ICT Project Guidance

Glossary of ICT Specific Terms:   
Change & Transition

Author:

Sky Sigal, Solution Architect

Version:

0.3

## Description

A Glossary of common ICT Terms related to Change & Transition Management, 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 manage change and transition.

## Contents

[Description 1](#_Toc150844189)

[Synopsis 1](#_Toc150844190)

[Contents 2](#_Toc150844191)

[Introduction 3](#_Toc150844192)

[Objective 3](#_Toc150844193)

[Terms & Acronyms 4](#_Toc150844194)

[Service Change Communications & Management Terms & Acronyms 4](#_Toc150844195)

[CAB 4](#_Toc150844196)

[Change Advisory Board 4](#_Toc150844197)

[Corporate Website 4](#_Toc150844198)

[Enterprise Website 4](#_Toc150844199)

[Service Request 4](#_Toc150844200)

[Appendices 5](#_Toc150844201)

[Appendix A - Document Information 5](#_Toc150844202)

[Versions 5](#_Toc150844203)

[Images 5](#_Toc150844204)

[Tables 5](#_Toc150844205)

[References 5](#_Toc150844206)

[Review Distribution 5](#_Toc150844207)

[Audience 5](#_Toc150844208)

[Diagrams 5](#_Toc150844209)

## Introduction

## Objective

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

# Terms & Acronyms

## Service Change Communications & Management Terms & Acronyms

#### CAB

: see *Change Advisory Board.*

#### Change Advisory Board

: a governance board to ensure that before a solution can go live all stakeholders are satisfied with the state of deliverables required to support, operate and maintain the service over its service lifespan.

#### Corporate Website

: see *Enterprise website*.

#### Enterprise Website

: the enterprise’s website, on which information about the new service is made available and the service is made discoverable by linking to the service.

*Note: Information about the Service commonly will include Purpose, Objectives, Background, Terms & Conditions, Use Cases, Usage Examples, Scope, Scheduling, Applicability (e.g.: phased roll outs), a FAQ, direct Contact information to a Business Support Specialist group, or General Support that can direct inquiries to them.*

#### Offboarding

: a process which completes the life cycle of permanent or non-permanent staff and disables agreements and permission access to Organisation systems and processes

#### OnBoarding

: a process to register permanent and non-permanent staff detailing reasons for procurement and permissions for access to Organisation systems and processes

#### Service Request

: a request to the organisation’s service desk for infrastructure changes done by internal resources and/or delegation to contracted services.

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.