IT Project Guidance

Glossary of IT Specific Terms:   
Support, Operations, Maintenance

Version:

0.2

## Description

A Glossary of common IT Terms related to supporting, operating, monitoring and maintaining services, to establish a common understanding, while reducing duplication of effort in downstream documents.

## Synopsis

Included are the meanings of acronyms and industry terms used to describe aspects of supporting, operating, monitoring, maintaining services.

## Contents

[Description 1](#_Toc150845435)

[Synopsis 1](#_Toc150845436)

[Contents 2](#_Toc150845437)

[Introduction 3](#_Toc150845438)

[Objective 3](#_Toc150845439)

[Terms & Acronyms 4](#_Toc150845440)

[Service Support & Operations Terms & Acronyms 4](#_Toc150845441)

[ASG 4](#_Toc150845442)

[Application Support Guide 4](#_Toc150845443)

[Appendices 5](#_Toc150845444)

[Appendix A - Document Information 5](#_Toc150845445)

[Versions 5](#_Toc150845446)

[Images 5](#_Toc150845447)

[Tables 5](#_Toc150845448)

[References 5](#_Toc150845449)

[Review Distribution 5](#_Toc150845450)

[Audience 5](#_Toc150845451)

[Diagrams 5](#_Toc150845452)

## Introduction

## Objective

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

# Terms & Acronyms

## Service Support & Operations Terms & Acronyms

#### ASG

: see *Application Support Guide*.

#### Application Support Guide

: an artefact presented for acceptance by the Support team indicating they are satisfied with the documentation available to them.

Appendices

Appendix A - Document Information

### Authors & Collaborators

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### Versions

* 1. Initial Draft
  2. Minor updates

### Images

**No table of figures entries found.**

### Tables

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### 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.