ICT Project Guidance

Glossary of ICT Specific Terms:   
Discovery, Analysis & Definition

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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

## Discovery, Definition Terms & Acronyms

#### BABOK

: acronym for the *Business Analysis Body of Knowledge.*

#### BACCM

: acronym for *Business Analysis Core Concept Model*.

#### Business Analysis Body of Knowledge (BABOK)

: stewarded by the *International Institute of Business Analysts*, it is a reference for professionals involved in business analysis. It includes the business analysis framework, which is a set of best practices divided into six areas of activity:

* Business Analysis Planning and Monitoring,
* Elicitation and Collaboration,
* Requirements Life Cycle Management,
* Strategy Analysis,
* Requirements Analysis and Design Definition,
* Solution Evaluation.

#### Business Analysis Core Concept Model (BACCM)

: defined within BABOK, captures the core concepts that are at the core of Business Analysis:

* Change: internal (meeting need) and external (creating need).
* Need: a problem or opportunity that motivates Change.
* Solution: meets a Need by enabling Stakeholders to resolve a problem.
* Context: the environment within which change is required.
* Stakeholder: a person with a relationship to the Change, Need, or Solution.
* Value: the Tangible (e.g. future savings/profits) and Intangible (e.g. motivational) importance attached to something by a Stakeholder

#### CLEAR

: an acronym for an approach used by Stakeholder Analysts to collect *Requirements* from designated *SMEs* of *Stakeholder groups*. The acronym stands for

* COLLABORATIVE: discussed with SMEs, developed by *Stakeholder Analysts (BAs)*, completed with *acceptance tests* developed by *Test Analysts* (TAs) design checked by *Solution* and/or *Data* *Architects* (SAs), and reasonable feasibility and effort required by implementors (*Developers*).
* LIMITED: focused on a singular concern, following *Separation of Concerns* principles.
* EVALUATED: Effort-scaled and Prioritisation-rated (by implementors).
* APPROPRIATE: reduces risk of missing expectations of quality and functionality within available resources.
* RESOURCE CONCIENCE: delivers positive Value compared to Cost of delivery.

#### Desire

: an unstructured statement of desire by a stakeholder group’s SME or member. A Desire requires conversion to one or more Definitions as Requirements or directly

#### Definition

: a structured Requirement (Permission, Recommendation, Obligation, or Prohibition) or *User Story* \*with *Acceptance Tests)* Work Item.

#### FR

: see *Functional Requirements*.

#### Functional Requirements

* : the definition of the operations the system must *permit* the various *Roles* of *User* *Stakeholders*.

#### International Institute of Business Analysts (IIBA)

: publisher of the *BABOK*.

#### NFR

* : see *Non-Functional Requirements*.

#### Non-Functional Requirements (NFR)

: legacy term, internationally deprecated by ISO/IEEE. See *Quality Requirements*.   
*Note: the term was Deprecated due to being unclear, and often became the dumping ground for Quality Requirements combined with all Functional Requirements that were not Business Requirements.*

#### Obligation

: a MUST type of requirement (which can be either Permissions, Recommendations, Obligations or Prohibitions).

#### Permission

: a MAY type of Requirement (which can be either Permissions, Recommendations, Obligations or Prohibitions).

*Note that Permissions (MAY) and Recommendations (SHOULD) types of requirements add no contractual value and should be avoided in favour of using Obligations (MUST) and Prohibitions (MUST NOT).*

#### Prohibition

: a MUST NOT type of requirement (which can be either Permissions, Recommendations, Obligations or Prohibitions).

#### Recommendation

: a SHOULD type of requirement (which can be either Permissions, Recommendations, Obligations or Prohibitions).   
*Note that Permissions (MAY) and Recommendations (SHOULD) types of requirements add no contractual value and should be avoided in favour of using Obligations (MUST) and Prohibitions (MUST NOT).*

#### Quality Requirements

: requirements defining the Qualities of a service, irrespective of its Functional Requirements. The Qualities expected are defined by ISO-25010 (for Systems), ISO-25012 (for the data the systems manage), and ISO-25022 (Systems in Use Qualities).  
*Note: traditionally captured in one (Word) document, Views can also be captured as separate areas within a project Wiki, assuming the Wiki’s permission structure permits access by relevant stakeholders which include but are not limited to: Consultants, Reviewers, Governance, Maintenance specialists.*

#### System Qualities

: the *logical* combination of the *Functional* Requirements (meeting User Requirements) and Qualities Requirements. Does not include Transitional Requirements.

#### SMART Objectives

: requirements that are Singular, Measurable, Achievable, Rational, Testable (preferably by Automation). See *CLEAR*.

#### SME

: see *Subject Matter Experts*.

#### Subject Matter Experts (SME)

: a Stakeholder group’s designated representative for access by a project’s stakeholder’s analyst (BA).

#### Transition Requirements

: are what needs to be done to transition to the solution. Below is a list of various types of activities to transition from the current state to the desired future state, and off again. These may include:

* Temporary & Persistent Security Rights & Access paths
* Temporary & Persistent Data Conversion & Migration, Validation & Testing,
* Transitional User Provisioning, Support, Training, Operations, Support, covering Users, SuperUsers, etc.
* Business Continuity, Documentation, Testing, etc.

#### User Requirements

: the requirements of end users, defining their expectations of working with the operations made available via the *Functional Requirements*.

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:

|  |  |
| --- | --- |
| Identity | Notes |
| Sandy Britain, Enterprise Architect |  |
| Amy Orr, Data Architect |  |
| Roger Govind, Security Architect |  |
| Archana Sahani, Business Analyst |  |
| Dijana Sneath, Business Analsyt |  |
| 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.