



GLOSSARY

APCA	Australian Payments Clearing Association
APICTA	Asia Pacific Australian ICT Awards
ASAP	Aligning Services and Priorities Program
ASIC	Australian Securities and Investment Commission
ATO	Australian Tax Office
BECS	Bulk Electronic Clearing System
CGE&Y	Cap Gemini Ernst & Young
CSN TM	Corporate Services Network TM
DIIESRQ	Department of Innovation and Information Economy, Sport and Recreation Queensland
DPC	Department of the Premier and Cabinet
DSD	Department of State Development
DSTC	Distributed Systems Technology Centre
EBIT	Earnings Before Interest and Tax
ECQ	Electoral Commission of Queensland
EMT	Executive Management Team
GOC	Government-owned Corporation
HP	Hewlett Packard
HR	Human Resources
ICT	Information and Communications Technology
ISM	Integrated Service Management
IT	Information Technology
ITIL	Information Technology Infrastructure Library
IVR	Interactive Voice Response
MAAP	Multimedia Art Asia Pacific
MAN	Metropolitan Area Network
OIT	Office of Information Technology
P3	People, Payroll and Process
QAL	Queensland Alumina Limited
QT	Queensland Transport
QTC	Queensland Treasury Corporation
SSI	Shared Services Initiative
TRAILS	Transport Registration and Integrated Licensing System
UPS	Uninterruptible Power Supply
VPN	Virtual Private Network
WAN	Wide Area Network
WHS	Workplace Health and Safety
WIT	Women in Technology
YAA	Young Achievement Australia