ICT Project Guidance

Glossary of ICT Specific Terms:   
Delivery

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## Description

A Glossary of common ICT Terms related to System Delivery Management, to establish a common understanding, while reducing duplication of effort in downstream documents.

## Synopsis

Included are the meanings of acronyms and industry terms involved with delivery of systems, a subset of the larger subject of Change Management.

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## Introduction

## Objective

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

# Terms & Acronyms

## Service Change Communications & Management Acronyms

#### BT

: *Build Test environment*.

#### CaaS

: *Container as a Platform*.

#### DT

: *Dev Test environment*.

#### IT

: *Integration Testing Environment*.

#### IaaS

: *Infrastructure as a Service*.

#### NaaS

: *Network as a Service.*

#### QAaaS

: *Quality Assurance as a Service.*

#### PaaS

: *Platform as a Service*.

#### PP

: *PreProd Environment.*

#### PR

: *Prod Environment*.

#### PRaaS

: *Product as a Service*

#### SaaP

: *Software as a Product*.

#### ST

: *Systems Test environment*.

#### UT

: *User Testing Environment*.

## Service Change Communications & Management Terms

#### AsBuilt

: an operational document summarising the components and integrations which constitute a delivered system. Distinct from a *Deployment Guide*.

#### Build Test (BT) Environment

: used by the deployment automation pipeline to run dynamic tests on. See *Dev Test Environment*.

#### Dashboard

: in the context of delivery, this would be the dashboard which summarises the deployments executed and may also contain delivery work item (issues raised, closed, velocity, etc.) and or maintenance stats (requests, resources, errors) and or usage stats ( users, current users, conversion and loss rates) etc.

#### Dev Test Environment

: used by dev testers to evidence if required that the system works as expected on another environment than their own. See *System Test Environment*.

#### Automation Pipeline

: a colloquial term for an automation pipeline that can automate one or more of the required stages of compilation, static testing, packaging, deploying, configuring and integrating, provisioning.

#### Checkout

: the process of retrieving source code from a code versioning repository. Followed by *Compilation*.

#### ClickOps

: the vernacular and derogatory term for non-automated deployment activity. Examples include developing and provisioning infrastructure, dependencies, packaging, deployment, integration, monitoring, alerting activities by manual instruction (e.g. developing and/or following a Deployment) and activities.

#### Compilation

: the deployment step after *Checkout*. Followed by *Static Testing*.

#### Configuration

: the deployment automation process of setting environment and integration settings for *deployed* *packaged* system code. Occurs after *deployment*, and before *provisioning*.

#### DevOps

: see *Change Advisory Board.*

#### Installation Guide

: a document describing how to install a packaged system to a target device. Slightly different to a deployment guide.

#### Deployment

: the process of moving *compiled* and *packaged* code to a target execution environment, usually without an *installer* to *install* it, followed with *configuration*.

#### Deployment Guide

: a document describing how to instantiate required infrastructure and services then *deploy* or *install* a solution’s components to the target devices then integrate and provision them.

#### Deployment Pipeline

: see *Pipeline*.

#### Environments

: a progression of sets of identities, credentials, infrastructure, and either non-production test data or production data. A progression may include one or more of BT, DT, ST, UT, IT, PP, PR.

#### Infrastructure Provisioning

: process of ensuring infrastructure and dependency services are requested, developed and available in order to continue with *deployment* of compiled and packaged code to.

#### Install

: the process of operating a specialised software (an *installer*) to *deploy* a system.

#### Non-Production Data Environment

: environments where the data is not sourced from real users or other information.

#### Non-Production Security Environment

: environments where infrastructure and identities are authenticated using real information as opposed to test data.

#### Packaging

: the deployment step after *Compilation*, and prior to *Infrastructure provisioning* then *Deployment*.

#### PreProd Environment

: a non-production data environment within the production security domain. Used to ensure integrations and configuration are correct for the production security domain. See Production Environment.

#### Product as a Service

:

Product combined with a Service. Sometimes referred to as *on-demand service*.

#### Production Environment

: production data environment within the *production security domain*.

#### Production Security Environment

: the environment where infrastructure and users are authenticated with production data identity information.

#### Provisioning

: the deployment step of moving required data into a system prior to use of the system by end users. Generally involves at least provisioning reference data, and may also include legacy system sourced data and permitted users. The next step may be waking for smoke testing.

#### Regression testing

: a full battery of dynamic tests of a systems functionality. Must not be performed in the production environment, only an earlier non-production data environment. Previously, this battery of testing was done manually following test scripts in the *ST* environment, now it is preferred to be done via automation within the pipeline deploying to the *BT* environment.

#### Smoke testing

: a deployment step to test basic functionality is available and working as expected. A smoke test is not a full regression test.

#### System Test (ST) Environment

: used for exploratory testing by testers. See *User Test Environment*.

#### Static [Unit] Testing

: the deployment step that follows compilation, used to test the logic of individual units of code, isolated from execution environment data and integrations.

#### Software as a Product (SaaP)

: a term that covers both vendor developed *SaaS* and vendor developed custom Software that can be installed to either *PaaS*, *CaaS*, or *SaaS*.

#### User Test (UT) Environment

: used by stakeholders to test functionality using non-production data. See *PreProd Environment*.

Appendices

Appendix A - Document Information

### Versions

* 1. Initial Draft
  2. Minor changes
  3. Minor changes

### Images

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### Tables

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### References

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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.