ICT Project Guidance

Glossary of Acronyms & Terms:   
Personal and Social Qualities

Author:

Sky Sigal, Solution Architect

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.

## Contents

[Description 1](#_Toc150843597)

[Contents 2](#_Toc150843598)

[Introduction 3](#_Toc150843599)

[Objective 3](#_Toc150843600)

[Terms & Acronyms 4](#_Toc150843601)

[Uncategorised Terms & Acronyms 4](#_Toc150843602)

[BOSSCARD 4](#_Toc150843603)

[SR 4](#_Toc150843604)

[Service Request 4](#_Toc150843605)

[Appendices 5](#_Toc150843606)

[Appendix A - Document Information 5](#_Toc150843607)

[Version 5](#_Toc150843608)

[Images 5](#_Toc150843609)

[Tables 5](#_Toc150843610)

[References 5](#_Toc150843611)

[Review Distribution 5](#_Toc150843612)

[Audience 5](#_Toc150843613)

[Diagrams 5](#_Toc150843614)

## Introduction

## Objective

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

# Terms & Acronyms

## Personal & Social Acronyms

#### BOSSCARD

: an acronym for *“Background, Options, Stakeholders, Scope, Constraints,*

## Personal & Social Terms

#### Techne

: technical knowledge/skill (techne)

#### *Episteme*

: intellectual knowledge

#### Phronesis

: practical wisdom or intelligence, especially related to decision-making in everyday life, t's about honing one's ability to make quick, effective, and moral decisions, especially in uncertain or challenging circumstances,

#### Deinotes

* : the honed ability for instinctive decision-making in the moment, before thought is actively engaged.

Relationship

: …

Person

:

…

Persona

:

…

Mask

:

…

Identifier

:

…

Credential

:

…

Appendices

Appendix A - Document Information

### Version

0.1 Initial Draft

### Images

**No table of figures entries found.**

### Tables

**No table of figures entries found.**

### References

**There are no sources in the current document.**

### Review Distribution

The document was distributed for review as below:

|  |  |
| --- | --- |
| Identity | Notes |
| Sandy Britain, Enterprise Architect |  |
| Amy Orr, Data Architect |  |
| Roger Govind, Security Architect |  |
| Archana Sahani, Business Analyst |  |
| Dijana Sneath, Business Analyst |  |
| Vincent Weirdsma, Lead Developer |  |

### 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.