IT Project Guidance

Glossary of IT Specific Terms:   
Change & Transition

Version:

0.3

## Description

This glossary contributes to the organisation’s internal Body of Knowledge (BOK) by providing working definitions of terms, acronyms, and key phrases used within a specific domain or aspect of IT. Its intent is to reduce misinterpretation, support shared understanding, and assist in the consistent framing of discovery, definition, and design activities. While terms may evolve over time or vary across contexts, this glossary serves as a common reference to improve clarity and alignment within and across projects.

## Synopsis

This glossary includes the meanings of acronyms and industry terms commonly used within process change and transition management.

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## Introduction

## Objective

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

# Terms & Acronyms

## Service Change Communications & Management Terms & Acronyms

#### CAB

: see *Change Advisory Board.*

#### Change Advisory Board

: a governance board to ensure that before a solution can go live all stakeholders are satisfied with the state of deliverables required to support, operate and maintain the service over its service lifespan.

#### Corporate Website

: see *Enterprise website*.

#### Enterprise Website

: the enterprise’s website, on which information about the new service is made available and the service is made discoverable by linking to the service.

*Note: Information about the Service commonly will include Purpose, Objectives, Background, Terms & Conditions, Use Cases, Usage Examples, Scope, Scheduling, Applicability (e.g.: phased roll outs), a FAQ, direct Contact information to a Business Support Specialist group, or General Support that can direct inquiries to them.*

#### Offboarding

: a process which completes the life cycle of permanent or non-permanent staff and disables agreements and permission access to Organisation systems and processes

#### OnBoarding

: a process to register permanent and non-permanent staff detailing reasons for procurement and permissions for access to Organisation systems and processes

#### 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

### Authors & Collaborators

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### 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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### 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.