ICT Project Guidance

Glossary of ICT Specific Terms:   
Change & Transition

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## Description

A Glossary of common ICT Terms for reference, to establish a common understanding, while reducing duplication of effort in downstream documents.

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## 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

: 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.*

#### 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

### Images

### Tables

### References

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

### Review Distribution

The document was distributed for review as below:

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### 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.