ICT Project Guidance

Glossary of ICT Specific Terms:   
Support, Operations, Maintenance

Author:

Sky Sigal, Solution Architect

Version:

0.2

## Description

A Glossary of common ICT Terms related to supporting, operating, monitoring and maintaining services, to establish a common understanding, while reducing duplication of effort in downstream documents.

## Synopsis

Included are the meanings of acronyms and industry terms used to describe aspects of supporting, operating, monitoring, maintaining services.

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## Introduction

## Objective

To develop a common understanding of terms used to deliver services with an ICT component.

# Terms & Acronyms

## Service Support & Operations Terms & Acronyms

#### ASG

: see *Application Support Guide*.

#### Application Support Guide

: an artefact presented for acceptance by the Support team indicating they are satisfied with the documentation available to them.

Appendices

Appendix A - Document Information

### Versions

* 1. Initial Draft
  2. Minor updates

### Images

### Tables

### References

**There are no sources in the current document.**

### Review Distribution

The document was distributed for review as below:

|  |  |
| --- | --- |
| Identity | Notes |
| Sandy Britain, Enterprise Architect |  |
| Amy Orr, Data Architect |  |
| Roger Govind, Security Architect |  |
| Archana Sahani, Business Analyst |  |
| Dijana Sneath, Business Analyst |  |
| Vincent Weirdsma, Lead Developer |  |

### Audience

The document is technical in nature, but parts are expected to be read and/or validated by a non-technical audience.

### Diagrams

Diagrams are developed for a wide audience. Unless specifically for a technical audience, where the use of industry standard diagram types (ArchiMate, UML, C4), is appropriate, diagrams are developed as simple “box & line” monochrome diagrams.