure existing functionality works after changes.
Automation Testing	Using tools/scripts to run tests automatically.

Test Execution Report	Summary of test results and defect metrics.
Go/No-Go Decision	Final approval to proceed with deployment based on testing results.

## **6      Release, Build & Deployment**

Term	Explanation
Release Management	Process of planning, scheduling, and controlling deployments.
Build Pipeline	Automated process to compile, test, and prepare code for release.
Continuous Integration (CI)	Frequent code integration into shared repository with automated validation.
Continuous Deployment (CD)	Automated release to production post successful tests.
Blue-Green Deployment	Technique maintaining two production environments for zero downtime.
Feature Toggle	Mechanism to enable/disable features at runtime.
Cutover Plan	Step-by-step guide for production go-live transition.
Rollback Plan	Contingency plan to revert system if deployment fails.
Hypercare Support	Immediate post-go-live period with enhanced monitoring.
Deployment Checklist	Pre-release verification steps to avoid errors.
Change Request (CR)	Document proposing modification to scope or configuration.
Release Notes	Documentation describing changes and fixes in each release.
Sustain Phase	Stabilization period post-implementation.
Environment Management	Oversight of DEV, QA, PROD system

landscapes.

Build Freeze	Temporary halt on code changes during release phase.
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## 7 Service Management (ITIL-based)

Term	Explanation
Incident Management	Process to restore service operations quickly after disruption.
Problem Management	Identifying and addressing root causes of recurring issues.
Change Management	Controlling IT changes to minimize impact.
Service Level Agreement (SLA)	Commitment on response/resolution timelines.
Operational Level Agreement (OLA)	Internal agreement between support teams.
Knowledge Base (KB)	Repository of known errors and solutions.
Ticket Severity	Classification of incidents based on impact.
Escalation Matrix	Defined path for issue escalation.
Downtime	Duration of unavailability of a service.
Root Cause Analysis (RCA)	Investigating the underlying cause of a problem.
Service Request	Formal user request for information or access.
Change Advisory Board (CAB)	Group approving significant IT changes.
Major Incident Review	Post-resolution review of critical incidents.
Availability Management	Ensuring systems meet uptime targets.
Capacity Management	Ensuring infrastructure can handle load effectively.

## **8 Resource & Financial Management**

Term	Explanation
Budgeting	Estimating project costs for approval and tracking.
Cost Baseline	Approved version of project budget.
Cost Variance (CV)	Difference between planned and actual costs.
Resource Forecasting	Predicting resource requirements for future phases.
Billable Hours	Hours that can be invoiced to client.
Utilization Rate	Percentage of resource time spent on productive work.
Resource Onboarding	Bringing new team members into the project.
Contract Resource	External staff hired for temporary engagement.
FTE (Full-Time Equivalent)	Measure representing workload of a full-time employee.
Project Burn Rate	Rate at which budget is consumed over time.
Invoicing	Billing client for completed work or milestones.
Timesheet	Record of hours worked by project staff.
Cost Control	Process of managing budget within limits.
Expense Management	Tracking and approving project-related expenses.
Financial Reconciliation	Matching planned vs actual financial data for accuracy.

## **9 Communication & Reporting**

Term	Explanation
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Communication Plan	Defines frequency, method, and audience for project communication.
Meeting Minutes	Summary of discussions, decisions, and action items from a meeting.
Project Newsletter	Periodic update highlighting project milestones and progress.
Stakeholder Communication	Engaging stakeholders with status updates.
Weekly Status Report	Structured report summarizing project progress.
Executive Summary	Concise overview for senior leadership.
Dashboard Reporting	Visual presentation of KPIs and health indicators.
Collaboration Tools	Platforms like Teams, Slack, or Jira for team communication.
Escalation Email	Formal message raising a concern or issue to higher management.
Town Hall	Large-scale meeting to align teams and share updates.
Lessons Learned	Document capturing insights for future improvement.
Decision Log	Record of all major decisions made during the project.
Status Summary Deck	PowerPoint summary for leadership presentations.
Meeting Cadence	Regular schedule for recurring meetings.
Progress Tracker	Tool used to visualize completion rate of deliverables.

## **10 Risk & Compliance Management**

Term	Explanation
Risk Identification	Recognizing potential threats to project success.

Risk Mitigation Plan	Steps to minimize identified risks.
Risk Owner	Individual responsible for monitoring a specific risk.
Risk Probability	Likelihood of a risk occurring.
Risk Impact	Degree of damage if risk occurs.
Compliance Review	Ensuring project adheres to company and legal standards.
Audit Trail	Record of all changes, actions, and approvals.
Regulatory Compliance	Adherence to industry or governmental laws.
Information Security	Protecting project data and assets.
Data Privacy	Safeguarding personal and sensitive data.
Business Continuity Plan	Strategy to maintain operations during disruption.
Disaster Recovery	Plan to restore systems after major failure.
Internal Audit	Independent check of project governance and control.
Compliance Dashboard	Monitors adherence to compliance KPIs.
Non-Conformance Report	Documentation of deviation from standards.

## **11 Knowledge Transition & Training**

Term	Explanation
Knowledge Transfer (KT)	Sharing technical and functional knowledge between teams.
Transition Plan	Structured plan for handover from implementation to support.
Shadow Support	Phase where new team observes experienced team.

Reverse Shadow	New team executes tasks under supervision.
Training Deck	Presentation material used in training sessions.
User Manual	Document explaining system usage to end users.
Train the Trainer	Approach where key users are trained to educate others.
Knowledge Repository	Central location storing documentation and FAQs.
System Walkthrough	Demonstration of end-to-end process flow.
Handover Checklist	Ensures all KT items are completed before transition.
Runbook	Step-by-step guide for recurring operational activities.
Standard Operating Procedure (SOP)	Detailed instructions for consistent process execution.
Transition Sign-off	Formal approval marking completion of KT.
Support Model	Structure defining L1/L2/L3 responsibilities.
Skill Matrix	Table showing expertise level across project team.

## **12 Project Closure & Evaluation**

Term	Explanation
Project Closure Report	Comprehensive summary of outcomes, lessons, and metrics.
Final Acceptance	Client approval marking project completion.
Post-Implementation Review	Evaluation of objectives vs outcomes after go-live.

Operational Handover	Transfer of responsibility to operations/support team.
Project Archive	Storage of all project documents for reference.
Closure Meeting	Final review involving all stakeholders.
Customer Satisfaction Survey	Feedback mechanism from stakeholders.
ROI Analysis	Calculating return on investment post project delivery.
Final Invoice	Last billing to close financials.
Contract Closure	Administrative process to finalize contracts.
Performance Review	Evaluation of team performance and contributions.
Project Debrief	Internal session to reflect on what went well.
Celebration Event	Acknowledgment of team efforts post project success.
Archival Checklist	Checklist ensuring all closure artifacts stored.
Closure Sign-off	Formal end to the project with stakeholder approvals.