ICT Project Guidance

Glossary of ICT Specific Terms:   
Quality Assurance

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Version:

0.1

## Description

A Glossary of common ICT Terms related to system quality assurance, 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 quality assurance.

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## Introduction

## Objective

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

# Terms & Acronyms

## System Quality Assurance Terms & Acronyms

#### Quality Assurance as Code (QAaC)

: Current best practice approach to testing the qualities of services by developing a set of tests that can be automated – rather than developing manual processes that can take weeks to months to perform.

#### Recovery Point Objective (RPO)

: the agreed definition of the maximum acceptable amount of data loss after an unplanned data-loss incident, expressed as a duration.

#### Recover Time Objective (RTO)

: the agreed duration of time before a system in available again after an unplanned incident.

#### RPO

: acronym for *Recovery Point Objective*.

#### RTO

: acronym for Recover Time Objective.

#### Test Summary Report (TSR)

: the summary of the Quality Assurance performed by *Test Analysts*.

#### TSR

: see *Test Summary Report*.

Appendices

Appendix A - Document Information

### Versions

0.1 Initial Draft

### 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.