ICT Project Guidance

Glossary of ICT Specific Terms:   
Design – System Types

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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

## System Type Terms & Acronyms

#### CRM

: acronym for *Customer Relations Management* system.

#### CMS

: acronym for *Content Management System* *or* *Contract Management System*.

#### Contract Management System (CMS)

: a system to manage Contracts with Suppliers and Customers, and potentially Spend. Must be integrated with a system to manage Suppliers, which may or may not be the organisation’s CRM service (this will depend on organisation size and resources).

#### Content Management System (CMS)

: system to manage presented content. Contrast with an EDMS. The acronym is often confused with *CRM*.

#### Customer Relations Management (CRM) system

: system to collect, manage, analyse and present information on potential and actual consumers and potential [repeat] customers and clients. Should differ from a *Suppliers Relationships Management*. The acronym if often confused with *CMS*.

#### EDMIS

: acronym for *Electronic Document Management System*.

#### Electronic Document Management System

: a system to manage documents through a process-based lifecycle from creating Drafts through to Reviewing, Rejecting, Approving, Categorising, Classifying, Releasing, Endorsing, Feedback collecting, Management, Replacing, Retiring, Removing and/or Restoring.

#### FMIS

* : acronym for Financial Management Information System.

#### Financial Management Information System

: basically, an accounting system.

Appendices

Appendix A - Document Information

### Version

0.1 Initial Draft

### 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.