IT Project Guidance

Glossary of IT Specific Terms:   
System Procurement

Version:

0.1

## 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

Included are the meanings of acronyms and industry terms used to describe aspects of system procurement.

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## Objective

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

# Terms & Acronyms

## System Delivery Industry Terms & Acronyms

#### SaaS

: acronym for Software as a Service.

#### Software as a Service

: a software distribution model in which applications are hosted by a vendor or service provider and made available to a customer over a network.  
This model is where SaaS providers move the task of managing software and its deployment to third party services. This model tends to reduce the cost of software ownership by removing the need for technical staff to manage, install, and upgrade software, as well as reduce the cost of licensing software.   
Customisation of SaaS solutions is not recommended but can in some cases be part of the agreement.

The difference between Managed Services, SaaS, PaaS and IaaS, is the level of selection, deployment, data provision, and service you provide.

IaaS is where you start by selecting what infrastructure and OS you wish to run on, before moving on to deploying the system to it, then configuring and deploying data to it.

PaaS is where the infrastructure’s devices and OS are provided, leaving you to start with deploying the application stack and service to it, before configuring and deploying data to it

SaaS is when the device, OS, development stack, developed system is already deployed, and one starts by configuring and updating data to it.

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

**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.