ICT Project Guidance

Glossary of ICT Specific Terms:   
System Procurement

Author:

Sky Sigal, Solution Architect

Version:

0.1

## Description

A Glossary of common ICT Terms related to custom development, 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 system procurement.

## Contents

[Description 1](#_Toc153176083)

[Synopsis 1](#_Toc153176084)

[Contents 2](#_Toc153176085)

[Objective 3](#_Toc153176086)

[Terms & Acronyms 4](#_Toc153176087)

[System Delivery Industry Terms & Acronyms 4](#_Toc153176088)

[SaaS 4](#_Toc153176089)

[Software as a Service 4](#_Toc153176090)

[Appendices 5](#_Toc153176091)

[Appendix A - Document Information 5](#_Toc153176092)

[Versions 5](#_Toc153176093)

[Images 5](#_Toc153176094)

[Tables 5](#_Toc153176095)

[References 5](#_Toc153176096)

[Review Distribution 5](#_Toc153176097)

[Audience 5](#_Toc153176098)

[Diagrams 5](#_Toc153176099)

## Objective

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

# Terms & Acronyms

## System Delivery Industry Terms & Acronyms

#### SaaS

: acronym for Software as a Service.

#### Software as a Service

: a software distribution model in which applications are hosted by a vendor or service provider and made available to a customer over a network.  
This model is where SaaS providers move the task of managing software and its deployment to third party services. This model tends to reduce the cost of software ownership by removing the need for technical staff to manage, install, and upgrade software, as well as reduce the cost of licensing software.   
Customisation of SaaS solutions is not recommended but can in some cases be part of the agreement.

The difference between Managed Services, SaaS, PaaS and IaaS, is the level of selection, deployment, data provision, and service you provide.

IaaS is where you start by selecting what infrastructure and OS you wish to run on, before moving on to deploying the system to it, then configuring and deploying data to it.

PaaS is where the infrastructure’s devices and OS are provided, leaving you to start with deploying the application stack and service to it, before configuring and deploying data to it

SaaS is when the device, OS, development stack, developed system is already deployed, and one starts by configuring and updating data to it.

Appendices

Appendix A - Document Information

### Versions

* 1. Initial Draft
  2. Minor changes
  3. Minor changes

### 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.