ICT Project Guidance

Glossary of ICT Specific Terms:   
Support, Operations, Maintenance

Author:

Sky Sigal, Solution Architect

## Description

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

## Contents

[Description 1](#_Toc146636041)

[Contents 2](#_Toc146636042)

[Introduction 7](#_Toc146636043)

[Terms & Acronyms 8](#_Toc146636044)

[ISO/IEEE/RFC Standards & Acronyms 8](#_Toc146636045)

[ISO-26515:2018 8](#_Toc146636046)

[ISO-42010 8](#_Toc146636047)

[ISO-19505-2 8](#_Toc146636048)

[ISO-25010 8](#_Toc146636049)

[ISO-25012 8](#_Toc146636050)

[ISO-25022 8](#_Toc146636051)

[RFC-2119 8](#_Toc146636052)

[ISO-14143 8](#_Toc146636053)

[Role Terms & Acronyms 8](#_Toc146636054)

[BA 9](#_Toc146636055)

[Business Analyst (BA) 9](#_Toc146636056)

[Business Support Specialist 9](#_Toc146636057)

[CDO 9](#_Toc146636058)

[Chief Information Security Officer 9](#_Toc146636059)

[Chief Digital Officer 10](#_Toc146636060)

[CISO 10](#_Toc146636061)

[DA 10](#_Toc146636062)

[Data Architect 10](#_Toc146636063)

[Duty 10](#_Toc146636064)

[EA 10](#_Toc146636065)

[Enterprise Architect 10](#_Toc146636066)

[Executive Assistant 10](#_Toc146636067)

[Maintenance Specialists 10](#_Toc146636068)

[Operations Specialist 10](#_Toc146636069)

[Program Manager 10](#_Toc146636070)

[Project Manager 10](#_Toc146636071)

[Project Coordinator 10](#_Toc146636072)

[RASCI 10](#_Toc146636073)

[Responsible 11](#_Toc146636074)

[SA 11](#_Toc146636075)

[Solution Architect 11](#_Toc146636076)

[Stakeholder Analyst 11](#_Toc146636077)

[Stakeholder Analyst (BA): 12](#_Toc146636078)

[Support Specialist 12](#_Toc146636079)

[Test Analyst (TA) 12](#_Toc146636080)

[Tester 12](#_Toc146636081)

[Budget and Financing Terms & Acronyms 12](#_Toc146636082)

[CAPEX 12](#_Toc146636083)

[Financial Year 12](#_Toc146636084)

[OPEX 12](#_Toc146636085)

[Contractual Terms & Acronyms 12](#_Toc146636086)

[Contract 13](#_Toc146636087)

[Master Agreement 13](#_Toc146636088)

[Memorandum of Understanding 13](#_Toc146636089)

[Minimum Viable Product 13](#_Toc146636090)

[MOU 13](#_Toc146636091)

[MVP 13](#_Toc146636092)

[POC 14](#_Toc146636093)

[Proof of Concept 14](#_Toc146636094)

[RASCI 14](#_Toc146636095)

[Requirements 14](#_Toc146636096)

[SOW 14](#_Toc146636097)

[Statement of Work (SOW): 14](#_Toc146636098)

[Terms & Conditions 14](#_Toc146636099)

[Delivery Terms & Acronyms 14](#_Toc146636100)

[Acceptance Criteria 14](#_Toc146636101)

[ADO 14](#_Toc146636102)

[Azure DevOps 14](#_Toc146636103)

[ALM 14](#_Toc146636104)

[Application Lifecycle Management (ALM) Suite 14](#_Toc146636105)

[Epic 14](#_Toc146636106)

[Feature 14](#_Toc146636107)

[Task 14](#_Toc146636108)

[JIRA 14](#_Toc146636109)

[User Story 14](#_Toc146636110)

[Work Item 15](#_Toc146636111)

[Work Item Management Service 15](#_Toc146636112)

[User Voice Service 15](#_Toc146636113)

[Discovery, Definition Terms & Acronyms 15](#_Toc146636114)

[BABOK 15](#_Toc146636115)

[BACCM 15](#_Toc146636116)

[Business Analysis Body of Knowledge (BABOK) 15](#_Toc146636117)

[Business Analysis Core Concept Model (BACCM) 15](#_Toc146636118)

[CLEAR 16](#_Toc146636119)

[Desire 16](#_Toc146636120)

[Definition 16](#_Toc146636121)

[FR 16](#_Toc146636122)

[Functional Requirements 16](#_Toc146636123)

[International Institute of Business Analysts (IIBA) 16](#_Toc146636124)

[NFR 16](#_Toc146636125)

[Non-Functional Requirements (NFR) 16](#_Toc146636126)

[Obligation 16](#_Toc146636127)

[Permission 16](#_Toc146636128)

[Prohibition 17](#_Toc146636129)

[Recommendation 17](#_Toc146636130)

[Quality Requirements 17](#_Toc146636131)

[System Qualities 17](#_Toc146636132)

[SMART Objectives 17](#_Toc146636133)

[SME 17](#_Toc146636134)

[Subject Matter Experts (SME) 17](#_Toc146636135)

[Transition Requirements 17](#_Toc146636136)

[User Requirements 18](#_Toc146636137)

[System Design Terms & Acronyms 18](#_Toc146636138)

[4+1 18](#_Toc146636139)

[Layer 18](#_Toc146636140)

[DDD 18](#_Toc146636141)

[Domain Driven Design 18](#_Toc146636142)

[Rozanski & Woods 18](#_Toc146636143)

[SAD 19](#_Toc146636144)

[Solution Architecture Description (SAD) 19](#_Toc146636145)

[UML 20](#_Toc146636146)

[Unified Modelling Language 20](#_Toc146636147)

[System Data Privacy Terms & Acronyms 20](#_Toc146636148)

[Gender 20](#_Toc146636149)

[Identity: 20](#_Toc146636150)

[Identifier 20](#_Toc146636151)

[Person: 20](#_Toc146636152)

[Personal Information: 20](#_Toc146636153)

[Personal Identifiable Information (PII): 20](#_Toc146636154)

[PIA 20](#_Toc146636155)

[Privacy Statement 20](#_Toc146636156)

[Privacy Impact Assessment (PIA) 20](#_Toc146636157)

[PTA 21](#_Toc146636158)

[Sex 21](#_Toc146636159)

[Tracking Statement 21](#_Toc146636160)

[System Quality Assurance Terms & Acronyms 21](#_Toc146636161)

[Quality Assurance as Code (QAaC) 21](#_Toc146636162)

[Recovery Point Objective (RPO) 21](#_Toc146636163)

[Recover Time Objective (RTO) 21](#_Toc146636164)

[RPO 21](#_Toc146636165)

[RTO 21](#_Toc146636166)

[Test Summary Report (TSR) 21](#_Toc146636167)

[TSR 21](#_Toc146636168)

[Service Accreditation and Governance Terms & Acronyms 21](#_Toc146636169)

[Accreditation 21](#_Toc146636170)

[ATO 22](#_Toc146636171)

[Authority to Operate 22](#_Toc146636172)

[C&A 22](#_Toc146636173)

[Certification & Assurance 22](#_Toc146636174)

[C&A Memo 22](#_Toc146636175)

[Certification 22](#_Toc146636176)

[Controls Validation Audit 22](#_Toc146636177)

[Control Validation Plan (CVP) 22](#_Toc146636178)

[CVA: 23](#_Toc146636179)

[CVP 23](#_Toc146636180)

[Provisional ATO 23](#_Toc146636181)

[Residual Risks 23](#_Toc146636182)

[Simple Risk 23](#_Toc146636183)

[Security Risk Assessment (SRA) 23](#_Toc146636184)

[SRA 24](#_Toc146636185)

[SRMP 24](#_Toc146636186)

[STA 24](#_Toc146636187)

[System Threshold Analysis (STA) 24](#_Toc146636188)

[System Integration Terms & Acronyms 24](#_Toc146636189)

[ETL 24](#_Toc146636190)

[ELT 24](#_Toc146636191)

[Tier 24](#_Toc146636192)

[System Interoperability Terms & Acronyms 24](#_Toc146636193)

[Application Programming Interface 25](#_Toc146636194)

[Discoverability 25](#_Toc146636195)

[Self-Describe 25](#_Toc146636196)

[WADL 25](#_Toc146636197)

[CSDL 25](#_Toc146636198)

[GraphQL 25](#_Toc146636199)

[OAuth 25](#_Toc146636200)

[ODATA 25](#_Toc146636201)

[OIDC 25](#_Toc146636202)

[REST 25](#_Toc146636203)

[Queryability 25](#_Toc146636204)

[SAML 25](#_Toc146636205)

[SOAP 25](#_Toc146636206)

[JSON 26](#_Toc146636207)

[XML 26](#_Toc146636208)

[System Data Storage Terms & Acronyms 26](#_Toc146636209)

[Data Hub 26](#_Toc146636210)

[Indexed 27](#_Toc146636211)

[Key 27](#_Toc146636212)

[Longitudinal Data 27](#_Toc146636213)

[Master Data 27](#_Toc146636214)

[Natural Key 27](#_Toc146636215)

[Natural Primary Key 27](#_Toc146636216)

[Normalised 27](#_Toc146636217)

[Primary Key 27](#_Toc146636218)

[Reference Data 27](#_Toc146636219)

[Relational Database 27](#_Toc146636220)

[Schema 27](#_Toc146636221)

[Secure keystore 27](#_Toc146636222)

[System of Record 27](#_Toc146636223)

[Transactional Data 27](#_Toc146636224)

[Unoptimised 28](#_Toc146636225)

[Optimised 28](#_Toc146636226)

[System Development Industry Terms & Acronyms 28](#_Toc146636227)

[DRY 28](#_Toc146636228)

[Immutable 28](#_Toc146636229)

[Mutable 28](#_Toc146636230)

[OO 28](#_Toc146636231)

[Object Oriented 28](#_Toc146636232)

[SOC 28](#_Toc146636233)

[Separation of Concerns 28](#_Toc146636234)

[SOLID 28](#_Toc146636235)

[GRASP 29](#_Toc146636236)

[System Infrastructure Terms & Acronyms 29](#_Toc146636237)

[Component 29](#_Toc146636238)

[Device 29](#_Toc146636239)

[Database Schemas as Code 29](#_Toc146636240)

[Environment 29](#_Toc146636241)

[Headless 31](#_Toc146636242)

[Infrastructure as Code 31](#_Toc146636243)

[NON-PROD DATA Environment 31](#_Toc146636244)

[Permission 31](#_Toc146636245)

[PROD DATA Environment 31](#_Toc146636246)

[LAN 31](#_Toc146636247)

[Local Address Network 31](#_Toc146636248)

[Machine Account 31](#_Toc146636249)

[[System] Role 31](#_Toc146636250)

[Router 31](#_Toc146636251)

[Subnet 31](#_Toc146636252)

[Service 31](#_Toc146636253)

[Stakeholder Groups 32](#_Toc146636254)

[System 32](#_Toc146636255)

[Switch 32](#_Toc146636256)

[TSA 32](#_Toc146636257)

[Technical Security Assessment (TSA) 32](#_Toc146636258)

[UI 33](#_Toc146636259)

[User 33](#_Toc146636260)

[User interface (UI) 33](#_Toc146636261)

[User Experience 33](#_Toc146636262)

[Users 33](#_Toc146636263)

[UX 33](#_Toc146636264)

[Service Change Communications & Management Terms & Acronyms 33](#_Toc146636265)

[CAB 33](#_Toc146636266)

[Change Advisory Board 33](#_Toc146636267)

[Corporate Website 33](#_Toc146636268)

[Enterprise Website 33](#_Toc146636269)

[Service Support & Operations Terms & Acronyms 33](#_Toc146636270)

[Uncategorised Terms & Acronyms 33](#_Toc146636271)

[BOSSCARD 33](#_Toc146636272)

[Service Request 34](#_Toc146636273)

[Appendices 35](#_Toc146636274)

[Appendix A - Document Information 35](#_Toc146636275)

[Images 35](#_Toc146636276)

[Tables 35](#_Toc146636277)

[References 35](#_Toc146636278)

[Review Distribution 35](#_Toc146636279)

[Audience 35](#_Toc146636280)

[Structure 35](#_Toc146636281)

[Diagrams 35](#_Toc146636282)

[Terms 35](#_Toc146636283)

## Introduction

## Objective

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

# Terms & Acronyms

## Service Support & Operations Terms & Acronyms

**ASG**

: see *Application Support Guide*.

**Application Support Guide**

: an artefact presented for acceptance by the Support team indicating they are satisfied with the documentation available to them.

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.