

## » Glossary of terms

<b>Applications management</b>	The continuous management and execution of all activities related to the maintenance, support, enhancement, and evolution of applications
<b>Business continuity</b>	Describes the processes and procedures an organisation puts in place to ensure that essential functions can continue during and after a disaster
<b>Business line</b>	Group of related products or services
<b>Business Process Outsourcing</b>	Contracting of a specific or non-core business task, such as payroll, to a third-party service provider
<b>CCNet</b>	CITEC's Australia wide Frame Relay Network
<b>CDMA/1xRTT</b>	Code Division Multiple Access. A protocol for mobile telephony
<b>CoBIT</b>	Control Objectives for Information and related Technologies
<b>CSN®</b>	Corporate Services Network, CITEC's Australia wide IP network
<b>Data centre</b>	Secure facility designed specifically for the operation of computer hardware
<b>Facilities management</b>	Management and operation of a large part of a client's IT facilities
<b>Frame Relay</b>	Telecommunications service designed for cost-efficient data transmission for intermittent traffic between local area networks (LANs) and between end-points in a wide area network (WAN)
<b>GSM</b>	Global System for Mobile communication. A protocol for mobile telephony
<b>GPRS</b>	General Packet Radio Services is a wireless communication service that promises continuous connection to the Internet for mobile phone and computer users
<b>HP OpenView</b>	A suite of business computer management programs from Hewlett-Packard (HP) used to manage applications, device availability, network conditions and status, system performance, service and program maintenance, and storage resources
<b>ICT</b>	Information and communications technology
<b>Information Brokerage</b>	Transactions involving the buying and selling of legal, personal, business and government information, sold by businesses and government
<b>Infrastructure Management</b>	The ICT business processes that control the quality, efficiency and effectiveness of ICT services. It brings together people, processes, organisation and technologies to support the objectives of a business
<b>Internet portal</b>	A gateway to the world wide web used as a starting point for general, specialised or niche information and/or services
<b>ISM Toolset</b>	The ISM toolset is the enabling technology which will contribute toward CITEC's vision for Integrated Service Management
<b>ICT Outsourcing</b>	The procuring of part or all of an organisation's required information and communications technology services or products from an outside supplier
<b>ITIL</b>	IT Infrastructure Library, the most widely accepted approach to IT Service Management in the world
<b>IVR</b>	Integrated Voice Response
<b>J2EE</b>	Java 2 Platform Enterprise Edition is a Java platform designed for the mainframe-scale computing typical of large enterprises
<b>LAN</b>	Local Area Network
<b>Linux</b>	a Unix-like operating system that was designed to provide personal computer users a free or very low-cost operating system comparable to traditional and usually more expensive Unix systems
<b>MPLS</b>	Multiprotocol Label Switching is a standards-approved technology for speeding up network traffic flow and making it easier to manage
<b>Open systems computing</b>	Computing that provides interoperability, portability or both
<b>PAPMS</b>	Payroll and Payments Management System
<b>QOS</b>	Quality of Service
<b>Selective outsourcing</b>	The outsourcing of particular functions to a third party service provider. Some examples include desktop support, help desk, network management, telecommunications support and wiring and cabling
<b>Service level agreement</b>	(SLA) is a contract between a service provider and a customer that specifies, usually in measurable terms, what services the service provider will furnish
<b>Shared services</b>	Clusters of agencies sharing some corporate services functions
<b>TCP/IP architecture</b>	Transmission Control Protocol/Internet Protocol is the basic communication protocol of the Internet
<b>Unix</b>	An operating system that originated at Bell Labs in 1969
<b>Utility computing</b>	A service provisioning model where a service provider makes computing resources and infrastructure management available to the customer as needed, and charges them for specific usage rather than a flat rate
<b>Vertical market</b>	A particular industry or common group of enterprises
<b>VoiP/IP telephony</b>	Voice over IP – telephone services over IP based networks
<b>VPN</b>	Virtual Private Network
<b>WAN</b>	Wide Area Network