ICT Project Guidance

Glossary of ICT Specific Terms:   
Uncategorised

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Version:

0.1

## 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

### Version

0.1 Initial Draft

### Images

**No table of figures entries found.**

### Tables

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### References

**There are no sources in the current document.**

### Review Distribution

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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.