ICT Project Guidance

Glossary of ICT Specific Terms:   
Project Delivery Roles

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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

## Role Terms & Acronyms

Services are delivered and operated and used by a variety of stakeholders:

#### BA

: see *Business Analyst*.

#### Business Analyst (BA)

: an analyst who focuses on capturing Business Sponsor a Business User Stakeholders desires as SMART & CLEAR objectives.   
See *Stakeholder Analyst*.

#### Business Support Specialist

: a specialist delegated to support Business Users and Business Service Consumer Users (end users). Common tasks may include being allocated delegated permissions to allocating Roles to Users within tenancies, etc. *Support Specialists* route calls for support first to them if they are available, falling back to routing inquiries to *Operations Specialists*.

#### CDO

: See *Chief Digital Officer*

#### Chief Information Security Officer

:  a senior-level executive who oversees an organization's information, cyber, and technology security. The CISO's responsibilities include developing, implementing, and enforcing security policies to protect critical data.   
May be the same person as the *CDO*.

Upon advisement from *CAB*, provides systems an *Authority to Operate* (*ATO*) so they can be deployed to a Production data Environment.

#### Chief Digital Officer

: charged with helping an enterprise use digital information and advanced technologies, such as the cloud, AI, machine learning, automation, IoT, mobile and social media, to create business value.

#### CISO

: acronym for *Chief Information Security Officer*.

#### DA

: see Data Architect.

#### Data Architect

: architect of interoperability schemas, whether over the wire, or in storage resources accessed by other services.

#### Duty

: an obligation due to being part of a system. The origin of the word is analogues to *Due*. Contrast with *Responsibility*.

#### EA

: may refer to *Enterprise Architect* or *Executive Assistant*.

#### Enterprise Architect

: manages the definition and development of an organisation’s ecology of integrated services. Compare to *Solution Architect*.

#### Executive Assistant

: the assistant who is the point of contact for and who coordinates an executive’s/manager’s appointments, meetings & calls.   
Compare to *Project Coordinator*.

#### Maintenance Specialists

: specialists who manage the infrastructure network, routes and devices, and deployment to them of systems and their configuration, including integration needs. Maintenance Specialists may also be involved with managing the reviewing system traces to inform development specialists of unexpected behaviours.

#### Operations Specialist

: a specialist role in charge of performing changes to System Settings (e.g.: Notifications) and User Configuration (e.g.: Roles) that are not handled by *Business Support Specialists* (either because there is no such Resource, or the functionality is not exposed in an intuitive way such Resources can use). *Operations Specialists* may route or handle inquiries that necessitate the involvement of *Maintenance Specialists*.

#### Program Manager

: manager of several Program Manager, coordinated to deliver an overall program of work’s expected outcomes.

#### Project Manager

* : coordinator of a team’s resourcing and efforts to meet project sponsor outcome expectations. Traditionally delivery to user stakeholders to their expectations of quality and capability, while meeting

#### Project Coordinator

* : coordinator of a Project Manager’s tasks.

#### RASCI

* : acronym for *Role*s one can have within a *Group* or *in regards to an activity*: Accountable for the task being achieved, while may also be one of the group of persons Responsible for doing the task(s), Supported the Responsible *Person*, Consulted for input and review, Informed or changes. An Accountable may be formally Managing the Responsible, or be a participating stakeholder.

#### Responsible

* : a person who steps forward to accept delivering on expectations within a system.  
  The origin of the word is *Respondere* – “to answer a call”. Contrast to *Duty*.

#### SA

: see *Solution Architect*.

#### Solution Architect

: delivery Role tasked with diminishing risk of non-delivery to stakeholder expectations by developing coordination artefacts to Governance and *Project Managers (PMs)* in the form of *Solution Architecture Descriptions* (SADs) and subsequent *Technical Design Descriptions* (*TDDs*).

#### Stakeholder Analyst

: an analyst who queries the needs of *all* Stakeholders – not just focusing on Business Stakeholders to develop *Transition* and *System Requirements* (i.e., both *Quality* and *Functional Requirements*) comprised of both *CLEAR* and *SMART* requirements.  
A more inclusive, therefore correct, list of *Stakeholders* would include the following:

* Users,
* Business,
* Business Support,
* General Support,
* Operations,
* Maintenance,
* Assurance,
* Development
* Delivery Managers
* Project Managers
* Sponsors

#### Stakeholder Analyst (BA):

* an analyst that collects the Desires of all Stakeholder groups, to *Note The acronym ‘BA’ is still used, to disambiguate from Solution Architects (SAs).*

#### Support Specialist

: specialist capable of offering general support to end users, directing their inquiry according to information within the Application Support Guide (ASG), to Business Support Users, Operations Specialists or Maintenance Specialists.

#### Test Analyst (TA)

: a specialist skilled at defining Tests of SMART Objectives that can be converted into QA as Code by a developer, which in turn can be run by a project’s Delivery Pipeline.   
Compare to *Tester*.

#### Tester

: a person performing testing functionality & *qualities* of a *service*. Traditionally testing is done by hand, following Test Plans.   
Note: manual testing is expensive in time and resources and interferes with automated delivery to a level that adds significant risk to delivering IT projects on time, to expected functional qualities and functional levels. See *Test Analyst*.

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.