ICT Project Guidance

Glossary of ICT Specific Terms:   
Uncategorised

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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

## Uncategorised Terms & Acronyms

#### BOSSCARD

* : an acronym for *“Background, Options, Stakeholders, Scope, Constraints, Assumptions, Risks, expected Deliverables”* – the subject matters to include in a synopsis of current state of a project.

**SR**

: see *Service Request*.

#### 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.